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Benzstraße 3-5 ■ 68794 Oberhausen-Rheinhausen

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Customer number:

Oberhausen-Rheinhausen, TT.MM.JJJJ

Preventive replacement – urgent safety information

Corrective action VK-0008 for:

- **Wheelchair models Skater, Trend, Jump alpha/ beta, Vector**
- **Wheelchairs with back tubes made of section tube with groove from production period 01/2008-09/2015**

Dear Sirs and Madams,

The name SORG Rollstuhltechnik stands for quality and safety. Due to this claim we observe our wheelchairs even after they have reached the customer.

In the course of this continuous market observation, our attention has been drawn to a possible weakness with a certain configuration of back tubes on SORG wheelchairs from the production period 01/2008-09/2015.

In order to prevent damage or breakage on the affected wheelchairs, we have developed an exchange set. With this cover letter, you will get the records concerning the wheelchairs you have handed over in the past.

We would like to point out at this point that it is not necessary to drive to the customer. Customers must be informed of the corrective action and asked to arrange an appointment for replacement at their medical supply store. Of course, we will provide you with an appropriate wording proposal for writing to your customers on our website. The corresponding link can be found in the FAQ's (Attachment 3).

With the enclosed application form, you can order the appropriate exchange sets free of charge after identification of the wheelchair.

Check list of the measures to be taken by the addressee:

- Identification of the wheelchair commissions, to which you currently have access
- Inform your customers about the corrective action
- Confirmation to SORG that your customers – if possible – were informed (Attachment 1: **Confirmation form**)
- Collection of the data necessary for the exchange of the individual commissions (Attachment 2: **Questionnaire**)
- Ordering the exchange sets (Attachment 3: **Requirements form**)
- Assemble the exchange set to the identified wheelchairs in your company

Passing on the described information:

Please ensure that all users of the affected products and other persons to be informed are aware of this urgent safety information. If you have distributed the products to a third party, please forward a copy of this information and inform the contact person listed below. If products no longer exist and have been scrapped due to their age or useful life, of course, the search for customer data or information is obsolete.

We would like to thank you in advance for your efforts. For further questions, please refer to the enclosed FAQs. Of course you may contact Manfred Ball at +49 (0)7254/ 9279-0 or via e-mail at produktmanagement@sorgrollstuhltechnik.de.

All this information and the attachments as well as a wording proposal for a letter to your customers are also available in electronic form on our website. The corresponding link can be found in the attached FAQs (attachment 3).

Best regards

Product management

SORG Rollstuhltechnik GmbH+CO.KG

safety officer (MPG)

SORG Rollstuhltechnik GmbH+CO.KG

attachment 1: **Confirmation form**

attachment 2: **Questionnaire**

attachment 3: **Mounting instructions**

attachment 4: **Records** of the identified products/commissions

Confirmation form for corrective action VK-0008

Exchange set back tube- SORG Rollstuhltechnik

SORG Rollstuhltechnik GmbH+Co.KG

Benzstrasse 3-5

68794 Oberhausen-Rheinhausen

Customer number

Customer name:

We hereby confirm that all users of the products named in the Safety Information VK-0008 and other persons to be informed, have been informed of this safety information regarding the precautionary exchange of the back tubes.

Place/Date

Stamp/Signature

Please send the confirmation form back to us via Fax, e-mail or post.

via fax 07254-927910

via e-mail produktmanagement@sorgrollstuhltechnik.de

via Post SORG Rollstuhltechnik GmbH+Co.KG
Benzstrasse 3-5
68794 Oberhausen-Rheinhausen

Questionnaire for the customer for corrective action VK-0008

Exchange set back tube- SORG Rollstuhltechnik

Customer data

Customer number **Seriendruckfeld**

Customer name: **Seriendruckfeld**

(Please copy this form if necessary)

Order exchange set for conversion back tubes

serial number (please fill in the serial number of the wheelchairs from the records you received.)	comment (Here you can state possible conversions made to the back height, back type, side guards etc., that are saved in computer system)

Reinforced version wanted:

In the comment part you can request a reinforced construction for the replacement set under very heavy load (eg epilepsy). To do this, enter the word "steel version" in the column Comment.

Please send the confirmation form back to us via Fax, e-mail or post.

- via fax 07254-927910
- via e-mail produktmanagement@sorgrollstuhltechnik.de
- via Post SORG Rollstuhltechnik GmbH+Co.KG
Benzstrasse 3-5
68794 Oberhausen-Rheinhausen

Ort/Datum

Stempel/Unterschrift

Mounting instructions exchange set back tubes

The wheelchair commissions determined by us are wheelchairs with back tubes made of profile tube with groove (see pic. 1). In this case, please carry out the replacement of the back tubes as described below. However, if in the meantime the back tubes have already been replaced by a tube $\varnothing 20 \times 5 \text{mm}$ (see pic.2), no exchange is required.

1. Identifying the back tubes which need to be exchanged



pic.1

Section tube



Exchange!



pic.2

round tube



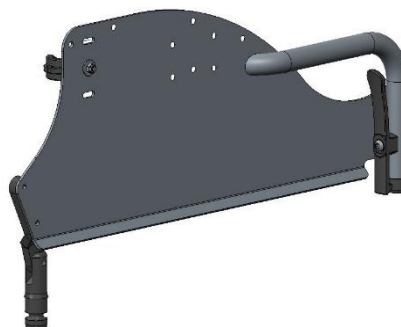
Do not exchange

2. Steps:

- First, please remove all parts that are attached to the back tube (push handle holder, stabilizer bar, side truss pads, standard or Desk side guards (pic.3 and pic. 4))



pic. 3 Standard side guards

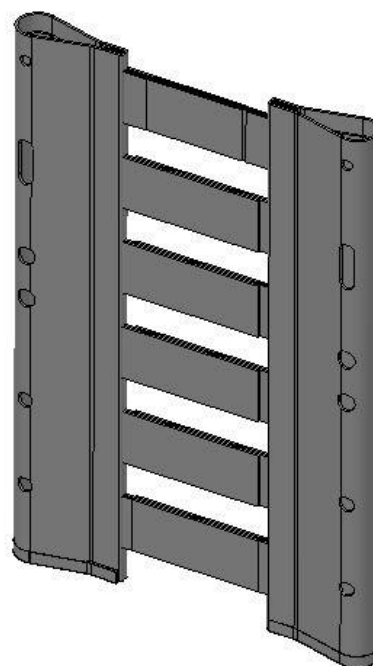


pic. 4 Desk side guards

- Should the wheelchair have a standard back cover (not an adjustable back cover), please remove this as well.
- Loosen the screws of the back tubes on the frame and remove the back tubes (pic.5)
- Mount the new back tubes with the included screws in the same position as the old back tubes (pic.5)



pic.5 back tubes with screws



pic. 6 adjustable back cover

- For wheelchairs with adjustable back cover (pic.6), please mount the new adjustable back cover with the included screws
- Then mount the other attachments. Please replace the used lock washers with the included new lock washers.

3. Exchange sets

a. Exchange set for standard back cover or firm curved back plate:

- 2 pcs. back tubes
- 2x screws (raised countersunk screw M6x25, lock washer Schnorr S6, saddle washer $\varnothing 12/6 \times 2,5$)
- 12 pcs. lock washers Schnorr S5

b. Exchange set for adjustable back cover:

- Back tubes with mounting set see above
- Additionally a new adjustable back cover is included (Incl. 2x countersunk screw M5x16 and 2x rosette $\varnothing 13/6 \times 2$)