

Customer address  
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**Field Safety Corrective Action – Urgent safety information**  
**ZIPPIE Voyage (rehab stroller)**  
**Production period from 15-04-2013 to 09-06-2021**

Your Ref, Your message of

Our Ref, Our message of

Telephone  
+49 7253/980-0

Date  
August 2021

Dear Sir/Madam,

Here at Sunrise Medical, the safety of our customers is the top priority. Within our Quality Management procedures we continuously monitor our internal processes and our products on the market.

We have received market feedback, about an incident where a child in the USA was injured. The cause was operator error, it was identified that the seat shell was not locked in position properly. On the basis of these findings, Sunrise Medical has decided to retro-fit all ZIPPIE Voyage products already in use with a quick-release safety belt, in order to prevent any possible reoccurrence of the fault. We would like to ask you for your support in retro-fitting the affected rehab strollers.

In order to keep the time and effort involved to a minimum, we are enclosing a sufficient number of retro-fit kits (consisting of: installation instructions, additional information for the operating manual, reply form and quick-release safety belt) with this letter.

The retro-fit can be carried out by you as a Rehab dealer as well as by the owner/user of the rehab stroller themselves.

**What measures must you take?**

- Inform your ZIPPIE Voyage customers about this action
- Retro-fit the ZIPPIE Voyage products to be carried out by you or the owner/user of the rehab stroller
- Confirm that the action has been carried out using the enclosed reply form before 30.09.2021

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Head Office: Malsch/Heidelberg  
Commercial register Mannheim HRB no.: 727105  
Place of jurisdiction: Heidelberg  
Managing Directors Bernd Krebs, Thomas Hardt

Bank details:  
HSBC Trinkhaus & Burkhardt AG Düsseldorf  
IBAN: DE 03300308800670033007  
BIC Code: TUBDDEDD

**Identification of the affected medical products:**

All customers who have received a rehab stroller from the relevant batch will be informed in writing. The affected medical products can be clearly identified using the serial numbers. The affected products were manufactured in the production period from 15-04-2013 to 09-06-2021.

For you the following serial numbers are affected:

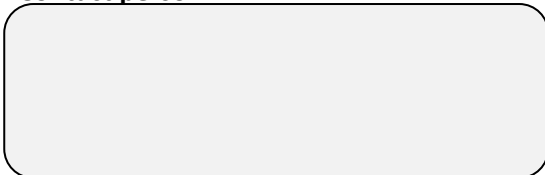
- XXXX-XXXXXX

**Distribution of the information described here:**

Please make sure that, within your organisation, all owners/users of the above-mentioned products and other individuals who need to be informed are made aware of this urgent safety information.

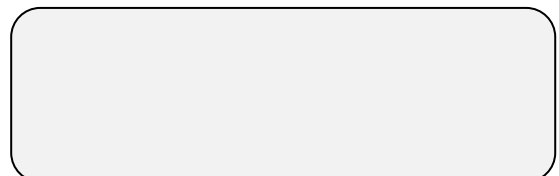
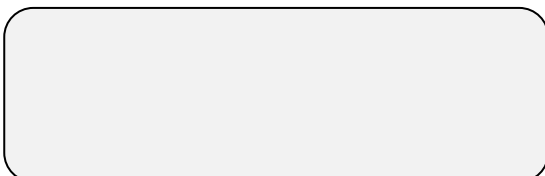
Please retain this information at least until the measures have been completed.

The Federal Institute for Drugs and Medical Devices (BrArM) has been informed of this "Urgent safety information".

**Contact person:**

We are extremely sorry for the inconvenience caused and apologise for this. We know that by doing this we are acting very much in the interests of our quality-focused dealers and all customers. Thank you for implementing this philosophy locally and we look forward to our continued cooperation.

Sincerely,

**Sunrise Medical GmbH**

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