



***Yes, you can.®***

**URGENT – MEDICAL DEVICE RECALL**

Invacare® Pronto® Air Personal Transporter  
Models: AIRPTMBDY18, AIRPTMBDY20, AIRPTBASE  
Service Part Model: LPC12-18

Date: April 6, 2015

Dear Provider:

This letter is to provide you with important information concerning a potential defect involving the Invacare® Pronto® Air Personal Transporter. Invacare recently identified a quality issue with the supplied batteries used in the Invacare® Pronto® Air Personal Transporter.

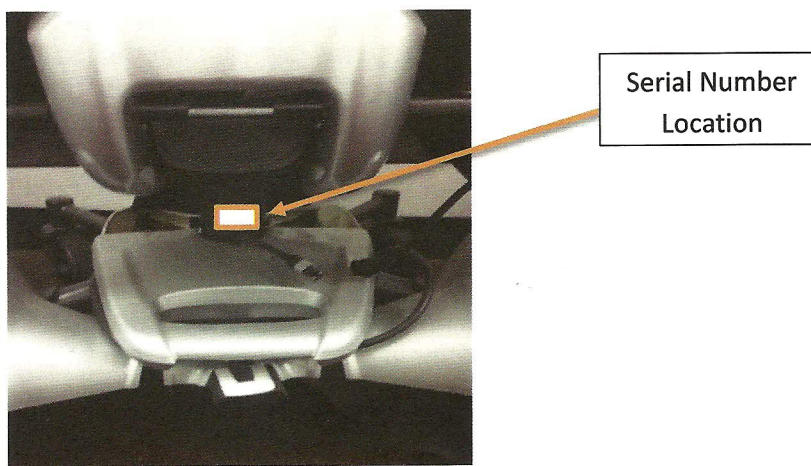
What is the problem?

There is a possibility that the batteries could overheat during charging. The batteries may swell or leak as a result of overheating. Swollen batteries may become non-functional and contact with leaked battery acid may result in chemical burns or property damage. Not all units identified as impacted will show signs of battery deformation.

To date there have not been any reported events involving injury associated with this issue. However, Invacare takes patient safety seriously, and the company wants to ensure this potential battery issue is not present in any Invacare® Pronto® Air Personal Transporter.

How do you determine impacted chairs?

Please examine your inventory in stock and in the field of Invacare® Pronto® Air Personal Transporters to confirm it has one of the potentially impacted serial numbers that can be found on the back of the seat post tube just above the shroud (See picture 1).



Picture 1. Back of the chair for serial number location

What units are impacted?

Finished Device: Invacare® Pronto® Air Personal Transporters manufactured from October 1, 2012 to August 19, 2014. Each unit has two batteries. Models are as follows:

AIRPTMBDY18
AIRPTMBDY20
AIRPTBASE

The serial number range is 12JSZD60025 to 14ESZD60115.

Service Parts: All batteries model number LPC12-18 are affected by this recall.

Why are you being contacted?

According to our records, you received one or more of the potentially impacted personal transporters and/or service parts. We have enclosed a Unit Disposition Form and Tracking Sheet which lists the model(s), serial number(s) and battery service part(s) that were shipped to you.

What actions are required?

1. Please promptly complete and return the enclosed Provider Response Card to Invacare via fax to 440-326-3544 or email to [recall@invacare.com](mailto:recall@invacare.com) to confirm receipt of recall notification and your agreement to conduct it according to instructions.
2. Please examine your existing stock and quarantine any impacted units and/or service part batteries. Indicate the disposition of each unit and battery service part in your stock inventory or in the field on the enclosed Unit Disposition Form and Tracking Sheet.
3. Please contact Invacare Customer Service at (877) 413-6008 to order your replacement batteries. The recall replacement kit number is 1191920. The kit includes two new batteries and instructions for installing them. The batteries need to be replaced as soon as possible at the latest 90 days from the date of this letter.
4. Please follow the below instructions for the impacted batteries and document their disposal.
  - a. Remove both (2) impacted batteries from the personal transporter.
  - b. Recycle the impacted batteries per your internal battery recycle process or dispose according to local, state and federal regulations for lead acid batteries.
  - c. Document the disposal on the Affidavit of Removal for Recalled Product form provided for you.
  - d. Send in the Affidavit of Removal for Recalled Product form confirming recycling or disposal of impacted batteries to (fax) 440-326-3544 or email to [recall@invacare.com](mailto:recall@invacare.com).
5. You are responsible for ensuring that this recall is conducted to the customer level. A recommended consumer letter is enclosed for your reference, and should be mailed immediately upon receipt.
  - a. Please contact your customer to schedule an appointment. Request that the user schedule service to conduct the correction as soon as possible.