



32 Wedgwood Road
Bicester
Oxfordshire
OX26 4UL

**Correction for model SC713INT with 12km/h transaxle
Replacement of Transaxle assembly
All units manufactured from July 25th, 2009 to March 29th, 2010**

September 2010

**Urgent Field Safety Notice
Pride Colt XL8 scooter**

Dear Dealer:

This letter is to inform you of a product safety correction on the on the SC713INT units manufactured from July 25th, 2009 to March 29th, 2010.

After evaluation of this unit Pride has found that there is a potential for the pinion gear inside the transaxle to become damaged during aggressive use of the product. If the pinion gear becomes damaged the unit will produce a pronounced rhymed vibration when driven. It will be clear to the operator that something is wrong with the unit. If the user continues to drive the unit aggressively, the damaged pinion gear could break which would create a freewheel condition.

Pride has received consumer complaints on this issue. We acknowledge the remote potential that such a malfunction in the product can occur and could lead to serious personal injury and/or death.

In order to alleviate any potential for this type of malfunction, Pride will replace the transaxle assembly with a new transaxle assembly that has a larger diameter, stronger pinion gear.

You will need to perform the following:

1. Locate the SC713INT unit(s) Colt XL8 with 8 mph (12km/h) only from the provided serial number list.
2. Contact the patient(s) and inform them of the product correction. **We have provided a sample letter that you may distribute to your users (consumers) alerting them to the device correction (see attached).**
3. Contact Pride to order the Upgrade Kit. (Please have the serial number of the unit available)
4. Make an appointment with the consumer to replace the transaxle.
5. For your efforts Pride will credit your account for each transaxle replaced.

Please also complete and return Pride's correction completion card that has been submitted to you. This card notifies Pride that you have completed the Upgrade. The card must be completed in its entirety to receive credit.

We apologize for any inconvenience this action may have caused you or your patient(s). Please be assured that Pride's efforts in this matter are intended to demonstrate our continued commitment to manufacturing safe, high quality products. Thank you for your continued support.

Contact reference person:
Craig Sweetlove
Pride Mobility Products Limited
32 Wedgwood Road
Bicester, Oxfordshire OX26 4UL
Telephone: 01869 324600 / Fax: 01869 323070

This notice needs to be passed on to all those who need to be aware within your organization where the potentially affected devices have been transferred.

Thank you

Pride Mobility Product, Corporation