



URGENT: Field Safety Notice

[MONTH DAY], 2018

[PERMOBIL CHAIR USER NAME]

[ADDRESS]

[CITY, STATE, ZIP]

Dear TiLite Chair User,

The purpose of this letter is to inform you that TiLite has voluntarily initiated a correction of certain TiLite Anti-Tip Devices. The following models are affected by this correction:

TRA
Aero T
ZRA
Aero Z
2GX
Aero X
Twist
Aero R

This correction decision has been made because of a potential failure of the Anti-Tip device. If one or both Anti-Tip devices fail a user could fall back leading to a potential injury.

You are being notified because our records indicate you are in possession of one of these affected serial numbers. TiLite has identified the problem and is correcting these devices.

Your dealer will contact you to schedule an immediate inspection and replacement of the Anti-Tip devices and provide further instructions.

Please contact Angel Maki at TiLite if you have any questions or concerns regarding this notice or the safety and performance of your chair at 1-800-545-2266, extension 213, 8:00 AM to 5:00 PM Pacific Time, Monday – Friday or by email at angelica.maki@permobil.com.

Should you have any questions, please do not hesitate to contact us.

Sincerely,
TiLite