

## Field Safety Notice 103863

Field Safety Notice to customers and users of Volaris Smart and Volaris Patrol

With this message, Eurovema Mobility AB announces safety measures for Volaris Smart and Volaris Patrol rollators.



Volaris Patrol

Volaris Smart



## Background

During 2022 and 2023, Eurovema Mobility AB (hereinafter referred to as Eurovema) evaluated incidents in the market where Volaris Smart and Volaris Patrol has had wheels detach. This mainly concerns the front left wheel. From the period of January 1, 2018, to January 31, 2020, a pre-applied thread locking mechanism that does not ensure sufficient functionality was used, thereby posing a risk of a wheel detaching. Rollators manufactured before and after the aforementioned period have been equipped with a different type of thread locking mechanism, and no incidents have been reported. All incidents have occurred in Sweden.

## Corrective Actions

Eurovema is implementing the following corrective measures.

- 1) Replacement of bolts/nut sockets
  - a. Eurovema performs the replacement of bolts/nut sockets at distributor, after the distributor has collected a reasonable number of rollators agreed upon by all parties.
  - b. The distributor collects rollators for service and performs the replacement. Eurovema provides bolts and nut sockets, as well as covers the cost of labor.
  - c. For international customers, Eurovema requests distributors to handle the replacement. Eurovema covers the cost of labor.
- 2) Scrapping of active rollators
  - a. Many of the rollators are approaching the end of their expected lifespan (5 years). Eurovema recommends scrapping these rollators. Eurovema compensates for the remaining value of these rollators.

## Affected products

The corrective action applies to all Volaris Smart and Volaris Patrol rollators manufactured between January 1, 2018, and January 31, 2020.

Product	From (serial number)	To (serial number)
Volaris Smart / Patrol	1040196931	1040262638

## Timeline

To ensure that no further incidents occur, Eurovema ensures that the measure is carried out promptly. Planned completion by June 2024.

## Information

Eurovema requests customers who have purchased the specified rollators to inform all relevant parties within their own organization. Please also inform users and third parties who require this information. Please keep this document until the measure is completed.

Please sign **Annex 1** and send it to Eurovema as confirmation that the information has been received.

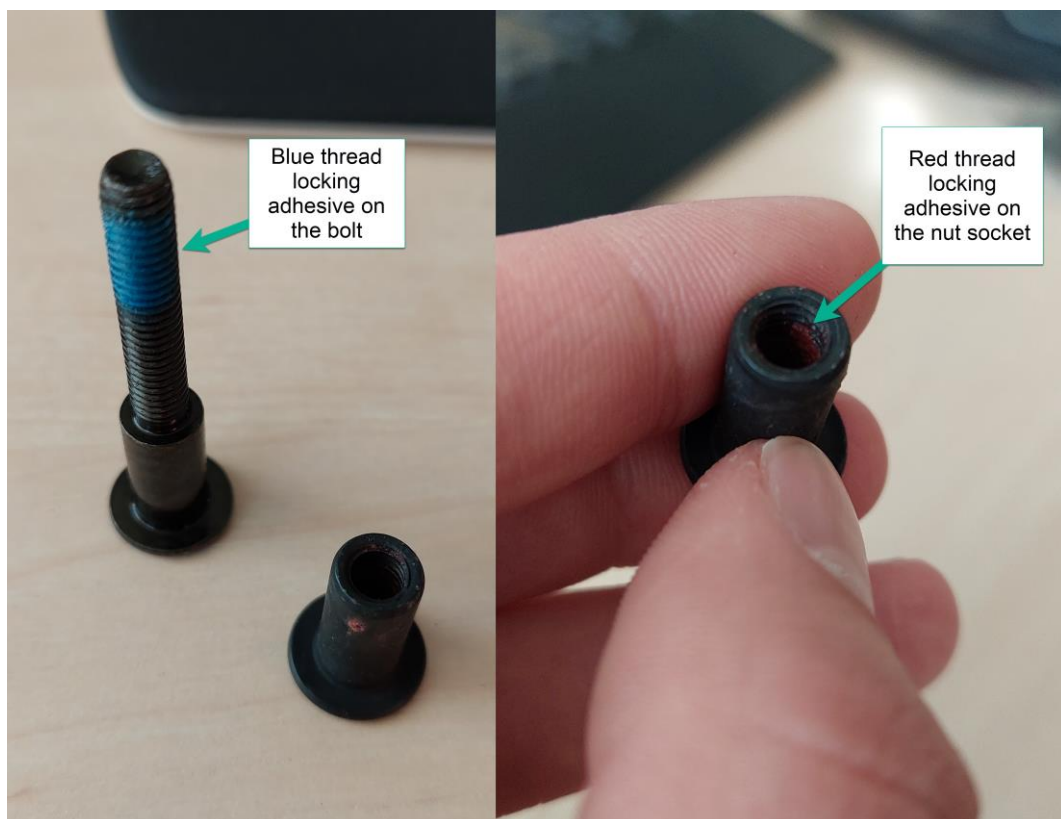
**Annex 2** provides instructions on how to replace the bolt and nut socket.

## Notice

Do not reuse the bolt and nut socket! The bolt and nut socket must be **replaced** if the wheel is removed for servicing or reconditioning. This is necessary to ensure safe usage. Eurovema will send out bolts and nut sockets at no additional cost to customers who perform the replacement themselves and wish to have a stock in the service department.

## Images of the parts

The image below depicts the correct bolt and nut socket to be used on the wheels.





## Contact Information

Contact Eurovema for how you wish to proceed with the replacement of bolts and nut sockets, as well as possible scrapping.

Demir Masinovic, Technical Manager  
Telephone: +46 (0)73-442 5911  
[Demir.masinovic@eurovema.se](mailto:Demir.masinovic@eurovema.se)

Customer Support  
Telephone: +46 (0)73-442 5900  
E-mail: [support@eurovema.se](mailto:support@eurovema.se)

Address  
Eurovema Mobility AB  
Baldersvägen 38  
332 35, Gislaved  
Sweden

Yours Sincerely,

Demir Masinovic  
Technical Manager



## Annex 1 - Confirmation of Receipt of FSN

I hereby confirm as the owner/responsible person of the above-mentioned product that I have received the Important Field Safety Notice with reference **103863**.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_

Institute / Department: \_\_\_\_\_

Address: \_\_\_\_\_

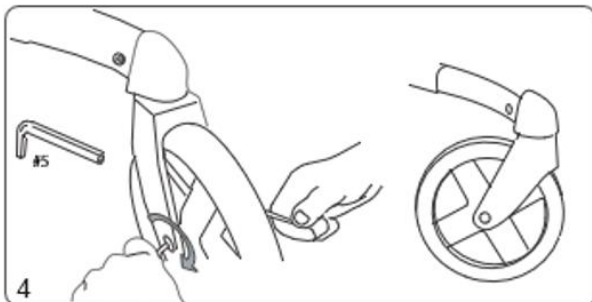
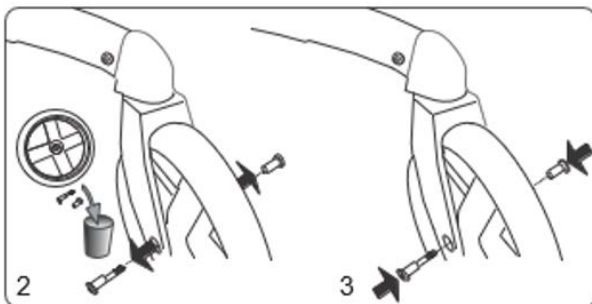
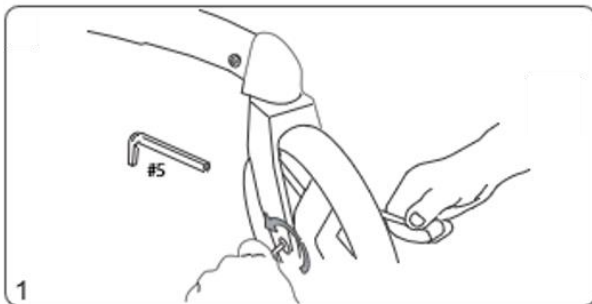
Telephone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Please return the confirmation to Eurovema via email to our technical contact, Demir Masinovic (demir.masinovic@eurovema.se). Alternatively, you can send it by mail to Eurovema's postal address.

Eurovema Mobility AB  
Baldersvägen 38  
332 35, Gislaved  
Sweden

## Annex 2 – Instruction, replacement of bolt and nut socket



1. Loosen the bolt using two hex keys, size 5.  
Clean the hub/bearings or replace with new wheels.

2. Mount the wheel using a new original bolt and nut socket that are pre-treated with thread adhesive.

3. Tighten the bolt assembly with 3.8 - 4 Nm of torque.