URGENT: MEDICAL DEVICE RECALL

SOFTWARE CORRECTION

Date: June 18, 2026

Attention: Insert Customer Name or demo unit holder
Product Name: munevo DRIVE
Model Number(s): munevo DRIVE and munevo DRIVE R-Net
Affected Serial Numbers: 2QNTGG2820170029, 2QNTGG2820170047, 2QNTGG2820160730, 2QNTGG2820161031, 1QNTGG2519120215, 1QNTGG2818520491, 1QNTGG2819210671, 2QNTGG2820160358, 2QNTGG2820170527, 2QNTGG2820160265, 2QNTGG2820160732, 1QNTGG2819200073, 2QNTGG2820160746, 2QNTGG2820160410, 2QNTGG2820160500, 2QNTGG2820160368, 2QNTGG2820161091, 2QNTGG2820161026, 2QNTGG2820160699

Affected Software Versions: munevo DRIVE v1: 10.14.5 - 12.0.4; munevo DRIVE R-net: 10.17.5. - 12.0.4

Dear Customer,

This letter is to inform you that Munevo is initiating a voluntary medical device recall to correct a software calibration anomaly in munevo DRIVE. Our records indicate that you have or are currently managing one or more of these affected devices.

Reason for the Voluntary Recall (Description of Problem)

Munevo has identified a software bug that can cause the wheelchair's driving mechanism to fall out of calibration. When this occurs, the device may experience an unexpected steering drift and/or imprecise control while driving the wheelchair

Risk to Health

An out-of-calibration driving system may cause the wheelchair to veer from its intended path. If the operator cannot naturally compensate for the drift, this issue could result in a low-speed collision, tipping, or minor-to-moderate injuries to the user or bystanders. To date, munevo has received 1 report of this issue occurring in the field, with 0 reported injuries.

Actions Required by the User / Provider

1. **Locate the Manual Override:** Ensure that all operators and caregivers are fully trained on the location and use of the **manual override stop button**
2. **Emergency Stopping:** If the wheelchair experiences steering drift or fails to respond correctly, **immediately press the manual override stop button**. This action directly cuts power to the motors and safely engages the brakes.
3. **Update Software:** Update the software as soon as possible. Until the update is installed do not activate neutral calibration in the admin menu (only applicable to those who have access to the admin menu)
4. **Acknowledge Receipt:** Complete the **Acknowledgment Card** within **three (3) business days** via the link (if you have any questions contact us via email at support@munevo.com). Returning this card is required to track regulatory compliance.

Customer Acknowledgment Response : https://docs.google.com/forms/d/e/1FAIpQLSdk1JZ7iZMNK2z2QC3Tsg9RhUVXt1EsKj-Ni7q_37tIU42JMg/viewform?usp=header

Product Correction Plan

Munevo has developed a software update Version 12.1.7 (munevo DRIVE) and Version 12.2.6 (munevo DRIVE R-Net) that resolves this issue entirely

- This software update will be pushed remotely to your device on June 17, 2026. Please ensure your wheelchair is connected to Wi-Fi/Network and follow the on-screen prompts to accept the update.

Contact Information

If you have any questions, require technical support, or need assistance identifying your serial numbers, please contact our Recall Customer Support Team at **+1 628 688 7535** (US customers only) or **+49 170 28 64 359** (for all customers outside the US) or via email at **support@munevo.com**

This recall is being conducted with the knowledge of the U.S. Food and Drug Administration (FDA), EU Regulatory authorities (BfarM) UK Regulatory body (MHRA) and Switzerland regulatory authority (Swissmedic). We sincerely apologize for any inconvenience this action may cause and thank you for your immediate cooperation.

Sincerely,

Michelle Halpain

Regulatory Affairs Coordinator

Munevo GmbH

Contact: michelle@munevo.com