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Port Washington, NY 11050
800.338.1988
www.drivemedical.com

URGENT NOTICE
MEDICAL DEVICE RECALL

Drive DeVilbiss Healthcare Car Charger Power Cord Accessory (provided with the iGo®2 Portable Oxygen Concentrator)

May 6, 2025

[Customer Name
Street Address
City, State or Province, Postal Code
Email Address]

Dear Portable Oxygen Concentrator Customer,

Purpose
The purpose of this Notice is to inform you that Drive DeVilbiss Healthcare is voluntarily initiating a recall for the car charger cord provided as an accessory with your 125D series iGo®2 Portable Oxygen Concentrator (POC). The voluntary recall will apply to all Car charger cords provided with your iGo®2 POC system and replacement cords sold from January 1, 2023, through February 21, 2025. **Table 1** and **Figures 1, 2 and 3** below will help you identify the product being recalled.

Please discontinue use of the car charger cord and review the requested recall actions outlined below.

Reason for Voluntary Recall
The iGo®2 POC Car charger cord is a non-critical accessory to the iGo®2 POC. It allows the user to operate their iGo®2 POC from a DC power supply, such as the charging port in a vehicle. Under normal operating conditions, the car charger cord will power the unit, while concurrently charging the device's internal battery.

After receiving complaints related to overheating of the plug portion of the cable, an investigation determined the root cause was an assembly error; specifically, the fuse and the retention spring were installed in the reverse positions. It was confirmed that during some use situations, the adapter connection may become hot to the touch, and in some cases cause deformation of the plastic housing. The manufacturing assembly error has now been corrected.

Drive Devilbiss Healthcare is voluntarily implementing this recall of affected car charger cords. Please note that the car charger cord defect has no impact on the functioning of the iGo®2 Portable Oxygen Concentrator device or any other accessories.

Risk to Health

To date, there are no complaints of serious injury associated with this issue. During use, the adapter connection may become hot to the touch, and in a low number of cases, could cause a minor burn to the fingers or hand.

Actions To Be Taken By Our Customers

Please review the following methods to help identify affected car charger cords.

1. Identify if your car charger cord is being recalled by using the following identifiers:
    a. Car charger cord model DV6X-619 Rev E with labeled lot number beginning with 2023-01-01 through 2024-12-31 (see **Figure 1** below). Not all Rev E cords are recalled. Refer to 1c below to confirm if your Rev E unit is recalled.

Figure 1: "Rev E" label and lot number placement

    b. If your product is not in the original plastic bag, affected car charger cords can also be identified by the serial number on the iGo®2 Portable Oxygen Concentrator unit (see **Figure 2** below). To help identify affected car charger cords, check the serial number of your iGo®2 POC device against applicable serial numbers in **Table 1** provided on page 4.

Figure 2: Serial number placement on iGo®2 POC Device

c. If there is any doubt, you can easily inspect the car charger cord adapter by unscrewing the metal cap. (See **Figure 3** for spring and fuse position.)
    i. If the internal spring is next to the cap, this incorrect configuration <u>is being recalled</u>.
    ii. If the fuse is next to the cap, this correct configuration <u>is **not** recalled</u>.

Figure 3: Inspecting the car charger cord adapter for spring or fuse position.

2. Discontinue use of the recalled car charger cord identified by the steps above. If you must use the car charger before it has been inspected and/or replaced, ensure the iGo®2 POC battery is fully charged before use and/or the flow setting is at or below 3 lpm.

3. Dispose of the car charger cord by either cutting the cord with wire-cutters or unscrewing the adapter cap and then discarding all parts.

4. To obtain a replacement car charger cord, go to www.recallrtr.com/iGo2-car-cord to register for this recall. On this website, you will be able to:
    a. confirm affected car charger cords in your possession (refer to steps 1 a-c above),
    b. order replacement product; and
    c. fill out a web form to acknowledge receipt of this recall notification and disposal of any affected car charger cords.

    If you experience any issues with the website or wish to communicate via telephone, Drive DeVilbiss Healthcare has established a dedicated Customer Service phone number, (888-770-7017), which will be available Monday through Friday, from 7:30 a.m. to 5:00 p.m. Central Time. You can also contact us via email regarding this recall at iGo2-car-cord@realtimeresults.net

Table 1: Product identifiers subject to this recall

Product Name	Catalog Number	Serial Number or Lot Number Range
Car charger cord adapter	DV6X-619	Lots numbers beginning with 2023-01-01 through 2024-12-31; and/or car charger cord label "Rev E"
iGo®2 Portable Oxygen Concentrator System	*125D	D23125001DS to D23A26121DS
		F23B06001DS to F25108143DS
	*125D-XB	D23125001DS to D23A26121DS
		F23B06001DS to F25108143DS
	*125D-BT	F23313001DH to F25109259DH
	*125D-BT-XB	F23313001DH to F25109259DH
	*125D-ARYA-XB	D23706001DA to D23B16056DA
		F24212001DA to F25217150DA

***Note: <u>The iGo®2 POC is not being recalled</u>**; the iGo®2 identifiers are provided to assist in identifying <u>defective car charger cords</u> packaged with your portable oxygen concentrator.

Contact Information

Once again, to acknowledge this notice and arrange for replacement of affected car charger cords, please follow one of the options listed here:

- access our dedicated website, www.recallrtr.com/iGo2-car-cord, or
- access the website manually, or
- call our dedicated call center at 1-(888)-770-7017, Monday to Friday, from 7:30 a.m. to 5:00 pm Central Time.

Sincerely,

Drive DeVilbiss Healthcare