Provider Newsflash
September 2025

FDA Recall – Mo-Vis BVBA R-net Joysticks

Purpose of this communication:

We are writing to inform you that Mo-Vis BVBA is correcting their R-net Joysticks due to a firmware error that causes the wheelchair to ignore the neutral setting and allowing it to unexpectedly move. This condition was corrected in firmware version 2.6 but exists for versions 2.3 and lower. The use of affected product may cause serious adverse health consequences, including chronic pain, further reduced mobility and functional independence, post-concussive syndromes, progressively worsening infections that necessitate surgery, prolonged hospitalizations, and death. There has been one reported injury and no reports of death related to this issue.

What do I need to do?

- Please review the following recall notice here.
- Notify impacted patients and to facilitate the software upgrade, according to the guidelines issued by the manufacturer in the FDA notification.
- Confirm if you have any CareCentrix patients affected by this recall and notify the CareCentrix Quality Department by faxing information to: 919-792-6718 Attn: Quality Department.

Thank you in advance for your cooperation and continued partnership.