

FDA Recall – Max Mobility/Permobil

Purpose of this communication:

We are writing to inform you that Max Mobility/Permobil is recalling all SpeedControl Dials used with the SmartDrive MX2+ Power Assist Device after identifying a design issue that can lead to unexpected behavior of the SmartDrive MX2+ motor. Specifically, if there is an intermittent electrical connection between the SpeedControl Dial and SmartDrive MX2+ motor, the power assist device may fail to fully stop when the user presses the control inward or move involuntarily when the dial is at zero position and the light is flashing in stand-by mode. This recall includes all SpeedControl Dials, including dials that [were replaced as part of a prior recall](#). As of July 29, 2025, Max Mobility/Permobil has reported two serious injuries, and no deaths associated with this issue. The SpeedControl Dial, used with the SmartDrive MX2+ Power Assist Device, includes part numbers MX2-3DCK, MX2-3DC, and MX2-3DCMC, and applies to all SpeedControl Dials, including those replaced during a prior recall.

What do I need to do?

- Please review the following recall notice [here](#).
- Notify impacted patients and to facilitate replacement, 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.