

Power Assist

Speed Control Dial FAQ's

Why am I being contacted?

You are being contacted due to a recall involving the SpeedControl Dial, a wired control option for the SmartDrive power assist device.

What is the difference between a recall and a voluntary field correction?

A voluntary field correction is a type of recall. The terms "voluntary field correction" and "recall" can be used interchangeably in communications. Permobil's decision to proactively address this quality issue in the field was voluntary and not mandated by the FDA.

What is being addressed by this recall?

Max Mobility/Permobil has identified a material change with the printed circuit board assembly (PCBA) in the SpeedControl Dial resulting in inconsistent performance issues. The recall strategy will provide a redesigned SpeedControl Dial to address these intermittent performance issues on any new orders, as well as units already in the field.

Is this a recall on SmartDrive power assist device?

No, this is a recall on the [SpeedControl Dial](#), a wired control option for SmartDrive. The SmartDrive power assist device is not being recalled.

How do I get my replacement dial?

There are multiple ways to get your replacement:

- Follow the steps listed on our website by filling out the survey to receive your replacement dial: [SpeedControl Dial Voluntary Field Action](#)
- Reach out to our customer experience team at (800) 736-0925
- Call your provider that was used when purchasing your SpeedControl Dial

Where do I locate my SmartDrive Serial Number?

The serial number of the SmartDrive is located under the front nose of the device:

What other methods can I use to control my device?

Max Mobility/Permobil offers multiple control methods for SmartDrive including SwitchControl, SwitchControl with Mono jack (compatible with the buddy button and other mechanical switches),

and the SmartDrive MX2+ App for compatible Apple and Samsung Galaxy smartwatches.

When will I get my replacement SpeedControl Dial?

Orders are being shipped out of the facility and can expect to review your new dial within our standard lead times. Please note that demand for the dial maybe higher than normal and we may encounter part shortages thru this process and will get you your replacement as soon as possible.

Do I need to return my old SpeedControl Dial?

Once you receive your new dial you will be asked to dispose of it yourself following the instructions in the market correction letter

Where can I locate my Provider ID?

The Provider ID is located on the letter you received from Permobil, if you did not receive a letter call into customer experience or your provider to receive this information

What is the Provider ID used for?

The Provider ID is an identifier that is to be used when calling in Max Mobility/Permobil Customer Experience or when filling out the survey to request your replacement SpeedControl Dials.

What is the affected timeframe?

The affected timeline for the SpeedControl Dial is between August 17, 2023 -November 21, 2024

If my dial works fine what should I do?

If you received your dial in the affected timeframe of this recall we recommended that you replace the dial even if the functionality is still working as intended