



January 21, 2014

Urgent – To all customers who purchased a Golden Buzzaround XL Scooter models GB116 or GB146 between April 2012 and January 21, 2014!

Attention Golden Provider,

This letter is to inform you of an important **SAFETY ALERT!**

It has come to our attention that the Buzzaround XL scooter's "front to rear lockup" can become unintentionally disengaged due to a possible improper fit of the **front alignment cup to the rear alignment screw**. We will require all affected scooters to be upgraded. In order to eliminate this potential safety threat, Golden has created a secondary locking mechanism called a "Buzzaround Collar Lock". This secondary lock can be installed quickly and easily. Our records show your company purchased Buzzaround XL scooters affected by this Alert. We will be forwarding you these records along with pictorial upgrade instructions next.

We must totally eliminate this safety threat by notifying all dealers and consumers, via this Safety Alert, and require Buzzaround XL scooters in the following serial range to be equipped with this new Buzzaround Collar Lock. Scooters must not be driven until this collar lock is installed.

GB 116 Series - Serial number range from *TXL12D0001 through TXL13K0551*

GB 146 Series - Serial number range from *QXL12D0001 through QXL13K0238*

Immediate action must be taken to assure that all consumers stop using their scooters until the secondary lock is installed:

Dealers Must:

- Contact the Buzzaround XL customers on the enclosed list to inform them of the Alert.
- Request that the customer visit your location for this free secondary lock.
- Immediately examine your inventory and quarantine product subject to this Safety Alert until you are able to add the secondary collar lock.
- Buzzaround Inspection Acknowledgment forms will be included with your Collar kits. Each form must be acknowledged and returned to Golden.

Consumers Must:

- Stop operating their scooter until the secondary lock is installed.
- Visit their dealer for this free collar lock

Please contact a special technical service hotline to talk to a trained professional about helping you through this process. 1-800-624-6374 ext) 392 /**email:** buzzxlsafetyalert@goldentech.com

Thank you for your support!
Golden Technologies Team