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xx February 2012

## Accu-Chek Aviva Nano kits (Lot No. 490591) containing wrong version of user manual

Dear Customer,

We would like to inform you today that some **Accu-Chek® Aviva Nano** kits out of the **Lot No. 490591** shipped to your country may contain the wrong language version of the user manual for Accu-Chek® Aviva systems. We became aware of the fact that instead of offering the languages Danish, Finnish, Norwegian, and Swedish, the respective manuals provided contain instructions for use of the Accu-Chek Aviva system in German, Dutch, Italian, and French. However, the kits contain a correct language version of the Quick Reference Guide for the Accu-Chek Aviva Nano system.

To ensure maximum patient safety and meet our high quality standards, we are currently in the process of withdrawing and replacing these wrongly packaged products and would like to ask for your support. **With the shipment of xx.xx.2012, you have received Accu-Chek Aviva Nano starter kits, containing a wrong language version of the user manual (Lot No. 490591 / Material No. 5956048170). Please return these starter kits to your local Accu-Chek Customer Care Center [insert address and phone no]. You will immediately receive a replacement.**

The Lot No. can be found on the top of the box





This activity is only limited to Accu-Chek Aviva Nano kits out of Lot No. 490591. No further lots or products are affected. We have thoroughly investigated the issue and have already identified the root cause of this error. Please rest assured that we have secured the appropriate measures to prevent a reoccurrence of this issue.

To ensure comprehensive information, we have also informed health authorities, our healthcare professional customers and wholesalers. We thank you for your understanding and apologize for any inconvenience you may have. Should you have any additional questions or seek clarification, please contact our Accu-Chek® Customer Care Center on [*insert no.*].

Sincerely,

Roche Diabetes Care

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