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Healthcare

To all users of a
SIEMENS Artis Zeego Systeme

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Date	2012-11-08

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Date	*YYYY-MM-DD*

Urgent customer information **UI AX 038/12/S**

Customer safety advisory notice for zu Artis zeego systems with SW revision VC14, VC20 and VC21 in conjunction with a specific technical configuration

Dear Customer,

In the course of our product monitoring activities, a potential risk for patient or operators was determined during the operation of a Artis zeego system with SW revision VC14, VC20 and VC21 in conjunction with a specific technical configuration which cannot be completely excluded.

Exclusively the Artis zeego systems material number 10280959 with SW revision VC14, VC20 and VC21 in conjunction with a specific technical configuration what is not realized with all devices are affected.

In case of an unlikely failure of a brake, the C-arm may descent. The risk of a failure of the brake and the associated potential hazard for patients or operators may only exist with the stated software versions in conjunction with the specific configuration. Other Artis zeego systems are not affected.

In the course of our risk assessment of this issue, the probability was estimated as “improbable”. Beginning 2012-11-08 the update AX039/12/S will be started and affected systems will be checked and corrected if required.

Our service organization will contact you to arrange a date for checking your system. We also like to state that our service organization is ready for a check any time.

Previously treated patients are not affected from this issue.

Thank you for your comprehension and cooperation in dealing with this matter. We would ask you to forward this information to the employees responsible for the operation of the Artis zeego

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system at your facility. Please also forward this safety information to other organizations affected by this measure.

If you have sold or are no longer in possession of this device, we would ask you to forward this safety information to its new user. We would also ask you to inform us, where possible, of the new user's identity.

Best regards,
SIEMENS AG
Healthcare Sector
Business Unit AX

Dr. Heinrich Kolem	Wolfgang Hofmann
Chief Executive Officer	Medical Device Safety Officer