

Customer Safety Advisory Notice

**To: Director of the Radiology Department
Director of the Nuclear Medicine Department
Risk Management Officer
Users of e.cam and Symbia E systems**

Re: Inspection of e.cam and Symbia E systems for critical mechanical connections

Dear Valued Siemens Customer,

The purpose of this letter is to inform you of an upcoming safety inspection for your Symbia E or e.cam system. Based on our investigation you can continue to use your system with confidence while waiting for an inspection to be scheduled and performed.

The inspection is required because we have received reports of loose bolts in the detector support structure. The system factor of safety assures the safety of the system and there have been no reports of injury.

Your local service engineer will be inspecting the detector pivot connections as a proactive measure. The process should take about an hour. In the event your service engineer discovers a loose connection, they will make the repair on site.

What should you do until the inspection is performed?

Continue to use your system. Please ensure that this safety advisory is placed in the System's instructions for use. As always, Siemens recommends you observe the patient during studies. If you have sold this equipment and it is no longer in your possession, we kindly ask that you forward this safety notice to the new owner of this equipment. Please inform us about the new owner of the equipment.

If you have any questions regarding this important safety notice, please contact your local service representative or you can contact our office at 800-888-7436 (US).

Sincerely,



Matt Shah
Vice President, RA/QA & EHS
Molecular Imaging
CAN006-2013

