

Address  
Name  
Street

ZIP Code Place

— Name: Customer Support Service Phone: +49 6251 16-1670 Your letter:  
Center: Product Service  
Dept.: KSC Fax: +49 6251 16-3010 Our Ref:  
E-Mail: customercare@sirona.com Date: 13.11.2013

**TENEO: Replacement of the pivot pin on the replaced tilting motor** Re:

Dear Business Partner,

— Within the scope of our continual market observation, we'd like to inform you of the following safety issue. We have reason to believe that the necessary safety measures for the attachment of the tilting motor may not have been implemented in full when the tilting motor was replaced on TENEO treatment centers.

TENEO patient chairs supplied between January 2009 and January 2013 whose tilting motor was replaced during the course of servicing work may be affected.

When re-examining the affected treatment centers, it will therefore be essential to ensure the secure fit of the tilting motor's lift pipe by means of "support tube pivot pins" and set screws on the seat support. Please replace the existing pivot pin with the longer pivot pin and set screw provided. Instructions are enclosed with this letter.

### Carrying out the replacement

— Enclosed you will find a list of all replacement tilting motors delivered to your company. They are sorted in chronological ascending order by their delivery note number. We ask that as soon as you have identified the affected end customers you contact them as soon as possible.

To make things as simple as possible for you, we have enclosed the number of replacement parts required for all delivery notes, including installation instructions, with this letter. A sample feedback form is also enclosed. For insurance reasons, you must use this form to itemize the replacements performed on every affected treatment center and then return it to us.

Please return the completed forms to us via one of the following channels:

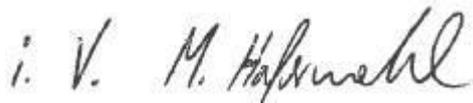
- By fax to extension +49/62 51/16-3010
- Or as an e-mail attachment to [customercare@sirona.com](mailto:customercare@sirona.com)

We ask that you replace the above-mentioned parts as quickly as possible and by 03.31.2014 at the latest.

If you have any questions please contact our Customer Service Center.

We apologize for the inconvenience and thank you for helping us to maintain a high level of customer satisfaction.

Kind regards,



Marcus Hafermehl

Head of Quality Management  
Treatment Centers



Dieter Schaeuffele

Customer Support Center Manager  
Supply Chain Management

Sirona Dental Systems