

**Urgent Field Safety Notice**

**Valleylab™ FT10 FT Series Energy Platform Model # VLFT10GEN**

Software update

November 2023

Medtronic Reference: FA1383

Single Registration Number (SRN): US-MF-000028763

Dear Health Care Providers:

The purpose of this letter is to inform you of an update of the software running on the Valleylab™ FT10 Energy Platform to version 4.0.4. This software update serves as a correction applicable to all Valleylab™ FT10 Energy Platforms running software versions 4.0.1, 4.0.2, and 4.0.3. The software update is available through the Medtronic Valleylab™ Exchange (VLEx) and through your Medtronic sales or service representatives. Note that software version 4.0.4 is available for update to all Valleylab™ FT10 Energy Platforms, regardless of current software version.

**Issue Description:**

As a part of the investigation into this issue, it was noted that upon insertion of a new (unused) LigaSure™ device, the Valleylab™ FT10 Energy Platform running software versions 4.0.1, 4.0.2 and 4.0.3 may erroneously indicate that the LigaSure™ device was used previously. When this occurs, the energy platform will display error “E420 Usage Limit” or error “E416 Unknown Instrument,” and the LigaSure™ device would not be allowed to be used. Through 07-November-2023, there have been 138 complaints for this issue. Upgrading the Valleylab™ FT10 Energy Platform to the newly released software version 4.0.4 will eliminate this issue.

**Potential Health Hazard:**

No patient harm has been reported in relation to this issue. The anticipated patient harm is delay of treatment. There is no impact on patients who have previously undergone a procedure using the energy platform. These patients should continue to be monitored per your practice’s normal follow-up procedures.

**Product Scope:**

<b>Product Name</b>	<b>Model Number</b>	<b>Serial Number</b>
Valleylab™ FT10 FT Series Energy Platform	VLFT10GEN	All Serial Numbers running software versions 4.0.1, 4.0.2 and 4.0.3.

## **Actions to be taken:**

- Immediately notify all personnel in all care environments in which the Valleylab™ FT10 Energy Platform is used about this notice.
- Update Valleylab™ FT10 Energy Platform to software version 4.0.4 to eliminate this issue.
  - For customers already familiar with the software update process through VLEx, software may be directly updated.
  - For customers not familiar with the software update process through VLEx, your Medtronic representative will assist in updating your Valleylab™ FT10 Energy Platform to software version 4.0.4. Your Medtronic representatives will schedule servicing to update the software within the coming weeks.
- Until the software is updated, the Valleylab™ FT10 Energy Platform and LigaSure™ devices can continue to be used as instructed in the User Guide and per your facility protocols. However, please note that the error messages precluding use of LigaSure™ devices may be encountered until software version 4.0.4 is installed.
- Complete the attached Customer Acknowledgement Form and return it as directed to confirm your receipt and understanding of this information.

## **Additional Information:**

Medtronic has notified the Competent Authority of your country of this action.

Medtronic regrets any inconvenience this may cause. We are committed to patient safety and appreciate your prompt attention to this matter. If you have any questions regarding this communication, please contact your Medtronic Representative.

Sincerely,

Local / BU Manager

## FA1383 Customer Acknowledgement Form - Response is required

Valleylab FT10 Energy Platform SW update

**Please complete this Form in its entirety.**

Date: \_\_\_\_\_

Name of Person Completing this Form: \_\_\_\_\_

Title: \_\_\_\_\_

Direct Phone #: \_\_\_\_\_

Email: \_\_\_\_\_

Account Name: \_\_\_\_\_

Account Number: \_\_\_\_\_

Account Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Country: \_\_\_\_\_

I have read and understand the instructions provided and acknowledge receipt of the **notification** regarding the use of the **Valleylab FT10 Energy Platform** by signing below. I also agree to further distribute and communicate this important information within my facility and to anyone whom I have further distributed **Valleylab FT10 Energy Platform** as required.

\_\_\_\_\_  
Name: (print)

\_\_\_\_\_  
Signature:

\_\_\_\_\_  
Date:

If you have any questions regarding this notification, please contact your Medtronic sales representative.

**PLEASE SEND THIS THIS ACKNOWLEDGEMENT TO YOUR MEDTRONIC REP OR EMAIL TO:**

[rs.ranordic@medtronic.com](mailto:rs.ranordic@medtronic.com)