

## URGENT FIELD SAFETY NOTICE

### MiniMed™ 600 series and 700 series pump systems

#### Battery status alerts and alarms

Notification

Insulin Pump	Model Number (Nordic scope)
MiniMed™ 640G Insulin Pump	MMT-1711, MMT-1712, MMT-1751
MiniMed™ 670G Insulin Pump	MMT-1762, MMT-1780, MMT-1781, MMT-1782
MiniMed™ 720G Insulin Pump	MMT-1809, MMT-1859
MiniMed™ 740G Insulin Pump	MMT-1811, MMT-1861
MiniMed™ 780G Insulin Pump	MMT-1885, MMT-1895

October 2024

Medtronic reference: FA1435

[EU Manufacturer Single Registration Number \(SRN\): US-MF-000023100](#)

Dear Valued Healthcare Professional,

You're receiving this letter because our records indicate that one or more of your patients have a MiniMed™ 600 series and/or MiniMed™ 700 series insulin pump. We would like to inform of a communication Medtronic has created for you to share with your patients to reinforce the importance of following their pump's built-in alerts and alarms for battery status, to always carry extra batteries as outlined in the User Guide, and to inform them about situations that may result in shortened pump battery life with the potential for the pump to stop insulin delivery significantly sooner than expected. We also wanted to reinforce that support is available if your patients are impacted by this issue and they can contact Medtronic.

Please carefully review the information below [and acknowledge that you have received this notification](#). Thank you for your patience as we work to continuously improve the experience of your patients; their safety is our top priority.

#### Issue Description:

In some instances, pumps that have been dropped, bumped, or experienced physical impact, may experience damage to internal electrical components, which may result in reduced battery life, causing the battery alerts to occur when less battery life remains than the User Guide states. Even a single drop could result in reduced battery life, either immediately after the drop, or over time, and will continue to affect the pump even after replacing the battery. Affected pumps will still show "Low Battery Pump" alert which is intended to signal that there are up to 10 hours of battery life remaining, however the actual amount of battery life may be significantly shorter. Following the "Low Battery Pump" alert, escalating alerts and sirens may activate. When the "Replace Battery Now" alarm

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appears, insulin delivery stops. Extended time without insulin delivery can lead to health risks like hyperglycemia or diabetic ketoacidosis (DKA), potentially requiring medical intervention.

Medtronic has received 271 reports of hyperglycemia >400mg/dL or >22.2mmol/L and 22 reports of diabetic ketoacidosis from January 2023 to September 2024 globally potentially related to this issue. There have been no confirmed serious injuries associated with this issue.

Medtronic asks that you inform MiniMed™ 600 and/or 700 series insulin pump users using the enclosed letter.

## **Actions Required by Healthcare Professionals**

- Notify patients of the Field Safety Notice and required steps for them to take.
- Send the enclosed letter to patients

## **Patient Actions:**

The enclosed patient letter contains recommended actions for patients to take, including following all alerts and alarms on their pumps, carrying extra batteries with them at all times, being prepared to change their pump battery upon receiving the "Low Battery Pump" alert, and ensuring they have back-up insulin therapy available at all times in their emergency kit.

The Competent Authority of your country has been notified of this action.

Patient safety is our top priority, and we appreciate your time and attention in reading this important notification. We apologize for any inconvenience. If you have any questions, please contact your Medtronic contact.

Sincerely,



### **Federico Gavioli**

Sr Vice President Diabetes EMEA & Americas  
Medtronic Diabetes



### **Ohad Cohen M.D.**

Global Sr. Medical Affairs Director  
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Enclosure: Pump User Letter