

CUSTOMER ADVISORY NOTIFICATION

To users of the ACUSON SC2000 ultrasound systems with serial number below 400300

Dear Valued Customer:

This letter is to notify you of potential issue on your ACUSON SC2000™ ultrasound system.

When does this issue arise and what is the potential risk?

Due to an alignment issue with the bezel on the front panel, the plastic cover around the transducer ports prevents full contact of the connector on the transducer to the transducer port on the system. This issue causes the system to lock up.

What steps can the user take to avoid potential risk of this issue?

In the event a transesophageal transducer is inserted in a patient, the user should first disconnect and reconnect the transducer. If the system still locks up, the user should then follow the instructions on the screen and disconnect the transducer, remove the transducer from the patient, and contact a Siemens service representative.

How will this issue be resolved?

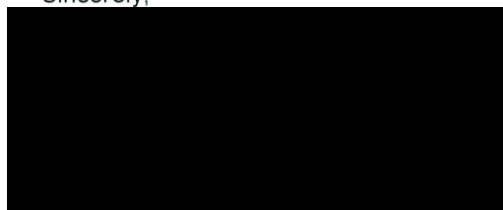
This issue will be resolved with an Update to replace the front panel of the system. Your Siemens Service organization may make the necessary repairs on your system during the same visit while delivering this notification, or they will contact you to schedule this Update.

Until the necessary repairs have been completed on your system, please share this information with all personnel within your organization who need to be aware of this issue.

As always, patient safety issues are a high priority. To date, no patient injury has been reported. This problem was discovered as part of our ongoing quality process.

We sincerely regret any inconvenience this condition may cause in your daily operations.

Sincerely,



Senior Director, Quality and Regulatory Affairs
Siemens Medical Solutions USA, Inc.
Ultrasound Business Unit

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