

CUSTOMER ADVISORY NOTIFICATION

To users of the ACUSON SC2000 ultrasound systems with structural foam core delivered prior to August 1, 2014

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?

The metal component used to engage the lock on the wheels may disconnect, preventing the user from locking and unlocking or steering the wheels.

In the event this issue occurs when the wheels are in the "unlocked" position and the user attempts to move the system, the user may lose balance. If the wheels are in the "locked" position and the user attempts to move the system, the user may sustain soft tissue damage or strain.

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

There are no known steps the user can take to prevent this issue from occurring.

How will this issue be resolved?

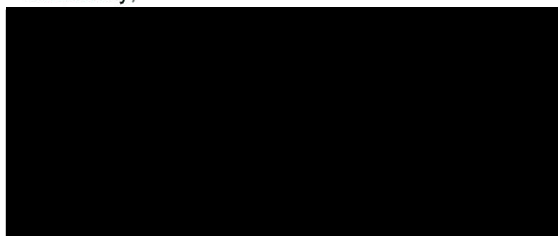
This issue will be resolved with an Update to modify the wheel assembly on your system. Your Siemens Service organization may make the necessary repairs on your system during the same visit while delivering this notification or they will contact you for scheduling this Update.

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,



Siemens Medical Solutions USA, Inc.
Ultrasound Business Unit

English