

Siemens Healthcare GmbH, HC DI XP MK IN SGU, Hartmannstr. 16,
91052 Erlangen

<To the person in charge of the unit where the SIEMENS
product is operated, and the administrative head of
organization>

Contact person of the Regional Unit
Department Kelvin Tan
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Date 20 May 2016

Customer Advisory Letter

To all users of potentially affected SIEMENS Cios
Alpha mobile C-arm x-ray system

Contact person of the Business Unit
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Date

Re: Information about exchange of a potentially defective part

Dear customer,

This letter is to inform you of the exchange of a potentially defective part which was found in our production line.

When does this malfunction occur and what are the potential risks?

Siemens is exchanging a potentially defective part which could increase the risk of an electrical shock when working inside the device during maintenance. The risk of an electrical shock is only present when the service technician ignores several steps in the service manual for precautionary actions during service of the device. This defective part does not lead to malfunctions or risks to patients or operators in any way either.

How will the issue finally be resolved?

Siemens is planning to replace the affected parts as a precautionary measure. A Siemens service engineer will contact you to schedule implementation of this precautionary measure for your Cios Alpha mobile C-arm x-ray system.

Confidential Siemens Healthcare GmbH
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WEEE-Reg.-No. DE 64872105

If the device has been sold and is therefore no longer in your possession, please forward this notice to the new owner. We would also request that you inform us of the identity of the device's new owner where possible. Please observe this customer advisory letter and comply with the corresponding measure until the update has been fully completed.

We thank you for your cooperation.

Sincerely yours,

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