

CC to the Chairman Medical
Board and relevant Head of
Departments

Urgent Field Corrective Action

POC 17-017.A.OUS

September 2017

DCA Vantage Analyzer and CLINITEK Status Connect System

Incorrect Cable Included in Some Handheld Barcode Reader Kits

Our records indicate that your facility may have received the following product:

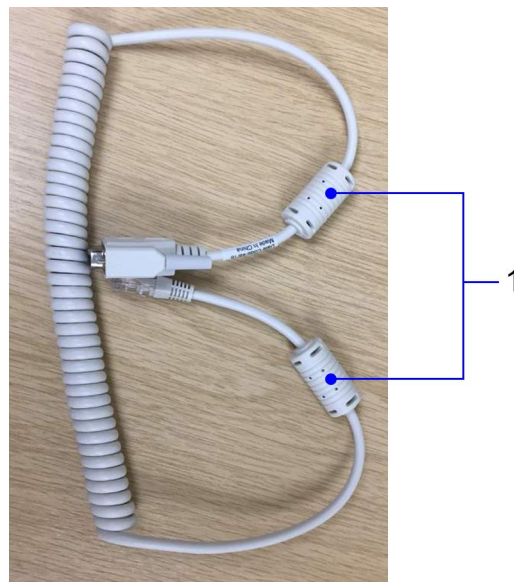
Table 1. Affected Product(s)

Siemens Material Number (SMN)	Description
10282579	DCA Vantage® Analyzer and CLINITEK Status® Connect System Handheld Barcode Reader Kit

Reason for Urgent Field Corrective Action

Siemens Healthcare Diagnostics has confirmed that some handheld barcode reader kits were shipped with the incorrect cable. The incorrect cable can be identified by the presence of ferrite beads located at each end of the cable (Figure 1).

Figure 1. Correct Barcode Reader Cable (left) and Incorrect Barcode Reader Cable (right)



1 Ferrite beads

Although the incorrect cable will physically connect the barcode reader to the instrument, the barcode reader will not be operational.

Risk to Health

The risk to health is negligible. The analyzer is still operational and customers are able to enter information manually.

Actions to be Taken by the Customer

If you received the incorrect cable in your handheld barcode reader kit, complete and return the Product Replacement Form attached to this letter to request your replacement cable at no charge.

Please retain this letter with your laboratory records, and forward it to those who may have received this product.

We apologize for the inconvenience this situation may cause. If you have any questions, please contact your Siemens Customer Care Center or your local Siemens technical support representative.

DCA Vantage and CLINITEK Status are trademarks of Siemens Healthcare Diagnostics.

PRODUCT REPLACEMENT FORM

Incorrect Cable Included in Some Handheld Barcode Reader Kits

This form is to be used to request no-charge replacement cable for the enclosed Siemens Healthcare Diagnostics Urgent Field Corrective Action notice POC 17-017.A.OUS dated September 2017 regarding Incorrect Cable Included in Some Handheld Barcode Reader Kits.

Fax this completed form to Siemens Healthcare Diagnostics at the fax number provided at the bottom of this page.

Do you now have any of the noted product(s) on hand? Please Yes • No •
check inventories before answering.

If the answer to the question above is yes, please complete the table below to indicate the quantity of affected cables in your laboratory and replacement cables required.

Quantity of affected cables	Replacement Quantity Required

Name of person completing questionnaire: _____

Title: _____

Institution: _____

Instrument Serial Number: _____

Street: _____

City: _____

State: _____

Phone: _____

Country: _____

Date: _____

Signature: _____

Company stamp: _____

To fax this completed form please send it to the Customer Care Center at (65) 6366-3376. If you have any questions, contact your local Siemens technical support representative.