

URGENT - Field Safety Notice
MobileDiagnost wDR, Rel. 1 and 2

Protective safety cover is missing

Dear Customer,

As part of Philips' continuous focus on reliability and safety, we continuously monitor the performance of our products. During recent evaluations of the Philips MobileDiagnost wDR Rel.1 and 2, we have identified a potential issue that may affect the performance of the equipment under certain conditions. This letter is intended to provide you with information regarding:

- what the issue is, and under what circumstances it may occur
- the actions you can take to avoid or minimize the occurrence of the issue
- the actions planned by Philips to correct the issue

This document contains important information for the continued safe and proper use of your equipment

Please review the following information with all members of your staff who need to be aware of the contents of this communication. It is important to understand the implications of this communication.

Please retain a copy with the equipment Instruction for Use.

If you need any further information or support concerning this, please contact your local Philips representative:

<Philips representative contact details to be completed by the KM / country>

We apologize for any inconvenience this may cause and trust that this information is adequately addressing any concerns you may have.

Sincerely,



Karmen Gruenert
Director Q&R DXR

DXR

Quality Management System DXR

DXR Field Safety Notice

-2/4-

FSN MA-FCO 71200159

2016-AUG-30

URGENT - Field Safety Notice
MobileDiagnost wDR, Rel. 1 and 2

Protective safety cover is missing

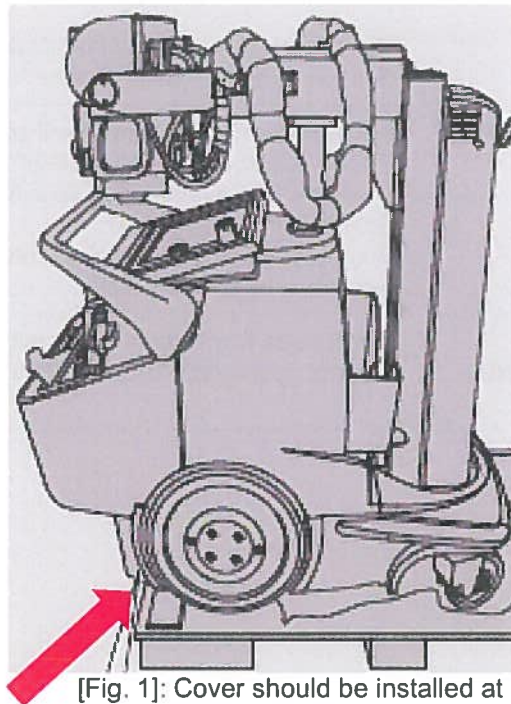
AFFECTED PRODUCTS	MobileDiagnost wDR 1 and 2 in United Kingdom
PROBLEM DESCRIPTION	Protective safety cover is missing (not installed by company)
HAZARD INVOLVED	A hazard evaluation concluded that this cover is a kind of “secondary” measure to protect from potential fire hazards, which by themselves are classified as “extremely unlikely” due to several electrical design measures.
HOW TO IDENTIFY AFFECTED PRODUCTS	Only MobileDiagnost wDR 1 with Serial-No. 13000041 and above in UK and all MobileDiagnost wDR 2 are affected.

URGENT - Field Safety Notice
MobileDiagnost wDR, Rel. 1 and 2

Protective safety cover is missing

**ACTION TO BE TAKEN
BY CUSTOMER / USER**

The customer / user should check if the protective cover is installed at the system.



[Fig. 1]: Cover should be installed at this edge of the bottom



[Fig 2]: If the cover is installed, the Engineer could not grab his fingers behind the front cover of the Mobile-System

DXR

Quality Management System DXR

DXR Field Safety Notice

-4/4-

FSN MA-FCO 71200159

2016-AUG-30

URGENT - Field Safety Notice
MobileDiagnost wDR, Rel. 1 and 2

Protective safety cover is missing

	<p>If the protective cover is <i>not</i> installed, please contact your responsible Philips representative. Please clean the affected area to prevent an issue of dirt or dust inside the system.</p> <p>If the protective cover is installed, the FCO is not necessary for your Mobile-System and the Mobile-System could be used as intended.</p>
ACTIONS PLANNED BY PHILIPS	<p>A Philips Service Engineer will contact you as soon as you contacted your Philips representative in case of missing protective cover. The protective cover is available for installation at your Mobile-System. This step will be done from a Philips Service Engineer.</p> <p>Should you need to communicate with Philips in regards to this program, please reference FCO-71200159.</p>
FURTHER INFORMATION AND SUPPORT	<p>If you need any further information or support concerning this issue, please contact your local Philips representative.</p>