

To our customers:

Correction for whole-body X-ray CT scanner, TSX-303A

We appreciate that you have used the Toshiba whole-body X-ray CT scanner.

The purpose of this letter is to bring to your attention a problem that, in the following whole-body X-ray CT scanner, if specific scans are executed consecutively, image reconstruction may not be performed correctly or the couch position may not be displayed correctly.

We have decided to take measures to address this matter, as described below.

We regret that this action is necessary and very much appreciate your understanding and cooperation.

We apologize for any inconvenience that this may cause you.

Sincerely,

Description

1. Applicable Systems

TSX-303A

Above system with the Shuttle Helical Scan System (CHSH-001A)

2. Details of the Phenomenon

- If vHP scanning is performed after shuttle helical scanning, reconstruction for data acquired by vHP scanning may not be performed or incorrect couch position information may be displayed.
- If helical scanning in which more than 40 rows acquisition is set to the scanning condition is performed after shuttle helical scanning, InstaView display may not be performed or incorrect couch position information may be displayed only in InstaView images.

3. Corrective Measures

Modified software for the control PWB will be installed to prevent the occurrence of the above phenomenon.

Your Toshiba service representative will contact you for an appointment to install the measures to your CT system.

4. Request to Customers

We would like you to adopt the following temporary measures (1) and (2) to avoid the above problem until corrective actions have been taken.

- (1) vHP scanning must not be performed after shuttle helical scanning in the same eXam Plan.
- (2) Helical scanning in which more than 40 rows acquisition is set to the scanning condition must not be performed after shuttle helical scanning in the same eXam Plan.

If you have any questions regarding this matter, please contact your Toshiba service representative.