



Subject: Intuitive Surgical, Inc. Medical Device Correction – ISIFA2017-08-C

Dear *da Vinci*® Customer,

Intuitive Surgical has recently become aware that a software feature was inadvertently enabled on one or more *da Vinci Xi*® Surgical Systems at your facility.

The purpose of this email is to notify you of this issue, and to inform you that an Intuitive Surgical Field Service Representative will be disabling the software feature immediately. You will receive a Field Report once the feature has been disabled on the affected system(s) at your facility.

The inadvertently enabled software feature is related to surgeon login and network storage. The software feature has no impact on the clinical functioning of your system(s) and poses no risk to your patients. **For Regulatory Compliance purposes, please respond to this email to confirm that you have read and acknowledged this communication.**

If you require further information or support concerning this Medical Device Correction (ISIFA2017-08-C), please contact your Intuitive Surgical Field Service Representative. You may also contact Intuitive Surgical Customer Service using the information provided below:

North and South America:

Phone: (800) 876-1310, Option 3 (4 AM to 5 PM PST)

Email: customersupport-servicesupport@intusurg.com