

**Customer Communication regarding
Product Availability Follow up to Urgent Medical Device Recall
ISIFA2018-21-R**

Da Vinci® S/Si Harmonic Ace Insert Recall

Dear *da Vinci* Customer,

Cc: Chairman Medical Board and relevant Head of Departments

This letter is a follow up to the Field Safety Notice related to the *da Vinci S/Si Harmonic Ace Insert* recall from January 2019. This is to inform you that, Intuitive has resolved this insert packaging issue and updated product is now available for you, subject to regulatory approval from your local health authority.

You may proceed and place your order to receive the new product with updated packaging (400272-03). Upon receiving it, you may resume the use of the *da Vinci S/Si Harmonic ACE*.

If you need further information or support concerning this Product Availability Notice, please contact your Clinical Sales Representative or contact Intuitive Surgical Customer Service at the numbers listed below:

- United States Customer Service: (800) 876-1310, Option 3 (4 AM to 5 PM PST) or mail: customerservice@intusurg.com.
- International Customer Service: +800 0821 2020 or +41 21 821 2020 (8 AM to 6 PM CET) or ics@intusurg.com

Sincerely,

**Intuitive Surgical
950 Kifer Rd.
Sunnyvale, CA 94086-5304 USA
800-876-1310**

The logo for Intuitive Surgical, featuring the word "INTUITIVE" in a blue, sans-serif font. Above the letter "I" is a small blue circle with a dot in the center, resembling an eye or a stylized "i".