



September 2019

URGENT PRODUCT CORRECTION NOTIFICATION**Intermittent Dispense Issues with VITROS® Chemistry Products Cl⁻ and K⁺ Slides**

Dear Customer,

Cc: Chairman Medical Board and relevant Head of Department

This notification provides information regarding the potential for intermittent slide dispense issues with some VITROS® Chemistry Products Slide cartridges of the two products listed below. The dispense issues are due to the anti-backup platen failing to advance inside the cartridge.

Product Name	Product Code (Unique Identifier No.)	Coating ID No*.	Expiry Dates
VITROS® Chemistry Products Cl ⁻ Slides	6844471 (10758750031658) 8445207 (10758750004928)	0678-0684, 0687, 0689-0691, 0695, 0697, 0701, 0702, 0708	October 1, 2019 – January 1, 2021
VITROS® Chemistry Products K ⁺ Slides	8157596 (10758750010233)	0995-1002, 1004-1006, 1008-1010, 1012-1020	November 1, 2019 – January 1, 2021

Refer to enclosed “List of Potentially Affected VITROS Slides” for specific lot numbers that may be affected.

Issue Summary

The anti-backup platen (ABP) is a plastic platform that supports the slide stack inside the cartridge and is pushed along with the slides to the top of the cartridge during the slide dispense cycle. Our investigation found that during the manufacturing of specific lots of VITROS Cl⁻ and K⁺ Slides, some cartridges may have been sealed in a manner that restricts the movement of the ABP.

If the ABP is restricted within the cartridge body, a slide will not be properly positioned, and the system will generate a condition code. Condition codes that indicate a slide dispense issue are listed in the enclosed “Resolving Slide Dispense Issues” document.

NOTE: Our investigation determined the issue is intermittent and isolated to specific lots of VITROS Cl⁻ and K⁺ Slides. Refer to the enclosed “List of Potentially Affected VITROS Slides”.

REQUIRED ACTIONS

- Complete and return the Confirmation of Receipt form by September 18, 2019.
- If you experience a slide dispense issue, try to reposition the ABP by following the instructions in the enclosed “Resolving Slide Dispense Issues” document. Please place the instructions by each VITROS System in your facility that processes Microslides.
- If you are unable to reposition the ABP, remove the affected cartridge and replace it with a new one. Complete and return the Request for Credit form as needed to receive credit for the slides remaining within affected and discarded cartridges.
- Please forward this notification if the product was distributed outside of your facility.

Impact to Results

The issue does not affect the individual slides, it is specific to the cartridge itself. Patient results are not affected, the issue is limited to condition codes due to a mechanical malfunction.

It is acceptable to continue using a potentially affected lot.

Resolution

We have made modifications to our manufacturing process to help reduce the occurrence of this issue.

Ortho Clinical Diagnostics will provide credit for the slides remaining within affected cartridges for which you are unable to reposition the ABP.

Use the enclosed Request for Credit form to request credit for affected cartridges. We suggest listing several cartridges at a time on each form rather than completing a separate form each time you experience this issue. Please duplicate the Request for Credit form on an as-needed basis.

Contact Information

We apologize for the inconvenience this will cause your laboratory. If you have further questions, please contact your local Ortho representative or our Ortho Care™ Technical Solutions Centre at 1800 5646766.

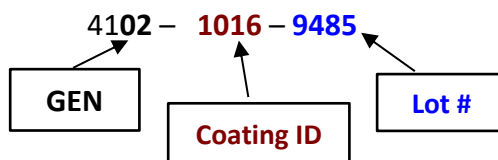
Enclosures:

1. List of Potentially Affected VITROS Slides
2. Resolving Slide Dispense Issues
3. Customer Confirmation of Receipt form
4. Request for Credit Form

QUESTIONS AND ANSWERS

1. How can I determine the Lot Number for the VITROS® Chemistry Product Slides in my inventory?

Use the example below to determine the lot number:



2. How long will this issue occur?

Ortho has taken corrective action to prevent recurrence of this issue and therefore, only the lots listed in the enclosed List of Potentially Affected VITROS Slides are affected.