

**URGENT - Field Safety Notice**  
***DigitalDiagnost 4.0.4, 4.1.2, 4.1.3***

***DigitalDiagnost Upgrade Release 4.0.4, 4.1.2, 4.1.3 to 4.1.3.2***

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 *DigitalDiagnost 4.0.4, 4.1.2, 4.1.3*, 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 issue, please contact your local Philips representative or the UK Philips Customer Care Service Centre on 0870 532 9741.

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 Hamburg

DXR

Quality Management System DXR

DXR Field Safety Notice

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### ***DigitalDiagnost 4.0.4, 4.1.2, 4.1.3***

#### ***DigitalDiagnost Upgrade Release 4.0.4, 4.1.2, 4.1.3 to 4.1.3.2***

<b>AFFECTED PRODUCTS</b>	DigitalDiagnost Release 4.0.4, 4.1.2, 4.1.3
<b>PROBLEM DESCRIPTION</b>	A firmware anomaly inside the detector (4343RC) can cause the detector to appear ready for acquisition on very short time intervals while it actually is not, resulting in not correctly acquiring the X-ray image.
<b>HAZARD INVOLVED</b>	The only hazard associated to this defect is a corrupt image and the image is not usable and a retake is necessary.
<b>HOW TO IDENTIFY AFFECTED PRODUCTS</b>	All DigitalDiagnost systems with software release 4.0.4, 4.1.2, 4.1.3
<b>ACTION TO BE TAKEN BY CUSTOMER / USER</b>	The problem can appear randomly at about one out of 3000 or more image acquisitions. When this occurs, it will be typically decide for a repeat exposure, which then will normally turn out to be ok. In general the system can be used according to the Instruction for Use without restrictions. Should the customer feel uncertain regarding this action, please contact Philips.
<b>ACTIONS PLANNED BY PHILIPS</b>	Philips plans to install a software upgrade in affected systems, which will eliminate this issue. A Philips Service Engineer will contact you when the Field Action Kit is available to be implemented.  Should you need to communicate with Philips with regard to this program, please reference Field Change Order 71200153.
<b>FURTHER INFORMATION AND SUPPORT</b>	If you need any further information or support concerning this issue, please contact your local Philips representative or the UK Philips Customer Care Service Centre on 0870 532 9741.