



Please distribute the attached customer letter.  
To the Laboratory Manager  
To the attention of the Healthcare center Chairman

Address  
City, Date

Our reference: FSCA 4459

**IMPORTANT:**  
**URGENT FIELD SAFETY NOTICE**  
**Ref. 30459 – VIDAS® FT4**  
**Underestimated FT4 results**

Dear bioMérieux Customer,

Our records indicate that your laboratory received the following bioMérieux products:

Table1:

REF #	Product Name	Lot #	Exp. Date
30459	VIDAS® FT4	1007146010	13-FEB-2020
		1006987180	29-NOV-2019
		1007008470	09-DEC-2019
		1006896240	20-OCT-2019
		1006878320*	14-OCT-2019
		1006942720*	09-NOV-2019

### **Description of the issue**

VIDAS® FT4 is an automated quantitative enzyme immunoassay for use with the instruments of the VIDAS® family, to determine free thyroxine (FT4) in human serum or plasma (lithium heparin), using the ELFA technique (Enzyme Linked Fluorescent Assay). Measurement of Free Thyroxin is intended for use as an aid in the diagnosis and treatment monitoring of thyroid disorders.

bioMérieux received complaints about underestimated FT4 results obtained on VIDAS® FT4 (ref 30459) which were not in line with TSH results or non-consistent with FT4 results obtained using other commercially available tests.

An investigation carried out on all lots available on the market and to date bioMérieux observed the following:

- 1) A drift of FT4 values during the shelf life of the product VIDAS® FT4 lot1007146010/ lot1006987180/ lot1007008470 /lot1006896240.

**Subsidiary name (if applicable) / Nom de la filiale (si approprié)**



- 2) No abnormality for all the other lots including VIDAS® FT4 lots 1006878320\* / 1006942720\* although an higher rate of complaints was recorded .

The analysis of the batch history records for concerned VIDAS® FT4 lots (Table1) shows no anomaly during the manufacturing, control and packaging processes.

To date the investigation and root cause analysis are still ongoing.

**Impact to customer:**

The risk caused by the observed drift is an underestimated FT4 result. As per investigation data, underestimated values can be obtained for samples with low FT4 values. Preliminary investigation data showed that there is no impact on results for samples with high FT4 values (i.e. above 19.4 pmol/l.)

As indicated in the instructions for use, VIDAS® FT4 assay results should be interpreted as part of a complete clinical evaluation and thyroid function assessment, including at least TSH determination.

**Required actions:**

We request you to take the following actions at this time:

- Please distribute this information to all appropriate personnel in your laboratory, retain a copy in your files, and forward this information to all parties that may use this product, including others to whom you may have transferred our product.
- Stop using and destroy any stock of VIDAS® FT4 (Ref. 30459) listed in Table1 and remaining in your inventory.
- Please note that bioMérieux requests also to stop using and to destroy any stock of VIDAS® FT4 lots 1006878320\* and 1006942720\* as a precautionary measure due to the number of complaints received, although, to date, no issue was identified for these two lots.
- Complete the Acknowledgement Form in Attachment A and return it to your local bioMérieux representative to confirm receipt of this notice.
- Discuss any concerns you may have regarding previously reported patients results obtained with lot1007146010/ lot1006987180/ lot1007008470/ lot1006896240 of VIDAS® FT4 (Ref. 30459) with your Laboratory Medical Director to determine the appropriate course of action. Results should be reviewed and interpreted in the overall clinical context.
- Please contact your local customer service if you have any question.

bioMérieux is committed to providing our customers with the highest quality product possible.

We sincerely apologize for any inconvenience that this may have caused you. If you require additional assistance or have any questions, please contact your local bioMérieux Customer Service representative.

Yours faithfully,



Customer Service

**Attachment A: Acknowledgement Form.**

**URGENT FIELD SAFETY NOTICE**

**FSCA 4459 - VIDAS® FT4 Ref. 30459 - Underestimated results**

**TO BE RETURNED TO YOUR BIO-MERIEUX CUSTOMER SERVICE AT THE FOLLOWING  
FAX NUMBER : XXXXXXXX**

Name of the laboratory:

City:

**Customer number:**

- I acknowledge receipt of the bioMérieux letter regarding the “VIDAS® FT4 - Ref. 30459 - underestimated results”
- I will implement the required actions, stop using and destroy the affected lots (Table1) of VIDAS® FT4 (Ref. 30459) as indicated in the Urgent Field Safety Notice.
- Have you encountered impact on patients’ results, or reports of illness or injury related to the identified issue ?
  - Yes    No

REF #	Product Name	Lot #	Quantity received	Quantity discarded
30459	VIDAS® FT4	1007146010		
		1006987180		
		1007008470		
		1006896240		
		1006878320*		
		1006942720*		

\* Lots destroyed as a precautionary measure due to the number of complaints received, although, to date, no issue was identified.

DATE .....

SIGNATURE : .....