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Contact person of
the Regional Unit
Department

<To the person in charge of the unit where the SIEMENS
product is operated, and the administrative head of
organization>

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Safety Advisory Notice

To all users of the SIEMENS Ysio system fully automated
(VC10)

Contact person of
the Business Unit
Department

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Re: Potential risk of system movement of Ysio fully automated VC10

Dear customer,

This letter is to inform you about a preventive update of the system software to exclude any potential hazard of unexpected system movement.

When could the hazard occur and what are the potential risks?

In another software version of the Ysio fully automated system (VB10) it was identified that the system may incorrectly process the position values of the ceiling tube stand. If the user activates a longitudinal or transversal stand movement at the time of this error, the system controls may initiate a "correction" of the tube stand position, resulting in an unexpected movement. Although no such events are known from VC10 system versions, an update will be performed to definitively exclude this hazard for VC10 systems.

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What steps can the user take to avoid the potential risk of this issue?

It is assessed highly improbable that the user will face the described issue. All the same, it is recommended to continue following the regular cautions and instructions in the system operator manual, particularly chapter "Safety", section "Information about unit movements". Users and all accompanying personnel are to take care to remain outside the zone of potential movement of the device (hazardous zone), e.g., remain outside the possible movement area of longitudinal and transversal direction of the ceiling stand.

How will the issue finally be resolved, and the corrective action be implemented?

This advisory letter (Update XP045/20/S) is distributed to all affected customers. The field corrective action (XP046/20/S) will update the software of Ysio fully automated VC10 systems. It is planned to be available beginning of the first quarter of calendar year 2022. The update will be provided to you free of charge.

Our service organization will contact you for an appointment to perform the corrective action. Please feel free to reach out to the service organization for an earlier appointment.

We appreciate your understanding and cooperation with this safety advisory notice and ask you to immediately inform your personnel accordingly. Please ensure that this safety advisory notice is placed in the system's instructions for use. Your personnel should maintain awareness until the modification has been implemented.

If you have sold this device/equipment and it is no longer in your possession, we kindly ask that you forward this safety notice to the new owner of this device/equipment. Please inform us about the new owner of the device/equipment.

Sincerely yours,



Verena Schön
Head of Business Line
X-Ray Products



Christian Denger
Head of Quality Management
X-Ray Products