

Urgent Field Safety Notice
Therapy Applications on the CT900 Clinician Programmer
Country Registration Correction

September 2019

Medtronic reference: FA881

Dear Healthcare Professional,

This letter is to inform you that our records do not match the country registration associated with the CT900 Clinician Tablet(s) associated with your account.

Issue Description:

If the wrong country is selected during CT900 tablet registration, the following may occur:

- You may have access to applications that are not approved in your country.
- You may not have access to applications that are approved in your country.

Actions

Your Medtronic Field Representative will work with you to ensure that your tablet is registered correctly.

Additional Information:

Please work with your Medtronic Field Representative to verify/correct the tablet country registration as soon as this notification is received. Approximately three months from this notification, any CT900 tablet connected to Wi-Fi that has not corrected the registration or verified that the registration is correct will have all the therapy software applications (A610, A710, A810) automatically uninstalled by Medtronic. The automatic uninstall will interrupt all functionality of the programmer. If the software applications on your CT900 tablet are uninstalled, you must contact your Medtronic Field Representative to verify your tablet location (country) and have the tablet re-enrolled in AirWatch.

The Competent Authority of your country has been notified of this action.

We regret any inconvenience this may cause. We are committed to patient safety and appreciate your prompt attention to this matter.

If you have any device, therapy or application update questions, please contact your Medtronic Representative .

Sincerely,

Ziad Kassir
Business Manager, Pain, APS