

# Urgent Field Safety Notice

## SBN-CPS-2017-005

CPS / Serum Work Area  
Version 1  
02-March-2017

### Fretting corrosion on Sample Probe connector may cause sporadic Liquid Level Detection (LLD) failure

<b>Product Name</b>	PROBE SAMPLE (GMMI 04547241001) PROBE SAMPLE S (GMMI 05899427001) SAMPLE PROBE (GMMI 04945794001)
<b>Product Description</b>	PROBE SAMPLE (GMMI 04547241001) PROBE SAMPLE S (GMMI 05899427001) SAMPLE PROBE (GMMI 04945794001)
<b>GMMI / Part No Device Identifier</b>	PROBE SAMPLE (GMMI 04547241001) PROBE SAMPLE S (GMMI 05899427001) SAMPLE PROBE (GMMI 04945794001)
<b>Instrument/System Affected</b>	<b>cobas c</b> 311 analyzer (cat. no. 04826876001) <b>cobas c</b> 501 module (cat. no. 04745914001) <b>cobas c</b> 502 module (cat. no. 05964067001) <b>cobas c</b> 701 module (cat. no. 05641489001) <b>cobas c</b> 702 module (cat. no. 06473245001) <b>cobas</b> 8000 ISE module 900 (cat. no. 05641497001) <b>cobas</b> 8000 ISE module 1800 (cat. no. 05964075001)
<b>SW Version</b>	Not applicable
<b>Type of Action</b>	Field Safety Corrective Action (FSCA)

Dear Valued Customer,

#### Description of Situation

We regret to inform you that in very rare cases a disturbance of the sample liquid level detection (LLD) may occur due to a fretting corrosion on the sample probe connector due to a production change for the connector.

In those very rare cases where the disturbance of the sample liquid level detection (LLD) occurs, the affected sample probe may dip into the sample material deeper than intended, accordingly the affected sample probe may be not washed adequately (this may lead to carryover, medical risk cannot be excluded).

Since the beginning of 2017, the affected sample probe connector type has been changed in production to a new connector type. With that new connector type the sample liquid level detection (LLD) is ensured to fully function as specified.

The potentially affected sample probes will be exchanged free of charge.

**The following analyzers have been delivered with potentially affected sample probes:**

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**cobas** ISE module 900 / **cobas** ISE module 1800: serial numbers from 15D5-01 to 17L8-10, 17L9-09 and 17L9-10  
**cobas c** 311 analyzer: serial numbers from 15D0-01 to 16D8-20, from 16D9-02 to 16E0-10, from 16E0-16 to 16F9-08, from 16F9-10 to 16F9-18 and 16F9-20

**cobas c** 501 module: serial numbers from 15P1-01 to 16Y4-19, from 16Y5-01 to 17Z3-20

**cobas c** 502 module: serial numbers from 15A6-01 to 16D9-10

**cobas c** 701 module: serial numbers from 15E6-01 to 17H7-10

**cobas c** 702 module: serial numbers from 15F6-07 to 17M8-10

**Note:** If the sample probe in the analyzers with serial numbers listed above have been exchanged for another sample probe, then please refer to the list below with the serial numbers for the potentially affected sample probes.

**The sample probes with the following serial numbers (printed on the sample probe) may be affected:**

Sample Probes <b>cobas c</b> 501 module/ <b>cobas c</b> 502 module/ <b>cobas c</b> 311 analyzer				
Production site (box print)	Dot mark (probe print)	2015 (probe print)	2016 (probe print)	2017 (probe print)
Naka	black	1509-001 to 1521-100	1622-001 to 1687-040	Not affected
Omuta	green	1535-001 to 1537-100	1638-001 to 1684-035	Not affected

Sample Probes <b>cobas c</b> 701/ <b>cobas c</b> 702/ <b>cobas</b> ISE module 900/ <b>cobas</b> ISE module 1800	
Production site (box print)	Dot mark (probe print) *
Naka	black
Omuta	green

\* There is no lot number printed on the sample probes.

To identify the potentially affected sample probes refer to the attachment “How to identify potentially affected sample probes”.

## Actions taken by Roche Diagnostics

The manufacturer Hitachi High Technologies Corporation has clearly identified the root cause and since the beginning of 2017, the affected sample probe connector type has been changed in production to a new connector type. With that new connector type the sample liquid level detection (LLD) is ensured to fully function as specified.

The potentially affected sample probes will be exchanged free of charge.

## Actions to be taken by the customer/user

Please check the sample probe in use in your analyzer (based on the serial number information on the previous page) referring to the attachment “How to identify potentially affected sample probes.”

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Only if the sample probe(s) in use is from the potentially affected serial numbers, then please:

- Inform your local Roche affiliate about the total quantity of the affected sample probes used in your analyzer(s). With that information, we will plan for the exchange of the affected sample probe(s).
- Enable the “Clot Detection” and “Clot Detection for Calib./Control” settings in “Utility-System-Alarm Settings” (refer to step 1 in the attachment(s) “How to proceed whenever the system alarm “Sample Short” or “Abnormal Aspiration” is issued” relevant to the analyzer/module type used in your laboratory).
- Until the sample probe exchange takes place, whenever the analyzer issues the system alarm “Sample Short” or “Abnormal Aspiration” for a sample with sufficient sample volume, please follow the instructions in the attachment(s) “How to proceed whenever the system alarm “Sample Short” or “Abnormal Aspiration” is issued” relevant to the analyzer/module type used in your laboratory.
- If carryover cannot be excluded, affected samples should be handled according to the local regulations including the decision whether previously generated results should be reviewed.

## Communication of this Field Safety Notice (if appropriate)

This notice must be passed on to all those who need to be aware within your organization or to any organization/individual where the potentially affected devices have been distributed/supplied.

Please transfer this notice to other organizations/individuals on which this action has an impact.

Please maintain awareness of this notice and resulting action for an appropriate period to ensure the effectiveness of the corrective action.

## The following statement is mandatory in FSNs for EEA countries but is not required for the rest of the World:

*Include if applicable:* The undersigned confirms that this notice has been notified to the appropriate Regulatory Agency.

We apologize for any inconvenience this may cause and hope for your understanding and your support.

Best regards,

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## Contact Details

*To be completed locally:*

Name

Title

Company Name

Address

Tel. +xx-xxx-xxxx xxxx

Email name@roche.com

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*Include if applicable:* The undersigned confirms that this notice has been notified to the appropriate Regulatory Agency.