

**To all users of SIEMENS SOMATOM:  
Perspective, Scope, Scope Power,  
running syngo.CT VC40A SP2**

**Regional Unit Contact**

Name: [Last name, First name]

Department: [departement]

Telephone: [your phone number]

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Date: [date of signature]

**Customer Information Letter CT035/21/S**

**Customer Notification**

Dear Customer,

This letter is to inform you of a new device software update **CT026/21/S** on the following products:

**SOMATOM Perspective (Model #10495568 ,#10891666, #10046733, #10046734, #10856880, #10891326,), SOMATOM Scope (Model #10967666, #10967232), SOMATOM Scope Power (Model #10967888, #10046799, #10967233) with syngo.CT software version VC40A SP2.**

**What is the problem?**

Sporadic problems with the current software may result in scanning workflow interruptions.

**What are the potential patient issues?**

Delay in diagnosis or patient rescan.

**What steps can the user take to avoid the issue?**

The remote software update installation process will require approximately 2 hours for completion. The process is completely automatic; however, please make sure the system and power are stable before and during the process. Please do not switch off the system during the update process. The system will restart several times during the installation. Siemens Healthineers highly recommends starting the installation when the scanner will not be in use or when the necessary time for the update to be completed can be scheduled.

**How will the issue finally be resolved?**

Siemens Healthineers has developed software update syngo CT VC40A SP3. This new software contains workflow improvements and software bug fixes observed in the installed base.

The corrective action will be provided free of charge and will be distributed via Update **CT026/21/S**.

**How will the corrective action be implemented and how effective is the corrective action?**

If the system is connected to Smart Remote Service, this update will be performed remotely. If you have any questions, please contact our service organization at [*local service phone-number*].

We appreciate your understanding and cooperation and request that you promptly notify and instruct accordingly all the staff at your organization who need to be aware of this notice. In addition, if you may have further distributed this product, please identify your customers and notify them at once of this Customer Information Letter. If the device has been sold and is therefore no longer in your possession, please forward this letter to the new owner. We would also request you to inform us of the identity of the device's new owner where possible.

This recall is being made with the knowledge of your national competent authority (e.g. TGA or FDA).

Thank you for your continued support.

[This information letter has been created digitally and is valid without signature.]