

Urgent: Field Safety Notice
Update to October 2016 Field Action:
Important information regarding the Medtronic Model 37751 Recharger
(Included in Kit Models 37754, 97754, and 37651)

February 2019

Medtronic reference: FA735 Phase II

Dear Healthcare Professional,

Medtronic has implemented a design change to correct the issue that resulted in some Model 37751 Rechargers becoming unresponsive and beeping as discussed in the October 2016 Field Safety Notice Communication. Devices with the design change are now included in recharging systems for Spinal cord Stimulation (SCS – Kit Models 37754 and 97754) and in recharging systems for Deep Brain Stimulation (DBS – kit Model 37651).

This letter provides you information on the design change, including how to differentiate Rechargers manufactured prior to the design change from those manufactured after the change. Medtronic's recommendation for the two device populations, explained in the "Recommendations" portion of this letter, differ.

Background:

In 2016, Medtronic identified an increased number of complaints from customers involving reports of Rechargers that are in an unresponsive error state, where the Recharger is non-functional with a blank display screen and is beeping every 5 seconds. Medtronic determined that Rechargers manufactured starting in November 2014 (indicated by serial numbers beginning with "NKA4" or "NKU4") are more susceptible to this error state. At the time of the initial communication, this issue had been reported for approximately 2% of all Rechargers that were manufactured and sold after November 2014, and approximately 0.2% of Rechargers sold that were manufactured prior to November 2014.

When this error state occurs, the Recharger is unable to recharge the neurostimulator until the Recharger is reset. If the neurostimulator battery is allowed to become fully depleted, this can lead to loss of therapy and return of associated disease-specific symptoms. If the implanted neurostimulator battery is allowed to remain fully depleted, it may overdischarge, resulting in a permanent reduction in battery capacity and the need to recharge more frequently in the future and/or replace the implanted device.

Medtronic Implemented a Field Corrective Action in October 2016 at which time all DBS and SCS implanting and managing physicians of patients associated with active rechargeable neurostimulator devices received an HCP letter describing the issue. The communication provided preventative recommendations to reduce the occurrence of the issue as well as instructions on how to restore Recharger functionality if the issue did occur. Based on device registration records, impacted Health Care Professionals associated with DBS and SCS therapy since the 2016 communication have also received the notification on an ongoing basis.

Due to possible life-threatening severity of patient harms associated with loss of DBS therapy, Medtronic recommended health Care Providers to inform DBS patients with a rechargeable neurostimulator about the issue and provided mitigations. A copy of patient letter was shared with the HCP.

Design Change:

The implementation of the design change to address the beeping/non-responsive issue for newly-manufactured Model 37751 Rechargers began in October 2018. The rechargers manufactured with the design change will be identifiable from devices manufactured prior to the design change by their serial numbers. Devices manufactured with the design change will contain serial numbers beginning with a "5" (e.g. "NKA5" or "NKU5").

Recommendations:

- For product manufactured prior to the design change (Serial numbers starting with "4" [e.g. "NKA4" or "NKU4"]):
 - To prevent this unresponsive error state, the Recharger should be plugged into the AC power supply (by aligning white triangles) prior to starting a recharging session of the neurostimulator and remain connected to the AC power supply until the recharging session has finished (see Figure 1). Note: The AC power supply does not need to be plugged into a power outlet if the Recharger is charged.
 - If the Recharger is not connected to the AC power supply during a recharging session of the neurostimulator, the unresponsive error state may occur. Note: This issue can recur after reset if the recharging instructions are not completely followed.
- For product manufactured after the design change (Serial numbers starting with "5" [e.g. "NKA5" or "NKU5"]):
 - Follow the instructions included with the Charging System user manual shipped with the device. Instructions in the user manual do not require the Recharger to be plugged into the AC power supply for a recharging session to occur.



If at any point you are contacted by a patient with a Recharger in an unresponsive error state, you can assist the patient with a reset of their Recharger by following the reset instructions enclosed.

Additional information:

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

We are committed to continuing to improve our product performance and services to enable you to manage your patients in a safe and effective manner. If you, as a healthcare provider, have questions, please contact your Medtronic Representative.

Sincerely,

Medtronic Saudi Arabia

Enclosure: (1) Recharger Reset Instructions

MODEL 37751 RECHARGER RESET INSTRUCTIONS

Medtronic

1 WHAT YOU NEED

- small Flathead screwdriver
- standard paper clip



Recharger must be unplugged.
Do not reset the recharger while it is plugged into the AC power supply.

2 REMOVE ACCESS COVER



Use small Flathead screwdriver to unscrew and remove access cover.

3 LOCATE RESET HOLE

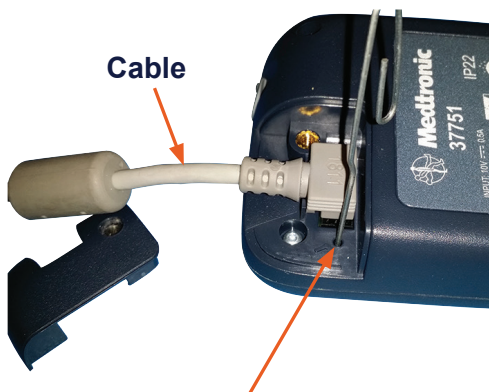


Locate reset button hole.

4 PERFORM RESET



Bend paper clip to straighten. Insert paper clip into reset button hole.



Press and hold reset button for 2 seconds. Replace access cover and tighten the screw.

Note: Ensure that the cable is still securely plugged in before you replace the access cover.

5 CLEAR SCREEN



The recharger displays the AC Recharge screen. Press the green button to clear the screen.

6 CONFIRM RESET COMPLETE



Press the green button again to start a charging session. If the recharger does not function, contact your Medtronic Representative.