



Please distribute the attached customer letter:  
To the Laboratory Manager  
To the attention of the Healthcare center Chairman

Address  
City, Date

Our reference: FSCA 3435

**IMPORTANT:**

**URGENT PRODUCT SAFETY NOTICE**

**VIDAS® FT4 - Ref. 30459 - Lot 1005291190  
(STR 170211-0)**

Dear Valued bioMérieux Customer,

Our records indicate that your laboratory is using our VIDAS® FT4 (Ref. 30459). We have observed non reproducible and heterogeneous results for a specific reagent batch described below in table 1.

Table 1

REF	Product Name	Lot number	Expiry date
30459	VIDAS® FT4	1005291190	02-NOV-2017

**Description of the issue**

Following customer complaints about non reproducible results, a bioMérieux investigation has confirmed an issue with a specific batch of VIDAS® FT4 (Ref. 30459) lot 1005291190.

The investigation conclude that due to a difference of signal observed between the strips used in lot 1005291190 a part of the test does not perform properly. This signal decrease seems to be due to a production shutdown linked to conjugate well #4.

When launching the test with a strip affected by the issue, the results could be falsely over estimated due to the strips signal decrease.

**Impact to customer**

The potential impact is a risk an interpretation change while testing patient's samples (from hypothyroidism to euthyroidism or from euthyroidism to hyperthyroidism).

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**Required actions:**

We request that you take the following actions at this time:

- Please distribute this information to all appropriate personnel in your laboratory, retain a copy in your files, and forward this information to all parties that may use this product, including others to whom you may have transferred our product
- Please discontinue use and discard any remaining inventory of the VIDAS® FT4 (Ref. 30459) lot 1005291190
- Please identify any possible falsely overestimated result, analyze the related risks and determine appropriate actions if relevant
- Please store this letter with your bioMérieux documentation
- Complete the attached Acknowledgement Form and return it to your local bioMérieux representative

bioMérieux is committed to providing our customers with the highest quality product possible. We sincerely apologize for any inconvenience that this may have caused you. If you require additional assistance or have any questions, please contact your local bioMérieux Customer Service representative.

Yours sincerely,  
Customer Service

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**Attachment A: Acknowledgement Form.**

**FIELD SAFETY NOTIFICATION NOTICE**

**FSCA 3435 – VIDAS<sup>®</sup> FT4 (FT4N)**

**TO BE RETURNED TO YOUR BIO MÉRIEUX CUSTOMER SERVICE AT THE FOLLOWING**

**FAX NUMBER :** XXXXXXXX

Name of the laboratory:

City:

**Customer number:**

- I acknowledge receipt of bioMérieux Urgent Field Safety Notice** informing this company on the **VIDAS<sup>®</sup> FT4 (Ref. 30459)** lot 1005291190 reproducibility issue.

Product : VIDAS FT4 (FT4N)				
30459	VIDAS <sup>®</sup> FT4 (FT4N)	1005291190	Number of kits received	
			Number of kits destroyed	

- I have followed the instructions and implemented the actions as indicated in the Urgent Field Notice.

Have you received reports of illness or injury related to the identified issue?

- Yes or  No

DATE.....

SIGNATURE : .....

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