

**Letter to customers**

Name

Addressline 1

Addressline 2

Foot note to be adjusted if necessary

City, xx.xx.2020

**Medical product recall**

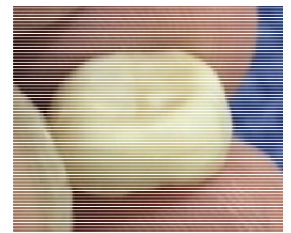
**IPS e.max ZirCAD for CEREC/inLab LT C17/5-Refills, 6 batches, (03-2020-001-R)**

Dear Sir, dear Madam

This is to inform you that Ivoclar Vivadent has issued a recall of six manufactured batches of the product **IPS e.max ZirCAD for CEREC/inLab LT C17**.

**Reason:** Restorations made of IPS e.max ZirCAD for CEREC/inLab LT C17 may **show cracks after sintering**.

**Cause:** In the production of IPS e.max ZirCAD for CEREC/inLab LT C17 blocks, unexpected tool wear occurred. This led to increased friction during the compression process and subsequently created tension in the block. After sintering, this tension caused cracks, which are clearly visible. The tool in the production was exchanged.






*Crack formation in the crown after sintering*

**Risk assessment:** In general, there is no health risk for the patient, since the cracks in the sintered crown are visible to the dentist before insertion. If cracks are unnoticed, restorations may fracture in the patient's mouth. The fractured fragments are biologically harmless and the damaged restoration can easily be replaced.

Below is information about the quantity of the affected batch delivered to you:

Art. No.	Description	Batch No.	Quantity delivered	Delivery date

The batch number (Lot) is indicated on the back of the block or the product packaging.

		
<p>The batch number (Lot) can be found on the back of the packaging...</p>	<p>...on the foam insert...</p>	<p>...and on the block.</p>

**We kindly ask for the following measures:**

- 1) Do not use the affected batch anymore.
- 2) Please return all the affected product stocks you have to:

Company  
Name  
Address

- a) You will soon receive a replacement delivery. It goes without saying that customers will receive a complete package of IPS e.max ZirCAD LT C17 in the relevant shade. Due to the current corona crisis this may take longer than usual. Thank you for understanding.

**Further information:**

As manufacturer of the product concerned, Ivoclar Vivadent AG in Liechtenstein is responsible for this recall and we confirm that the authorities have been informed accordingly. Should you have any further questions, please contact the Ivoclar Vivadent subsidiary in .... **insert country / city**.

We thank you for your cooperation and your understanding and apologize in advance for any inconvenience this may cause.

With best regards,

**Insert company name**

**Insert first name, last name  
and position**