

Urgent Field Safety Notice

For attention of: **Consumer**

Manufacturer's reference: SB_RDC_2021_03
000006276

SRN number: DE-MF-

Location, Date

Important information about open vials of Accu-Chek® Aviva / Accu-Chek® Aviva Plus / Accu-Chek® Performa / Accu-Chek® SmartView test strips

Dear valued customers **[please personalize]**,

At Roche Diabetes Care, we strive for the highest quality of products and services and are committed to keeping you informed as soon as there is a potential issue of which you should be made aware. This is why we would like to inform you today about the rare occurrence of Accu-Chek® Aviva / Accu-Chek® Aviva Plus / Accu-Chek® Performa / Accu-Chek® SmartView test strip vials which have opened while still in a sealed carton. If you have a test strip vial that has opened while still in a sealed carton, you may observe the inability to perform a valid blood glucose measurement on your meter, because an open vial would expose the test strips to humidity which damages the strips and could result in inaccurate results (such as positively biased, or falsely too high, results). Inappropriate therapy decisions based on inaccurate results could lead to adverse health consequences.

Description of Situation and Rationale giving rise to this corrective measure

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Roche Diabetes Care has received complaints from one hospital in the United States alleging unexpected results (such as positively biased, or falsely too high, results) when using test strip vials which have opened while still in a sealed carton.

The Roche investigation showed that, in very rare circumstances, it is possible that a vial can open in a sealed carton while in transit.

This could happen to Accu-Chek® Aviva / Accu-Chek® Aviva Plus / Accu-Chek® Performa / Accu-Chek® SmartView test strips, when they are shipped at elevated temperature ($\geq 45^{\circ}\text{C}$ or 113°F) AND when the carton is dropped or handled roughly during transit and distribution process. It is only when these two conditions occur in combination that the failure mode has been observed.

Due to the influence of high temperature and humidity this failure might affect the accuracy of the blood glucose measurement.

Details on affected test strips

The potentially affected test strips are

- Accu-Chek® Aviva
- Accu-Chek® Aviva Plus
- Accu-Chek® Performa
- Accu-Chek® SmartView

Actions taken by Roche Diabetes Care

Roche Diabetes Care is updating product labeling to clarify instructions for handling vials that have opened within sealed cartons. Roche Diabetes Care will provide test strip replacements to users who have purchased test strip vials which have opened while still in a sealed carton.

Actions to be taken by users of Accu-Chek® Aviva / Accu-Chek® Aviva Plus / Accu-Chek® Performa / Accu-Chek® SmartView test strips

- Users are advised to always inspect vials of Accu-Chek® Aviva / Accu-Chek® Aviva Plus / Accu-Chek® Performa / Accu-Chek® SmartView test strips before use.

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- Please, do not use the test strips if
 - vial is open or damaged before using the test strips for the first time,
 - the cap is not fully closed
 - you see any damage to the cap or vial, or
 - anything prevents the cap from closing properly.
- Please do not perform control testing as instructed in the meter manual.
- If you have any affected product, please dispose of the test strips immediately.
- Roche Diabetes Care will provide test strip replacements to users who have purchased vials that were open within the sealed carton. To obtain replacement from Roche Diabetes Care, please call our Roche Diabetes Care Customer Care line at xxx-xxx-xxx.



Communications of this Field Safety Notice

Your national competent authority, healthcare professionals, distributors and retailers and users of the Accu-Chek® Aviva / Accu-Chek® Aviva Plus / Accu-Chek® Performa / Accu-Chek® SmartView test strips have been informed about this field action.

We sincerely apologize for any inconvenience this may cause and hope for your understanding and cooperation. Please call our Roche Diabetes Care Customer Care line at xxx-xxx-xxx, if you need any additional advice on the handling of the Accu-Chek® Aviva / Accu-Chek® Aviva Plus / Accu-Chek® Performa / Accu-Chek® SmartView test strips or have any further questions or concerns. We appreciate your time and attention to this important notification.

Kind regards,

Roche Diabetes Care