

# SIEMENS

## Medical Solutions

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Customer information  
Polymobil Plus, Polymobil III

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Your letter of [REDACTED]  
Our reference [REDACTED]  
Date 2007-05-04

### Support arm attachment in Polymobil III and Polymobil Plus systems

Dear Customer,

The performance of our products is continuously controlled and monitored by us. This comprises a variety of measures from production through to installation. In rare cases these measures need to be extended to systems in the field.

During our last inspection in production we noticed in a particular case that a faulty component in our Polymobil III (serial number 20000-20036) and Polymobil Plus (serial number 20000-20141) products can potentially cause uncontrolled dropping of the support arm.

Therefore, you will shortly be contacted by a Siemens customer service representative to arrange a date for the inspection of the system and, if necessary, replacement of the parts concerned.

**To rule out any potential danger to the patient, operator or third parties, these systems should not be used for the time being.**

Please inform your operating personnel accordingly.

Best regards,

Siemens Aktiengesellschaft

[REDACTED]  
Head of Special Systems Division

[REDACTED]  
Head of Product Life Cycle Management  
Surgery and Mobile X-ray Systems

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