

MiniMed™ 640G Insulin Infusion Pump Power Error 25

February 2017

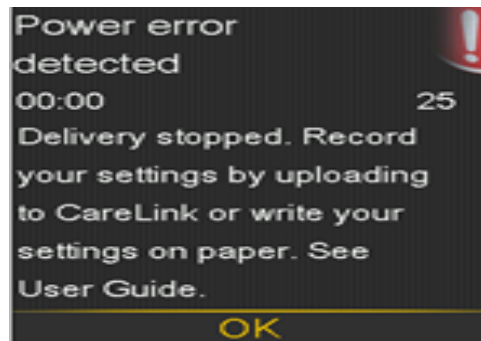
Medtronic reference: FA749

Dear pump user,

Medtronic is committed to keeping you and your healthcare professional informed of potential issues and associated solutions related to our products and services. The purpose of this letter is to inform you of an issue potentially affecting your MiniMed 640G insulin pump.

Issue:

Medtronic has identified a software issue that could prevent the internal battery from charging. Should this software issue occur, an alarm is triggered and you will see the following message displayed on the pump screen:



If you experience this alarm and see the "Power error detected" message on your pump accompanied by the number "25", contact the Medtronic HelpLine at XXXXX for assistance with troubleshooting the error.

Recommendations:

1. If you see a power error 25 alarm, contact Medtronic's Helpline at XXXXXXX.
2. The Helpline will assist you in troubleshooting the alarm and determining next steps, including the potential replacement of your pump.
3. Should you have any questions or concerns regarding this issue please do not hesitate to contact Medtronic HelpLine at XXXXXXX or your healthcare professional.

Your safety and complete satisfaction are our first priority and we appreciate your time and attention to this important notification.

Sincerely,

Country/BU manager