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To all users of the

SIEMENS SOMATOM go.Up
SIEMENS SOMATOM go.Now

Safety Advisory Notice CT045/17/S

Customer Safety Advisory Notice for technical update CT046/17/S

Re: SOMATOM go.Up and SOMATOM go.Now – Risk of patient table instability

Dear customer:

This letter is to inform you about the potential risk of patient table instability of your Siemens Healthineers CT system SOMATOM go.Up or SOMATOM go.Now patient table.

When does this malfunction occur and what is the problem?

If the bolts of the patient table have been tightened with an inadequate torque, this may lead to a loose nut on the bolt. Under unfavorable conditions several bolts may gradually loosen at the same time having an effect on the stability of the table. We consider this to be very unlikely but cannot exclude it with absolute certainty.

How can the operator help to avoid a potential risk of the system?

If you notice any unusual noise or vibration of the patient table we ask you not to use the CT system and to contact your Siemens service center immediately.


What has been done to address this issue? What actions shall be taken by the user?

Our service center will arrange an onsite visit with one of our service engineers. They will restore your system to safe operation without delay.

The relevant National Competent Authorities will be informed about this as well.

Sincerely yours,


Andre Hartung
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