



URGENT FIELD SAFETY NOTICE

SynchroMed™ A810 Clinician Programmer Software Application v2.x. Software Update

January 2026

Medtronic Reference: FA1440

EU Manufacturer Single Registration Number (SRN): US-MF-000019977

Dear Healthcare Professional:

The purpose of this letter is to inform you that a new version of the Model A810 SynchroMed Clinician Programmer Application (CP App), v2.0.3320, is now available for installation. This update addresses previously communicated software issues associated with earlier versions used for the Model 8637 SynchroMed II and Model 8667 SynchroMed III infusion pumps.

These issues were initially communicated to you in the letter enclosed from November 2024. The new version of the A810 CP App resolves these issues.

Customer Actions:

- Download and install A810 CP App v2.0.3320 at your earliest convenience and contact your local Medtronic representative if you have any questions related to the update.
- Please complete and return the Customer Acknowledgement Form enclosed with this letter, acknowledging that you have received this information. Retain a copy of this letter and completed response form for your records.

Additional Information:

Medtronic has notified the Competent Authority of your country of this action.

We regret any inconvenience this may cause. We are committed to patient safety and appreciate your prompt attention to this matter. If you have any questions regarding this communication, please contact your local Medtronic representative.

Sincerely,

Local/OU Manager

Enclosures:

- November 2024 Communication
- Customer Acknowledgement Form