

## URGENT FIELD SAFETY NOTIFICATION

### Notification Letter

### MiniMed™ 670G Insulin Pump (MMT-1780)

### Potential Loss of Audio Issue

October 2018

Dear Valued Customer:

We have received reports of occurrences in which the MiniMed™ 670G insulin pump with version 4.10 software has failed to make expected audio sounds during alerts, alarms, or sirens. This failure could either cause the alarm volume to be stuck at a 4 (out of 5) level regardless of your personal setting, or it could make no sound. Either of these occurrences could cause you to miss system notifications, alarms or sirens associated with how the pump is working, and with high and low glucose alerts. You are receiving this letter because our records indicate you may have one of the potentially affected insulin pumps.


#### Explanation of Issue:

This issue occurs when a specific electronic component in your pump malfunctions; it can result in the loss of all audio, problems adjusting the audio volume, or the loss of only the emergency audio siren. This potential loss of audio could delay your response to the underlying reason for the alert, alarm, or siren, which could then lead to possible health and safety risks such as hypoglycemia or hyperglycemia. If this issue occurs with your pump, the audio cannot be permanently repaired or regained. The only way to permanently regain your audio capabilities is to exchange the affected pump with a replacement. Even if your pump has the audio issue, it will continue to deliver insulin as expected. Loss of the Vibrate feature has not been reported to occur as part of the above audio failure mode. If you have a pump that contains the specific electronic component, and your pump passes the Audio Beep test described below, there is still a chance that your pump may lose its audio capabilities at some future date.

#### What you should do:

1. If you have not already done so, enable the Vibrate feature on your pump. Even if the Audio Beep test passes, you should enable the Vibrate feature (in addition to your Audio feature) since it will add an additional notification to any alerts or alarms you may receive on your pump.

Follow the steps below to enable both the Vibrate and Audio feature on your pump:

Press  to open the **Menu**, Scroll down to **Audio Options**

Set **Audio** to "**On**", Set **Vibrate** to "**On**" and **Save**

2. Perform an Audio Beep test to see if your pump is experiencing this potential issue. This test will identify if your pump audio is working. The steps for this test can be found at the end of this letter or you can also access our website that will guide you through this process at <http://www.medtronicdiabetes.com/checkaudio>

**Important note:** You should repeat this test periodically to verify the continued audio functionality of your pump.

If your pump fails the beep test, it will not permanently regain its audio capabilities and a replacement will be required in order for you to use the audio features of your pump. There is also the possibility that even if your pump passes the Audio Beep test, it may lose its audio capabilities and fail the Audio Beep test at a future date. If your pump did not pass the beep test, or you have concerns about this issue and would like to start the process for pump replacement, you should contact us through the link below:

<http://www.medtronicdiabetes.com/checkaudio>

Here you will find access to more information, tutorial videos, and answers to frequently asked questions. You can also call our 24-Hour Helpline at **1-888-204-7616** if further assistance is required.

At Medtronic, patient safety is our top priority, and we are committed to delivering safe and effective therapies that undergo rigorous clinical, quality, manufacturing, and regulatory controls for our customers. We appreciate your time and attention in reading this important notification.

**As always, we are here to support you. If you have further questions or need assistance, please call our support line at: 1-888-204-7616**

Sincerely,




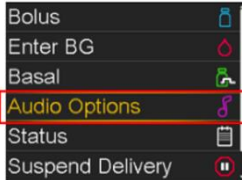
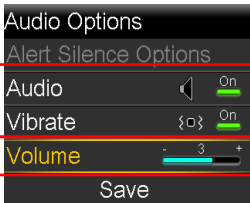
**James Dabbs**  
Vice President, Quality Assurance  
Medtronic Diabetes

## AUDIO BEEP TEST

Follow the steps listed below to determine if your pump is experiencing this issue.

You may also use the following website to help you go through this process:

<http://www.medtronicdiabetes.com/checkaudio>

Step	MiniMed™ 670G insulin pump
1	Press  to open the <b>Menu</b> screen
2	<p>Select <b>Audio Options</b></p> 
3	<p>Ensure <b>Audio</b> and <b>Vibrate</b> is set to "On" and scroll down to the <b>Volume</b> option.</p> 
4	<p>Adjust the volume to <b>1</b>, Press <b>Save</b>, and listen for the beep A <b>quieter</b> audible beep should sound.</p>
5	<p>Select <b>Audio Options</b> again, go to the <b>Volume</b> option and adjust the volume to <b>5</b>. Press <b>Save</b>, and listen for the beep A <b>louder</b> audible beep should sound.</p>

Audio <u>is</u> working if...	Audio may <u>NOT</u> be working if...
<p>✓ You <b>HEARD</b> a beep when you pressed save on your volume settings</p> <p><b>AND</b></p> <p>✓ You <b>HEARD</b> the difference between the two audio beep volumes (1 &amp; 5)</p>	<p>✗ You <b>DID NOT</b> hear a beep when you pressed save on your volume settings</p> <p><b>OR</b></p> <p>✓ You <b>HEARD</b> a beep when you pressed save on your volume settings, but</p> <p>✗ You <b>DID NOT</b> hear a difference between the two audio beep volumes (1 &amp; 5)</p>
<p>Your pump is working as expected. Monitor your insulin pump closely and you can continue pump therapy.</p>	<p>Visit <a href="http://www.medtronicdiabetes.com/checkaudio">http://www.medtronicdiabetes.com/checkaudio</a> to start the replacement request process. If further assistance is needed, contact our 24-Hour Helpline at <b>1-888-204-7616</b>.</p>

**NOTE:** We recommend you repeat the Audio Beep test frequently as you continue to use your pump, or whenever you notice you may have not heard an alert or alarm that was displayed on the screen or resulted in a vibration.