

FIELD SAFETY NOTICE – MEDICAL DEVICE RECALL

18th September 2015

Contact Name
Facility Name
Address

Dear Customer first name,

The purpose of this letter is to advise you that SSCOR, Inc. is executing a voluntary Field Safety Corrective Action in relation to its 80665 DC charging cable.



The corrective action is intended to address the following potential issue: SSCOR, Inc. has discovered through investigation and testing that, in some situations, a user may encounter excessive resistance when plugging the input barrel of the 80665 DC charging cable into a device charging receptacle.

SSCOR has not received any injury reports relating, either directly or indirectly, to this potential issue. As a precautionary measure and in order to ensure compliance with applicable regulations, SSCOR, Inc. has decided to take the measures identified in the table below in relation to the 80665 DC charging cable.

No other SSCOR parts or devices are affected by the voluntary Field Safety Corrective Action.

Our records indicate that you have purchased one or more 80665 DC charging cables or one or more SSCOR, Inc. devices that ship with an 80665 DC charging cable.

AFFECTED PRODUCTS	<u>80665 DC Charging Cable</u> Devices manufactured and shipped with the 80665 DC charging cable or shipped individually between 6/19/2015 and 8/27/2015.
-------------------	--


SSCOR, INC.

www.sscor.com

HOW TO IDENTIFY AFFECTED PRODUCTS	Our records indicate that you are in the possession of the following product(s):		
	Product number(s)	Product name(s)	Serial number(s)
	In addition, the DC charging cable can be checked by inserting the cable input barrel into the device and determining if there is any resistance.		
PROBLEM DESCRIPTION	An end user may encounter excessive resistance when plugging the input barrel of the 80665 DC charging cable into a device charging receptacle. If the DC charging cable is inserted into the device (in spite of any potential excessive resistance) the battery would correctly charge.		
ACTIONS TO BE TAKEN BY CUSTOMER/USER	Please return the affected DC charging cables by following the instructions on the attached reply form. It is not necessary to return the suction device or other components.		
ACTIONS PLANNED BY SSCOR	For each 80665 sent with the devices identified above, a replacement 80665 DC charging cord has been sent directly to the user.		
FURTHER INFORMATION AND SUPPORT	If you need any further information or support concerning this issue, please contact qa@sscor.com with the email subject "80665 Replacement."		

SSCOR, Inc. apologizes for any inconvenience this action may cause you. If you have any questions or concerns, please contact us.

Thank you for your continued support.


Craig Lynch
Quality Assurance Specialist

11064 Randall Street, Sun Valley, CA 91352
(818) 504-4054
Fax: (818) 504-6032

FIELD SAFETY NOTICE – MEDICAL DEVICE RECALL

Re: 80665 DC charging cables

Reply Form

SSCOR, Inc. is committed to providing the highest quality products to its customers. After inspection of your 80665, use the enclosed call tag and the same box in which the replacement 80665 was shipped to return any units of 80665 identified as having excessive resistance to SSCOR, Inc along with this completed reply form. If no units of 80665 are being returned, please fax that completed reply form to (818) 504-6032 or email to qa@sscor.com. We would be grateful if you could acknowledge receipt of this Field Safety Notice by completing and returning this form to us within 10 business days of receipt to the following mailing address:

SSCOR, Inc.
 Attn: 80665 Replacement
 11064 Randall Street
 Sun Valley, California 91352

Company Name:	Regulated customer info
Contact Name:	
Phone Number:	
Email Address:	
Mailing Address:	

Please check the applicable boxes:

#	Yes	No	
1	<input type="checkbox"/>	<input type="checkbox"/>	I have checked the cables identified in the table "HOW TO IDENTIFY AFFECTED PRODUCTS."
2	I am returning _____ (number) of 80665 DC charging cables to SSCOR, Inc. due to excessive resistance.		
3	I am unable to return the requested DC charging cables because: <input type="checkbox"/> Unable to locate <input type="checkbox"/> Discarded <input type="checkbox"/> Other reason _____		

Name:	Signature:	Date: