

## **URGENT Field Safety Notice**

### **Philips CT Systems**

Potential for System Shutdown and Expelled Parts

23-Oct-2025

**This document contains important information for the continued safe and proper use of your equipment**

Please review the following information with all members of your staff who need to be aware of the contents of this communication. It is important to understand the implications of this communication.

Please retain this letter for your records.

Dear Customer,

Philips has identified an issue with Philips Incisive CT, CT 3500 and CT 5300 systems which could pose a risk for patients, operators, or bystanders. This *URGENT Field Safety Notice* is intended to inform you about:

### **1. What the problem is and under what circumstances it can occur**

Philips has identified an issue that may occur with the Philips Incisive CT, CT 3500 and CT 5300 systems if the screws of tube heat exchanger on the rotating scanner are not tightened well after replacing. This component may become detached and make contact with other components located within the Philips CT systems during rotation. Other components could be damaged due to the contact with the tube heat exchanger.

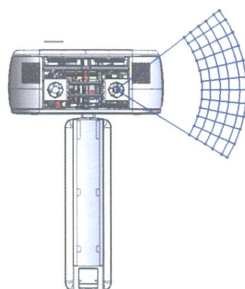
If this issue occurs, a loud noise will be emitted and the system will shut down.

The top right gantry cover may become broken if the following sequence occurs:

- Tube heat exchanger screws come loose
- The tube heat exchanger is detached during rotating and contacts other components in the system and cause them to break
- A broken component makes contact with the top right gantry cover

The broken top right gantry cover could create a gap allowing a fragment of a damaged component to be expelled at a lower kinetic energy and land on the right side of the gantry (Refer to figure 1).

Figure 1. The area where expelled broken pieces could land in.



As of Oct-2025, Philips has received one (1) complaint associated with this issue. In this reported case, there was no harm to the patient, operator, or bystander.

2. Hazard/harm associated with the issue

If the Philips CT system shuts down during clinical scanning, the operator may decide to rescan the patient on another CT system or utilize a different type of imaging.

If a broken fragment is expelled from the system and comes into contact with an operator or a bystander in the scan room, it could cause injury, such as pain (body or neck), laceration, contusion or eye injury.

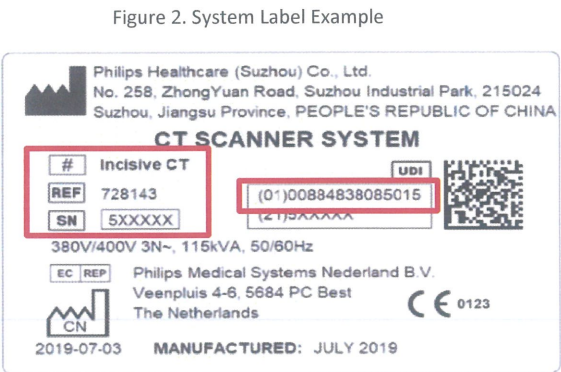
3. Affected products and how to identify them

**Identification of Impacted Philips CT Systems:**  
This issue affects certain Philips CT systems, which have the Device Identifier as shown in table 1. A listing of impacted systems is provided in Appendix A. Impacted systems can be identified by the Device Identifier, model number (REF) and system serial number (SN).

To determine if your product is impacted, refer to the system label (Figure 2) located on the back left corner of the gantry.

Table1. Device Identifier

| REF    | # (Product Model)          | Device Identifier |
|--------|----------------------------|-------------------|
| 728143 | Incisive CT                | 00884838085015    |
| 728144 | Incisive CT                | 00884838105508    |
| 728146 | Incisive CT for Brazil SKD | NA                |
| 728148 | Incisive CT Power          | 00884838103467    |
| 728149 | Incisive Plus              | 00884838103474    |
| 728151 | Incisive CT Essentials     | 00884838103481    |
| 728134 | Philips CT 3500            | 00884838111318    |
| 728138 | Philips CT 3500 Essentials | 00884838105522    |
| 728139 | Philips CT 3500 Plus       | 00884838105539    |
| 728285 | CT 5300                    | 00884838113237    |



**Intended Use:**  
**Incisive CT:**  
Philips Incisive CT system produces cross-sectional images of the body by computer reconstruction of X-ray transmission data taken at different angles and planes. These devices may include signal analysis and display equipment, patient and equipment support, components, and accessories.

**Philips CT 3500:**

The Philips CT 3500 is a Computed Tomography X-Ray System intended to produce images of the head and body by computer reconstruction of X-Ray transmission data taken at different angles and planes. These devices may include signal analysis and display equipment, patient and equipment supports, components and accessories

**CT 5300:**

The CT 5300 is a Computed Tomography X-Ray System intended to produce images of the head and body by computer reconstruction of X-ray transmission data taken at different angles and planes. These devices may include signal analysis and display equipment, patient and equipment supports, components and accessories.

**4. Actions that should be taken by the customer/user in order to prevent risks for patients or users**

- Please continue to use your system in accordance with its intended use and do not stay in the scan room when scanning.
- Circulate this URGENT Field Safety Notice Letter to all users of this device so that they are aware of the issue.
- Place this *URGENT Field Safety Notice* with your system documentation and ensure the letter is in a place likely to be seen/viewed.
- Please complete and return the attached response form to Philips promptly and no later than 30 days from receipt. Completing this form confirms receipt of the *URGENT Field Safety Notice*, understanding of the issue, and required actions to be taken.

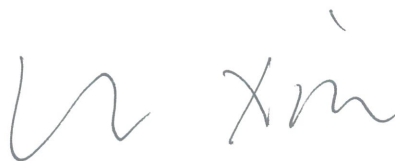
**5. Actions planned by Philips (CN-MF-000003923) to correct the problem**

Philips will contact you to schedule a time for a Field Service Engineer (FSE) to visit your site to inspect the tube heat exchanger screws and correct the loosen screw if necessary (reference FCO72800842).

Please be assured that maintaining a high level of safety and quality is our highest priority. If you need any further information or support concerning this issue, please contact your local Philips representative: <When a Philips representative is required, contact details to be provided by the Market>

This notice has been reported to the appropriate Regulatory Agencies.

Sincerely,



Li Xin  
Quality Leader  
Philips Precision Diagnostics (PD) China



**Appendix A – Affected Serial Numbers**

| Serial Numbers for: Incisive CT (REF: 728134)<br>Unique Device Identifier Rule: (01) 884838111318 (21) + Serial number |        |        |        |        |        |        |        |        |   |
|------------------------------------------------------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|---|
| 610001                                                                                                                 | 610003 | 610004 | 610005 | 610006 | 610007 | 610008 | 610009 | 610010 | - |

| Serial Numbers for: Incisive CT (REF: 728138)<br>Unique Device Identifier Rule: (01) 884838105522 (21) + Serial number |        |        |        |        |        |        |        |        |        |
|------------------------------------------------------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 620001                                                                                                                 | 620002 | 620004 | 620005 | 620006 | 620007 | 620008 | 620009 | 620010 | 620011 |
| 620012                                                                                                                 | 620013 | 620014 | 620015 | 620016 | 620017 | 620018 | 620021 | 620022 | 620023 |
| 620024                                                                                                                 | 620025 | 620026 | 620027 | 620028 | 620029 | 620030 | -      | -      | -      |

| Serial Numbers for: Incisive CT (REF: 728139)<br>Unique Device Identifier Rule: (01) 884838105539 (21) + Serial number |        |   |   |   |   |   |   |   |   |
|------------------------------------------------------------------------------------------------------------------------|--------|---|---|---|---|---|---|---|---|
| 620019                                                                                                                 | 620020 | - | - | - | - | - | - | - | - |

| Serial Numbers for: Incisive CT (REF: 728143)<br>Unique Device Identifier Rule: (01) 00884838085015 (21) + Serial number |        |        |        |        |        |        |        |        |        |        |        |
|--------------------------------------------------------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 500003                                                                                                                   | 500001 | 500002 | 500004 | 500006 | 500007 | 500010 | 500008 | 500013 | 500012 | 500014 | 500028 |
| 500024                                                                                                                   | 500025 | 500043 | 500019 | 500039 | 500044 | 500022 | 500227 | 500226 | 500011 | 500023 | 500054 |
| 500017                                                                                                                   | 500034 | 500036 | 500021 | 500026 | 500020 | 500018 | 500049 | 500058 | 500051 | 500035 | 500052 |
| 500033                                                                                                                   | 500037 | 500045 | 500109 | 500057 | 500123 | 500047 | 500080 | 530003 | 500115 | 530002 | 500071 |
| 500055                                                                                                                   | 500027 | 500042 | 530004 | 500151 | 500408 | 500059 | 500087 | 500136 | 500103 | 500116 | 500105 |
| 500032                                                                                                                   | 500073 | 500038 | 500040 | 500069 | 530269 | 530032 | 500053 | 530008 | 500079 | 530007 | 530059 |
| 530005                                                                                                                   | 500070 | 500083 | 500067 | 500056 | 500125 | 500041 | 500089 | 500065 | 500050 | 500029 | 500095 |
| 500031                                                                                                                   | 500048 | 500063 | 500072 | 500076 | 500137 | 500077 | 530006 | 500493 | 500082 | 530010 | 500197 |
| 530009                                                                                                                   | 500068 | 500122 | 530078 | 500060 | 500066 | 500078 | 500100 | 500081 | 500117 | 500108 | 500367 |
| 500379                                                                                                                   | 500061 | 500096 | 500075 | 500099 | 500091 | 500409 | 500097 | 530317 | 500212 | 500199 | 500092 |
| 500107                                                                                                                   | 530062 | 500112 | 530060 | 530051 | 530044 | 500094 | 530047 | 500138 | 500090 | 530063 | 530054 |
| 500305                                                                                                                   | 500121 | 530045 | 530113 | 500135 | 500193 | 500098 | 500147 | 500113 | 500126 | 500208 | 530015 |
| 530014                                                                                                                   | 530020 | 530026 | 530019 | 500157 | 500153 | 500229 | 530011 | 530013 | 500209 | 530017 | 500148 |
| 530041                                                                                                                   | 530018 | 530016 | 530021 | 530056 | 530070 | 530061 | 500183 | 500188 | 500194 | 530057 | 530022 |
| 530028                                                                                                                   | 500171 | 530024 | 530025 | 530027 | 530023 | 500130 | 500167 | 530353 | 530030 | 530038 | 530029 |
| 530031                                                                                                                   | 510011 | 500106 | 530012 | 500198 | 500127 | 500118 | 500149 | 530043 | 530195 | 530033 | 530034 |



| Serial Numbers for: Incisive CT (REF: 728143)                           |        |        |        |        |        |        |        |        |        |        |        |
|-------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Unique Device Identifier Rule: (01) 00884838085015 (21) + Serial number |        |        |        |        |        |        |        |        |        |        |        |
| 500114                                                                  | 500165 | 500170 | 530042 | 500166 | 530037 | 500120 | 500150 | 530036 | 530048 | 530053 | 530035 |
| 530046                                                                  | 530171 | 530039 | 530064 | 530040 | 500159 | 530049 | 500131 | 500579 | 530030 | 530067 | 530071 |
| 500180                                                                  | 530084 | 500200 | 500093 | 530068 | 500152 | 500219 | 500163 | 500621 | 530052 | 500256 | 530079 |
| 500124                                                                  | 500187 | 530050 | 530082 | 500158 | 500128 | 500238 | 530066 | 500132 | 530074 | 530058 | 500382 |
| 530055                                                                  | 500173 | 530075 | 500172 | 500134 | 500146 | 530069 | 530081 | 530136 | 500104 | 530073 | 500129 |
| 530086                                                                  | 530083 | 530065 | 500161 | 500175 | 500174 | 500213 | 500154 | 500139 | 500156 | 500345 | 500179 |
| 500186                                                                  | 530077 | 500141 | 500142 | 500143 | 500162 | 500196 | 500203 | 500144 | 500160 | 500155 | 500185 |
| 500204                                                                  | 530076 | 500176 | 500177 | 530072 | 530093 | 500205 | 530104 | 500181 | 500182 | 500224 | 500191 |
| 530094                                                                  | 530091 | 530112 | 530085 | 500189 | 530080 | 530097 | 500202 | 530087 | 530099 | 530330 | 500207 |
| 500206                                                                  | 500190 | 530176 | 530092 | 530089 | 530174 | 530280 | 500184 | 530103 | 530316 | 530117 | 530244 |
| 530102                                                                  | 530107 | 530109 | 530300 | 530118 | 530098 | 530241 | 500307 | 510001 | 500195 | 500164 | 530090 |
| 500169                                                                  | 500214 | 510006 | 500218 | 530130 | 530088 | 500201 | 530101 | 500210 | 500228 | 500233 | 530100 |
| 500346                                                                  | 530131 | 500215 | 500263 | 530126 | 530125 | 530114 | 530111 | 500220 | 530105 | 530106 | 500223 |
| 500221                                                                  | 500232 | 500398 | 500231 | 530120 | 500234 | 500239 | 500241 | 530116 | 530096 | 500245 | 500272 |
| 530134                                                                  | 530407 | 530121 | 530319 | 530139 | 530127 | 500243 | 500235 | 530140 | 500236 | 500246 | 530095 |
| 500237                                                                  | 530115 | 500249 | 530129 | 530108 | 500302 | 500248 | 500262 | 530142 | 500267 | 500268 | 530138 |
| 530144                                                                  | 530141 | 530133 | 530128 | 500250 | 500261 | 500251 | 530302 | 530181 | 530167 | 530182 | 530217 |
| 500312                                                                  | 530149 | 530246 | 530145 | 530304 | 530219 | 500253 | 500254 | 500257 | 500278 | 500247 | 500317 |
| 500306                                                                  | 500260 | 500258 | 500274 | 530151 | 500488 | 530148 | 500244 | 530283 | 500273 | 500275 | 500276 |
| 500265                                                                  | 500264 | 530150 | 530122 | 530173 | 500269 | 530211 | 530110 | 500270 | 530216 | 500271 | 500277 |
| 510003                                                                  | 530166 | 530170 | 530153 | 530218 | 530164 | 530221 | 530168 | 500284 | 500285 | 530299 | 530322 |
| 530158                                                                  | 500461 | 500279 | 500310 | 500309 | 500308 | 530223 | 530157 | 500287 | 500288 | 500286 | 500293 |
| 500300                                                                  | 500318 | 500296 | 530162 | 530184 | 530206 | 530180 | 530163 | 500335 | 500299 | 530143 | 510000 |
| 530210                                                                  | 530177 | 500304 | 510069 | 530188 | 530198 | 530205 | 530240 | 510004 | 530215 | 530268 | 500311 |
| 530214                                                                  | 530232 | 530245 | 500472 | 500353 | 500352 | 530230 | 500378 | 500354 | 530231 | 500395 | 510007 |
| 530417                                                                  | 530321 | 500336 | 530190 | 530192 | 530194 | 530169 | 530193 | 530213 | 530123 | 530395 | 500371 |
| 500370                                                                  | 500377 | 510030 | 510032 | 510031 | 530156 | 530209 | 500314 | 510009 | 530197 | 530196 | 500328 |
| 500360                                                                  | 500347 | 530183 | 530248 | 500323 | 500327 | 500320 | 500339 | 510005 | 510020 | 500410 | 530247 |
| 500326                                                                  | 500315 | 500362 | 500413 | 530237 | 510002 | 530228 | 500356 | 500343 | 500313 | 500321 | 500316 |
| 500325                                                                  | 500334 | 500338 | 500423 | 530313 | 500375 | 530251 | 530242 | 530265 | 500333 | 500487 | 500329 |

| Serial Numbers for: Incisive CT (REF: 728143)                           |        |        |        |        |        |        |        |        |        |        |        |
|-------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Unique Device Identifier Rule: (01) 00884838085015 (21) + Serial number |        |        |        |        |        |        |        |        |        |        |        |
| 530258                                                                  | 530281 | 500322 | 500372 | 510010 | 530593 | 500361 | 500467 | 510008 | 530341 | 500357 | 530270 |
| 510072                                                                  | 500597 | 500623 | 500374 | 500619 | 500624 | 530286 | 500622 | 500324 | 530261 | 530542 | 530267 |
| 530284                                                                  | 500344 | 500373 | 500359 | 500404 | 530199 | 530276 | 530224 | 500351 | 500363 | 500414 | 500348 |
| 530340                                                                  | 510018 | 500396 | 500332 | 530239 | 530279 | 500366 | 500330 | 530271 | 500364 | 530235 | 530277 |
| 530243                                                                  | 510015 | 530262 | 500401 | 500337 | 530377 | 530259 | 500459 | 500383 | 510016 | 500376 | 530278 |
| 510012                                                                  | 500368 | 500384 | 530289 | 500394 | 530391 | 530288 | 530249 | 530364 | 530285 | 500390 | 530381 |
| 530257                                                                  | 530354 | 500349 | 500319 | 500369 | 500350 | 510017 | 500389 | 500381 | 500393 | 530260 | 500403 |
| 510013                                                                  | 510023 | 530392 | 500469 | 530295 | 500331 | 510014 | 500448 | 500598 | 530305 | 510033 | 500397 |
| 530314                                                                  | 530297 | 530333 | 500521 | 500419 | 500420 | 530266 | 500400 | 500407 | 500341 | 500342 | 530312 |
| 500436                                                                  | 500457 | 500406 | 500483 | 500465 | 510050 | 500525 | 500392 | 510025 | 500412 | 500416 | 500460 |
| 500399                                                                  | 500405 | 500428 | 510019 | 530290 | 530310 | 500417 | 500391 | 500355 | 500415 | 500438 | 500524 |
| 500498                                                                  | 530309 | 530327 | 500535 | 530292 | 530355 | 530324 | 530411 | 530308 | 500430 | 530323 | 510036 |
| 530274                                                                  | 530356 | 500402 | 500574 | 510021 | 500450 | 500424 | 500426 | 510022 | 33022  | 500444 | 500380 |
| 500386                                                                  | 500432 | 500385 | 530371 | 500388 | 500435 | 500440 | 530343 | 530315 | 500577 | 530325 | 500427 |
| 530579                                                                  | 530287 | 530574 | 530352 | 530386 | 530383 | 530336 | 530334 | 530382 | 500464 | 500455 | 500490 |
| 510061                                                                  | 500433 | 500441 | 500429 | 500470 | 510028 | 500478 | 500445 | 500463 | 500456 | 500422 | 530402 |
| 530367                                                                  | 530375 | 530347 | 530365 | 530444 | 510027 | 530390 | 530361 | 530418 | 500466 | 33028  | 500437 |
| 500468                                                                  | 510026 | 33032  | 33026  | 33027  | 500473 | 33023  | 500443 | 530447 | 530351 | 500480 | 500442 |
| 530346                                                                  | 510035 | 530441 | 33030  | 500489 | 33029  | 530366 | 530410 | 530572 | 530451 | 530478 | 530434 |
| 510024                                                                  | 530422 | 530423 | 530376 | 530477 | 530429 | 500482 | 500486 | 500458 | 530380 | 530412 | 500558 |
| 500562                                                                  | 500446 | 500560 | 500475 | 500434 | 500471 | 510029 | 510051 | 530359 | 500476 | 500484 | 500526 |
| 500573                                                                  | 500532 | 500447 | 500474 | 500485 | 500451 | 530403 | 500494 | 530413 | 500497 | 500491 | 530414 |
| 500495                                                                  | 530594 | 530393 | 500496 | 500492 | 530405 | 530469 | 530416 | 500616 | 530471 | 510044 | 33044  |
| 33036                                                                   | 530379 | 530387 | 530385 | 500513 | 510041 | 510038 | 510042 | 530406 | 510034 | 500479 | 530397 |
| 500522                                                                  | 500550 | 500554 | 500528 | 500527 | 530440 | 530433 | 530442 | 530424 | 530450 | 500591 | 530571 |
| 500540                                                                  | 500588 | 500544 | 530394 | 530396 | 530400 | 530399 | 530401 | 530398 | 500523 | 33043  | 500555 |
| 510037                                                                  | 500533 | 500545 | 500543 | 530426 | 510052 | 500546 | 530425 | 530445 | 530454 | 530465 | 530427 |
| 530497                                                                  | 530472 | 530457 | 530428 | 530496 | 530453 | 510053 | 510049 | 500548 | 530467 | 500552 | 530448 |
| 510055                                                                  | 500542 | 500541 | 500563 | 500549 | 530455 | 530438 | 530536 | 530439 | 510056 | 510060 | 500539 |
| 500570                                                                  | 500547 | 510057 | 500553 | 500551 | 500557 | 510063 | 510062 | 510058 | 500564 | 500582 | 530446 |



| Serial Numbers for: Incisive CT (REF: 728143)                           |        |        |        |        |        |        |        |        |        |        |        |
|-------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Unique Device Identifier Rule: (01) 00884838085015 (21) + Serial number |        |        |        |        |        |        |        |        |        |        |        |
| 500559                                                                  | 530479 | 530463 | 510054 | 530459 | 530526 | 530443 | 530513 | 500569 | 530468 | 530473 | 500565 |
| 510048                                                                  | 33040  | 530484 | 500572 | 500561 | 510059 | 530566 | 530511 | 530512 | 530485 | 530538 | 530487 |
| 530488                                                                  | 530493 | 530491 | 500556 | 510066 | 510064 | 510068 | 510065 | 510070 | 530495 | 530490 | 530499 |
| 530498                                                                  | 530504 | 530503 | 530505 | 500566 | 500571 | 510078 | 510071 | 510067 | 530522 | 500589 | 500587 |
| 530583                                                                  | 530517 | 530541 | 530544 | 530516 | 500568 | 530518 | 500575 | 500578 | 500592 | 500585 | 500593 |
| 530556                                                                  | 530520 | 500583 | 530570 | 530519 | 530560 | 530557 | 530525 | 530532 | 500595 | 530528 | 500567 |
| 530558                                                                  | 500584 | 500590 | 530587 | 530555 | 530531 | 500586 | 530540 | 530546 | 500602 | 500600 | 500601 |
| 500576                                                                  | 500603 | 500596 | 530539 | 500604 | 530548 | 530553 | 530551 | 500580 | 530568 | 530573 | 500581 |
| 500617                                                                  | 510073 | 530586 | 530582 | 530565 | 530580 | 530590 | 500614 | 500449 | 510074 | 510075 | 510091 |
| 530595                                                                  | 510082 | 500607 | 500606 | 500594 | 500599 | 510076 | 510077 | 500605 | 510081 | 510079 | 500608 |
| 510088                                                                  | 500609 | 500610 | 500612 | 500611 | 510080 | 500613 | 510083 | 510095 | 510090 | 510094 | 500618 |
| 500620                                                                  | 530001 | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      |

| Serial Numbers for: Incisive CT (Model Number: 728144)                |       |       |       |       |       |       |       |
|-----------------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|
| Unique Device Identifier Rule: (01)00884838105508(21) + Serial number |       |       |       |       |       |       |       |
| 33018                                                                 | 33021 | 34001 | 34004 | 34005 | 34008 | 34009 | 34010 |
| 34011                                                                 | 34013 | 34014 | 34015 | 34016 | 34019 | 34020 | 34021 |
| 34022                                                                 | 34024 | 34027 | 34028 | 34029 | 34030 | 34034 | 34035 |
| 34036                                                                 | 34037 | 34039 | 34043 | 34044 | 34045 | 34046 | 34048 |
| 34061                                                                 | 34062 | 34063 | 34065 | 34069 | 34070 | 34076 | 34084 |
| 34087                                                                 | 34094 | 34104 | 34107 | 34108 | 34109 | 34110 | 34113 |
| 34114                                                                 | 34115 | 34118 | 34120 | 34121 | 34123 | 34124 | 34125 |
| 34127                                                                 | 34129 | 34136 | 34138 | 34139 | 34140 | 34141 | 34142 |
| 34144                                                                 | 34145 | 34147 | 34148 | 34151 | 34154 | 34155 | 34156 |
| 34157                                                                 | 34158 | 34161 | 34166 | 34167 | 34170 | 34171 | 34172 |
| 34173                                                                 | 34176 | 34177 | 34178 | 34180 | 34182 | 34183 | 34184 |
| 34185                                                                 | 34186 | 34188 | 34189 | 34192 | 34194 | 34196 | 34197 |
| 34199                                                                 | 34202 | 34204 | 34207 | 34209 | 34210 | 34211 | 34212 |
| 34213                                                                 | 34214 | 34215 | 34216 | 34217 | 34219 | 34220 | 34222 |
| 34224                                                                 | 34225 | 34227 | 34228 | 34230 | 34231 | 34232 | 34233 |
| 34234                                                                 | 34236 | 34237 | 34238 | 34239 | 34241 | 34242 | 34243 |



| Serial Numbers for: Incisive CT (Model Number: 728144)<br>Unique Device Identifier Rule: (01)00884838105508(21) + Serial number |        |        |        |        |        |        |        |
|---------------------------------------------------------------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|
| 34245                                                                                                                           | 34246  | 34247  | 34248  | 34249  | 34250  | 34252  | 34253  |
| 34254                                                                                                                           | 34255  | 34256  | 34258  | 34261  | 34262  | 34266  | 34268  |
| 34269                                                                                                                           | 34271  | 34272  | 34273  | 34274  | 34275  | 34278  | 34283  |
| 34284                                                                                                                           | 34286  | 34287  | 34288  | 34290  | 34291  | 34292  | 34293  |
| 34296                                                                                                                           | 34297  | 34298  | 34299  | 34300  | 34302  | 34303  | 34304  |
| 34305                                                                                                                           | 34306  | 34307  | 34308  | 34309  | 34310  | 34311  | 34312  |
| 34314                                                                                                                           | 34316  | 34317  | 34318  | 34319  | 34320  | 34321  | 34322  |
| 34323                                                                                                                           | 34328  | 34329  | 34330  | 34336  | 34346  | 34347  | 34349  |
| 34353                                                                                                                           | 34354  | 34355  | 34357  | 34360  | 34361  | 34362  | 34364  |
| 34365                                                                                                                           | 34369  | 34370  | 34372  | 500005 | 500030 | 500062 | 500119 |
| 500133                                                                                                                          | 500192 | 500259 | 500266 | 500283 | 500298 | 500340 | 500358 |
| 500365                                                                                                                          | 500387 | 500411 | 500418 | 500421 | 500425 | 500431 | 500439 |
| 500452                                                                                                                          | 500453 | 500454 | 500462 | 500477 | 500481 | 500499 | 500500 |
| 500501                                                                                                                          | 500502 | 500503 | 500504 | 500505 | 500506 | 500507 | 500508 |
| 500509                                                                                                                          | 500511 | 500512 | 500514 | 500515 | 500516 | 500517 | 500518 |
| 500519                                                                                                                          | 500520 | 500529 | 500530 | 500531 | 500536 | 500537 | 500538 |
| 510039                                                                                                                          | 510040 | 510043 | 510045 | 510046 | 510047 | 540020 | 540021 |
| 541001                                                                                                                          | 550000 | 550001 | 550002 | 550003 | 550004 | 550005 | 550006 |
| 550007                                                                                                                          | 550008 | 550009 | 550010 | 550011 | 550012 | 550013 | 550014 |
| 550015                                                                                                                          | 550016 | 550017 | 550018 | 550019 | 550020 | 550021 | 550022 |
| 550023                                                                                                                          | 550024 | 550025 | 550026 | 550027 | 550028 | 550029 | 550030 |
| 550031                                                                                                                          | 550032 | 550033 | 550034 | 550035 | 550036 | 550037 | 550038 |
| 550039                                                                                                                          | 550040 | 550041 | 550042 | 550043 | 550044 | 550045 | 550046 |
| 550047                                                                                                                          | 550048 | 550049 | 550050 | 550051 | 550052 | 550053 | 550054 |
| 550055                                                                                                                          | 550056 | 550057 | 550058 | 550059 | 550060 | 550061 | 550062 |
| 550063                                                                                                                          | 550064 | 550065 | 550066 | 550067 | 550068 | 550069 | 550070 |
| 550071                                                                                                                          | 550072 | 550073 | 550074 | 550075 | 550076 | 550077 | 550078 |
| 550079                                                                                                                          | 550080 | 550081 | 550082 | 550083 | 550084 | 550085 | 550086 |
| 550087                                                                                                                          | 550088 | 550089 | 550090 | 550091 | 550092 | 550093 | 550094 |
| 550095                                                                                                                          | 550096 | 550097 | 550098 | 550099 | 550100 | 550101 | 550102 |

| Serial Numbers for: Incisive CT (Model Number: 728144)<br>Unique Device Identifier Rule: (01)00884838105508(21) + Serial number |        |        |        |        |        |        |        |
|---------------------------------------------------------------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|
| 550103                                                                                                                          | 550104 | 550105 | 550106 | 550107 | 550108 | 550109 | 550110 |
| 550111                                                                                                                          | 550112 | 550113 | 550114 | 550115 | 550116 | 550117 | 550118 |
| 550119                                                                                                                          | 550120 | 550121 | 550122 | 550123 | 550124 | 550125 | 550126 |
| 550127                                                                                                                          | 550128 | 550129 | 550130 | 550131 | 550132 | 550133 | 550134 |
| 550135                                                                                                                          | 550136 | 550137 | 550138 | 550139 | 550140 | 550141 | 550142 |
| 550143                                                                                                                          | 550144 | 550145 | 550146 | 550147 | 550148 | 550149 | 550150 |
| 550151                                                                                                                          | 550152 | 550153 | 550154 | 550155 | 550156 | 550157 | 550158 |
| 550159                                                                                                                          | 550160 | 550161 | 550162 | 550163 | 550164 | 550165 | 550166 |
| 550167                                                                                                                          | 550168 | 550169 | 550170 | 550171 | 550172 | 550173 | 550174 |
| 550175                                                                                                                          | 550176 | 550177 | 550178 | 550179 | 550180 | 550181 | 550182 |
| 550183                                                                                                                          | 550184 | 550185 | 550186 | 550187 | 550188 | 550189 | 550190 |
| 550191                                                                                                                          | 550192 | 550193 | 550194 | 550195 | 550196 | 550197 | 550198 |
| 550199                                                                                                                          | 550200 | 550201 | 550202 | 550203 | 550204 | 550205 | 550206 |
| 550207                                                                                                                          | 550208 | 550209 | 550210 | 550211 | 550212 | 550213 | 550214 |
| 550215                                                                                                                          | 550216 | 550217 | 550218 | 550221 | 550222 | 550223 | 550224 |
| 550225                                                                                                                          | 550226 | 550227 | 550228 | 550229 | 550230 | 550231 | 550232 |
| 550233                                                                                                                          | 550234 | 550235 | 550236 | 550237 | 550238 | 550239 | 550240 |
| 550241                                                                                                                          | 550242 | 550244 | 550245 | 550246 | 550247 | 550248 | 550249 |
| 550250                                                                                                                          | 550251 | 550252 | 550253 | 550254 | 550255 | 550256 | 550257 |
| 550258                                                                                                                          | 550259 | 550260 | 550261 | 550262 | 550263 | 550264 | 550265 |
| 550266                                                                                                                          | 550267 | 550268 | 550269 | 550270 | 550271 | 550272 | 550273 |
| 550274                                                                                                                          | 550275 | 550277 | 550278 | 550279 | 550280 | 550281 | 550282 |
| 550283                                                                                                                          | 550284 | 550285 | 550286 | 550287 | 550288 | 550289 | 550290 |
| 550291                                                                                                                          | 550292 | 550294 | 550295 | 550296 | 550297 | 550298 | 550299 |
| 550300                                                                                                                          | 550301 | 550302 | 550303 | 550304 | 550305 | 550306 | 550307 |
| 550308                                                                                                                          | 550309 | 550310 | 550311 | 550312 | 550313 | 550314 | 550315 |
| 550317                                                                                                                          | 550318 | 550319 | 550320 | 550321 | 550322 | 550323 | 550324 |
| 550325                                                                                                                          | 550326 | 550327 | 550328 | 550329 | 550330 | 550331 | 550332 |
| 550333                                                                                                                          | 550334 | 550336 | 550337 | 550338 | 550339 | 550340 | 550341 |
| 550342                                                                                                                          | 550343 | 550344 | 550345 | 550346 | 550347 | 550348 | 550349 |



| Serial Numbers for: Incisive CT (Model Number: 728144)                |        |        |        |        |        |        |        |
|-----------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|
| Unique Device Identifier Rule: (01)00884838105508(21) + Serial number |        |        |        |        |        |        |        |
| 550350                                                                | 550351 | 550352 | 550353 | 550354 | 550355 | 550356 | 550357 |
| 550358                                                                | 550359 | 550360 | 550361 | 550362 | 550363 | 550364 | 550365 |
| 550366                                                                | 550367 | 550368 | 550369 | 550370 | 550371 | 550372 | 550373 |
| 550374                                                                | 550376 | 550377 | 550378 | 550379 | 550380 | 550381 | 550382 |
| 550383                                                                | 550384 | 550385 | 550386 | 550387 | 550388 | 550389 | 550390 |
| 550391                                                                | 550392 | 550393 | 550394 | 550395 | 550396 | 550397 | 550398 |
| 550399                                                                | 550400 | 550401 | 550402 | 550403 | 550404 | 550405 | 550406 |
| 550407                                                                | 550408 | 550409 | 550410 | 550411 | 550412 | 550413 | 550414 |
| 550415                                                                | 550416 | 550417 | 550418 | 550419 | 550420 | 550421 | 550422 |
| 550424                                                                | 550425 | 550426 | 550427 | 550428 | 550429 | 550430 | 550431 |
| 550432                                                                | 550433 | 550434 | 550435 | 550438 | 550439 | 550440 | 550442 |
| 550443                                                                | 550444 | 550445 | 550446 | 550447 | 550448 | 550449 | 550450 |
| 550451                                                                | 550452 | 550453 | 550454 | 550455 | 550456 | 550457 | 550458 |
| 550459                                                                | 550460 | 550461 | 550462 | 550463 | 550464 | 550465 | 550466 |
| 550467                                                                | 550468 | 550469 | 550470 | 550471 | 550472 | 550473 | 550474 |
| 550476                                                                | 550477 | 550478 | 550479 | 550481 | 550482 | 550485 | 550486 |
| 550487                                                                | 550489 | 550494 | 550495 | 550496 | 550497 | 550498 | 550499 |
| 550500                                                                | 550501 | 550502 | 550503 | 550504 | 550506 | 550507 | 550509 |
| 550510                                                                | 550511 | 550512 | 550513 | 550523 | 550524 | 552000 | 552001 |
| 552002                                                                | 552003 | 552004 | 552005 | 552006 | 552007 | 552008 | 552009 |
| 552010                                                                | 552011 | 552012 | 552013 | 552014 | 552015 | 552016 | 552017 |
| 552018                                                                | 552019 | 552020 | 552021 | 552022 | 552023 | 552024 | 552025 |
| 552026                                                                | 552027 | 552028 | 552029 | 552032 | 552033 | 552034 | 552035 |
| 552036                                                                | 552037 | 552038 | 552039 | 552040 | 552041 | 552042 | 552043 |
| 552044                                                                | 552045 | 552046 | 552047 | 552048 | 552049 | 552050 | 552051 |
| 552052                                                                | 552054 | 552055 | 552056 | 552057 | 552058 | 552059 | 552060 |
| 552061                                                                | 552062 | 552065 | 552066 | 552067 | 552068 | 552069 | 552070 |
| 552072                                                                | 552074 | 552075 | 552076 | 552077 | 552078 | 552079 | 552080 |
| 552081                                                                | 552082 | 552083 | 552084 | 552085 | 552086 | 552087 | 552088 |
| 552089                                                                | 552090 | 552091 | 552092 | 552093 | 552094 | 552095 | 552096 |

| Serial Numbers for: Incisive CT (Model Number: 728144)                |                    |                    |                    |                    |                    |                    |                    |
|-----------------------------------------------------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Unique Device Identifier Rule: (01)00884838105508(21) + Serial number |                    |                    |                    |                    |                    |                    |                    |
| 552097                                                                | 552098             | 552099             | 552100             | 552101             | 552102             | 552103             | 552104             |
| 552105                                                                | 552106             | 552107             | 552109             | 552110             | 552111             | 552112             | 552113             |
| 552114                                                                | 552115             | 552116             | 552117             | 552118             | 552119             | 552121             | 552122             |
| 552123                                                                | 552125             | 552126             | 552127             | 552128             | 552129             | 552130             | 552131             |
| 552132                                                                | 552133             | 552134             | 552135             | 554000             | 554001             | 554002             | 554003             |
| 554004                                                                | 554005             | 554006             | 554007             | 554008             | 554009             | 554010             | 554011             |
| 554012                                                                | 554013             | 554014             | 554015             | 554016             | 554017             | 554018             | 554019             |
| 554020                                                                | 554021             | 554022             | 554023             | 554024             | 554025             | 554026             | 554027             |
| 554028                                                                | 554033             | 554034             | 554035             | 554043             | 554044             | 554047             | 554048             |
| 554049                                                                | 554050             | 554052             | 554061             | 554063             | 554067             | 554068             | 554070             |
| 554071                                                                | 554072             | 554073             | 554074             | 554077             | 554081             | 554082             | 554083             |
| 554085                                                                | 554086             | 554088             | 554091             | 554092             | 554093             | 554094             | 554095             |
| 554096                                                                | 554097             | 554099             | 554100             | 554102             | 554103             | 554104             | 554106             |
| 554107                                                                | 554108             | 554109             | 554111             | 554113             | 554114             | 554115             | 554119             |
| 554120                                                                | 554121             | 554122             | 554123             | 554124             | 554127             | 554128             | 554129             |
| 554131                                                                | 554133             | 554135             | 554136             | 554138             | 554140             | 554141             | 554143             |
| 554144                                                                | 554147             | 554148             | 554149             | 554150             | 554151             | 554152             | 554154             |
| 554155                                                                | 554156             | 554157             | 554158             | 554159             | 554160             | 554161             | 554162             |
| 554163                                                                | 554165             | 554166             | 554169             | 554170             | 554171             | 554172             | 554173             |
| 554175                                                                | 554176             | 554177             | 554178             | 554179             | 554180             | 554181             | 554182             |
| 554183                                                                | 554184             | 554185             | 554187             | 554188             | 554191             | 554192             | 554194             |
| 554195                                                                | 554196             | 554197             | 554198             | 554199             | 554200             | 554202             | 554203             |
| 554204                                                                | 554205             | 554206             | 554207             | 554208             | 554209             | 554210             | 554211             |
| 554212                                                                | 554213             | 554215             | 554216             | 554217             | 554218             | 554219             | 554220             |
| 554221                                                                | 554222             | 554223             | 554224             | 554226             | 554227             | 554228             | 554229             |
| 554230                                                                | 554232             | 554233             | 554234             | 554235             | 554236             | 554237             | 554238             |
| 554240                                                                | 556000             | 556001             | 556002             | 556003             | 556004             | 556005             | 55400406110<br>607 |
| 55400406110<br>738                                                    | 55400406110<br>740 | 55400406110<br>840 | 55400406110<br>846 | 55400406110<br>942 | 55400406111<br>002 | 55400406111<br>026 | 55400406111<br>033 |
| 55400406111<br>064                                                    | 55400406111<br>082 | 55400406111<br>085 | 55400406111<br>099 | 55400406111<br>115 | 55400406111<br>117 | 55400406111<br>118 | 55400406111<br>136 |
| 55400406111<br>183                                                    | 55400406111<br>198 | 55400406111<br>210 | 55400406111<br>211 | 55400406111<br>221 | 55400406111<br>229 | 55400406111<br>276 | 55400406111<br>352 |



| Serial Numbers for: Incisive CT (Model Number: 728144)                |                    |                    |                    |                    |                    |                    |                    |
|-----------------------------------------------------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Unique Device Identifier Rule: (01)00884838105508(21) + Serial number |                    |                    |                    |                    |                    |                    |                    |
| 55400406111<br>422                                                    | 55400406111<br>437 | 55400406111<br>438 | 55400406111<br>457 | 55400406111<br>458 | 55400406111<br>629 | 55400406111<br>636 | 55400406111<br>644 |
| 55400406111<br>876                                                    | 55400406111<br>895 | 55400406111<br>960 | 55400406111<br>961 | 554251             | 554269             | 554272             | 34395              |
| 34415                                                                 | -                  | -                  | -                  | -                  | -                  | -                  | -                  |

| Serial Numbers for: Incisive CT (REF: 728146) |        |        |        |        |        |        |        |        |        |
|-----------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Unique Device Identifier Rule: N/A            |        |        |        |        |        |        |        |        |        |
| 540000                                        | 540001 | 540002 | 540003 | 540004 | 540005 | 540006 | 540007 | 540008 | 540009 |
| 540010                                        | 540011 | 540012 | 540013 | 540014 | 540015 | 540016 | 540017 | 540018 | 540019 |
| 540023                                        | 540024 | 541002 | 541003 | 541004 | 541005 | 541006 | 541007 | 541008 | 541009 |
| 541010                                        | 541011 | 541012 | 541013 | 541014 | 541015 | 541016 | 541017 | 541018 | 541019 |
| 541020                                        | 541021 | 541022 | 541023 | 541024 | 541025 | 541026 | 541028 | 541030 | 541031 |
| 541032                                        | 541033 | 541034 | 541035 | 541036 | 541037 | 541039 | 541040 | 541041 | 541042 |
| 541045                                        | -      | -      | -      | -      | -      | -      | -      | -      | -      |

| Serial Numbers for: Incisive CT (REF: 728148)                           |        |        |        |        |        |        |        |        |        |
|-------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Unique Device Identifier Rule: (01) 00884838103467 (21) + Serial number |        |        |        |        |        |        |        |        |        |
| 530119                                                                  | 530124 | 530132 | 530135 | 530137 | 530146 | 530147 | 530152 | 530154 | 530155 |
| 530159                                                                  | 530160 | 530161 | 530165 | 530172 | 530175 | 530178 | 530179 | 530185 | 530186 |
| 530187                                                                  | 530189 | 530191 | 530200 | 530201 | 530202 | 530203 | 530204 | 530207 | 530208 |
| 530212                                                                  | 530220 | 530222 | 530225 | 530226 | 530227 | 530229 | 530233 | 530234 | 530238 |
| 530250                                                                  | 530252 | 530253 | 530254 | 530255 | 530256 | 530263 | 530264 | 530272 | 530273 |
| 530275                                                                  | 530282 | 530291 | 530293 | 530294 | 530296 | 530298 | 530301 | 530303 | 530306 |
| 530307                                                                  | 530311 | 530318 | 530326 | 530328 | 530329 | 530335 | 530337 | 530338 | 530339 |
| 530342                                                                  | 530344 | 530345 | 530348 | 530349 | 530350 | 530357 | 530358 | 530360 | 530362 |
| 530363                                                                  | 530368 | 530369 | 530370 | 530372 | 530373 | 530374 | 530378 | 530384 | 530388 |
| 530389                                                                  | 530404 | 530409 | 530415 | 530419 | 530420 | 530421 | 530431 | 530432 | 530435 |
| 530436                                                                  | 530452 | 530456 | 530458 | 530460 | 530461 | 530462 | 530464 | 530466 | 530470 |
| 530475                                                                  | 530476 | 530480 | 530481 | 530482 | 530486 | 530489 | 530492 | 530494 | 530500 |
| 530501                                                                  | 530502 | 530506 | 530507 | 530508 | 530509 | 530510 | 530514 | 530515 | 530523 |
| 530524                                                                  | 530527 | 530529 | 530530 | 530534 | 530535 | 530543 | 530545 | 530547 | 530549 |
| 530552                                                                  | 530554 | 530559 | 530561 | 530562 | 530563 | 530564 | 530567 | 530569 | 530575 |

| Serial Numbers for: Incisive CT (REF: 728148)                           |        |        |        |        |        |        |        |        |        |
|-------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Unique Device Identifier Rule: (01) 00884838103467 (21) + Serial number |        |        |        |        |        |        |        |        |        |
| 530576                                                                  | 530577 | 530578 | 530581 | 530584 | 530585 | 530588 | 530589 | 530591 | 530592 |
| 530596                                                                  | 530597 | 530598 | 530599 | 530600 | 530601 | 530602 | 530603 | 530604 | 530605 |
| 530606                                                                  | 530607 | 530608 | 530609 | 530610 | 530611 | 530612 | 530613 | 530614 | 554029 |
| 554030                                                                  | 554031 | 554036 | 554037 | 554038 | 554039 | 554040 | 554041 | 554042 | 554045 |
| 554046                                                                  | 554051 | 554053 | 554055 | 554056 | 554057 | 554058 | 554059 | 554062 | 554064 |
| 554066                                                                  | 554069 | 554075 | 554076 | 554079 | 554080 | 554084 | 554087 | 554089 | 554098 |
| 554101                                                                  | 554105 | 554110 | 554112 | 554117 | 554118 | 554125 | 554126 | 554130 | 554132 |
| 554134                                                                  | 554137 | 554139 | 554142 | 554145 | 554146 | 554153 | 554164 | 554167 | 554168 |
| 554174                                                                  | 554186 | 554189 | 554190 | 554193 | 554201 | 554225 | 554231 | 554239 | 554295 |

| Serial Numbers for: Incisive CT (REF: 728149)                         |        |        |        |        |        |        |        |        |        |
|-----------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Unique Device Identifier Rule: (01)00884838103474(21) + Serial number |        |        |        |        |        |        |        |        |        |
| 530320                                                                | 530332 | 530474 | 530408 | 530430 | 530437 | 530449 | 530537 | 530533 | 530521 |
| 530550                                                                | 554032 | 554060 | 554054 | 554065 | 554078 | 554090 | 554116 | -      | -      |

| Serial Numbers for: Incisive CT (REF: 728151)                         |        |        |        |        |        |        |        |        |        |
|-----------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Unique Device Identifier Rule: (01)00884838103481(21) + Serial number |        |        |        |        |        |        |        |        |        |
| 520000                                                                | 520001 | 520010 | 520004 | 520002 | 520003 | 520005 | 520006 | 520007 | 520008 |
| 520009                                                                | 520012 | 520011 | -      | -      | -      | -      | -      | -      | -      |

| Serial Numbers for: Incisive CT (REF: 728285)                         |        |        |        |       |        |   |   |   |   |
|-----------------------------------------------------------------------|--------|--------|--------|-------|--------|---|---|---|---|
| Unique Device Identifier Rule: (01) 884838113237 (21) + Serial number |        |        |        |       |        |   |   |   |   |
| 800001                                                                | 800002 | 800003 | 800004 | 35071 | 800007 | - | - | - | - |



**URGENT Field Safety Notice Response Form**

**Reference:** Potential for System Shutdown and Expelled Parts on Philips CT Systems  
(Reference FCO72800842)

**Instructions:** Please complete and return this form to Philips promptly and no later than 30 days from receipt via email. Completing this form confirms receipt of the *URGENT Field Safety Notice*, understanding of the issue, and required actions to be taken.

Customer/Consignee/Facility Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City/State/ZIP/Country: \_\_\_\_\_

**Customer Actions:**

- You may continue to use your system(s) in accordance with the intended use.
- Follow the instructions provided in Section 4 of this *URGENT Field Safety Notice*.
- Circulate this *URGENT Field Safety Notice* to all users of this device so that they are aware of the issue.
- Place this *URGENT Field Safety Notice* with your system documentation.

We acknowledge receipt and understanding of the accompanying *URGENT Field Safety Notice* and confirm that the information from this Letter has been properly distributed to all users that handle the system.

**Name of person completing this form:**

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Date (DD / MMM / YYYY): \_\_\_\_\_

Please complete and return the form to Philips at: **<local market email address>**