

Reference number: ECN-004823

February 2025

## **URGENT: FIELD SAFETY NOTICE**

### **FUJIFILM DR-XD1000(FDR Nano)**

**Dear Customer:**

We would like to inform you that FUJIFILM has recently received complaints about damage to the base of the arm of this device. There have been no reported patient injuries associated with this issue.

As a precautionary measure, FUJIFILM has decided to implement a field safety corrective action to prevent harm to patients.

**AFFECTED PRODUCTS**

Model Number DR-XD 1000  
Basic UDI-DI 454741010100000000001323J  
Trade Name FDR Nano  
Serial number The last 4 digits of **SN** are 2153 or less

**PROBLEM DESCRIPTIONS**

The arm broke at the base when the device was moved after the X-ray and the arm was folded for storage. It is likely that the cracks that occurred in the part inside the base of the arm progressed due to repeated use, eventually resulting in the arm breaking from the load when it was bent.

If the part inside the base of the arm is damaged and the arm tilts too far during X-ray photography, there is a risk of it coming into contact with the patient.

**ACTIONS BY FUJIFILM**

Reinforcement parts will be installed as field safety corrective action so that the arm will not tilt too much even if the damage grows.

Our service representative will add reinforcement parts at your facility free of charge. You will be contacted shortly to schedule a visit.

**ACTIONS REQUIRED BY CUSTOMERS**

In order to prevent any health problems for patients or users before the reinforcement work is completed, please carry out pre-use inspection according to Appendix-1.

If any abnormalities are found during the inspection, please stop using the product immediately and contact us at the following.

FUJIFILM appreciates your understanding and cooperation. If you have any questions regarding this letter, please contact FUJIFILM Healthcare Europe GmbH via [vigilance\\_hceu@fujifilm.com](mailto:vigilance_hceu@fujifilm.com)

Sincerely,

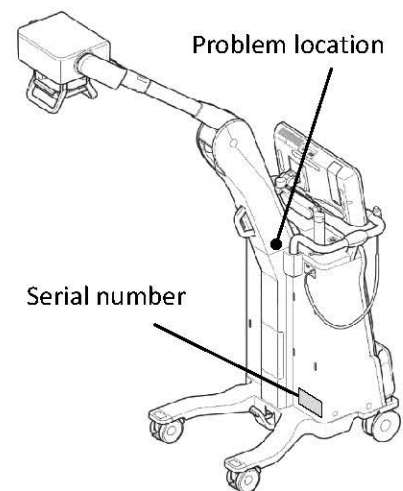
Digitally signed

by Stevan Bos

Date:

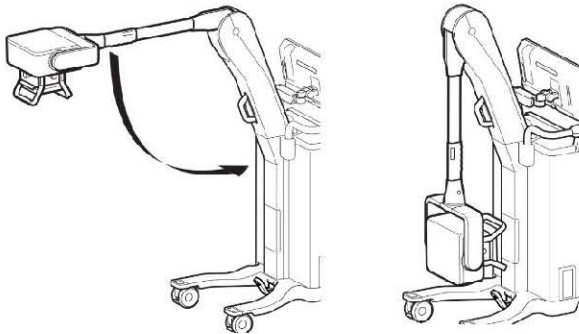
2025.02.19

08:59:08 +01'00'

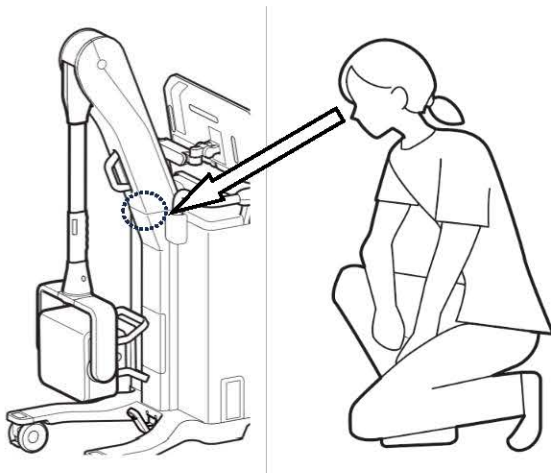


**Appendix-1 DR-XD 1000 Pre-use inspection**

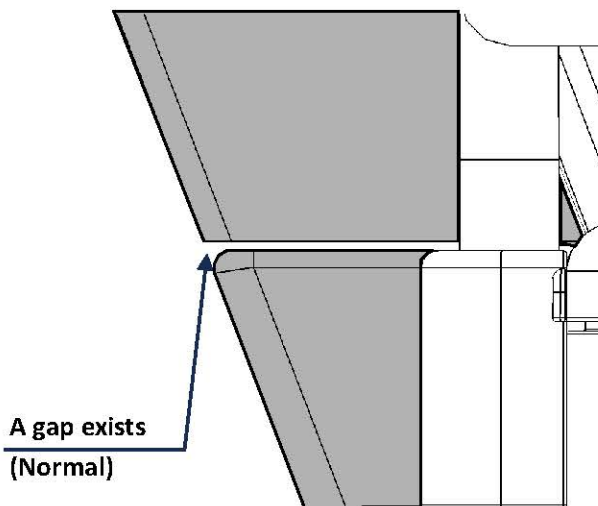
1. Store the arm in the home position.



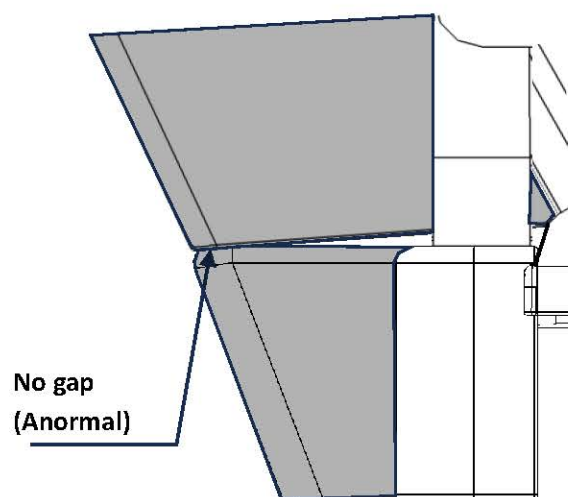
2. From the side of the device, check that there is a gap between the base of the arm and the resin cover.  
If there is no gap, please stop using the product and contact us at the contact information listed on page 1.



**Normal**  
**(A gap exists)**



**Anormal**  
**(No gap)**



## FIELD SAFETY NOTICE

### Customer Feedback Form

**URGENT: PLEASE COMPLETE AND RETURN TO FUJIFILM AS SOON AS POSSIBLE**

Via e-mail to **PLEASE TYPE RELEVANT ADDRESS HERE** and [vigilance\\_hceu@fujifilm.com](mailto:vigilance_hceu@fujifilm.com)

Customer/Facility Name:

Address:

Instrument Serial Number:

Product code	Serial No.

- I confirm that I have received and understand the attached notice.
- This notice does not apply to my facility.
- The device has been transferred to another organization.

**Customer Name:**

**Position:**

**Signature:**

**Date:**

**Phone number:**

**If we have the wrong contact information for you, please correct below:**

**Customer/Facility Name:**

**Address:**

**Please email this completed form to:**

**[vigilance\\_hceu@fujifilm.com](mailto:vigilance_hceu@fujifilm.com)**