

Urgent Field Safety Notice

SBN-CPS-2018-005

CPS / Immunology Application
Version 2
xx-Jun-2018

Elecsys Vitamin D total II: Non-reproducible, false high results

Product Name	Vitamin D total II Elecsys Vitamin D total II
Product Description / GMMI	Elecsys Vitamin D total II (100 tests) 07464215190 Elecsys Vitamin D total II (100 tests) 07464215160 (US Only) Elecsys Vitamin D total II (300 tests) 07028148190
Production Identifier (Lot No./Serial No.)	N/A
SW Version	N/A
Type of Action	Field Safety Corrective Action (FSCA)

Dear valued Customer,

We wish to inform you that Roche has received a number of reports of performance issues during the implementation of the Elecsys Vitamin D total II assay on MODULAR ANALYTICS E 170, **cobas e 601** and **cobas e 602** systems. Rare cases have been reported on **cobas e 411** and **cobas e 801**.

In this update, we would like to inform you that the issue occurs only with plasma samples and we provide you with an updated workaround. Serum samples are not affected and can be measured without workaround. Irrespective of the sample type, we would like to remind you of the importance of pre-analytical handling and sample quality when running Elecsys Vitamin D total II.

Description of Situation

During the implementation of the Elecsys Vitamin D total II assay on MODULAR ANALYTICS E 170, **cobas e 601** and **cobas e 602** systems, customers reported non-reproducible, false high results. These observations were made in duplicate measurements during assay validation of Elecsys Vitamin D total II or in method comparisons with Elecsys Vitamin D total, where the falsely-elevated discrepant value did not fit the expected result. When repeated, the elevated results were not confirmed in reruns.

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The issue manifests as follows:

- The first result is elevated, either above the upper end of the measuring range (>100 ng/ml or >250 nmol/mL) or within the measuring range; and repeats are significantly lower.

A medical risk for the population at the greatest risk due to the issue cannot entirely be excluded.

Actions taken by Roche Diagnostics (if applicable)

At this stage no distinct root cause has been identified. The current investigation results indicate multiple factors causing the issue. A technical task force is continuously working to identify the root cause and solve the problem.

The pre-analytical sample quality has been proven to be very important. The Elecsys Vitamin D total II assay is strongly affected by pre-analytical errors.

During our investigations, the issue could only be reproduced on plasma samples and measures were elaborated to eliminate the issue in this sample type. Serum was not affected.

Irrespective of the sample type, these experiments revealed that the pre-analytical sample quality and compliance to the specifications of the primary tube manufacturer is very important in order to assure a good sample quality and to minimize the risk of false results.

We are carrying out further investigations to understand the underlying root cause and we will inform you immediately when the investigations are conclusive.

In this context it should also be taken into account that in contrast to other assays with competitive assay format, foam on sample could cause false-high results for Vitamin D total and Vitamin D total II if sample pipetting is impaired.

Actions to be taken by the customer/user

We strongly advise you to do the following actions prior to measurements with Elecsys Vitamin D total II on all analyzers. **These actions are to be carried out temporarily until further information is provided.**

General reminder:

Pre-analytical handling is crucial for a correct performance of all assays. This includes compliance to the individual specifications of the primary tube manufacturers for all tubes in use (in particular the centrifugation conditions are important and the elimination of foam).

Actions to be taken:

Re-centrifuge plasma samples (after aliquotization) in a secondary tube for 10 min at 2000 x g prior to **measurement with Elecsys Vitamin D total II.**

Please reach out to your local Roche Diagnostics point of contact to identify the best solution for the re-centrifugation according to your specific laboratory setup and workflow.

If it is not possible to re-centrifuge plasma samples, please switch to Elecsys Vitamin D (06506780160) or Elecsys Vitamin D total (05894913190) and contact your local point of contact at Roche Diagnostics.

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Based on internal investigation, our initial data indicates the issue of falsely elevated results occurs only with plasma samples. Although there is no evidence that serum samples are impacted, please follow the general reminder of the importance of pre-analytical sample handling for serum samples without applying the workaround.

Serum samples are not affected.

Communication of this Field Safety Notice (if appropriate)

<If the recipient needs to forward the FSN to additional organizations/individuals then one or more of the following statements may be included:

This notice must be passed on to all those who need to be aware within your organization or to any organization/individual where the potentially affected devices have been distributed/supplied. (If appropriate).

Please transfer this notice to other organizations/individuals on which this action has an impact. (If appropriate).

Please maintain awareness of this notice and resulting action for an appropriate period to ensure the effectiveness of the corrective action. (If appropriate).>

The following statement is mandatory in FSNs for EEA countries but is not required for the rest of the World:

Include if applicable: The undersigned confirms that this notice has been notified to the appropriate Regulatory Agency.

We apologize for any inconvenience this may cause and hope for your understanding and your support.

<closing salutations> ,

Contact Details

To be completed locally:

Name

Title

Company Name

Address

Tel. +xx-xxx-xxxx xxxx

Email name@roche.com