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To all users of *syngo.via*

CUSTOMER ADVISORY NOTICE

Customer Information about specific measurement values in MR Imaging, which might be wrong

Dear Customer,

This letter is intended to inform you of potentially incorrect distance values in MRI images when using the distance measurements in *syngo.via*.

What is the issue and when does it occur?

Sporadically distance measurement values in MRI images might be wrong

In case:

1. Enhanced MRI images with rectangular FoV (Field of View) are created at the MR scanner and sent to *syngo.via*, and
2. at the *syngo.via* system, the user rotates the images to display the images in arbitrary orientation and saves them, and
3. afterwards, the user exports the images to another DICOM node using MR Export Rules (interoperability mode)

then distance measurements on the newly created series might be wrong when being performed at systems that receive these new series

What is the possible impact?

In case the wrong distance values are taken for granted and are used for diagnosis, additional (unnecessary) follow-up examinations might be ordered, or inadequate decisions might be taken.

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What steps can the user take to avoid this issue?

1. Do not rotate enhanced MRI images before sending images using MR Export Rules (interoperability mode)
or
2. Perform measurements on the enhanced images directly at your syngo.via system before sending images using MR Export Rules (interoperability mode)
or
3. switch off MR Export Rules (interoperability mode) if possible

How will the issue finally be resolved?

Siemens Healthineers is preparing a correction of syngo.via that will solve this issue in VB40B_HF07 and VB60A_HF04. The correction is planned to be available from Q3/2022.

Dissemination of the content of this notice

Please ensure that all users of the affected products within your organization and others who may need to be informed will receive the relevant information provided with this notice and will comply with the recommendations therein. We appreciate your understanding and cooperation with this advisory and ask you to immediately instruct your personnel accordingly. Please ensure that this advisory is retained in your product related records appropriately. Please keep this information at least until the measures have been finalized.


What if you no longer have this device/equipment?

If this device/equipment is no longer in your possession, please forward this Advisory Notice to the new owner of this device/equipment. Please inform us about the new owner of the device/equipment.


We regret any inconvenience that this may cause, and we thank you in advance for your understanding.

Sincerely yours,

Siemens Healthcare GmbH

	Electronically signed by: Sven Hentschel Reason: I have reviewed this document Date: Jul 6, 2022 18:38 GMT+2
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Sven Hentschel
(Product-Line Manager)

	Electronically signed by: Thomas Frank Reason: i.V. Siemens Healthcare GmbH Date: Jul 6, 2022 17:43 GMT+2
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Thomas Frank
(Head of Quality)