



Urgent Field Safety Notice
Software Distribution Network & Associated Programmers
Software Update

Product Name	Model Number
CareLink™ 2090 Programmer	2090; All Serial Numbers
CareLink Encore™ 29901 Programmer	29901; All Serial Numbers

March 2020

Medtronic reference: FA844 Phase III

Dear Customer, Risk Manager,

Medtronic is writing to inform you of two cybersecurity improvements for software on programmers listed above.

Software Distribution Network (SDN): Update to October 2018 Communication

The first improvement is related to the Medtronic Software Distribution Network, or SDN. The SDN is a worldwide network that allows the download of new or updated software to the CareLink 2090 and CareLink Encore 29901 Programmers via the internet. On October 11, 2018, in association with a field advisory, Medtronic released a Security Bulletin and temporarily disabled external access to the SDN (for more information, see <http://www.medtronic.com/security>). Vulnerabilities described in the Security Bulletin have been mitigated; no further action is required. Programmers can now be connected to the internet and can be updated through the SDN as described in the programmer user manual. Continue to maintain good physical controls over the programmer to prevent unauthorized access.

Medtronic Conexus™ Telemetry: Update to March 2019 Communication

The second improvement includes software updates to address cybersecurity vulnerabilities related to Medtronic Conexus™ Telemetry. Conexus telemetry is a proprietary radio frequency wireless communication protocol between Medtronic programmers and certain Medtronic ICDs (implantable cardioverter defibrillators) and CRT-Ds (implantable cardiac resynchronization therapy defibrillators). On 21 March 2019, Medtronic posted a Security Bulletin regarding these vulnerabilities. For background information, including a list of devices subject to this communication, see the Security Bulletin at <http://www.medtronic.com/security>. Once software is available to address these vulnerabilities Medtronic will update programmers.

The Competent Authority of your country has been notified of this action.

This notice should be shared with all those who need to be aware within your organization or with any organization where programmers have been transferred.

Medtronic remains dedicated to patient safety and will continue to monitor system performance to ensure we meet your needs and those of your patients. If you have any questions, please contact your Medtronic Representative.

Sincerely,