



Date: 09 April 2021

Follow-up Customer Information to FA #:EU FA #21-01 - FA-WKS-21-001

Dear Valued Customer,

This is a follow up communication to the letter dated 19 February 2021 to inform you with the relevant information on the announced Software Release of the MATCH IT!® DNA software.

Manufacturer

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As announced within the Field Safety Notice dated 17 February 2021 (EU FA #21-01 - FA-WKS-21-001), Immucor has completed a software update (MATCH IT! DNA Software, version 1.3.1, released 09-Apr-2021) to correct the issue described in the Field Safety Notice. The software update is available on a CD and will be mailed to customers April 9th, 2021. Upon receipt and implementation of the software update, Immucor will require customers to complete and return an acknowledgement form.

Customer Actions to Be Taken:

- 1) Upon receipt of the software via CD, install the new software. Installation instructions can be found on the Immucor Customer Center.
- 2) Please be so kind and provide us the completed Response Form included on page 2 of this communication. Return the response form by fax to +49 6103 8056 6393, email to vigilance.eu@immucor.com or mail to: Immucor Medizinische Diagnostik GmbH, RA/QA, Robert-Bosch-Strasse 32, 63303 Dreieich, Germany.

We appreciate the trust and confidence you place in our products. Please contact your local Technical Support personally or at +1.855.IMMUCOR (US and Canada), for assistance or additional instructions should you need further support.

We apologize for inconvenience this issue may have caused.

Sincerely,

Maria Wilhelmi
Director RA/QA Europe

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Software Revision Installation Response Form

I verify that our facility has received and installed the **MATCH IT! DNA Software Version 1.3.1**, released **09-Apr-2021**.

Printed Name:

Signature:

Date:

Position:

Facility / Institution: