



GE Healthcare
Surgery

384 Wright Brothers Drive
Salt Lake City, Utah 84116
U.S.A.

March 15, 2010

Dear Valued Customer,

I understand that the Recall and Warning notifications you have received from GE Healthcare Surgery over the past three years may be concerning and confusing. As our business continues to make progress in improving our processes and our products, it is important that you understand that any such past notices pertain only to systems already installed in a facility, not to products manufactured after such notification is issued. All current OEC[®] 9900 Elite recalls you may have seen in letters or on a web site have been resolved for forward production.

In accordance with the quality management system that guides our business, we endeavor to identify and appropriately address issues before commencing new manufacturing. Rest assured, new OEC 9900 systems are not subject to the issues identified in the recall notices. When you purchase a new system, you should expect that system would only be impacted if a new recall were announced after you have taken delivery.

Patient safety and system reliability are of utmost concern for us and our first priority is to ensure systems in the field are working properly, and that we fix identified issues as soon as we can. Often there is a lag between the time when recalls are identified and posted on the web, and when the remediation of the recall is complete and the FDA posts that completion.

I am acutely aware of the concerns our customers have because of this process. If you have specific questions or issues, please call 1-800-874-7378 and direct your inquiries to Post Market Regulatory.

Thank you for your patience.

A handwritten signature in cursive script that reads "Pete McCabe".

Pete McCabe
President and CEO
GE Healthcare Surgery (OEC)