

Urgent Field Safety Notice

SynchroMed™ A820 myPTM application delays version 2.x

Notification

November 2025

Medtronic Reference: FA1460

EU Manufacturer Single Registration Number (SRN): SRN US-MF-000019977

Dear Healthcare Professional,

Medtronic has identified a software issue in the SynchroMed A820 myPTM application (app) version 2.x (reference Attachment A) that is installed on the Patient Therapy Manager (PTM). The PTM is an optional accessory used by the patient to interact with their Model 8637 SynchroMed II or Model 8667 SynchroMed III Infusion pump. This letter is to inform you about the issue and provide recommendations until a permanent solution can be implemented.

Issue Description

Up until January 2025, Medtronic has received 177 reports from patients about delays when using the PTM to interact with their SynchroMed pump. These delays occur during actions such as interrogation, resyncing, bolus requests, or unpairing the PTM. The cumulative amount of data that is stored in the PTM after each of these actions causes the myPTM app to slow down. During this time, the progress screen may appear "stuck" at 90% for several seconds or minutes. While the app displays this progress screen, the intended action has already been completed. For example, during a bolus request, the pump begins delivering medication even though the app appears to still be processing (i.e., the screen displays Connecting to Pump as shown in Figure 1). This delay may cause confusion for patients, as the app does not readily display the confirmation screen they expect. During the delay the patients may believe the bolus has not been delivered, even though it has already been successfully initiated.



Figure 1- Progress Screen

Note: Per design, there is no risk of multiple boluses due to the lock-out feature. In addition, this does not impact delivery of the continuous infusion by the pump.

Recommendation

This issue can be temporarily mitigated by clearing data from the system settings. To clear the data, the patient would navigate to Settings → Apps → Patient Data Service → Storage and then select “Clear Data” (reference Figure 2). However, once cleared, the data will continue to accumulate as the patient interacts with their pump and the app slowness will return, requiring the data to be cleared again. Attachment B provides additional guidance to clear the data.

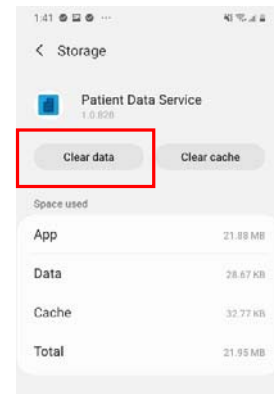


Figure 2- “Clear Data” Selection

Actions

- Share this notice with all those who need to be aware of this issue within your organization and maintain a copy of this notice in your records.

For your convenience, an optional patient letter has been included with this notification.

- Please complete and return the Customer Acknowledgment Form enclosed with this letter, acknowledging that you have received this information.

Additional Information

Medtronic is actively working on a permanent solution and will inform you as soon as it becomes available.

Medtronic has notified the Competent Authority of your country of this action.

We regret any inconvenience this may cause. We are committed to patient safety and appreciate your prompt attention to this matter. If you have any questions regarding this communication, please contact your Medtronic representative.

Sincerely,

Dirk Gey Van Pittius

Medtronic Africa: Quality and Regulatory Affairs

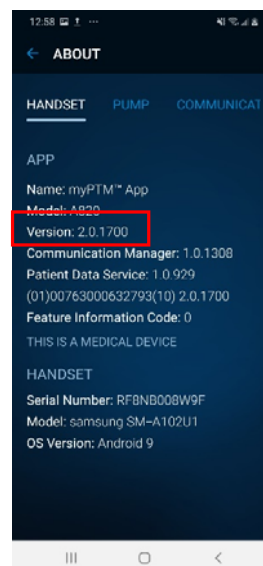
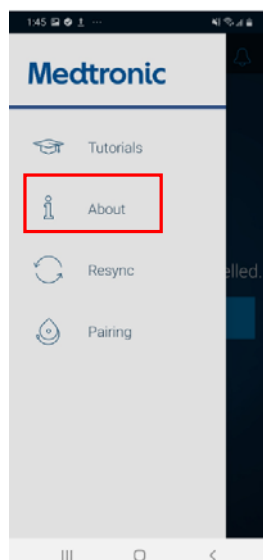
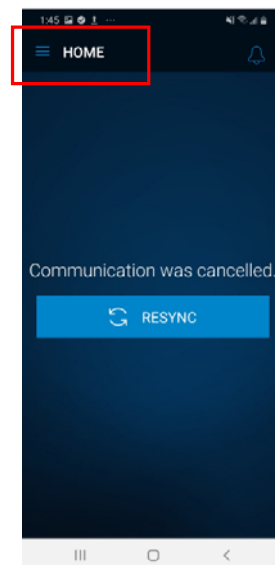
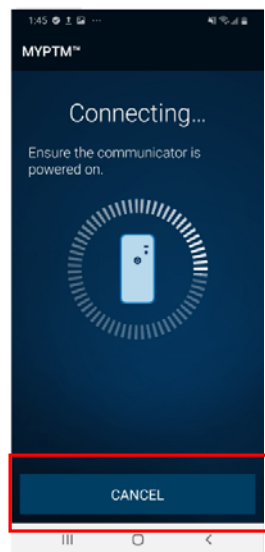
Enclosures:

- Attachment A - Identifying the A820 myPTM app version
- Attachment B - Instructions to Clear Data in the A820 myPTM app
- Optional Patient Letter
- Customer Acknowledgement Form

Attachment A

Identifying the A820 myPTM app version

The software version of the A820 myPTM app can be found opening the A820 myPTM app and selecting cancel. A screen will be displayed that confirms the cancellation. Select the drop-down menu located by HOME, select "ABOUT" and the screen will display the app information, including the version. If the version begins with 2.0, it is in scope of this issue.



Attachment B

Instructions to Clear Data in the A820 myPTM

Navigate to Settings from the initiation screen. From the Settings screen, select "Apps". Select the "Patient Data Service" option on the Apps screen. The Patient Data Services screen will have a Storage option; select "Storage". On the Storage screen, select "Clear Data" to mitigate the software issue.

Settings → Apps → Patient Data Service → Storage → Clear Data

