

Urgent Field Safety Notice

Software Update to Eliminate Potential for Inaccurate Displayed Longevity Estimate

Software Update

Software Update Available: CareLink™ SmartSync™ Device Manager
CareLink™ SmartSync™ Micra VR2/AV2 Application software D00U022

30 September 2026

Medtronic Reference: FA1582

Dear Risk Manager, Health Care Provider,

A software update (version [4.13.2](#) or higher) **for the CareLink™ SmartSync™ Device Manager (SmartSync) is now available.** This SmartSync update eliminates the potential for an inaccurately displayed longevity estimate on Micra VR2/AV2 software screens. Device performance, including battery voltage and longevity, remain unaffected.

An inaccurate longevity estimate may contribute to unnecessary system revision. Through 14 August 2026, Medtronic has received nineteen (19) complaints of an inaccurate estimate with zero (0) reports of permanent harm or death.

Product Names	Product Number/ Catalog Number	Unique Device Identifier
CareLink SmartSync Device Manager App	M01A02	N/A
PROGRAMMER 24970A	24970A	00763000044688, 00643169957657, 00763000201333, 00763000201289 00763000201296, 00763000203979, 00763000288051, 00763000203962 00763000317782, 00763000317768, 00763000397821, 00763000424343 00763000424299, 00763000518981, 00763000518967, 00763000688400 00763000688455, 00763000688462, 00763000825416, 00763000688424 00763000850234, 00763000850241, 00763000688448, 00763000876265 00763000876272, 00763000967192
RF HEAD 24967 PATIENT CONNECTOR	24967	00763000060435, 00763000060428, 00763000060442, 00763000060459 00763000288242, 00763000257583, 00763000257613, 00763000317799 00763000257576, 00763000317775, 00763000208394, 00763000424374 00763000688479, 00763000688509, 00763000688516, 00763000688530 00763000688554, 00763000688493, 00763000688547, 00763000688486

Customer Actions:

- Update SmartSync application to version 4.13.2 (or higher) and the updated device application software will be automatically installed (Micra VR2/AV2 D00U022). Medtronic representatives are available to work with you to install or update the SmartSync application. See Appendix for instructions on how to confirm the software update is complete.
- Sign and return the enclosed customer acknowledgement form acknowledging receipt of this information. Please share this notice with those who need to be aware within your organization or with any organization where SmartSync may be in use.

Issue Details:

The displayed longevity estimate for Micra VR2/AV2, calculated by the SmartSync application, may be inaccurate when **all** the following conditions are met:

- Micra AV2/VR2 device has been implanted for more than 3 days.
- The device is interrogated more than once within 72 hours.
- The average pacing percentage and rate differ from 100% ventricular pacing at 60bpm.

After the software update to version 4.13.2 (or higher), the displayed remaining longevity estimate will be accurate.

Questions regarding this information should be directed to your local Medtronic Representative.

Additional Information:

Medtronic is communicating this information to the appropriate regulatory agencies.

We regret any inconvenience this may cause. We are committed to patient safety and appreciate your prompt attention to this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Dirk Gey Van Pittius', with a stylized flourish at the end.

Dirk Gey Van Pittius

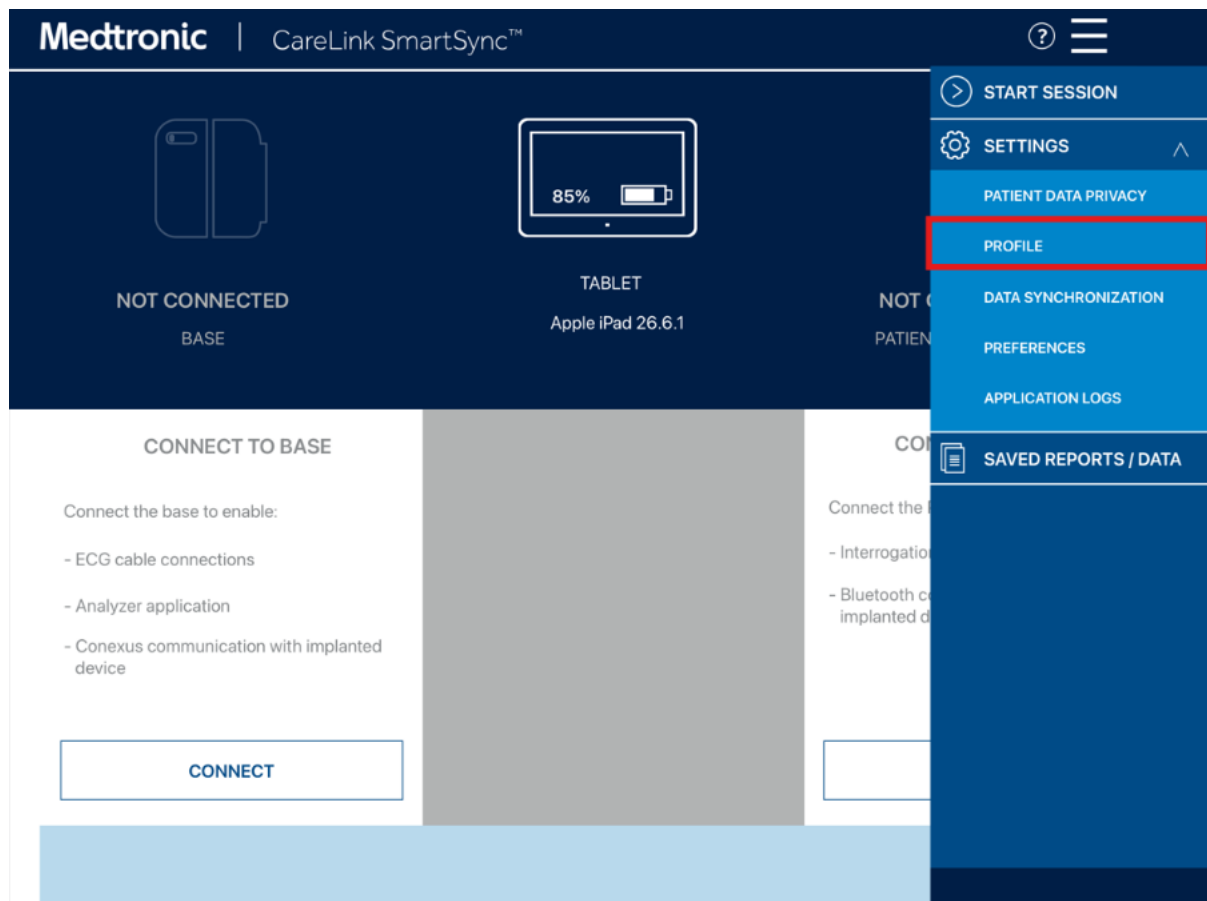
Manager Regions Quality Systems | FCA Planning

Enclosed:

- Customer Acknowledgement Form

Appendix - Update Instructions

1. Connect to the internet and open the CareLink SmartSync application
 2. **Screen will show:** CHECK FOR NEW CONTENT REQUIRED - **tap CONTINUE**
 3. **App screen will display:** DOWNLOAD AND INSTALL REQUIRED UPDATES - once complete, the user may continue the update
 4. **Select:** START USING THE SYSTEM - this will open the CareLink SmartSync application
- If the software update for this issue has already been installed, you will see the following version listed:
The Common/Platform application version is 4.13.2 (or higher) and the Micra VR2/AV2 software application version is 4.7.11.



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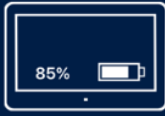
CareLink SmartSync™

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NOT CONNECTED

BASE



TABLET

Apple iPad 26.6.1



NOT CONNECTED

PATIENT CONNECTOR

LOCATION INFO

HARDWARE INFO

SOFTWARE INFO

SOFTWARE COMPONENT	VERSION	SOFTWARE MODEL	UDI
Micra VR Application	4.7.11	D00U022	(01)00763000544300(10)040711
Azure Astra Application	6.5.12	D00U003	(01)00763000002039(10)060512
Cobalt Crome Application	10.6.1	D00U005	(01)00763000002053(10)100601
Host Application	3.32.0	D00U001	(01)00643169833746(10)033200
PSA Application	3.11.13	D00U002	(01)00643169833753(10)031113
Common Application	4.13.2	M01A02	(01)00643169833739(10)041302
Platform	4.13.2	M01A01	(01)00643169833722(10)041302

CHECK FOR UPDATES

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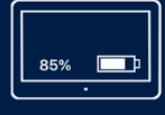
CareLink SmartSync™

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NOT CONNECTED

BASE



TABLET

Apple iPad 26.6.1



NOT CONNECTED

PATIENT CONNECTOR

LOCATION INFO

HARDWARE INFO

SOFTWARE INFO

SOFTWARE COMPONENT	VERSION	SOFTWARE MODEL	UDI
Micra VR2 AV2 Application	4.7.11	D00U022	(01)00763000544300(10)040711
Micra VR Application	4.4.8	D00U006	(01)00763000397852(10)040408
Azure Astra Application	6.5.12	D00U003	(01)00763000002039(10)060512
Cobalt Crome Application	10.6.1	D00U005	(01)00763000002053(10)100601
Host Application	3.32.0	D00U001	(01)00643169833746(10)033200
PSA Application	3.11.13	D00U002	(01)00643169833753(10)031113

CHECK FOR UPDATES

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