



Customer Service Bulletin

PATIENT MONITORS AND SYSTEMS

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Bulletin Type: AS NEEDED

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Manufacturer: Welch Allyn

Date: 2013-06-28

SAP DIR #: 80018575

Subject: CSB-CVSM, SECURE SURETEMP USB CABLE

Distribution Scope: Welch Allyn Global Technical Support, Product Service, Field & Customer Service. WA Customers

Product(s) Referenced: CVSM – Connex Vital Signs Monitor

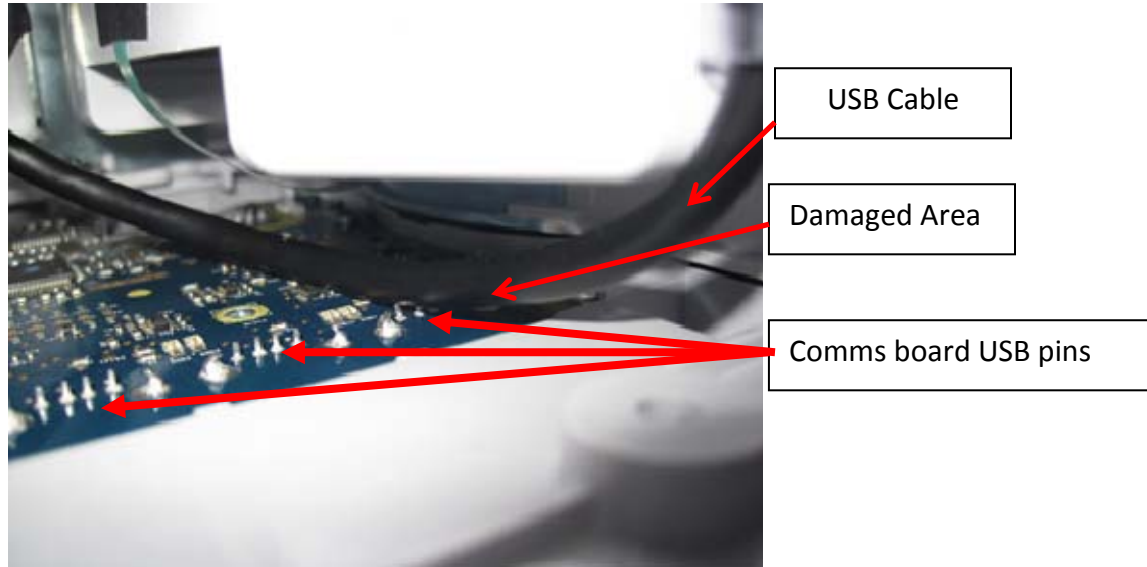
Serial No. / Lot Code: All serial numbers before 103001951813

Summary: In rare cases, the USB cable connecting the SureTemp module to the mainboard may have been penetrated by pins protruding from the communications board USB connections. If the CVSM exhibits one of the failure modes listed below use the procedure in this CSB to inspect the USB cable and secure it to the temp housing to prevent it from contacting the communications board.

Issue: In rare cases pins from the communications board (407524) USB connections have been found to penetrate the insulation of the USB cable (712980) used to connect the Temp module to the MCE.
If the USB connector pins on the communications board penetrate the USB cable connecting the SureTemp module to the mainboard there are 3 potential failure modes:

1. The SureTemp module could become inoperable and disappear from the CVSM display. Note: If power cycling the CVSM restores the SureTemp to the device display and it no longer disappears, this is not the issue.
2. The CVSM could fail the Power On Self-Test (POST). A device that fails in this manner will not remain on for more than a few seconds before restarting, resulting in a CVSM device that is effectively unusable from the moment it is powered on. The CVSM will attempt to start until the AC power is disconnected and the battery is removed.
3. An externally connected USB device could fail to operate. For

example, a bar code reader might power up but fail to send data to the CVSM.



Action: If the CVSM exhibits one of the failure modes listed above, follow the procedure below to inspect and secure the USB cable. Replace failed parts as necessary.

Reference to Standards:

- 21 CFR Part 820, ISO 13485, MPD SOP-0002

References:

- 103730 (CD) CVSM 6000 series Service Manual
- 104730 (CD) CVSM (2.0) 6000 series Service Manual

Required Tools: See the service manual for a list of tools required for service and repair

Required Materials:

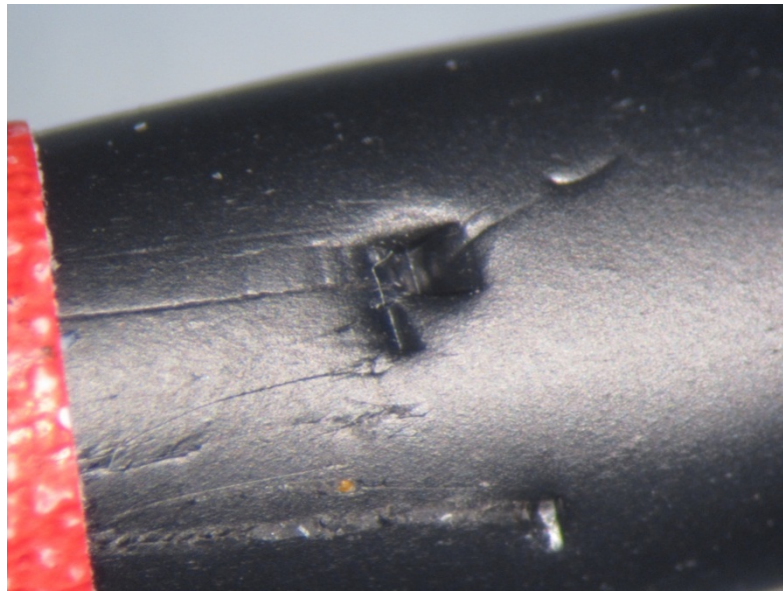
- 103576 VSM 6000 TAPE
- 103395 SERV KIT, VSM6000, SCREWS AND FASTENERS

Replacement Parts: (if needed)

- 103548 VSM 6000 USB MINI B TO USB A RIGHT ANGLE
- 103391 SERV KIT, VSM6000, SURETEMP MODULE

Procedure:

1. Inspect the USB cable connecting the Suretemp module to the MCE board for any damage, including small cuts, tears, abrasions and/or holes that compromise the insulation. Replace any damaged USB cables.



2. Clean the surface on the Suretemp module where the tape will be applied with isopropyl alcohol.
3. Secure the USB cable connecting the temp module to the MCE board as shown in the photos below using a single 2 inch length of tape (103576).



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Notes:

1. Contact Welch Allyn if you have any questions.
2. Drawings, illustrations, and part numbers in this document are for reference purposes only and subject to change.

End of Bulletin

Revision History

Version	Description	Change #	Init	Release Date	Appr
A	Initial release	D*	GS	D*	D*

D* SEE SAP DIR FOR CHANGE NUMBER, APPROVER NAME AND DATE OF APPROVAL