

**IMPORTANT:**  
**URGENT FIELD SAFETY NOTICE**  
Ref. FSCA 5763-1  
Subject: EBV R-GENE (Ref. 69-002B) - BK Virus R-GENE (Ref. 69-013B) Aspecific Signals

Brussels, 7<sup>th</sup> June 2023

*Please distribute the attached customer letter:  
To the Laboratory Manager  
To the attention of the Laboratory Medical Director*

Table 1: Impacted products			
Product Name	Reference Number	Lot Number	Product Expiration Date
EBV R-GENE®	69-002B	1009621440	27-SEP-2024
		1009270270	07-APR-2024
BK Virus R-GENE®	69-013B	Lots starting from: 1009358720 and manufactured after 13-SEP-2022	N/A

Dear bioMérieux Customer,

Our records indicate that your laboratory received products listed in table above.

The aim of this communication is to inform you about low positive signals (aspecific signals below Ct corresponding to the limit of detection), in FAM channel (530nm) for the negative control (IC2W0 and/or R0) and/or negative sample when using lots of BK Virus R-GENE® (ref. 69-013B, lots starting from: 1009358720 and manufactured after 13-SEP-2022) and lots of EBV R-GENE® (ref. 69-002B), listed in Table 1.





### **Required actions**

In this context, we recommend that you to take the following actions, please:

- Do not consider low positive signal (above 38 Ct) for the validation of your runs and results of patient samples testing.
- You can continue the use the impacted references BK Virus R-GENE® (ref. 69-013B, lots starting from: 1009358720 and manufactured after 13-SEP-2022) and EBV R-GENE® (ref. 69-002B, lot 1009621440, 1009270270).
- Distribute this information to all appropriate personnel in your laboratory, retain a copy in your files, and forward this information to all parties that may use this product, including others to whom you may have transferred our product.
- Complete the **Acknowledgement Form in Attachment A** and return it to your local bioMérieux customer service BY SELECTING THE "REPLY" OPTION TO THE E-MAIL FROM BIOMERIEUX.
- To confirm receipt of this notice, it is important that you return the acknowledgement form to bioMérieux even if you determine that this urgent product correction notice does not impact your facility.

### **Description of the issue**

Following complaints from the field related to low positive signals (aspecific signals below Ct corresponding to the limit of detection), in FAM channel (530nm) for the negative control (IC2W0 and/or R0) and/or negative sample when using BK Virus R-GENE® (ref. 69-013B) and EBV R-GENE® (ref. 69-002B), bioMérieux has initiated an investigation to confirm product issue and identify the root cause.

While the investigation is still ongoing, the following were identified:

- The investigation confirmed low positive signals (above 38 Ct) in FAM channel (530nm) for the negative controls (IC2W0 and/or R0) and/or negative samples when using BK Virus R-GENE® (ref. 69-013B, starting from lot: 1009358720 and manufactured after 13-SEP-2022) and EBV R-GENE® (ref. 69-002B, lots listed in Table 1).
- Since the root cause(s) is not confirmed yet, we cannot exclude that lots of BK Virus R-GENE® (ref. 69-013B) manufactured after 13-SEP-2022 could be impacted by the issue. Lots of BK Virus R-GENE® (ref. 69-013B) manufactured before this date are conform.
- The investigation showed that other lots of EBV R-GENE® (ref. 69-002B) available on the market are conform to the specifications.
- Low positive signal is above 38 Ct (corresponding to 50 cop/ml for BKV and 100 cop/ml for EBV), therefore **this issue has no impact on patient follow up/treatment.**
- The only risk that may be encountered due to this issue is a potential delay in reporting results because the analysis should be repeated.



**Impact to Customer/Patients**

There is only a risk of delay in reporting results due to an invalid run because the IC2W0 (mandatory negative extraction control) and R0 (optional negative control) must be negative to validate the entire run.

bioMérieux is committed to providing our customers with the highest quality product possible.

We sincerely apologize for any inconvenience that this may have caused you. If you require additional assistance or have any questions, please contact your local bioMérieux Customer Service representative.

**E-mailadres:** [fieldactionsbnl@biomerieux.com](mailto:fieldactionsbnl@biomerieux.com) **Tel:** + 31 (0) 885 06 47 00

Yours faithfully,

Customer Relationship Center  
bioMérieux Benelux



Attachment A: Acknowledgement Form.

## URGENT FIELD SAFETY NOTICE

### FSCA 5763-1 EBV R-GENE (Ref. 69-002B) - BK Virus R-GENE (Ref. 69-013B) Aspecific Signals

**TO BE RETURNED TO YOUR BIOMERIEUX CUSTOMER SERVICE BY SELECTING THE "REPLY" OPTION TO THE E-MAIL FROM BIOMERIEUX**

Name and Address of the laboratory	
Contact information	
Customer Account Number	

I am not impacted by the issue. Please provide rationale: .....

I have implemented the required actions as indicated in the Urgent Field Safety Notice.

Have you encountered impact on patients' results, or reports of illness or injury related to the identified issue ? *(to be completed based on FSCA issue)*

No     Yes

DATE..... SIGNATURE.....

*Please return this Acknowledgment Form to your bioMérieux customer service by selecting the "REPLY" option to the initial e-mail from bioMérieux.*