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**Customer Letter**  
(Internal Reference: TSB 5 PR107621)

**Field Safety Corrective Action – Dräger X-am 8000 XXS CO H2-CP**

**July 2nd, 2021**

Dear Valued Draeger Customer,

During routine quality assurance product surveillance activities it was identified that the Dräger X-am 8000 multi-gas detector with DrägerSensor **XXS CO H2-CP**, in conjunction with FirmWare (FW) version **01.04.11**, can display false negative CO (carbon monoxide) concentrations when hydrogen is present.

There is a risk – when the ambient air contains the unusual but not impossible combination of CO and H2 – that users will not be alerted by the device to a potentially hazardous CO concentration.

X-am 8000 devices in this configuration should therefore **not** be used for hydrogen-compensated detection of carbon monoxide if both hydrogen and carbon monoxide could be present in the ambient air to be monitored.

The error occurs only in firmware version 01.04.11. The error is resolved in firmware update 01.04.12. Firmware 01.04.12 will be available for the Dräger X-am 8000 from roughly the end of July 2021 (including approval in accordance with EN 50271, measurement performance certification).

The firmware will be distributed with PC software **CC Vision** >7.5.3.

**Next steps:**

- If the Dräger X-am 8000 contains the sensor in question and the device is still running firmware 01.03.29: **do not update to version 01.04.11 but wait instead for version 01.04.12 and then perform update. (Updating to 01.03.29 is permissible.)**
- If the Dräger X-am 8000 contains the sensor in question and the device is already running firmware 01.04.11: **do not use device for CO monitoring in environments in which hydrogen may be present. The measurement signal displayed for carbon monoxide may be too low or no measurement signal may be displayed!**
- **Alternatively: insert Dräger Sensor XXS CO LC (part number: 68 13 210). (This sensor does not compensate for the hydrogen signal.) This (temporary) modification can be carried out free of charge by Draeger Service, as will the firmware update and the reinstallation of DrägerSensor XXS CO H2-CP.**

**As soon as version 01.04.12 or higher is available: please install this version on the gas detection instrument.**

We recommend **installing the firmware 01.04.12 (or higher) on all affected Dräger X-am 8000 gas detectors as soon as it is available.**

**We offer you two possible ways of doing this:**

- Customers can perform this update to firmware 01.04.12 (or higher) yourself using the free PC software CC-Vision Basic >7.5.3. To accomplish this, please use the option "Firmware Update" in CC-Vision. The PC software is available free of charge at: [www.draeger.com/software](http://www.draeger.com/software).

Customers will only be able to perform this update if they are already familiar with using the **USB Dira dongle** (part number: 83 17 409) and CC-Vision.

It takes approx. 25 minutes to perform the update for each device. All device settings are retained during the update.

- Your local Draeger representative can perform the update for you free of charge. This offer is valid until December 15th, 2021. A fee may be charged for updates performed by your Dräger representative after this date.

NOTE: Dräger does not recommend downgrading from 01.04.11 to 01.03.29.

**If you have affected devices please contact Draeger Customer Service to receive instructions and servicing options. Options may include:**

- 1) Technical Support instructions**
- 2) Return of your units to our Houston Service Center**
- 3) Arrange for Servicing at your location**

<b>For Customer Service:</b>
US-Safety@draeger.com
<b>1-800-437-2437</b>

We apologize for any inconvenience that this measure may cause and we thank you for your co-operation in this matter.

For any questions regarding this notice, you may contact me at the following contact number:

**Mobile: 932-954-3735**

Respectfully,



William Stegman  
Quality Manager, Draeger, Inc.  
[DIHouston.Quality@draeger.com](mailto:DIHouston.Quality@draeger.com)

Attachments: None