

January 16, 2007

Dear Customer:

We are writing to notify you that Physio-Control, a wholly-owned subsidiary of Medtronic, Inc., has initiated a voluntary suspension of U.S. shipments of LIFEPAK® external defibrillators and certain associated products manufactured at its facility in Redmond, WA. The decision to suspend U.S. product shipments was made to address issues identified in Physio-Control's quality system that were identified by Physio-Control, Medtronic and the FDA. This action is not directly related to a specific product issue and does not impact Physio-Control products currently in use worldwide. We have informed the FDA of our decision and intend to work with them to address these issues so that these products can be returned to the market.

Physio-Control continues to be committed to providing the highest quality products into the marketplace. We are confident this voluntary action will allow us to focus the appropriate resources on rectifying these issues to ensure we produce utmost quality products.

You are a valued customer. You can expect Physio-Control to provide responsive customer service and be the partner you have come to rely on. During this suspension of shipments Physio-Control will continue to service, repair and provide disposables to our installed base of external defibrillator products.

Please contact your local sales and/or service representative with inquiries and for additional information.

Sincerely,

A handwritten signature in black ink, appearing to read "Brian Webster". The signature is fluid and cursive, with the first name "Brian" and last name "Webster" clearly distinguishable.

Brian Webster, President
Physio-Control, Inc.