



Dexcom, Inc. | Corporate Headquarters
6340 Sequence Drive
San Diego, CA 92121
888.738.3646
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CGM App Version Pre-Obsolescence ACM

Purpose: Inform CGM app users that their app version will no longer be available for use after a specific date. They will be required to update their app to the new required minimum app version to continue using the CGM app.

Target Audience:

This message will be seen only by users who meet all of the following criteria:

- have Dexcom ONE+ iOS / Android CGM App version 1.4.0 or earlier installed

Text:

Urgent Warning - Dexcom ONE+ iOS / Android App versions 1.4 and earlier – Mandatory Upgrade

US-MF-000010694 – UDI: 00386270004307 (Dexcom ONE+ iOS), 00386270004314 (Dexcom ONE+ Android)

Description of the Problem:

A bug was identified within app version 1.4, and all earlier versions, that can cause an issue where, when a transmitter error occurs, the app terminates the sensor session and prompts the user to “start a new sensor” without providing a “sensor failed” alert.

You are using an older version of the Dexcom ONE+ app, which may not function as intended due to this issue.

Risk to Health:

If a user is unaware that the sensor session has terminated, there is potential for the missed detection of a hyperglycemic or hypoglycemic event. From Dexcom ONE+ launch in February 2024 through May 31, 2025, 373 complaints have been received, with potential association to this issue. Of those, there have been no serious injuries.

Recommended Customer Action:

Upgrading from app version 1.4 or earlier is mandatory and you will not be able to use app version 1.4 or earlier after [Month, Day, Year]. Update your app now to continue using the app:

1. Tap **Update App** to go to the app store
2. Install the latest Dexcom ONE+ app version
3. Open the Dexcom ONE+ app

If you need assistance, contact Technical Support. Local Tech Support contact information is available at Dexcom.com

Adverse reactions or quality problems experienced with the use of these products should be reported to the National Competent Authority in your area.



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CGM App Version Post-Obsolescence (Blocking) ACM

Purpose: Inform CGM app users that upgrading their app version is mandatory. They must update their app to the new required minimum app version to continue using the CGM app.

Target Audience:

This message will be seen only by users who meet all of the following criteria:

- have Dexcom ONE+ iOS CGM App version 1.4.0 or earlier installed

Header: Notice

Text:

Urgent Warning - Dexcom ONE+ iOS / Android App version 1.4 and earlier – Mandatory Upgrade

US-MF-000010694 – UDI: 00386270004307 (Dexcom ONE+ iOS), 00386270004314 (Dexcom ONE+ Android)

Description of the Problem:

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You are using an older version of the Dexcom ONE+ app, which may not function as intended due to this issue.

Risk to Health:

If a user is unaware that the sensor session has terminated, there is potential for the missed detection of a hyperglycemic or hypoglycemic event. From Dexcom ONE+ launch in February 2024 through May 31, 2025, 373 complaints have been received, with potential association to this issue. Of those, there have been no serious injuries.

Recommended Customer Action:

Upgrading from app version 1.4 or earlier is mandatory and app version 1.4 or earlier are no longer available for use. Update your app now to continue using the app:

1. Tap **Update App** to go to the app store
2. Install the latest Dexcom ONE+ app version
3. Open the Dexcom ONE+ app

If you need assistance, contact Technical Support. Local Tech Support contact information is available at Dexcom.com

Adverse reactions or quality problems experienced with the use of these products should be reported to the National Competent Authority in your area.