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MEDICAL DEVICE ADVISORY - Dexcom G7 iOS App / G7 Watch iOS App / G7 Android App versions prior to v2.12 – Initial / Revision 1 - FAS-SD-26-004

US-MF-000010694

UDI: 00386270001863 (G7 iOS), 00386270005168 (G7 Watch iOS), 00386270001870 (G7 Android)

Issue Description:

When in ‘Do Not Disturb’ mode, critical alerts may not vibrate as expected and ‘disk space critical,’ ‘recoverable error,’ and ‘Unrecoverable error’ alerts may not sound or vibrate for up to 25 minutes. You’re using an older version of the Dexcom G7 iOS / G7 Watch iOS / G7 Android app, which may not perform as expected due to this issue.

Health Impact:

If a user is unaware of a prompt due to an alert not performing as expected, there is a potential for a missed / delayed detection of a hypoglycemic or hyperglycemic event. There have been no serious injuries associated with this issue.

Recommended Customer Action:

Please review the Issue Description within this notice to ensure awareness of the potential for unexpected alert performance. The latest version of the G7 app may be downloaded from the Apple App Store or Google Play Store, which addresses this issue. To update, follow the instructions below:

1. Tap **Update App** to go to the App Store or Play Store
2. Install the latest Dexcom G7 iOS / G7 Android app version
3. Open the Dexcom G7 app

If you need assistance, contact Technical Support.

US: 1-844-478-1600

Global: Find local Technical Support contact information at [Dexcom.com/global](https://dexcom.com/global)

Note: One repeat advisory notice may be received to ensure awareness of this issue. If you have previously reviewed this notice, you may click the appropriate link below to continue.

The National Competent Authorities of your country has been informed about this advisory. Please report all device-related suspected serious incidents to the manufacturer, distributor, local contact point and to the National Competent Authority, if appropriate, as this provides important feedback to the manufacturer.