URGENT FIELD SAFETY NOTICE (FSN)

Meta AI App and Meta Glasses Software updates

Date: November 9, 2026 | **Reference:** [Meta to complete] | **FSN Type**: New

Information on Affected Devices

Meta Glasses are wearable consumer smart glasses, which can accommodate corrective prescription lenses, intended for use by the general public.

This notice is intended for all people who have the Meta Glasses styles listed below:

- Adventurer Standard
- Adventurer Large
- Fury
- Starfire
- Nova Small
- Nova Standard
- Capri

[Picture of device]
Unique Device Identifier: 081582002FFRPL000000LY

Issue Description

We have resolved an issue where sweat or moisture can get into the sensor area in some Meta Glasses and in limited instances this can cause temperatures to rise at the nose bridge and the temple areas. This issue affects only Adventurer, Fury, Starfire, Nova, Capri styles of glasses. It does not affect Ray-Ban Meta or Oakley Meta glasses.

Required Customer Action

We have released a software update for Meta Glasses to ensure you continue to get the best performance. Please make sure you're on the latest version of our software, which prevents the styles listed from becoming too warm. For devices configured for automatic updates (the vast majority of users), this update will be applied automatically without you needing to take any action. For devices where automatic updates are not enabled, you will be prompted to initiate the update manually. This software update helps prevent the Meta Glasses styles listed above from getting too warm if sweat or moisture enters the device.

The software update implements an automatic device shutdown if your glasses get too warm. You will be able to use your glasses again once they have cooled down. If you are unable to resume normal operations after an automatic device shutdown, contact Meta Store Support.

Action required:

Update your glasses software to version 130 from the Meta AI app. Keep your glasses charged and connected until the update finishes.

Please check your glasses are using the latest software:

1. From the Meta AI mobile app, tap **Glasses** in the top right.
2. Tap **Device settings.**
   - If you have multiple devices paired with the Meta AI mobile app, swipe left to select your Meta Glasses style(s) before tapping **Device settings.**
3. Under glasses, tap your glasses.
4. If you don't have **Automatic updates** turned on, tap to update your glasses to version 130 or later.

Please complete this update upon receiving this notice, or as soon as you reasonably can.

For further information, please see [Direct link to Meta Help Centre article]. Contact Meta Store Support if you need additional help.

We have also connected with the competent regulatory authority in your country about this communication and software update.

For [confirmed legal manufacturer name, postal address and website]

* The title of this document is pulled from the official EU Field Safety Notice (FSN) template