

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 G7 iOS CGM App version 2.7.0 installed

Text:

Urgent Warning - Dexcom G7 iOS App version 2.7 – Mandatory Upgrade
US-MF-000010694 – UDI: 00386270001863

Description of the Problem:

A bug was identified within app version 2.7 that can cause the app to enter a state where it stops updating the estimated glucose values, which could result in alerts not triggering. You're using an older version of the G7 iOS app, which may not function as intended.

Risk to Health:

If a user is unaware that glucose values provided by the app are not updating and that glucose alerts will not trigger, there is potential for the missed detection of a hyperglycemic or hypoglycemic event, or a treatment decision made based on incorrect data. Through February 2025, 111 complaints have been received, associated to this issue. Of those, there have been no serious injuries.

Recommended Customer Action:

Upgrading from app version 2.7 is mandatory and you will not be able to use app version 2.7 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 [App Name] app version
3. Open the [App Name] app

If you need assistance, contact Technical Support. Local Tech Support contact information is available at [Dexcom.com](https://www.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.

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 G7 iOS CGM App version 2.7.0 installed

Header: Notice

Text:

Urgent Warning - Dexcom G7 iOS App version 2.7 – Mandatory Upgrade
US-MF-000010694 – UDI: 00386270001863

Description of the Problem:

A bug was identified within app version 2.7 that can cause the app to enter a state where it stops updating the estimated glucose values, which could result in alerts not triggering. You're using an older version of the G7 iOS app, which may not function as intended.

Risk to Health:

If a user is unaware that glucose values provided by the app are not updating and that glucose alerts will not trigger, there is potential for the missed detection of a hyperglycemic or hypoglycemic event, or a treatment decision made based on incorrect data. Through February 2025, 111 complaints have been received, associated to this issue. Of those, there have been no serious injuries.

Recommended Customer Action:

Upgrading from app version 2.7 is mandatory and app version 2.7 is 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 [App Name] app version
3. Open the [App Name] app

If you need assistance, contact Technical Support. Local Tech Support contact information is available at [Dexcom.com](https://www.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.