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URGENT: MEDICAL DEVICE CORRECTION NOTIFICATION – Dexcom G6 iOS App versions 1.11.2 and 1.12.0 SW11585 and SW11586

US-MF-000010694

UDI: 00386270001528 (SW11585) / 00386270001535 (SW11586)

Description of the Problem:

A bug was identified within app versions 1.11.2 and 1.12.0, where users may experience some delay before the latest incoming Estimated Glucose Value is displayed in the app. In these cases, an older value is shown until the app display updates.

You're using an older version of the G6 app, which may not function as intended, due to this issue.

Risk to Health:

If a user is unaware that the displayed Estimated Glucose Value is experiencing a delay, there is potential for the user to make a treatment decision based on an older value, which may result in a severe hypoglycemic or hyperglycemic event mistreated or not detected.

Mandatory Customer Action:

Upgrading from app version 1.11.2 or 1.12.0 is mandatory and you will not be able to use those app versions after 15 September, 2025. Update your app now to continue using the app:

1. Tap **Update App** to go to the app store
2. Install the latest G6 app version
3. Open the G6 app

If you need assistance, contact Technical Support: <https://www.dexcom.com/global>