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FAS-SD-26-003 – Revision 001

URGENT: FIELD SAFETY NOTICE – Execute Error on TeDi Devices
US-MF-000010694 - UDI-DI: 00386270001511

Dear Dexcom Customer

Description of the Problem:

An issue has been identified that may affect patients in France who use a TeDi-locked smartphone (a locked Samsung A15/A16 phone provided by Prestataires) as a display device for the Dexcom G6 Android app, version 1.15.0. The G6 app may present an error which indicates *Application failed to execute*.

Details on Affected Devices:

If you are using the Dexcom G6 Android app version 1.15.0 with a TeDi-locked smartphone deployed in France, please read the information below, which contains important safety information. Dexcom G6 users who use other combinations of smartphones and Dexcom app versions are not affected by this issue.

Note: Dexcom launched a temporary fix on May 13, 2026, followed by a permanent fix on May 14, 2026. Some users who went through the process to implement the temporary fix on May 13, 2026 may encounter this error state again in which case the Required Actions listed below should be followed to permanently resolve the issue.

Risk to Health:

If a user is unable to launch the app, or start a new sensor session, it may occur that Estimated Glucose Values (EGVs), alarms, alerts, and notifications are not available from the Dexcom app. There is a resulting potential for the missed detection or mistreatment of hyperglycemia and/or hypoglycemia.

Required Actions:

1. Connect your TeDi-locked smartphone to Wi-Fi so that an update can run automatically on your phone which may resolve this issue.
2. If after 15 minutes you are still unable to launch the app, contact your prestataire to guide you on troubleshooting steps to resolve this issue.
3. Until the issue is resolved, please note that EGVs may be viewed from the home screen by scrolling down the notification bar.

Contact reference information:

For assistance related to this issue or notification, please contact your Prestatataire.

Please remain aware of this safety advisory until the recommended action has been taken. Please report all device-related suspected serious incidents to the manufacturer, distributor, local contact point and to the National Competent Authority, ANSM, if appropriate, as this provides important feedback to the manufacturer. Dexcom is in communication with the ANSM regarding this Field Safety Notice.

On behalf of Dexcom, we apologize for any inconvenience this may cause.

Sincerely,

Dexcom Quality Compliance Team