Urgent Warning – Dexcom One+ iOS CGM App version 1.2.0 – Mandatory Upgrade
US-MF-000010694 – UDI: 00386270004307

Description of the Problem:
A bug was identified within app version 1.2 that can cause the app to enter a state where it stops updating the estimated glucose values (EGVs), which could result in alerts not triggering. Additional indicators of this bug may include the trend graph progressing with no new EGVs added to the graph, plotted points disappearing from the graph, or the trend graph disappearing completely. You are using an older version of the Dexcom One+ iOS CGM app, which may be prone to this issue, and thereby 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 April 2025, there have been no complaints or serious injuries confirmed to be associated with this issue.

Required Customer Action:
Upgrading from app version 1.2 is mandatory and you will not be able to use app version 1.2 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 Dexcom One+ app version
3. Open the Dexcom One+ app

If you need assistance, contact Technical Support. Local Tech Support contact information is available at 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.