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**URGENT: MEDICAL DEVICE CORRECTION NOTIFICATION - Dexcom ONE+ iOS / Android
App versions 1.4 and earlier – Mandatory Upgrade
US-MF-000010694 – UDI: 00386270004307 (Dexcom ONE+ iOS), 00386270004314 (Dexcom ONE+
Android)**

Description of the Problem:

A bug was identified within app version 1.4, and all earlier versions, that can cause an issue where, when a transmitter error occurs, the app terminates the sensor session and prompts the user to “start a new sensor” without providing a “sensor failed” alert.

You are using an older version of the Dexcom ONE+ app, which may not function as intended due to this issue.

Risk to Health:

If a user is unaware that the sensor session has terminated, there is potential for the missed detection of a hyperglycemic or hypoglycemic event. From Dexcom ONE+ launch in February 2024 through May 31, 2025, 373 complaints have been received with association to this issue which had the potential to cause or lead to adverse events. Of those, there have been no serious injuries.

Mandatory Customer Action:

Upgrading from app version 1.4 or earlier is mandatory and you will not be able to use app version 1.4 or earlier after August 20, 2025. 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.

US: 1-844-478-1600

Global: Find local Technical Support contact information at [Dexcom.com](https://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.