

Date: March 2017

URGENT FIELD SAFETY NOTICE

Dear Valued Dexcom Customer,

Dexcom has implemented an improved speaker for our receivers and is replacing **G4 PLATINUM** and **G5 Mobile Receivers** shipped in Ireland prior to September 23, 2016. This action is taken in cooperation with the Health Products Regulatory Authority (HPRA).

Dexcom previously notified all customers in February 2016 to periodically test the alarms and alerts on G4 PLATINUM and G5 Mobile Receivers to make sure that the audible alarms and alerts are functioning properly.

Required Customer Action:

Please complete and return this form as soon as possible. You must select one of the two options provided to avoid additional attempts to reach you regarding this matter. A self-addressed pre-paid envelope is provided for your convenience.

I accept the receiver replacement and agree to return my current receiver in the pre-paid packaging provided with my new receiver immediately upon receipt.

- Please **enter the serial number of your current receiver** to ensure that your replacement is the same model (the serial number is located on the back of your receiver).

Serial Number:

I do not want a replacement because I am not using my receiver or Dexcom CGM System.

Customer Information:

First and Last Name (printed)

Signature

Date

Complete Address (required for receiver replacement only)

Continued Recommended Customer Action:

If you are using the Dexcom receiver, periodically test the alarms and alerts on your receiver to make sure that your alarms and alerts are functioning properly until your receiver is replaced (especially if the receiver gets wet or is dropped). Instructions for testing the alarms and alerts are found below, as well as in your User's Guide.

Receiver Alarms and Alerts Test Instructions

Use the "Try It" feature under the Profiles option in the Main Menu of your receiver to test your audible alarms and alerts:

1. Press the center button on your receiver to access the Main Menu
2. Scroll down to Profiles
3. Select Profiles
4. Scroll down to Try It
5. Select Try It
6. Scroll down to 55 Fixed Low (for mg/dL) or 3.1 Fixed Low (for mmol/L) as applicable for your type of receiver
7. Select 55 Fixed Low or 3.1 Fixed Low as applicable for your type of receiver
8. Verify that you receive vibrations first (vibratory portion of alarm), followed by beeps (audible portion of alarm)

Should you find that your receiver's audible alarms and alerts are not functioning properly, or if you have any questions regarding this notification, please contact 1800 827 603.

On behalf of Dexcom, we deeply apologize for your inconvenience.

Sincerely,

Anita Rees,

Dexcom Senior Director Quality Compliance

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Should you find that your receiver's audible alarms and alerts are not functioning properly, or if you have any questions regarding this notification, please contact 1-800-947-204.

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Sincerely,

Anita Rees,

Dexcom Senior Director Quality Compliance