

**Date:** February 2016

## **URGENT FIELD SAFETY NOTICE**

Dear Valued Dexcom Customer,

Dexcom monitors product complaints through our quality program where we have noticed an increase in complaints related to audible alarms and alerts associated with Dexcom G4 PLATINUM and Dexcom G5 Receivers.

As such, we are notifying all Dexcom customers that **you may not receive an intended audible alarm or alert. As a result, if you rely on hearing the alarm or alert, you may not detect a severe hypoglycemic (low glucose) or hyperglycemic (high glucose) event.**

Dexcom is working on implementation of an improved speaker for our receivers.

Dexcom is notifying local health organizations and your distributor or supplier of this notification.

### **Recommended Customer Action:**

Periodically test the alarms and alerts on your receiver to make sure that your alarms and alerts are functioning properly (especially if the receiver gets wet or is dropped).

Receiver part numbers and instructions for testing the alarms and alerts are found on the back of this notification, as well as in your User's Guide.

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 go to **<http://www.dexcom.com/notification>**. If you are unable to access the website, please contact your local distributor.

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

Sincerely,

Kevin Sayer,

Dexcom Chief Executive Officer and President

## Dexcom Receiver Part Numbers and Descriptions

The receiver part number is located on the back of your receiver:

Part Number	Part Description
MT20649-1	Dexcom G4 PLATINUM Receiver (mg/dL)
MT20649-2	Dexcom G4 PLATINUM Receiver (mmol/L)
MT22719-1	Dexcom G5 Receiver (mg/dL)
MT22719-2	Dexcom G5 Receiver (mmol/L)

## 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)