California Device Recall Information Sheet

Food and Drug Branch – Device Recalls

Dexcom, Inc. Dexcom G7 iOS Application

Recall Date	Product Description	Recalling Firm	Recall Reason
06/04/2025	Dexcom G7 iOS Application, Ref: SW12300 used in conjunction with the Dexcom G7 Continuous Glucose Monitoring (CGM) system	Dexcom, Inc.	A bug in the 2.7.0 version of the G7 iOS App can cause the app to enter a state where it stops updating the estimated glucose value (EGV) and continues to show this stale EGV. If the user is unaware that the EGVs are not being updated 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 off incorrect data. There is no impact to transmitter communication with concurrently connected displays. A concurrently connected receiver, Apple Watch, and/or insulin pump will continue to receive EGVs directly from the transmitter when

			the app is in the problematic state. There is no impact to Automated Insulin Dosing (AID) therapy as the AID system continues to receive EGVs directly from the transmitter.

Recall Class	Product Identification	Distribution	Affected Dates
II	Software version 2.7.0/ UDI: 00386270001863	As the product associated with this field action is a software app, no physical units have been distributed. Dexcom's field action has been successful in shifting users off of the impacted software app version. Currently there are less than 50 users on the affected app version in the US and Dexcom is taking additional steps to further reduce this number as low as possible. We are unable to provide details for app users at a state-level.	May 2025 and prior.

For additional information, please visit FDA Website.