

Manufacturer name:	Dexcom
About the Recall:	The manufacturer became aware on December 30, 2024, that certain G6 receivers may experience an issue where the alarm/alerts may not function properly. In rare cases the alarm/alert may be missed or delayed.
Products(s) numbers/models that are affected:	<ul style="list-style-type: none">• STK-OE-001 – Dexcom G6 Touchscreen Receiver (Retail)• STK-OM-001 – Dexcom G6 Touchscreen Receiver - Medicare / Medicaid• STK-OR-001 – Dexcom G6 Touchscreen Receiver
URL Link(s) to Manufacturer Notice/Web Site:	www.dexcom.com
Actions to be taken by customer/Patient:	<p>Please check your device against the impacted part numbers listed above. If you should have one of the devices, please navigate to the following webpage on your internet browser using your computer https://www.dexcom.com/g6-receiver-update there will be step by step instruction on updating your device.</p> <p>If you need assistance with the remote software update, or are unable to complete the update, please call Dexcom Technical Support at 1-844-478-1600 to receive dedicated support. The Technical Support is available 24 hours a day.</p>