

FreeStyle LibreLink 2.4.2 (Android)

For use by the 11 countries that received FreeStyle LibreLink 2.4.1 communications

1. (E-mail: FreeStyle LibreLink Users that received the first letter)

Urgent Field Safety Notice

Product: FreeStyle LibreLink
Reference: ADC FA1022-2020
Communication from Manufacturer

Dear FreeStyle LibreLink Customer:

We recently sent you an e-mail about a small number of reports that FreeStyle LibreLink Android users were not able to share notifications with their LibreLinkUp connections or see their recent data in LibreView. We have since resolved this by releasing an update to the Android version of FreeStyle LibreLink. **Please update FreeStyle LibreLink to the latest version (2.4.2) as soon as possible** to resume sharing your glucose data with your LibreLinkUp connections or your healthcare professionals who use LibreView.

If you had chosen to uninstall the previous version of the FreeStyle LibreLink Android app (version 2.4.1) and downloaded an older version of the app (version 2.4.0), please update to the latest version (2.4.2). This will ensure you're able to continue to share data with your connections, and restore the feature to have your data viewable in LibreView from when you updated the latest version.

To check which version of the app you have, view the About screen in the app. Make sure you are using version 2.4.2 if you're running a **minimum of Android 8.0** on your phone.

We apologize for the temporary interruption, and thank you for your patience. If you need further support, please contact FreeStyle Customer Care [**insert local contact information**].

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2. HCP Letter

Date May 2020

Urgent Field Safety Notice

Product: FreeStyle LibreLink

Reference: ADC FA1022-2020

Communication from Manufacturer

Dear **[HCP name]**:

We are providing to you an update that as of **[date]**, we have resolved the issue that prevented the Android version of the FreeStyle LibreLink app (version 2.4.1) from automatically uploading data to LibreView and sharing notifications with LibreLinkUp connections. **For your patients who were using FreeStyle LibreLink for Android (version 2.4.1), you should have access to their recent data through LibreView, once they update their app to the latest version (2.4.2).**

In addition, we have communicated to patients that have experienced issues and have provided them with the following update about the resolution:

- Patients should update their Android version of the FreeStyle LibreLink app to the latest (version 2.4.2) as soon as possible. This update will ensure their LibreView reports are up-to-date and any LibreLinkUp connections are able to receive glucose notifications.

We apologize for the temporary interruption. If you need further support, please call your Abbott diabetes care representative **[insert local info]**.

Sincerely,

Abbott's diabetes care division

Messaging: FreeStyle LibreLink 2.4.2 (Android) 'Hot Fix'

For use by the 11 countries that received FreeStyle LibreLink 2.4.1 communications

ADC-22571 Ver. 1.0

1. Push Notification: All Active LibreLinkUp Users

Sharing has been restored for any connections using the Android version of FreeStyle LibreLink. If you're still not receiving notifications, make sure your connection is using the latest version of FreeStyle LibreLink for Android (version 2.4.2).

2. E-mail: FreeStyle LibreLink Users that received the first letter

Urgent Field Safety Notice

Product: FreeStyle LibreLink
Reference: ADC FA1022-2020
Communication from Manufacturer

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We recently sent you an e-mail about a small number of reports that FreeStyle LibreLink Android users were not able to share notifications with their LibreLinkUp connections or see their recent data in LibreView. We have since resolved this by releasing an update to the Android version of FreeStyle LibreLink. **Please update FreeStyle LibreLink to the latest version (2.4.2) as soon as possible** to resume sharing your glucose data with your LibreLinkUp connections or your healthcare professionals who use LibreView.

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To check which version of the app you have, view the About screen in the app. Make sure you are using version 2.4.2 if you're running a **minimum of Android 8.0** on your phone.

We apologize for the temporary interruption, and thank you for your patience. If you need further support, please contact FreeStyle Customer Care [**insert local contact information**].

3. Reactive Social Responses / Reactive Customer Service Responses

Please use after confirming the customer is an Android user if they are calling to get the status of the issue.

- A software update for FreeStyle LibreLink (version 2.4.1) was released on May 4 and the Android version of the app unintentionally prevented data captured by the app from being uploaded to LibreView and shared with LibreLinkUp connections. That issue has been fixed through an update to the app (FreeStyle LibreLink 2.4.2), which is now available. Please download it as soon as possible.

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ADC-22571 Ver. 1.0

Responses:

- This issue did not impact iPhone users of the FreeStyle LibreLink app.
- We worked quickly to resolve this issue.
- We're committed to an excellent user experience and we apologize for the temporary interruption.

If a user asks about how to check which version of the FreeStyle LibreLink they have:

- Go to the "About" screen in the app to check the app software version.

If asked about whether the user has lost their data:

- All data remains stored, unless the user chose to uninstall/delete the FreeStyle LibreLink app. If a user had uninstalled or deleted the FreeStyle LibreLink app (version 2.4.1), then app data would be lost from when they deleted it. That data would not be updated in LibreView.
- To keep your data, please do not uninstall the FreeStyle LibreLink app.
- Updating to version 2.4.2 will also ensure your LibreView reports are up-to-date and any LibreLinkUp connections are able to receive glucose notifications.

Additional customer care:

- We apologize for any inconvenience and temporary interruption
- We appreciate your patience

Messaging: FreeStyle LibreLink 2.4.2 (Android) 'Hot Fix'

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ADC-22571 Ver. 1.0

4. HCP Letter

Date May 2020

Urgent Field Safety Notice

Product: FreeStyle LibreLink

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Communication from Manufacturer

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Sincerely,

Abbott's diabetes care division