



**Urgent Field Safety Notice**  
FreeStyle Libre 3 Plus Sensors

**Reference:** ADC FA1001-2025  
**Communication from Manufacturer**

Dear **Customer**,

We're reaching out to you to address an issue that may affect your FreeStyle Libre 3 Plus sensors. This issue does not apply to the FreeStyle Libre 3 reader and app or any other Libre product [FreeStyle Libre Select, FreeStyle Libre 2, FreeStyle Libre 2 Plus sensor, and FreeStyle Libre 3].

**Situation**

Abbott has recently identified FreeStyle Libre 3 Plus sensors that may provide incorrect high glucose readings, which if undetected may pose a potential health risk for people living with diabetes.

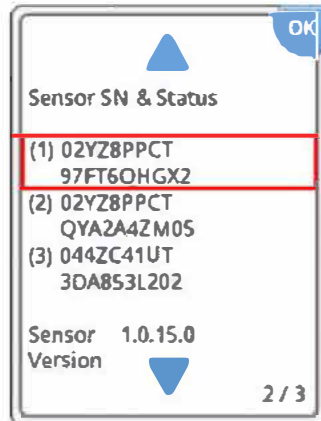
This issue affects only a subset of FreeStyle Libre 3 Plus sensors. To determine if your current sensor or any unused sensors are affected, please visit [www.FreeStyleConfirm.com](http://www.FreeStyleConfirm.com) "CONFIRM SENSOR SERIAL NUMBER."

**How to locate the FreeStyle Libre 3 Plus sensor serial number**

If you are wearing a FreeStyle Libre 3 Plus sensor, you can find the serial number in the app or reader. The serial number can also be found on the label on the bottom of the sensor applicator or carton.



In the App, from the Main Menu select About Screen end locate sensor serial number under “Last 3 Sensors”



In the Reader, from the Settings Menu select System Status, then System Info



Sensor Carton



Sensor Applicator label

## Potential Harms

- If undetected, erroneously high glucose readings can pose a potential health risk for people living with diabetes.
- Erroneously high glucose readings can lead to incorrect treatment decisions, such as taking insulin when not required.

## Actions to be Taken

If you are currently wearing or have a FreeStyle Libre 3 Plus sensor that has been confirmed as affected on [www.FreeStyleConfirm.com](http://www.FreeStyleConfirm.com) or by a customer service representative, immediately discontinue use and dispose of the affected sensors.

You can request a replacement for any affected sensor(s) on [www.FreeStyleConfirm.com](http://www.FreeStyleConfirm.com). Select “CONFIRM SENSOR SERIAL NUMBER” and enter a valid serial number. If your sensor is impacted, you will be instructed to enter your contact information so a replacement product can be sent to you at no cost.

If you have symptoms or expectations that do not match the sensor glucose reading or suspect your reading may be inaccurate, check the reading by conducting a fingerstick test using your blood glucose meter. The built-in blood glucose meter in the FreeStyle Libre 3 reader may be used to check your glucose at any time.

We have notified [insert Regulatory Authority name].

If you have additional questions or need to report any adverse reactions or quality problems experienced with the use of FreeStyle Libre 3 Plus sensors, please call Abbott Customer Service at [insert CS number and days/hours available].