



May 29, 2023

IMPORTANT PRODUCT INFORMATION

FreeStyle Libre Flash Glucose Monitoring System (Reader)

Model: 71723-01

License No: DE0019225

(All lot numbers)

Dear Customer,

Abbott is communicating to you information about risks associated with the Lithium-ion batteries contained in the FreeStyle Libre Flash Glucose Monitoring System Readers.

The Reader is a small handheld device that collects real-time glucose readings directly from a sensor worn on the back of a person's upper arm, allowing the person to manage his or her diabetes by seeing the glucose readings on a screen. Like cell phones and many other handheld electronic devices, the Readers included in these systems use Lithium-ion batteries. While Lithium-ion batteries are generally safe when used properly, they may present a fire hazard if they are damaged. If there are no signs of damage, there is no need to replace the Reader and customers can continue using the Reader with the Abbott-provided USB cable and power adapter.

We have received a small number of reports globally from some customers regarding Reader issues, including battery swelling, and in rare cases extreme overheating, which may pose a fire hazard. Our investigation has determined that using a charging cable or power adapter that was not included with our Reader may increase the risk of a fire hazard.

No Readers are being physically recalled and customers can continue to safely use their Readers with the Abbott-provided USB cable and power adapter. This does not affect FreeStyle Libre sensors.

If you want to discontinue using the Reader and have a compatible Android or iOS smartphone, you can use the FreeStyle LibreLink App on your smartphone. Smartphone compatibility can be checked at <https://FreeStyleLibre.com.sg/>.

Company Action

- Abbott will upload this letter to <https://freestylelibre.com.sg/> for reference.

Actions for You

Storing and charging the Reader, Yellow USB Cable, and Power Adapter

- Do NOT expose the Reader, power adapter or yellow USB cable to water or other liquids.
- Store the Reader between -20°C and 60°C.
- Do NOT place the Reader in water or other liquids. Avoid getting dust, dirt, blood, control solution, water, bleach, or any other substance in the test strip or USB port.
- Only use the yellow USB cable and power adapter included with the System.

If you have any further questions, please call Abbott Customer Service at 1 800 272 2881 or +65 3138 3799.

Sincerely,

Denise Reid
Divisional Vice President
Quality Assurance and Compliance
Abbott, Diabetes Care