URGENT MEDICAL DEVICE CORRECTION
UPDATE FOR SECURITY VULNERABILITY AND EXTENDED SIGNAL LOSS
FREESTYLE LIBRE 3 APP AND LIBRE BY ABBOTT APP

October 23, 2026

Reference: ADC FA 1002-2026
Communication from Manufacturer

Dear Libre user,

We are contacting you to let you know that a new app update is now available for the **FreeStyle Libre 3 app and Libre by Abbott app**. You should update your app now.

Please note that this communication is different from two previous, but related communications dated October 16 and October 20, 2026.

What You Need To Know

Updating your **FreeStyle Libre 3 app to version 3.6.10 and Libre by Abbott app to version 1.4.2** addresses both the previously communicated security vulnerability (October 16) as well as a signal loss issue that some users experienced after installing the previous update (October 20).

As of October 20, Abbott is not aware of any unauthorized access to a patient's app in relation to the security vulnerability, and there have been no reports of adverse events.

This communication is for the FreeStyle Libre 3 app and the Libre by Abbott app only and supersedes previous instructions you may have received with regards to updating your app.

In the event that the security vulnerability were to be exploited, the apps could display incorrect sensor glucose readings, and alarms may not function as intended or may provide incorrect alerts, which may lead people with diabetes to make inappropriate treatment decisions, such as taking too much or too little insulin or delaying necessary treatment.

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What You Need To Do

Immediately update your app to the latest version listed below.

- Updating your app will not affect your current sensor session or cause you to lose existing data.
- You don't need to wait until your next sensor change to update the app.
- You can continue using your current sensors as usual. No action is needed to be taken with your sensor.

Product	**Impacted Software Versions**	**Updated Software Versions**	**Unique Device Identification (UDI)** *Located in the About section in apps*
FreeStyle Libre 3 app	Versions 3.2.0 through 3.6.8	Versions starting with 3.6.10	00357599817008 (iOS) 00357599816001 (Android)
Libre by Abbott app	Versions 1.0.0 through 1.4.1	Versions starting with 1.4.2	00357599841003 (iOS) 00357599840006 (Android)

How To Update Your App

- **Android:** On your mobile device, open the **Google Play Store** → tap your **Profile** icon (top right) → tap **Manage apps & device** → tap **Update** next to your FreeStyle Libre 3 or Libre by Abbott app
- **Apple/iOS:** On your mobile device, open the **App Store** → tap your **Profile** icon (top right) → tap **App Updates** → tap **Update** next to your FreeStyle Libre 3 or Libre by Abbott app

Note: If you see **Open** instead of **Update**, you already have the latest version installed.

How To Check Your Current App Version



FreeStyle Libre 3 app: Open the **FreeStyle Libre 3 app** → tap **Menu** icon (☰ top left) → **About** → make sure the **Software Full Version** starts with 3.6.10.



Libre by Abbott app: Open the **Libre by Abbott app** → tap **Profile** → **About** → make sure the **Software Full Version** starts with 1.4.2.

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Always Pay Attention To How You Feel

If your symptoms don't match your sensor reading, or you think the reading might be off, check the reading by conducting a fingerstick test using a blood glucose meter.

We have notified the U.S. Food & Drug Administration. If you have additional questions or need to report problems experienced with the use of the FreeStyle Libre 3 app or Libre by Abbott app, please call Abbott Customer Service at 1-833-795-4273, available seven days a week from 8 a.m. to 8 p.m. EDT. Agents are also available 24/7 through live chat at https://www.freestyle.abbott/us-en/support/contact-us.html.

Adverse reactions or quality problems experienced with the use of this product may be reported to the FDA's MedWatch Adverse Event Reporting program either online, by regular mail or by fax. Complete and submit the report online at www.fda.gov/medwatch. Regular Mail or Fax: Download form or call 1-800-332-1088 to request a reporting form, then complete and return to the address on the preaddressed form or submit by fax to 1-800-FDA-0178.

Thank you for your attention.

Sincerely,
Abbott

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