Provider Newsflash
July 2025

FDA Recall – Dexcom, Inc.

Purpose of this communication:

- We are writing to inform you that Dexcom, Inc. is recalling certain Dexcom G6, G7, ONE, and ONE+ receivers because a problem with the speaker may cause it to fail to make an alert sound when blood sugar is dangerously low or high. The use of affected product may cause serious adverse health consequences, including seizures, vomiting, loss of consciousness, and death.

What do I need to do?

- Please review the following recall notice: https://www.fda.gov/medical-devices/medical-device-recalls/continuous-glucose-monitor-receiver-recall-dexcom-inc-removes-certain-dexcom-g6-g7-one-and-one?utm_medium=email&utm_source=govdelivery
- Notify impacted patients and facilitate the replacement, according to the guidelines issued by the manufacturer in the FDA notification.
- Confirm if you have any CareCentrix patients affected by this recall and notify the CareCentrix Quality Department by faxing information to: 919-792-6718 Attn: Quality Department.

Thank you in advance for your cooperation and continued partnership.