



November 24, 2025

Urgent Medical Device Recall

FreeStyle Libre 3 Plus Sensors

Reference: ADC FA1002-2025
Communication from Manufacturer

To whom it may concern:

This communication is to notify you that Abbott has initiated an urgent medical device recall. This urgent medical device recall only applies to certain **FreeStyle Libre 3 Plus** sensors. This issue does not apply to any other Libre sensors, apps or readers available in Canada.

What you need to know

Abbott has recently identified that certain FreeStyle Libre 3 Plus sensors may provide incorrect low glucose readings.

We are attempting to notify patients using FreeStyle Libre 3 Plus sensors about this issue through various means, including direct notifications through their app and by email (if provided). Patients are instructed to visit www.FreeStyleCheck.com to determine if they have any affected sensors.

Potential harm

If undetected, incorrect low glucose readings over an extended period may lead to wrong treatment decisions for people living with diabetes, such as excessive carbohydrate intake or skipping or delaying insulin doses. These decisions may pose serious health risks, including potential injury or death, or other less serious complications.

Actions to be taken

1. Inform patients

Please instruct patients to visit www.FreeStyleCheck.com to confirm if their sensors are potentially

impacted.

2. If a patient is currently wearing or has a FreeStyle Libre 3 Plus sensor that has been confirmed as potentially affected on www.FreeStyleCheck.com or by a customer service representative, have them immediately discontinue use and dispose of the affected sensors.

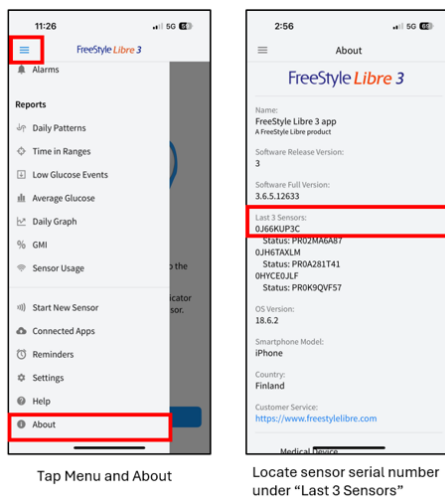
Patients can request a replacement for any potentially affected sensor(s) on www.FreeStyleCheck.com. They can select “CONFIRM SENSOR SERIAL NUMBER” and enter a valid serial number. If their sensor is potentially impacted, they will be instructed to enter their contact information so a replacement product can be sent to them at no cost.

Patients can use a blood glucose meter or the built-in meter in the FreeStyle Libre 3 Reader to make treatment decisions when sensor readings don’t match symptoms or expectations.

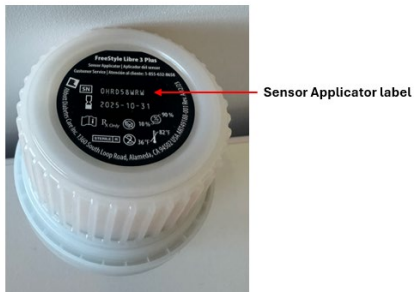
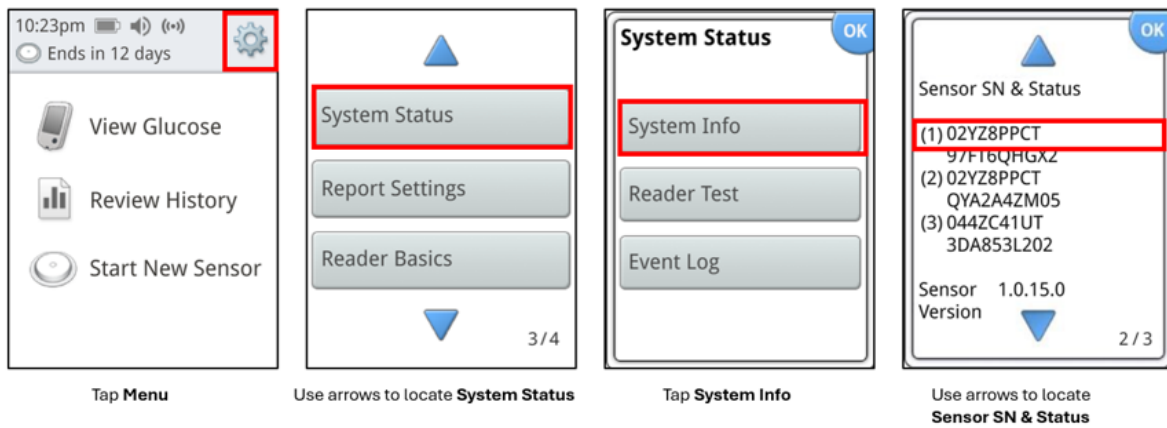
How to locate the sensor serial number

Patients wearing a FreeStyle Libre 3 Plus sensor 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.

FreeStyle Libre 3 App:



FreeStyle Libre 3 Reader:



The sensor housing, FreeStyle, Libre, and related brand marks are marks of Abbott.
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We have notified Health Canada.

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 1-855-421-6177 available 7 days a week from 8 a.m. to 9 p.m. EST Monday to Friday and 9 a.m. to 5 p.m. EST Saturday to Sunday.

Thank you for your attention to this urgent medical device recall. We sincerely apologize for any inconvenience this may have caused.

Sincerely,
Abbott