



November 24, 2025

## **Urgent Field Safety Notice**

### **FreeStyle Libre 3 and 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 field safety notice. This urgent field safety notice only applies to certain **FreeStyle Libre 3 and FreeStyle Libre 3 Plus** sensors. This issue does not apply to any other Libre sensors, apps or readers available in the UK.

### **What you need to know**

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

We are attempting to notify your patients using FreeStyle Libre 3 and FreeStyle Libre 3 Plus sensors about this issue through various means, including direct notifications through their app and by email (if provided). Your patients are instructed to visit [www.FreeStyleCheck.com](http://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 your patients**

Please instruct your patients to visit [www.FreeStyleCheck.com](http://www.FreeStyleCheck.com) to confirm if their sensors are potentially impacted. To help you with this, we've enclosed a communication you may use with your patients.

The sensor housing, FreeStyle, Libre, and related brand marks are marks of Abbott.  
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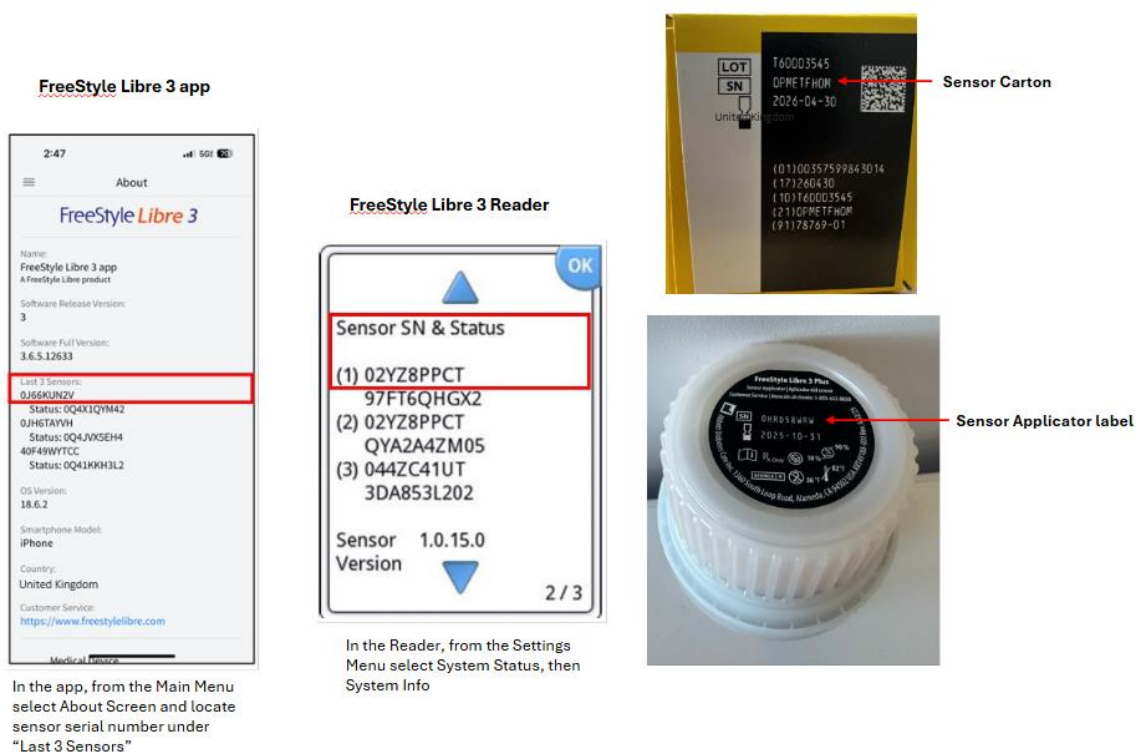
2. If a patient is currently wearing or has a FreeStyle Libre 3 and FreeStyle Libre 3 Plus sensor that has been confirmed as potentially affected on [www.FreeStyleCheck.com](http://www.FreeStyleCheck.com) or by a customer service representative, have them immediately discontinue use and dispose of the affected sensors.

Patients can request a replacement for any potentially affected sensor(s) on [www.FreeStyleCheck.com](http://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 and 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. (If patients are using a sensor with a connected insulin delivery device, they can refer to the connected insulin delivery device user manual for guidance on how to locate the sensor serial number.)



We have notified the Medicines and Healthcare products Regulatory Agency (MHRA).

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If you have additional questions or need to report any adverse reactions or quality problems experienced with the use of FreeStyle Libre 3 / FreeStyle Libre 3 Plus sensors, please call Abbott Customer Service on 0800 170 11 77 Mon - Fri (8.00 - 20.00) and Sat, Sun & Bank Holidays (9.00 - 17.00).

Thank you for your attention to this urgent field safety notice. We sincerely apologise for any inconvenience this may have caused.

Sincerely,  
Abbott