

URGENT – Recall for Product Correction
TGA reference: RC-2017-RN-00410-1



March 2017

**Important information on the Accu-Chek® Connect diabetes management app:
Potential for inaccurate bolus insulin advice in app version 2.0.0, 2.0.1, 2.1.0 (iOS & Android)**

- **Discontinue use of the bolus advisor function in the app.**

All other functions of the app can still be used

Dear Customer,

As your safety is our first priority, we would like to inform you of a risk of inaccurate bolus advice that may potentially lead to serious health consequences if you are using this functionality in the above app.

We have recently discovered that software in the Accu-Chek Connect diabetes management app **versions 2.0.0, 2.0.1, and 2.1.0 (iOS & Android)** could be giving inaccurate bolus advice. Under certain conditions, the affected app versions may cause the bolus advisor to reset and display an incorrect active insulin amount of 0.0 on the app's home screen, which may lead to an incorrect bolus advice. No warning message is displayed to the user. Depending on your metabolic situation, a potentially incorrect bolus advice could result in serious health consequences (e.g. hypoglycaemia). Please note that previous versions of the App are not affected by this software issue. No other Roche product with a Bolus Advisor is affected. Also, all other functions on the Accu-Chek Connect App can still be used.

If you are using versions 2.0.0, 2.0.1, 2.1.0 (iOS & Android) of the Accu-Chek Connect app bolus advisor please immediately discontinue the use of the bolus advisor in these versions. Also, please liaise with your healthcare professional for further advice in this matter.

We are developing an updated version to ensure that we can prevent this issue in the future. This new version will be available shortly.

This action has been undertaken after consultation with the Therapeutic Goods Administration.

Please feel free to contact the Accu-Chek Enquiry Line on 1800 251 816 if you require additional information.

Yours Sincerely,
Roche Diabetes Care

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