Roche – Recall of Accu-Chek® Guide Meter

- On May 13, 2024, Roche announced a user-level recall of some Accu-Chek Guide Kits because they were configured incorrectly and show results in mmol/L rather than in the labeled measuring unit, mg/dL.

- The recalled products are listed below:

Product Description	Lot number	Affected Serial Number
Accu-Chek Guide Kit	207482	92339920445, 92339955415
	207519	92340116052, 92340117408, 92340120006, 92340120057
	207526	92339920116
	207545	92339094787
	207454	92339744998

- Accu-Chek Guide is a blood glucose meter used to measure blood sugar levels in people with diabetes.

- This misconfiguration may result in customers perceiving wrong units of measure, and/or interpreting a result as approximately 18 times lower than the actual blood glucose. In the worst case, these misleading displayed results, in the wrong unit of measure, may trigger an inappropriate treatment decision (consumption of carbohydrates) with potentially severe consequences.

- Anyone with an existing inventory of the product being recalled should discontinue use, stop distribution, and return recalled product. Anyone with an Accu-Chek Guide Kit on hand may go to http://accu-chek.com/notices/UMDR-24-001 and enter the serial number to determine if it is being recalled.

- Contact Roche Diabetes Care Accu-Chek customer care at **1-800-858-8072** for questions regarding this recall and for return/replacement information.