



Product Safety Recall



Do you own this product?

Garmin Venu 2 Plus and Garmin D2 Air X10

Garmin Venu 2 Plus: Health and fitness smartwatch. Supplied from 8 November 2021 to 25 August 2023.

Garmin D2 Air X10: Health and fitness smartwatch marketed to aviation enthusiasts. Supplied from 24 January 2022 to 25 August 2023.



Why the product is recalled: The Light Emitting Diode (LED) of the Optical Heart Rate (OHR) sensor in affected smartwatches may experience a localised short-circuit. This may lead to heating of the LEDs, which can occur while the smartwatch is in use on a user's wrist.

Hazard: There is a risk of skin irritation or blistering to the area of skin underneath the OHR sensor from the heat of the smartwatches LED.

Garmin has initiated a software update to address this issue. Consumers should connect/sync their affected Garmin smartwatch with the Garmin Connect mobile app to receive this update.



The software update will be automatically downloaded without any interaction from the user when the smartwatch is connected to the Garmin Connect mobile app via the user's smartphone. Customers can follow the steps detailed on <https://www.productsafety.gov.au/recalls/garmin-international-inc-%E2%80%94-garmin-venu-2-plus-and-garmin-d2-air-x10> to confirm that their watch has been successfully updated.



For further information, customers can either contact Garmin on 1800 244 143 (select Option 3, then Option 1 for Garmin); or email au.consumer.sse@garmin.com



Purchased nationally via Garmin's website and retailers that sell Garmin products in Australia.



Set yourself a reminder to check at home

- Take a photo of this notice
- Set a reminder on your phone
- PRA 2023/19930

See [productsafety.gov.au](https://www.productsafety.gov.au) for
Australian product recall information