



Google LLC
1600 Amphitheatre Parkway
Mountain View
CA 94043

Brussels, 26 August 2022

Re: security problem with fingerprint sensor of the new Google Pixel 6a

Dear Mr./Mrs.,

We are reaching out to you on behalf of Euroconsumers because of a very worrying security concern with regards to the new Google Pixel 6a.

Gathering four national consumer organizations in Europe (Italy, Belgium, Spain, Portugal) and one in South America (Brazil), and giving voice to a total of more than 1.5 million consumers, Euroconsumers is the world's leading consumer cluster in terms of innovative information, personalized services and defense of consumer's rights.

In the course of a recent test within the international [ICRT](#) framework, we discovered a serious security flaw related to the fingerprint sensor of the new Google Pixel 6a. After registering a finger of one of the lab technicians, the lab technician repeatedly managed to unlock the phone using the fingerprint of an unregistered finger (to be precise, the same finger as the registered one, but of the other hand). Additionally, although only once, a different lab technician, who had not registered any fingers at all, also managed to unlock the phone.

It is important to note that this anomaly was found using different samples, coming from different markets, both European and US. Reports of similar cases can also be found online (i.e. <https://www.androidcentral.com/phones/google-pixel-6a-fingerprint-problems-continue>; <https://9to5google.com/2022/07/30/pixel-6a-fingerprint-unlock/>). Hence it is clear that this is not limited to a few isolated batches.

Needless to say that the security flaw we identified has a high potential impact on consumers' data protection, especially when taking into account that this identification is also used for payment systems. For this reason we would like to ask you what action Google has taken or intends to take to manage this matter. Do you have a recall in place and/or a software update release ready?

As consumer organization it is our duty to update our consumers about the Google Pixel 6a with all correct information and the right assessment of the product. Therefore we would like to insist in getting back to us with all necessary input and feedback within the course of 3 working days.

We are looking forward to your reply. Thank you already.

Yours sincerely,



Els Bruggeman
Head Policy and Enforcement
Euroconsumers



Marco Pierani
Director of Public Affairs
Euroconsumers