



March 20, 2019  
Topeka, KS

Valued Customer,

It is with sincere regret that I write to inform you that Hill's is expanding the voluntarily recall of canned dog food products relating to the January 31<sup>st</sup> recall. As a company, and as pet parents, we always put our pets' health and wellness first and pride ourselves on developing the best nutrition to meet their needs.

Following the recall, we conducted a detailed review of our canned dog foods. As we had expected, that review confirmed that the issue is isolated to the same vitamin premix used in canned dog foods and limited to specific production lots. However, our review did determine that there were additional products affected by that vitamin premix, and it is for that reason that we are expanding the recall. **No dry foods, cat foods or treats are affected.**

Attached to this letter you will find two appendices. Appendix A lists the affected canned dog food products, their SKUs, lot numbers and date codes that are being voluntarily recalled. Appendix B provides guidance for how we will retrieve and credit customers for the affected product.

We understand that this recall has caused pet parents considerable anxiety and that the well-being of their pets may have been affected. We are also aware of the disruption and difficulty that this has caused you and your staff. We have addressed the issues that caused this recall, and we are working to make this right:

- We're informing you ahead of the public announcement so that you can respond effectively to consumers
- We have expanded the operating hours of our Veterinary Consultation Service and opened our consumer call center to 7 days a week
- We will pay for the diagnostic screening for Hypervitaminosis D for any pet consuming impacted food
- We will pay for continued diagnostic testing for pets with elevated Vitamin D levels until they are back to normal
- We will reimburse pet parents for medical treatment for an affected pet eating impacted food
- We are committed to the highest standards in quality and have introduced even more stringent quality checks into our existing safety processes
- As always we stand behind our 100% Satisfaction Guarantee on all our products

How to contact us:

- Should your client want to speak to Hill's directly, please contact Hill's Consumer Affairs (Email: [contactus@hillspet.com](mailto:contactus@hillspet.com) or Tel: 1-800-445-5777)
- Should you have a medical case to discuss, please contact Hill's Veterinary Consultation Services (Tel: 1-800-548-8387 or Email: [vet\\_consult@hillspet.com](mailto:vet_consult@hillspet.com))

We are working hard to make this right. We have addressed this issue and will follow-up with you to help. In the meantime, please don't hesitate to reach out to our team if you have any questions.

Yours Sincerely,

Jesper Nordengaard  
Vice President & General Manager,  
Hill's Pet Nutrition

## Appendix A:

In most cases, complete recovery is expected after discontinuation of feeding.

Both Hill's and the FDA encourage customers to contact consumers who have purchased recalled products, if they have the means to do so.

### SKU and Date Code/Lot Code Locations on Impacted Canned Dog Food Products:



| Product Name   | SKU Number  | Date Code / Lot Code                |
|--|-------------|-------------------------------------|
| Hill's Prescription Diet k/d Kidney Care with Lamb Canned Dog Food, 13 oz, 12-pack                             | <b>2697</b> | 102020T25                           |
| Hill's® Science Diet® Adult Perfect Weight Chicken & Vegetable Entrée dog food 12 x 12.8 oz cans               | <b>2975</b> | 092020T28                           |
| Hill's Prescription Diet c/d Multicare Urinary Care Chicken & Vegetable Stew Canned Dog Food, 12.5 oz, 12-pack | <b>3384</b> | 092020T29                           |
| Hill's Prescription Diet c/d Multicare Urinary Care Chicken & Vegetable Stew Canned Dog Food, 5.5 oz, 24-pack  | <b>3388</b> | 102020T18                           |
| Hill's Prescription Diet i/d Digestive Care Chicken & Vegetable Stew Canned Dog Food, 12.5 oz, 12-pack         | <b>3389</b> | 092020T28<br>102020T24<br>102020T25 |
| Hill's™ Prescription Diet™ i/d™ Low Fat Canine Rice, Vegetable & Chicken Stew 24 x 5.5 oz cans                 | <b>3391</b> | 092020T27                           |
| Hill's Prescription Diet g/d Aging Care Turkey Flavor Canned Dog Food, 13 oz, 12-pack                          | <b>7006</b> | 092020T22                           |
| Hill's Prescription Diet i/d Digestive Care with Turkey Canned Dog Food, 13 oz, 12-pack                        | <b>7008</b> | 092020T21                           |
| Hill's® Prescription Diet® r/d® Canine 12 x 12.3 oz cans   | <b>7014</b> | 092020T28<br>102020T27<br>102020T28 |

|   |              |  |
|---|--------------|--|
| Hill's Prescription Diet w/d Digestive/Weight/Glucose Management with Chicken Canned Dog Food, 13 oz, 12-pack               | <b>7017</b>  | 102020T24<br>102020T25<br>112020T09<br>112020T10 |
| Hill's Science Diet Adult Chicken & Barley Entrée Canned Dog Food, 13 oz, 12-pack   | <b>7037</b>  | 092020T22  |
| Hill's Science Diet Adult Beef & Barley Entrée Canned Dog Food, 13 oz, 12-pack  | <b>7039</b>  | 092020T31<br>102020T21                           |
| Hill's Science Diet Adult Chicken & Beef Entrée Canned Dog Food, 13 oz, 12-pack   | <b>7040</b>  | 112020T10<br>112020T11                           |
| Hill's Science Diet Adult 7+ Beef & Barley Entrée Canned Dog Food, 13 oz, 12-pack   | <b>7056</b>  | 102020T28  |
| Hill's Prescription Diet w/d Digestive/Weight/Glucose Management Vegetable & Chicken Stew Canned Dog Food, 12.5 oz, 12-pack | <b>10129</b> | 112020T11<br>112020T05                           |
| Hill's Prescription Diet i/d Low Fat Digestive Care Rice, Vegetable & Chicken Stew Canned Dog Food, 12.5 oz, 12-pack        | <b>10423</b> | 092020T27<br>092020T28<br>092020T24              |
| Hill's® Science Diet® Adult 7+ Healthy Cuisine Roasted Chicken, Carrots & Spinach Stew dog food 12 x 12.5 oz cans           | <b>10449</b> | 092020T28  |
| Hill's Science Diet Healthy Cuisine Adult Braised Beef, Carrots & Peas Stew Canned Dog Food, 12.5 oz, 12-pack               | <b>10451</b> | 102020T28  |
| Hill's Science Diet Healthy Cuisine Adult 7+ Braised Beef, Carrots & Peas Stew Canned Dog Food, 12.5 oz, 12-pack            | <b>10452</b> | 102020T28  |



## **Product Retrieval Process**

### **Warehouse Delivery Customers (Truckload)**

- Your Hill's Business Account Manager will coordinate with you on Warehouse and/or Store level retrieval
- If retrieving at Warehouse level – Hill's Supply resources will coordinate directly with Customer Warehouse leads to organize the retrieval of affected product
- If retrieving at Store level – Hill's Supply resources will coordinate directly with RQA (3<sup>rd</sup> Party Service Provider) to retrieve affected product

### **Direct Clinic, Store or Shelter Delivery Customers**

- Hill's Customer Service Representatives & General Pet Customer Service Representatives will begin collection of affected product aligned with your regular delivery schedule commencing Thursday, March 21st
- In addition, Hill's Supply resources will coordinate directly with RQA (3<sup>rd</sup> Party Service Provider) to retrieve affected product and expedite the process where needed
- If a Customer prefers to return affected product via UPS, please contact Hill's Customer Service for further instructions (Email: [customerservice@hillspet.com](mailto:customerservice@hillspet.com))

### **Non-Direct Delivery Customers (Common Carrier/UPS)**

- Hill's will utilize RQA (3<sup>rd</sup> Party Service Provider) to retrieve affected product and expedite the process
- If a Customer prefers to return affected product via UPS, please contact Hill's Customer Service for further instructions (Email: [customerservice@hillspet.com](mailto:customerservice@hillspet.com))

For VIP Market, Vet Sponsored Home Delivery & Hill's to Home clients/consumers, these returns will be processed through their established returns process.

If client or consumer returns are received after the initial product retrieval, Hill's will continue to work with Customers to return product in the most convenient manner.

## **Returned Product Credit Process**

Hill's will issue Customer account credits for all returned product claims with supporting documentation that captures SKU & Lot Code information. Hill's will prioritize the processing of these claims based upon the order of receipt.