



Hill's Pet Nutrition
Unit 1b Midleton Road
Guildford Business Park
Guildford
Surrey GU2 8JZ

March 21, 2019

Dear Valued Hill's Clinic,

It is with sincere regret that I write to inform you that Hill's is expanding the voluntary recall of canned dog food products relating to the January 31st recall. As a company, and as pet owners, 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. This review included: analysing pet owner complaints; reviewing veterinarian medical consultations; auditing our supplier; and reviewing our own manufacturing and quality procedures. Hill's then performed additional product testing to ensure we had taken all appropriate action. As we had expected, that review confirmed 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.**

Appendix A contains a list of the additional products included in the expanded voluntary recall of affected canned dog food products.

Please check available stocks and identify any impacted products. Impacted products should be removed and returned to Hill's via your wholesaler. For questions or further clarification speak to your local customer contact or speak to Hill's Customer Services on 0800 282 438 (UK) 1800 626 002 (IRELAND) or mail HillsUKCustomerServices@hillspet.com

Hill's encourages all clinics to contact pet owners who have purchased recalled products.

Pet owners who purchased the product with the specific lot/date codes listed should discontinue feeding and dispose of those products immediately. In most cases, complete recovery is expected after discontinuation of feeding.

We understand that this recall has caused pet owners 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 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 owners 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 affected pet owners want to speak to Hills directly, please advise them to contact us at Hill's UK & Ireland Customer Service Team

UK: 0800 282 438

ROI: 1800 626 002

<mailto:hillsukcustomerservices@hillspet.com>

- Should you have a medical case to discuss, please contact Hill's Veterinary Consultation Services at 01483 464 641

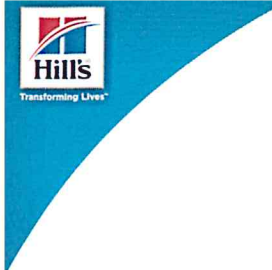
We have addressed this issue and will follow-up with you to provide assistance as necessary. In the meantime, please don't hesitate to reach out to our team if you have any questions.






Yours Sincerely,



Dr Mark O'Byrne BSc (Hons) BVetMed MRCVS
Professional Veterinary Affairs Manager, Hill's Pet Nutrition

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



	Product Name	SKU Number	Lot / Date Code(s)
	Hill's Prescription Diet Canine k/d 370g	8010U	09 2020 T27 09 2020 T28 10 2020 T26
	Hill's Prescription Diet Canine r/d 350g	8014U	09 2020 T28
	Hill's Prescription Diet Canine i/d 360g	8408U	09 2020 T27
	Hill's Science Plan Canine Mature Adult Chicken 370g	8055U	11 2020 T25
	Hill's Prescription Diet Canine Recovery Pack 360g	8409ZR	09 2020

