



The Procter & Gamble Co.  
General Offices  
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[www.pg.com](http://www.pg.com)

June 9, 2010

**To:** Our Valued Customers

**Subject:** **PRODUCT RECALL** – Specific Iams Canned Cat Foods Due to Low Levels of Vitamin B1

The Procter & Gamble Company is voluntarily recalling all Iams canned wet cat food in North America as a precautionary measure. Some of this product does not meet quality standards due to low levels of vitamin B1.

This recall is limited to only Iams canned wet cat food in North America. Health concerns would be limited primarily to cases where pet owners have been feeding only canned wet food.

**This recall does not affect any other Iams products.**

At this time we are asking customers to pull all Iams Cat canned products from the shelf.

**RETURN PROCESS OPTIONS AND NEXT STEPS:**

Procter & Gamble will manage the recall of all of the Iams Canned Cat product and reimburse Customers and Consumers for expenses incurred as outlined below for this recall. The physical return process will consist of your Iams Distributor retrieving the product from your location and issuing you credit. Below is information for any consumer returns you may experience.

**Consumer Returns** Consumer Returns will be handled by our Customer Care group. Consumers may contact the Consumer Care group at (877) 340-8826 or via our website [ww.iams.com](http://ww.iams.com).

Retailers who receive returns from their shoppers may receive credit for these items by contacting their Iams Distributor.

Your P&G Sales Representative will be able to assist you with this process and answer additional questions.

Please see Attachment #1 for a complete list of all affected Iams Cat Can open stock cases and packs.

**Product Availability**

Procter & Gamble is currently developing a plan to re-supply our customers. You should hear from your P&G representative with next steps regarding Iams Cat Cans.

We apologize for the inconvenience this situation causes you and want to assure you that P&G is taking all the necessary steps to ensure our product quality meets all our customer and consumer expectations.

P&G Pet Care Professional

# Iams Canned Cat Food SKU Line Up

Attachment #1

## List of Included Open Stock SKUs and Packs

Description	Brand code	Case UPC	Item UPC
<b>OPEN STOCK</b>			
Iams 3 oz Can – Filets with Chicken in Gravy	84831291	000 19014 02582 4	0 19014 02493 3
Iams 3 oz Can – Filets with Salmon in Sauce	84831301	000 19014 02581 7	0 19014 02492 6
Iams 3 oz Can – Filets with Skipjack Tuna in Sauce	84831297	000 19014 02580 0	0 19014 02491 9
Iams 3 oz Can – Pate Kitten with Gourmet Chicken	84831058	000 19014 19733 0	0 19014 29733 7
Iams 3 oz Can – Pate with Chicken and Liver	84831070	000 19014 02578 7	0 19014 02502 2
Iams 3 oz Can – Pate with Gourmet Chicken	84831320	000 19014 19633 3	0 19014 29633 0
Iams 3 oz Can – Pate with Lamb and Rice	84831075	000 19014 19673 9	0 19014 29673 6
Iams 3 oz Can – Pate with Pacific Salmon	84831071	000 19014 02579 4	0 19014 02503 9
Iams 3 oz Can – Pate with Seafood Sampler	84831065	000 19014 02577 0	0 19014 02501 5
Iams 3 oz Can – Pate with Select Ocean Fish	84831329	000 19014 19613 5	0 19014 29613 2
Iams 3 oz Can – Pate with Tender Beef	84831304	000 19014 19623 4	0 19014 29623 1
Iams 3 oz Can – Pate with Country Style Turkey and Giblets	84831333	000 19014 19653 1	0 19014 29653 8
Iams 5.5 oz Can – Filets with Chicken in Gravy	84831450	000 19014 02596 1	0 19014 02597 8
Iams 5.5 oz Can – Filets with Salmon in Sauce	84831336	000 19014 02593 0	0 19014 02594 7
Iams 5.5 oz Can – Filets with Skipjack Tuna in Sauce	84831447	000 19014 02598 5	0 19014 02595 4
Iams 5.5 oz Can – Pate with Tender Beef	84831338	000 19014 02583 1	0 19014 02504 6
Iams 5.5 oz Can – Pate with Gourmet Chicken	84831319	000 19014 02584 8	0 19014 02505 3
Iams 5.5 oz Can – Pate with Lamb and Rice	84831332	000 19014 02585 5	0 19014 02506 0
Iams 5.5 oz Can – Pate with Pacific Salmon	84831346	000 19014 02588 6	0 19014 02509 1
Iams 5.5 oz Can – Pate with Select Ocean Fish	84831337	000 19014 02586 2	0 19014 02507 7
Iams 5.5 oz Can – Pate with Country Style Turkey and Giblets	84831448	000 19014 02587 9	0 19014 02508 4
Iams 3 oz Can 24ct Variety Pack– Chicken & Beef Pate	84831352	000 19014 02511 1	0 19014 02511 4
Iams 3 oz Can 24ct Variety Pack – Filets w/Salmon w/SJ Tuna	84831349	000 19014 02510 4	0 19014 02510 7
Iams 3 oz Can 24ct Variety Pack – Pate Oc. Fish & Pac Salm	84831353	000 19014 02512 8	0 19014 02512 1
Iams 3 oz Can 14+2 Bon. Pack – Gourmet Chck, Lamb & Rice	84834382	000 19014 03801 2	0 19014 03801 5