



February 1, 2019

Valued Customer,

At Hill's, we believe strongly in our mission to help enrich and lengthen the special relationships between people and their pets, and as such, we are committed to keeping you informed about our products.

Appendix A: Voluntary Recall

The select **canned dog** food products listed in Appendix A are being voluntarily recalled by Hill's Pet Nutrition. The list contains 14 Hill's Prescription Diet & 11 Hill's Science Diet SKUs being recalled due to potentially elevated levels of Vitamin D caused by a supplier error. In most cases, complete recovery is expected after discontinuation of feeding. The list of affected canned dog food products, their SKUs, lot numbers and date codes are attached in Appendix A.

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

Appendix B: Voluntary Withdrawal

The select **canned dog** food products listed in Appendix B do not pose a safety risk to healthy pets. Hill's has made the decision to voluntarily withdraw these canned dog food products from your inventory (3 Hill's Prescription Diet & 3 Hill's Science Diet SKUs) due to levels of Vitamin D that do not meet our product specifications. The list of affected canned dog products, their SKUs, lot numbers and date codes are attached in Appendix B.

Please note that the voluntary recall, as well as the voluntary withdrawal, are isolated to only the specified SKUs, lot numbers and date codes, and therefore no dry dog foods, cat foods (dry or canned) or treats are affected.

Hill's has identified and isolated the error and, to prevent this from happening again, we required our supplier to implement additional quality testing prior to their release of ingredients. In addition to our existing safety processes, we are adding our own further testing of incoming ingredients.

If you are currently selling these specified products, please remove them from shelves and place them in a secure location. We will follow up promptly with more details regarding refunds and product retrievals.

Furthermore, Veterinarians are advised to refer any consumer inquiries directly to Hill's Consumer Affairs (Email: contactus@hillspet.com or Tel: 1-800-445-5777). If you have a medical case to discuss, please contact Hill's Veterinary Consultation Services (Tel: 1-800-548-8387 or vet_consult@hillspet.com).

Yours Sincerely,

Jennifer Porter

General Manager, Hill's Canada