U by Kotex® Sleek® Product Recall
Customer / Retailer Communication

December 11, 2018

MEDICAL DEVICE RECALL

U by Kotex® SLEEK® Tampons, Regular Absorbency (Specific Lot Codes)

Dear Valued Customer,

I am writing to notify you that Kimberly-Clark has initiated a Voluntary Product Recall of U by Kotex SLEEK® Tampons, Regular Absorbency, which were sold in the U.S. and Canada and manufactured between October 7, 2016 and October 16, 2018 and distributed between October 17, 2016 and October 23, 2018. A list of specific lot codes is attached.

Importantly, no other U by Kotex®-branded tampon products are subject to this recall (including U by Kotex® CLICK®, U by Kotex® SECURITY®, U by Kotex® FITNESS®, and U by Kotex® SLEEK® Super and Super Plus Absorbency).

The reason for this recall is due to a quality-related defect that could impact the performance of this product. Kimberly-Clark has received reports from consumers of the U by Kotex® Sleek® Tampons, Regular Absorbency, unraveling and/or coming apart upon removal, and in some cases causing users to seek medical attention to remove tampon pieces left in the body. There also have been a small number of reports of infections, vaginal irritation, localized vaginal injury, and other symptoms.

You can identify this product by looking for the specific lot numbers found on the bottom of the package. The affected U by Kotex® Sleek® Tampons, Regular Absorbency, contain the following SKU numbers **AND** lot numbers:

Package UPC	Case UPC	Product Description
36000294538	10036000294535	U by Kotex® Sleek® Regular Tampons 18 Count
36000426649	10036000426646	U by Kotex® Sleek® Regular Tampons 34 Count
36000426663	10036000426660	U by Kotex® Sleek® Regular/Super Tampons 34 Count
36000423372	10036000459296	U by Kotex® Sleek® Regular Tampons 3 Count

Product Lot Numbers:
Lot code numbers impacted can be found at the end of this document.

If you have the impacted U by Kotex® Sleek® Tampons, Regular Absorbency, in your possession, please follow the outlined process as a matter of urgency:

We have contracted a third party, Stericycle, to work with you to execute product recovery. Rather than initiating a standard return with Kimberly-Clark, Stericycle will be in contact with each of your Distribution Centers with details for product recovery execution.

We are asking for your assistance to complete the following:

1. Please review your store and DC inventory and communicate to your location(s) to remove the affected product from store shelves and inventory, and to post this letter in your store. Please place the affected product on hold and consolidate in your DCs.
    a. If you have a process to return recalled product, please utilize that process, returning all product to Stericycle for proper accounting and reporting purposes.
2. Please contact Stericycle at 877-567-9324 to coordinate the pickup and removal of product from your facility. If arranging pickup of product, freight will be prepaid by Stericycle. Alternately, you may arrange shipment of the product directly to Stericycle at the following address:

US Shipments:
Stericycle, Inc.
Attn: Event 4592
2670 Executive Dr., Suite A
Indianapolis, IN 46241
Dock hours are:
7AM – 3:30PM EST PM Monday – Friday.

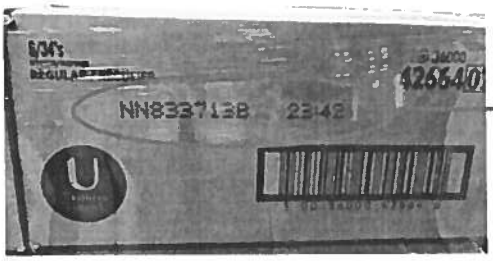
Canada Shipments:
Stericycle, Inc.
Attn: Event 4592
25 Ironside Crescent
Toronto, ON, M1X1G5
Dock hours are:
8AM -4:30PM EST Monday – Friday

3. We realize that some consumers may return product directly to stores. Please follow your standard process for consumer returns, consolidate the impacted product and return to Stericycle.

To assist you in identifying the Voluntary Product Recall SKUs, please use photos below to locate product code numbers on the bottom packaging.

Product Lot Example:

EXAMPLE:
Lot Code NN 826613D



Example: NN833713B

In the event that you or any of your retail locations receive any consumer inquiries, please ask your customers to contact our Consumer Care Team (1-888-255-3499), between 7:30 a.m. – 7:00 p.m. Central Time, Monday through Friday, so we can respond directly. Consumers who experience vaginal injury (pain, bleeding, or discomfort), vaginal irritation (itching or swelling), urogenital infections (bladder and/or vaginal bacterial and/or yeast infections), or other symptoms such as hot flashes, abdominal pain, nausea, or vomiting following use of the impacted product should seek immediate medical attention.

U.S. health care professionals and consumers may report adverse reactions or quality problems they may experience using these devices to MedWatch: The FDA Safety Information and Adverse Event Reporting Program either online, by regular mail or by facsimile to 1-800-FDA-0178. Canadian health care professionals and consumers may report device-related incidents directly to Health Canada by completing a Health Product Complaint Form online.

We recognize the inconvenience this places on you and we are committed to working with you to manage this process as quickly as possible and apologize for any inconvenience this Voluntary Product Recall may cause you and your consumers.

Thank you,

Kurt Laufer
President, U.S. Consumer Sales
Kimberly-Clark North America

U by Kotex Sleek Tampons, Regular Absorbency
Impacted Lot Code Listing

UPC 36000294538 18 Count Package		UPC 36000426649 34 Count Package		UPC 36000426663 34 Count Multipack (contains 17 U by Kotex Sleek Tampons, Regular Absorbency)		UPC 36000423372 3 Count Package
NN628201B	NN728713C	NN628101A	NN724713A	NN629401B	NN728313B	XM700604X
NN628301A	NN728713D	NN628101B	NN724713B	NN629501A	NN729713A	XM700904X
NN628301B	NN729813A	NN628201A	NN726713D	NN631301B	NN729713B	XM702304X
NN629101A	NN731113A	NN628201B	NN726813A	NN631401A	NN730913C	XM702404X
NN629101B	NN732513B	NN629401A	NN728213B	NN631401B	NN730913D	XM702504X
NN629201A	NN733713D	NN629401B	NN728313A	NN632213A	NN732613B	
NN630201A	NN733813A	NN631201B	NN729613A	NN632213B	NN733813B	
NN630201B	NN800413B	NN631301A	NN729613B	NN703113B	NN733913A	
NN630301A	NN800513C	NN632101B	NN729713A	NN703213A	NN735313A	
NN632713A	NN802913B	NN632113B	NN732513B	NN705513D	NN735313B	
NN632713B	NN803013A	NN632213A	NN732613A	NN706513A	NN801413D	
NN634713B	NN804413A	NN632213B	NN733913A	NN706513B	NN801513A	
NN634813A	NN804413B	NN633813D	NN733913B	NN706613A	NN802913A	
NN635713A	NN807613D	NN634113B	NN735213B	NN706613B	NN803013B	
NN635713B	NN807713C	NN634213A	NN735313A	NN708713A	NN804313A	
NN701813A	NN808413C	NN635013B	NN801413C	NN708713B	NN804313B	
NN701813B	NN808413D	NN635113C	NN801413D	NN711413A	NN805713B	
NN701913A	NN812013A	NN703113A	NN802813D	NN711413B	NN805813A	
NN703213B	NN812013B	NN703113B	NN802913A	NN713113A	NN809913B	
NN705713C	NN812713B	NN705613C	NN804213D	NN713113B	NN811213D	
NN705713D	NN812813A	NN706313C	NN804313A	NN713213C	NN812613D	
NN705813A	NN814013D	NN706313D	NN805813A	NN713213D	NN812713A	
NN707613D	NN814113A	NN706413C	NN805813B	NN714513B	NN814013C	
NN707713C	NN814113B	NN706413D	NN807513D	NN714613C	NN814013D	
NN711513A	NN815513A	NN707713C	NN807613C	NN716613A	NN815413D	
NN711513B	NN815513B	NN707713D	NN809913A	NN719413B	NN815513A	
NN715213B	NN819613D	NN711313C	NN811213C	NN719513C	NN816813D	
NN715313C	NN819713A	NN711313D	NN811213D	NN720613B	NN816913A	
NN715313D	NN821313A	NN711413A	NN815413C	NN720713A	NN819613C	
NN716713C	NN822613B	NN713013B	NN815413D	NN724713B	NN819613D	
NN716713D	NN822713A	NN713113A	NN815513D	NN724813A	NN822513A	
NN718313C	NN824513D	NN714313B	NN816813D	NN726813A	NN822513B	
NN720713B	NN824613A	NN714413A	NN818113C	NN726813B	NN826613C	
NN723413B	NN824613B	NN714413B	NN818113D	NN726913A	NN826613D	
NN723513A	NN826513D	NN719313B	NN822413D	NN728313A	NN826713A	
NN724913B	NN826613C	NN719413A	NN822513A			
NN725013A	NN827813D	NN722013B	NN824613B			
NN726913A	NN827913C	NN722113A	NN824713A			
NN726913B		NN722113B	NN826713A			
		NN722213A	NN826713B			