

January 31, 2019

Global Consumer
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1-800-445-5777 (9am –
5pm CST)
contactus@hillspet.com

Media contact:
Karen Shenoy
785-221-1187
contactus@hillspet.com

Local Consumer contact:
Hill's UK&Ireland Customer Service Team
UK: 0800 282 438
ROI: 1800 626 002
<mailto:hillsofukcustomerservices@hillspet.com>

Hill's Pet Nutrition Voluntarily Recalls Select Canned Dog Food for Excessive Vitamin D

Hill's Pet Nutrition is voluntarily recalling select canned dog food products due to potentially elevated levels of vitamin D. While vitamin D is an essential nutrient for dogs, ingestion of elevated levels can lead to potential health issues depending on the level of vitamin D and the length of exposure, and dogs may exhibit symptoms such as vomiting, loss of appetite, increased thirst, increased urination, excessive drooling, and weight loss. Vitamin D, when consumed at very high levels, can lead to serious health issues in dogs including renal dysfunction. Pet parents with dogs who have consumed any of the products listed and are exhibiting any of these signs should contact their veterinarian. In most cases, complete recovery is expected after discontinuation of feeding.

The affected canned dog foods which we manufactured by Hill's Pet Nutrition facility in Topeka, Kansas (EU approval # KS-PF0-0004) were distributed through retail pet stores and veterinary clinics and e-commerces. **No dry foods, cat foods, or treats are affected.**

Pet parents who purchased the product with the specific lot/date codes listed should discontinue feeding and dispose of those products immediately. To have discarded products replaced at no cost, please contact Hill's via our website or at (UK): 0800 282 438, (ROI): 1800 626 002

Hill's Pet Nutrition learned of the potential for elevated vitamin D levels in some of our canned dog foods after receiving a complaint in the United States about a dog exhibiting signs of elevated vitamin D levels. Our investigation confirmed elevated levels of vitamin D due to a supplier error.

We care deeply about all pets and are committed to providing pet parents with safe and high quality products. Hill's has identified and isolated the error and, to prevent this from happening again, we have 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. All products within Hill's control have been placed on hold. Hill's will be contacting all customers to retrieve products.

For further information, please contact Hill's Pet Nutrition, Inc. at 1-800-445-5777 Monday-Friday during the hours of 9am-5pm (CST), at contactus@hillspet.com or locally at <mailto:hillsofukcustomerservices@hillspet.com>. Information can also be found at www.hillspet.com/productlist

This U.S. voluntary recall is being conducted in cooperation with the U.S. Food and Drug Administration. Impacted products outside of the United States will be subject to separate notices

on the country-specific website. If you are outside of the United States, please check your own country's Hill's website Hillspet.co.uk for more information.

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



SKU	Batch	Full Description
8017U	102020T05	Prescription Diet Canine w/d - 12x370g cans
8018U	102020T17	Prescription Diet Canine z/d - 12x370g cans
8037U	102020T27	Science Plan Canine Adult Advance Fitness Chicken - 12x370 cans
8055U	102020T14	Science Plan Canine Mature Adult Active Longevity Chicken - 12x370 cans
8408U	102020T18	Prescription Diet Canine i/d - 12x360g cans