


## URGENT PRODUCT BATCH RECALL

This recall is being carried out to **Farm Level**

19th December 2019

Dear Customer

Zoetis UK Ltd is recalling specific batches of the product in the table below. This recall has been requested by the manufacturer see attached letter dated 19<sup>th</sup> December 2019.

NVS Product Code	Product Description	Batch Number	Picture
<b>16172</b>	Synulox lactating Cow Intramammary Suspension (Vm 42058/4143)	81950600 81958301 81962601 81966700 81968102 81968300 91927402 91938601 91938700 91954001	 The image shows a box of Synulox Lactating Cow Intramammary Suspension Economy Pack. The box is white with pink and yellow accents. It features the Synulox logo at the top, followed by 'LACTATING COW' and 'Intramammary Suspension'. Below that, it lists '24 x 3 g syringes ECONOMY PACK' and '3 syringe treatment One syringe every 12 hours'. At the bottom, it says 'TREATMENT OF MASTITIS IN LACTATING COWS' and shows two syringe options: 'Conventional' and 'Short' with 'Optional nozzle length'. The Zoetis logo is in the bottom right corner.

Our traceability records indicate that you have received some of this product.

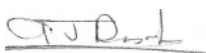
***Please examine your stock immediately & quarantine the product if you have this in stock. You MUST also contact ALL END USERS (Farm Level)***

If you have any of the affected stock, then please contact our Customer Services Team on 01782 771111 (Option 3) to arrange the return of the products.

If you do not have any stock, please confirm by completing the form & return to [nvs.batchrecall@nvs-ltd.co.uk](mailto:nvs.batchrecall@nvs-ltd.co.uk) or give to your driver.

If you require any further information please contact our Customer Service Department on 01782 771 111.

Kind regards



Andrew Duxbury  
(Responsible Person)

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NVS, Unit 4, Jamage Industrial Estate, Talke Pits, Stoke-on-Trent, ST7 1XW

# URGENT PRODUCT BATCH RECALL

This recall is being carried out to Practice Level

**ONLY TO BE FILLED OUT IF YOU HAVE NONE OF THE AFFECTED STOCK**

We have reviewed our stock of: Synulox Lactating Cow Intramammary Suspension



No units were detected in our stock

NAME		ACCOUNT NUMBER	
COMPANY		ADDRESS	
PHONE NUMBER			
SIGNATURE		DATE	

NVS, Unit 4, Jamage Industrial Estate, Talke Pits, Stoke-on-Trent, ST7 1XW



PLEASE READ: PRODUCT RECALL

«CONTACT»  
«COMPANY»  
«ADDRESS1»  
«ADDRESS2»  
«Town»  
Country

19<sup>th</sup> December 2019

## BATCH RECALL

### Synulox Lactating Cow Intramammary Suspension (Vm 42058/4143)

Dear Veterinary Surgeon,

Following a recent Good Manufacturing Practice (GMP) inspection of one of the active pharmaceutical ingredient (API) manufacturers for Synulox LC, a statement of non-compliance with GMP has been issued. As a precaution, batches of this product containing API that is impacted by this non-compliance statement are being recalled from the market with immediate effect to the end-user (farm) level.

This issue impacts the following batches that have been placed on the UK market; details of which are provided in the table below:

Presentation	Batch Number	Expiry date
Synulox LC x 12 syringes	91939702	31/01/2021
Synulox LC x 24 syringes	81950600	30/04/2020
Synulox LC x 24 syringes	81958301	30/04/2020
Synulox LC x 24 syringes	81962601	31/05/2020
Synulox LC x 24 syringes	81966700	30/06/2020
Synulox LC x 24 syringes	81968102	30/06/2020
Synulox LC x 24 syringes	81968300	30/06/2020
Synulox LC x 24 syringes	91927402	30/11/2020
Synulox LC x 24 syringes	91938601	31/01/2021
Synulox LC x 24 syringes	91938700	31/01/2021
Synulox LC x 24 syringes	91954001	31/03/2021

This action has been notified to, and agreed with, the Veterinary Medicines Directorate (VMD).

Please can we ask that you contact any of your customers who have received stock from the impacted batches, with a request to return this to your practice? Please then return all stocks from these batches to the wholesaler who supplied it to you within twenty eight (28) days of receipt of this letter, for which a credit will be issued. Please include your wholesaler account number with the returns to assist in tracking this stock.

Please note there may be a delay in receiving the credit for this stock whilst this recall procedure is ongoing.

Should you have any questions or concerns regarding this matter, or to report a suspected adverse reaction, please contact Zoetis on 0845 300 8034. Please note, our offices will be closed for the Christmas period from midday on Tuesday 24<sup>th</sup> December until 9:00 am on Thursday 2<sup>nd</sup> January 2020.

We apologise for any inconvenience this matter may cause but would like to thank you for your cooperation.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jamie Brannan', with a stylized flourish at the end.

**Jamie Brannan**  
**VP & Cluster Lead, Zoetis UK Limited**