

7-1 RECALL COMMUNICATIONS EXAMPLE

MODEL DRUG RECALL LETTER

John Doe Laboratories
Somewhere, U.S.A. 12345

Control Division
Date _____

(red print) --URGENT: DRUG RECALL -- Nonsterile injectable

Re: List 1234, Cyanocobalamin Injection Lot No. 4321

Recent tests showed that the above lot number of this product is not sterile and therefore, represents a potential public health hazard. Consequently, we are recalling this lot from the market. Other lot numbers are not involved.

Please examine your stocks immediately to determine if you have any of Lot 4321 on hand. If so, discontinue dispensing the lot and promptly return via parcel post, to our New York City Plant; ATTENTION RETURNED GOODS.

NOTE: If a sub-recall is indicated in a particular situation, the following paragraph should be added:)

“If you have distributed any of lot 4321, please immediately contact your accounts, advise them of the recall situation, and have them return their outstanding recalled stocks to you. Return these stocks as indicated above.”

You will be reimbursed by check or credit memo for the returned goods and postage.

Please return the enclosed card immediately providing the requested information.

This recall is being made with the knowledge of the Food and Drug Administration. The FDA has classified this recall as class _____ (if classified).

We appreciate your assistance.

John Doe
President

PLEASE FILL OUT AND RETURN

We do not have any stock of List 1234, Cyanocobalamin

Injection Lot No. 4321 on hand

We have requested our accounts to return their stocks of this merchandise to us.

We are returning _____ bottles of List 1234, Lot No. 4321

Name _____

Address _____

First Class
Permit No. 2

BUSINESS REPLY MAIL
No Postage Stamp Necessary if mailed in U.S.A.

Postage will be paid by:

JOHN DOE LABORATORIES
Somewhere, U.S.A. 12345-0909

Henry Doe

<p>JOHN DOE LABORATORIES</p>	<p><i>FIRST CLASS MAIL</i></p>
<p>A. B. C. Pharmacy Anywhere U. S. A.</p>	
<p>(red print) URGENT DRUG RECALL</p>	