



Voluntary Product Recall of some Hill's Prescription Diet & Hill's Science Diet canned dog foods

Frequently Asked Questions February 2, 2019

Q. Is my Cat affected by this recall?

No, the recall affects only select Hill's canned dog food products. No dry foods, cat foods or treats are affected.

Q. My dog eats only dry food, is it affected by this recall?

No, the recall affects only select Hill's canned dog food products. No dry foods, cat foods or treats are affected.

Q. My dog consumes Hill's treats, is it affected by this recall?

No, the recall affects only select Hill's canned dog food products. No dry foods, cat foods or treats are affected.

Q. Is it true that Hill's has recalled products?

Yes, Hill's is conducting a voluntary recall of some of its canned dog food products due to elevated levels of vitamin D. The recall affects only certain Hill's Prescription Diet and Hill's Science Diet canned dog foods. **No dry foods, cat foods or treats are affected.**

Q. Which products are included in the recall?

The recall affects only selected Hill's Prescription Diet and Hill's Science Diet canned dog foods. **No dry foods, cat foods nor treats are affected.** The full list of affected canned dog foods is included on our website, Hillspet.com/productlist

Q: How can I determine if I have a recalled canned dog food product?

Compare the manufacturing codes on your canned dog food product with the list of manufacturing codes provided for recalled products. If any of the numbers match, please return your product to where you purchased for a full refund. Please visit our website, Hillspet.com/productlist for a full list of affected canned dog food products. **No dry foods, cat foods nor treats are affected.**

Q: What caused the issue that led to the voluntary recall of some dog canned products?

Due to an error by an ingredient supplier, some canned dog food products contain an elevated level of Vitamin D. At Hill's, our primary concern is pet health and safety and we are recalling these products.

Q: What actions have been taken to address this issue since the problem was identified?

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

Q: How did Hill's first become aware of the issue?

We learned of the potential for elevated vitamin D levels in select canned dog foods after receiving a complaint about a dog exhibiting signs of elevated vitamin D levels. Our investigation confirmed that a product contained elevated levels of vitamin D due to a supplier error.

Q: What has Hill's done to ensure that products not on the recall list have safe amounts of vitamin D.

We have identified and isolated the error and, to prevent this from happening again, we required our supplier to implement additional quality testing prior to release of ingredients to Hill's. In addition to our existing safety processes, we are adding our own further testing of incoming ingredients. We care deeply about all pets and are committed to providing pet parents safe and high quality products.

Q: What should I do if I have some of the recalled cans of dog food product(s)?

If you have purchased the recalled product you should discontinue feeding and return unopened product to your retailer for a refund. Most importantly, if your pet has or had signs of elevated vitamin D you should also call your veterinarian.

Q. What should I do if I fed an affected dog food canned product, but I no longer have the cans to verify the date codes?

Please contact your veterinarian if your pet has or had signs such as vomiting, loss of appetite, increased thirst, increased urination, excessive drooling, weight loss and joint issues.

Q: Why is vitamin D added to pet foods?

Vitamin D is essential for dogs for optimal health. Unlike people (who can synthesize vitamin D), dogs rely solely on dietary sources for vitamin D. Therefore pet food is often enriched with vitamin D.

Q: How do you ensure that your final products have the appropriate amounts of vitamin D?

We have identified and isolated the error and, to prevent this from happening again, we required our supplier to implement additional quality testing prior to release of ingredients to Hill's. In addition to our existing safety processes, we are adding our own further testing of incoming ingredients. We care deeply about all pets and are committed to providing pet parents safe and high quality products.

Q: Should I be concerned that there may be unsafe levels of Vitamin D in Hill's foods that are not included in the voluntary recall list?

The incident that caused the recall is limited to the specific products and date codes listed on our website, Hillspet.com/productlist, and we are taking appropriate steps (outlined above) to help ensure this does not happen again.

Q: How can I be confident this will not happen again?

Hill's is the leader in product safety and takes the circumstances leading to this voluntary recall very seriously. The safety of pets and the trust of pet parents is our number one priority. Hill's has conducted a review of the events leading to the voluntary recall and appropriate steps have been taken to help ensure this does not happen again. We have identified and isolated the supplier error and, to prevent this from happening again, we required our supplier to implement additional quality testing

prior to release of their ingredients to Hill's. In addition to our existing safety processes, we are adding our own further testing of incoming ingredients

Q: In which country was the Vitamin D made?

USA

Q: Where were the affected dog canned products produced?

Topeka, Kansas, USA

Q: Have you had any reports of pets impacted from consuming affected canned dog food product?

We learned of the potential for elevated vitamin D levels in select canned dog foods after receiving a complaint about a dog exhibiting signs of elevated vitamin D levels. Our investigation confirmed that a product contained elevated levels of vitamin D due to a supplier error. As of the date of our voluntary recall in the US, we have had a report of two suspected cases associated with eating two of the recalled products. We expect to receive additional consumer and vet contacts with questions and/or suspected cases after our public notice.

Q: What are the signs my dog has eaten an excess of Vitamin D?

Dogs ingesting elevated levels of Vitamin D may exhibit signs such as vomiting, loss of appetite, increased thirst, increased urination, excessive drooling, weight loss and joint issues. Consumers with dogs who have consumed any of the products listed at Hillspet.com/productlist and are exhibiting any of these symptoms, should contact their veterinarian.

Q: What if my dog has eaten any of the affected products?

If you have purchased the product with the specific lot/date codes listed, you should discontinue feeding and return unopened product to your retailer for a refund.

You should also call your veterinarian if your pet has or had signs of elevated vitamin D such as vomiting, diarrhea, stops eating, increased thirst, increased urination and joint issues.

Q: Why is Vitamin D toxic when ingested in excessive amounts?

If Vitamin D intake greatly exceeds the body's needs, it is stored and when consumed in excessive amounts over a period of time, can result in excess absorption of calcium from the skeleton and food. This may lead to the clinical signs such as vomiting, loss of appetite, increased thirst, increased urination, excessive drooling, weight loss and joint issues. Prolonged and high exposure can potentially lead to calcification of soft tissues such as kidneys and resulting in renal dysfunction

Q: What will my veterinarian do when I contact them?

Your veterinary healthcare provider will ask some questions to help identify the signs that are associated with increased intake of vitamin D. Based on these results; they may recommend some additional tests be conducted on blood and urine samples. If any treatment is needed, it would be based upon your veterinarian's assessment and what is best for your pet.