



Convenience Valet, a division of

2755 W. Thomas St.  
Melrose Park, IL 60160  
U.S.A.  
800.351.2000  
www.cvalet.com



## URGENT - DRUG RECALL

VIA EMAIL  
05/22/13

Dear Valued Customer:

Novartis Consumer Health, Inc. has initiated a recall, at the retail level for the following Excedrin Sinus Headache® Caplet, OTC products. The recall is due to the possibility that some of the product may not meet required quality standards.

As a Valued customer of Mechanical Servants, Inc. / Convenience Valet we wanted to make you aware of this issue as well as communicate the procedure where you can return and obtain credit for the affected lots.

Your immediate action is requested. Please identify and remove only the lot numbers listed below from both your retail and warehouse shelves.

| CV PRODUCT DESCRIPTION               | CV PRODUCT CODE | CV EACH UPC NUMBER | CV CASE UPC NUMBER | LOT NUMBERS | EXPIRY DATE |
|--------------------------------------|-----------------|--------------------|--------------------|-------------|-------------|
| Excedrin Sinus Headache Caplets 4ct. | 2999            | 0-94187-02999-2    | 0-94187-12999-9    | 10118234    | 5/31/2013   |
|                                      |                 |                    |                    | 10120254    | 5/31/2013   |
|                                      |                 |                    |                    | 10123513    | 8/31/2013   |
|                                      |                 |                    |                    | 10125262    | 9/30/2013   |

CV will only credit returns for the lot numbers listed above.

If found, please contact Janice Curry, ([jcurry@cvalet.com](mailto:jcurry@cvalet.com)) to initiate a Return Material Authorization (RMA) and return freight information. Convenience Valet will be accepting returned product until Thursday August 22<sup>nd</sup> 2013 (90 days after this notification).

If you have any further questions, please call your Regional Sales Representative, Customer Service or any of our staff for assistance. Thank you, your cooperation with this matter is greatly appreciated.

Mary-Anne M Kubic  
Quality Assurance Coordinator  
Convenience Valet  
708.486.1571  
[mkubic@cvalet.com](mailto:mkubic@cvalet.com)

Jim Blosser  
Vice President of Sales  
Convenience Valet  
773.230.5678  
[jblosser@cvalet.com](mailto:jblosser@cvalet.com)