



PRODUCT RECOVERY ACTION NOTICE



FDA REPORTABLE: No

SUPPLIER LETTER:

Kraft has been informed by our package supplier that there is a defect in the sealing of select code dates for some Portion Control packets of 4 SKUs of Kraft Philadelphia Cream Cheese. This defect is in the sealant layer of some of the lids and may result in the lid not sealing properly. Those containers with the defective lid may have product that is dried out or possibly spoiled.

DISTRIBUTORS: As a quality control measure, we are asking that you destroy the affected code dates of these 4 SKUs. Fill out the Dot Foods Certified Disposal document – INCLUDE the Lot Code(s) destroyed, sign, and return back to your Dot Foods Customer Service Representative for credit. The signed Certificate of Disposal must be returned in order for us to issue the credit.

The following products and code dates only are impacted by this situation:

Case/Code Date Information

Product Size	Name of Product	Units/Case	Code Dates	
1 oz. cup	PHILADELPHIA Strawberry Cream Cheese Spread DOT ITEM = 377718	100	08M06F4 08M13F4 08M19F4 08M29F4	
.75 oz. cup	PHILADELPHIA Reduced Fat Cream Cheese DOT ITEM = 377672	100	08M20F4 08M28F4 09M03F4 09M04F4	
.75 oz. cup	PHILADELPHIA Cream Cheese Spread DOT ITEM = 377669	100	08M17F4 08M18F4 08M25F4 09M02F4 09M08F4 09M09F4 09M10F4	
1 oz. cup	PHILADELPHIA Cream Cheese Spread DOT ITEM = 377725	100	08M19F4 08M25F4 08M26F4 09M03F4 09M08F4 09M09F4	10

If you have shipped affected code dates of these 4 products to other locations either within your own system or to your customers, please send this letter to them.

We regret the situation and are sorry for the inconvenience. Please know that we take this issue very seriously. Our supplier has assured us that they have isolated the problem and that the lids we receive from them going forward will have the defect fixed. Nonetheless, we know this is disruptive to you. Our number one priority is delivering safe, high-quality products. We're not happy if our customers and consumers aren't happy and we sincerely apologize.

If you have questions, please contact your Dot Foods Customer Service representative. If you don't know who that is, please contact Dennis Kette at 217-773-441 ext 12425.

Here are the photos of the 4 products that are impacted - and where on the case you can find the code dates to tell which of your product cases may be impacted.

100 count - 1 oz. Philadelphia Strawberry Cream Cheese Spread UPC 2100072683 (case code date is example only)



100 count - 0.75 oz. Philadelphia Cream Cheese Spread UPC 21200061089 (case code date is example only)



100 count - 1 oz. Philadelphia Reduced Fat Cream Cheese UPC 2100061094 (case code date is example only)



100 count - 1 oz. Philadelphia Cream Cheese Spread UPC 2100061119 (case code date is example only)



Dot Item: 377669

Mfg: 61089

GTIN: 10021000610898

Description: Philadelphia Cream Cheese 100-.75 OZ

Use by Dates: 8/17/2014, 8/18/2014, 8/25/2014, 9/2/2014

Lot Codes: 08M17F4, 08M18F4, 08M25F4, 09M02F4

Dot Item: 377672

Mfg: 61094

GTIN: 10021000610942

Description: Philadelphia Cream Cheese Light 100-.75 OZ

Use by Dates: 8/20/2014, 8/28/2014

Lot Codes: 08M20F4, 08M28F4

Dot Item: 377725

Mfg: 61119

GTIN: 10021000611192

Description: Philadelphia Cream Cheese 100-1 OZ

Use by Dates: 8/19/2014, 8/25/2014, 8/26/2014

Lot Codes: 08M19F4, 08M25F4, 08M26F4

Dot Item: 377718

Mfg: 72683

GTIN: 10021000726834

Description: Philadelphia Cream Cheese Strawberry 100-1 OZ

Use by Dates: 8/6/2014, 8/13/2014, 8/19/2014, 8/29/2014

Lot Codes: 08M06F4, 08M13F4, 08M18F4, 08M29F4