

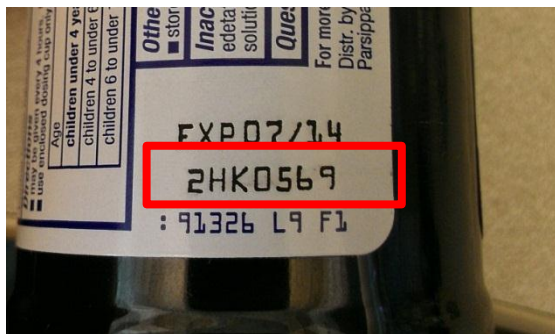
DATE: January 31, 2013

TO: To Our Valued Customer

Novartis Consumer Health, Inc. (NCH) is voluntarily recalling certain lots of over-the-counter products Triaminic[®] Syrups and Theraflu Warming Relief[®] Syrups in the United States, which are listed in the attached table. These recalls are being implemented because the child-resistant feature of the bottle cap may not function properly, enabling the cap to be removed with the tamper-evident seal still in place.

These lots were shipped to customers between May 24, 2010 and December 21, 2011.

Please note- Triaminic[®] products that were re-introduced in October 2012 are NOT part of the recall. You can identify these products by looking at the lot number. If the lot number, which contains 7 digits, includes two letters as its second and third digits, it was not part of the voluntary recall.



These actions have been communicated to the Consumer Products Safety Commission and the US Food and Drug Administration.

Recall Instructions

This voluntary recall is being extended to the consumer level. We are issuing a press release January 31, 2013 that will make consumers aware of the recall. Consumers will be instructed to visit www.novartisotc.com or contact the Novartis Consumer Relationship Center at 866-553-6742 (available Monday – Saturday 8 a.m. – 12 a.m. Eastern Time) for information on how to return the affected product.

Again, this recall pertains only to UPCs and lot numbers of Triaminic[®] Syrups and Theraflu Warming Relief[®] Syrups listed on the attached table. Please be advised that if your stores receive product returns from consumers, Novartis Consumer Health, Inc. will reimburse you.

Retailers - please notify all of your retail stores and instruct them to check inventory on their stores shelves and back rooms and return product to you or through your reclamation center.

Once you have consolidated recalled product from your stores and Distribution Centers, please return to Inmar using the Product Return Information provided below.

Wholesalers –please notify all of your sub-accounts and instruct them to check inventory in their DC’s, store shelves and back rooms and return product to you or through your reclamation center.

Once you have consolidated recalled product from your stores and Distribution Centers, please return to Inmar using the Product Return Information provided below.

Direct Customers with No Reclamation Process (excluding sub-accounts serviced by wholesalers) – Once you have consolidated recalled product from your shelves and back rooms, please return to Inmar using the Product Return Information below.

Product Return:

All customers, including Rapid Recall subscribers, are requested to complete and return the attached Product Recall Response Form as soon as possible. **Receipt of the form will serve as confirmation that you have received this recall notification. The Product Recall Response Form should either be emailed to BRFResponse@inmar.com or faxed to 888-908-8603. For regulatory reporting purposes, it is important that you return this completed form, even if you do not have product to return.**

When you have collected your inventory, you should call Inmar at 1-800-821-5293 and a “Returns Kit” will be sent to you. You can also request a “Returns Kit” on your Product Recall Response Form. This kit will include:

- Pre-Paid shipping labels & shipping instructions for small quantities (or)
- For large quantities, a toll free number and shipping instructions for pre-paid Fed Ex Intl shipments consigned to Inmar.

In addition to the NCH published list price credit, you will be reimbursed an additional 10% for shipping and handling costs. Only products in the original manufacturer’s packaging are eligible for credit. **This recall applies only to the products indicated in the attached table. This voluntary recall does not affect any other NCH products. Any other products received in the return shipment that are not subject to this limited recall will be destroyed and no credit will be issued.**

NCH takes this issue seriously and is fully committed to ensuring all of our products meet the highest quality standards.

Again if you have any questions, please call your account manager directly. Thank you in advance for your assistance in this matter and for your continued support of NCH products.

Sincerely,



Roger Gravitte
Head of Sales, North America

Product Recall Response Form

Recall of certain lots of Triaminic[®] Syrups and Theraflu Warming Relief[®] Syrups

Date: _____

From: *Customer Name:* _____

Mailing Address: _____ *Contact Name:* - _____

_____ *Tel Number:* _____

Please check all that apply:

We have read and understand the recall instructions provided in the January 31, 2013 Recall Notice for Triaminic[®] Syrups and Theraflu[®] Warming Relief Liquids SKUs

We have none of the recalled product in-stock.

We have the recalled product in- stock, and have placed it on hold: **Please see the attachment for all affected SKUs. Please indicate on the attachment the quantity of returned products.**

For those customers that have further shipped any of the recalled products:

We have notified our consignees to advise them about this recall and included a copy of the Recall Notice.

Product Return: We would like a Returns Kit containing pre-paid shipping labels to return product directly to Inmar. We will need _____ shipping labels.

PLEASE EMAIL OR FAX COMPLETED PRODUCT RECALL RESPONSE FORM TO: INMAR
Fax - # 1-888-908-8603; Email – BRFResponse@inmar.com Questions: 1-800-821-5293

U.S. Product: Recall List

PRODUCT	Item UPC NUMBER	NDC NUMBER	Case UCC NUMBER	LOT
Theraflu® Warming Relief Flu and Sore Throat, 8.3 oz.	300436265081	0043626508	10300436265088	10108935
				10096570
				10121298
				10123035
				10106483
Theraflu® Daytime Warming Relief Severe Cold and Cough, 8.3 oz.	300430461083	0043046108	10300430461080	10126716
				10096571
				10117845
				10102070
				10118134
Theraflu® Daytime/Nighttime Severe Cold & Cough Value Pack	300436412164	0067641216	10300436412161	10118135
				10126586
				10126729
				10120065
				10116591A
				10116591
				10116593
				10106487
				10108285
				10116594
Theraflu® Nighttime Warming Relief Severe Cold and Cough, 8.3 oz.	300430460086	0043046008	10300430460083	10116597
				10116598
				10116600
				10116601
				10116602
Theraflu® Warming Relief Cold and Chest Congestion, 8.3 oz.	300436296085	0043629608	10300436296082	10104954
				10104955
				10107018
				10118113
				10123039
Theraflu® Warming Relief Sinus and Cold, 8.3 oz.	300436407085	0067640708	10300436407082	10104956
				10126861
Triaminic® Chest and Nasal Congestion, 4 oz.	300436347046	0067634704	10300436347043	10106482
				10102071
				10113497
				10122891
				10123274
Triaminic® Cold and Allergy, 4 oz.	300436346049	0067634604	10300436346046	10126440
				10128457
				10095358
				10104966
				10092515
				10095554
				10098503
				10106046
Triaminic® Cough and Sore Throat, 4 oz.	300436348043	0067634804	10300436348040	10106233
				10092519
				10096507
				10092518
				10102344
				10102052
				10098505
10106511				
				10099191
				10122929
				10125956
				10104678
				10107025
				10107026
				10117681
				10118052
				10126850

U.S. Product: Recall List

PRODUCT	Item UPC NUMBER	NDC NUMBER	Case UCC NUMBER	LOT
Triaminic® Day Time Cold and Cough, 4 oz.	300436345042	0067634504	10300436345049	10092520
				10095545
				10117453
				10097308
				10095904
				10099699
				10102053
				10103616
				10107024
				10103617
				10114266
				10116660
				10116869
Triaminic® Daytime/Nighttime Cold & Cough Club Pack	300436417121	N/A	10300436417135	10116870
				10126445
				10095327
				10095907
				10097748
				10095298
Triaminic® Daytime/Nighttime Cold & Cough Combo Pack	300436216083	0067621608	10300436216080	10117817
				10117818
				10117819
				10095906
				10099216
				10100792
				10100793
				10101494
				10101495
				10106846
				10104675
				10106086
				10106088
				10106284
				10106848
				10110968
				10113146
				Triaminic® Dye-free Long Acting Cough, 4 oz.
10115037				
10116592				
10116595				
10116596				
10116599				
10123383				
10123388				
10081942				
10082283				
10081940				
10097082				
10082927				
10095893				
10095894				
10102049				
10102048				
10106251				
10102051				
10107021				
10107022				
10118430				
10121529				
10129170				

U.S. Product: Recall List

PRODUCT	Item UPC NUMBER	NDC NUMBER	Case UCC NUMBER	LOT
Triaminic® Fever Reducer Pain Reliever Bubblegum, 4 oz.	300436432049	0067643204	10300436432046	10093941
				10102270
				10112423
				10106334
				10116891
Triaminic® Fever Reducer Pain Reliever Grape, 4 oz.	300436431042	0067643104	10300436431049	10092719
				10108530
				10112422
				10106335
				10093939
				10126470
				10127629
Triaminic® Fever Reducer Pain Reliever Infant Bubblegum, 2 oz.	300676441597	0067644159	10300676441594	10115515
				10115516
				10115520
				10115521
				10119567
Triaminic® Fever Reducer Pain Reliever Infant Grape, 2 oz.	300676440590	0067644059	10300676440597	10128589
				10115517
				10115518
				10115519
				10115522
Triaminic® Multi Symptom Fever, 3.4 oz.	300676394343	0067639434	10300676394340	10123421
				10128599
				10130570
				10116856
Triaminic® Multi Symptom Fever, 4 oz.	300436394040	0067639404	10300436394047	10116857
				10126948
				10110769
				10095563
				10102058
				10102271
				10116866
				10116867
				10116868
				10121656
10126740				
Triaminic® Night Time Cold and Cough, 3.4 oz.	300436344342	0067634434	10300436344349	10128836
				10097303
				10097552
				10097554
				10108819
Triaminic® Night Time Cold and Cough, 4 oz.	300436344045	0067634404	10300436344042	10114273
				10126947
				10094309
				10095895
				10097312
				10097313
				10104673
				10102054
				10106850
				10108823
				10111184
				10101373
				10114269
10118449				
10121342A				
10121812				
10106851				
10126742				