

Urgent: Product Recall – Retail Level

Date: 23 July 2015

Subject: RECALL OF CERTAIN LOT NUMBERS OF **SENSODYNE Rapid Relief®**,
SENSODYNE® Repair & Protect Whitening and **BIOTENE® Fresh Mint
Toothpastes**

Dear GSK Customer:

GSK Consumer Healthcare is conducting a voluntary retail-level recall of
ONLY THE LOT NUMBERS IN THE ATTACHMENT
of **SENSODYNE Rapid Relief®, SENSODYNE® Repair & Protect Whitening**
and **BIOTENE® Fresh Mint Toothpaste** products:

These products are being recalled as a precautionary measure because they may contain wood fragments. GSK Consumer Relations received one complaint on product sold in Canada which was manufactured in 2013 through September 2014 for GSK by a third party contract manufacturer. No injuries have been associated with the use of these products. These products and lot numbers shipped from August 2013 to December 2014.

Please note, no other SENSODYNE ® or BIOTENE® products or lot numbers are affected.

This recall is being conducted with the knowledge of Health Canada.

In order for us to effectively manage this recall, we are contracting a third party service provider, Stericycle, ULC to facilitate the recall process and manage the collection of affected product.

ACTION REQUIRED: Please immediately examine your inventory, quarantine and cease distribution of all listed lots of affected product. Please carry out a physical count and record this data on the business reply card and the packing slip which are included with this letter. The lot number can be found on the end flap of the carton.

Please return all units of the listed lots along with the Packing Slip using the enclosed Return Service Shipping Label to:

GlaxoSmithKline, c/o Stericycle, ULC
25 Ironside Crescent
Toronto, Ontario M1X 1G5

For shipping assistance or questions about the recall process, please contact Stericycle directly at 1-888-965-6135.

It is very important that you complete the requested information on the enclosed postage paid Business Reply Card and return it within **five (5) business days**, even if you do not have the listed lots in stock.

Reimbursement will be issued via credit through GSK Customer Service.

If you, your customers or any consumers who may contact your retail outlets have any questions, please contact or direct them to contact our Consumer Relations team at 1-800-250-8866.

Please also feel free to contact your GSK Account Manager should you have any questions or concerns.

GSK Consumer Healthcare is committed to providing the highest quality goods and services to our customers and is, therefore, taking the necessary actions to voluntarily recall this product. We regret any inconvenience this action may cause. We appreciate your cooperation in executing this recall.

Health Canada link:

<http://www.healthycanadians.gc.ca/recall-alert-rappel-avis/hc-sc/2015/54250r-eng.php>

Regards,

Ron Judge
 Director, Canada Sales
 GSK Consumer Healthcare Canada

AFFECTED SENSODYNE RAPID RELIEF® ITEM AND LOT NUMBERS

NPN Number	ITEM	DESCRIPTION	SIZE	LOT NUMBER	EXPIRY
80026197	03319	Sensodyne Rapid Relief	75 ml	3J051	08/2015
80026197	03319	Sensodyne Rapid Relief	75 ml	3J121	08/2015
80026197	03319	Sensodyne Rapid Relief	75 ml	3M271	10/2015
80026197	03319	Sensodyne Rapid Relief	75 ml	4B281	01/2016
80026197	03319	Sensodyne Rapid Relief	75 ml	4B241	01/2016
80026197	03319	Sensodyne Rapid Relief	75 ml	4C241	02/2016
80026197	03319	Sensodyne Rapid Relief	75 ml	4C211	02/2016
80026197	03319	Sensodyne Rapid Relief	75 ml	4F011	04/2016
80026197	03319	Sensodyne Rapid Relief	75 ml	4E291	04/2016
80026197	03319	Sensodyne Rapid Relief	75 ml	4H301	07/2016



AFFECTED SENSODYNE® REPAIR & PROTECT WHITENING ITEM AND LOT NUMBERS

NPN Number	ITEM	DESCRIPTION	SIZE	LOT NUMBER	EXPIRY
80035244	03918	Sensodyne Repair & Protect Whitening	75 ml	3M251	10/2015
80035244	03918	Sensodyne Repair & Protect Whitening	75 ml	3N141	11/2015
80035244	03918	Sensodyne Repair & Protect Whitening	75 ml	4A171	12/2015
80035244	03918	Sensodyne Repair & Protect Whitening	75 ml	4B191	01/2016
80035244	03918	Sensodyne Repair & Protect Whitening	75 ml	4C031	02/2016
80035244	03918	Sensodyne Repair & Protect Whitening	75 ml	4E051	03/2016
80035244	03918	Sensodyne Repair & Protect Whitening	75 ml	4E081	04/2016
80035244	03918	Sensodyne Repair & Protect Whitening	75 ml	4G161	07/2016
80035244	03918	Sensodyne Repair & Protect Whitening	75 ml	4H231	07/2016





AFFECTED BIOTENE® FRESH MINT TOOTHPASTE ITEM AND LOT NUMBERS

NPN Number	ITEM	DESCRIPTION	SIZE	LOT NUMBER	EXPIRY
80035511	06342	Biotene Fresh Mint	100 ml	X3F031	04/2016
80035511	06342	Biotene Fresh Mint	100 ml	X3H161	07/2016
80035511	06342	Biotene Fresh Mint	100 ml	X3K161	09/2016
80035511	06342	Biotene Fresh Mint	100 ml	X3M091	10/2016
80035511	06342	Biotene Fresh Mint	100 ml	X4A181	11/2016
80035511	06342	Biotene Fresh Mint	100 ml	X4B021	01/2017
80035511	06342	Biotene Fresh Mint	100 ml	X4C141	02/2017
80035511	06342	Biotene Fresh Mint	100 ml	X4C191	02/2017
80035511	06342	Biotene Fresh Mint	100 ml	X4E111	04/2017

