



MEDICAL SUPPLY BULLETIN

HHS SUPPLY SERVICE CENTER

PERRY POINT, MD 21902

We Service the World

Steven Pearson, Director

Annette Quiñones, R.Ph., Editor

BULLETIN NO. 1

April 28, 2010

URGENT PRODUCT RECALL

Dear Valued Customers:

Novartis Vaccines is implementing a voluntary market withdrawal of a single batch of the products listed below, as the stopper and the metal crimp dislodge from the vial completely when removing the protective cap. A low percentage of diluents vials exhibit this issue. This is a precautionary action taken by Novartis as they have no evidence that the quality of the diluent is compromised as long as the stopper is not removed from the diluent vial.

The vial of lyophilized rabies vaccine contained in these kits is not affected, but all RabAvert should be returned as complete kits. Only the below-listed lots are subject to this voluntary market withdrawal; all other RabAvert lots are unaffected and safe for use.

- RabAvert Kit Lot #458011A (Expires April, 2013)
- Diluent vial Lot #927011 (Expires April, 2014)

An assessment of our inventory shows that the Center stocks the vaccine under 6505-00-000-3399. We ask for your cooperation in taking the following action:

- Please examine your inventory immediately and if you have the recalled product in question immediately cease distribution/ use.
- Fill out the enclosed **Return Response Form** and send with recall.
- Mark the returned product purchased from SSC "**Recall Materials Enclosed,**" and return to:

HHS Supply Service Center,
Building 14,
Perry Point, MD 21902

- The vaccines **DO NOT** need to be sent back refrigerated.
- Return the affected product before **May 30th, 2010** to expedite processing of your return goods credit. Accounts will be credited upon receipt of the recalled product. Please note customers must reorder the vaccine if requiring more.

If you have any questions about this recall, please contact Quality Assurance at 1-800-642-0263. We apologize for any inconvenience this recall presents, and thank you in advance for your prompt attention to this urgent request.


Steven Pearson
Director

Recall Response Form HHS Supply Service Center

6505000003399 RABIES VACCINES,1ML,SD,RABAVERT

The following product has been identified as previously being stocked by HHS Supply Service Center with the manufacturer of this product being Novartis. Please complete and enclose a copy of this form with your returned goods if you have received this item from HHS Supply Service Center.

Point of Contact (POC): _____

Customer Number: _____

Telephone Number: _____

Organization: _____

Order Number: _____

Date: _____

Product Description	Quantity Returning
6505000003399 RABIES VACCINE,1ML,SD,RABAVERT	

Mark the returned product purchased from SSC: "**Recall Materials Enclosed**", and return to:

**HHS Supply Service Center
Building 14
Perry Point, MD 21902**