



Dave Baker
<d*****@petful.com>

Reference Number: 12630383

1 message

Consumer.Relations@jmsmucker.com <Consumer.Relations@jmsmucker.com>
To: d*****@petful.com

Thu, Feb 15, 2018 at 9:37 AM

February 15, 2018

Dear Dave,

Thank you for contacting The J.M. Smucker Company.

Out of an abundance of caution, we initiated a voluntary withdrawal of our **Gravy Train®** and **Kibbles 'N Bits®** canned wet/dog food on specific shipments because they do not meet our quality specifications.

Veterinarians and animal nutrition specialists, as well as the FDA, have confirmed that extremely low levels of pentobarbital are not a threat to pet safety. However, the presence of this substance at any level is not acceptable to us and not up to our quality standards. We sincerely apologize for the concern this has caused.

We take this very seriously and are extremely disappointed that pentobarbital was introduced to our supply chain. We have narrowed the focus of our investigation to a single supplier and a single, minor ingredient, used at one manufacturing facility. We will take the appropriate steps to ensure this does not occur again.

Please be assured we will forward your comments to the appropriate team.

Thank you again for contacting us. If you have any additional questions, feel free to give us a call at 800-828-9980.

Sincerely,

A handwritten signature in black ink that reads 'Marsha'.

Marsha
Consumer Relations Representative

Ref # 12630383

Notice: The information contained in this electronic mail transmission is intended by The J.M. Smucker Company (or one of its subsidiaries) for the sole use of the named individual or entity to which it is directed and may contain information that is privileged or otherwise confidential. If you have received this electronic mail transmission in error, please notify the sender of the error by reply email so that our address record can be corrected. Thank you.