

**URGENT  
 FIELD SAFETY NOTICE**

October 31, 2017

Dear Customer:

**RE: Voluntary Field Action of specific 1-DAY ACUVUE® MOIST® Brand Contact Lenses (FSCA # QRB-08-2017)**

Johnson & Johnson Vision Care Inc., (JJVC) is recalling product lots of 1-DAY ACUVUE® MOIST® Brand Contact Lenses. **This Action only affects the following lot numbers. No other JJVC lots are affected by this Action.**

Brand name	Product Specification Base Curve (BC), Power	Master Lot	30 pack Only Lot Numbers	90 Pack Lot Number	90 pack will contain these 30 pack Lot Numbers
1-DAY ACUVUE® MOIST®	BC 9.0, -3.00D	283684	2836840101 2836840102	2836845103 2836845109	2836840103 2836840104 2836840105 2836840106 2836840107 2836840108 2836840109 2836840110 2836840111 2836840112
1-DAY ACUVUE® MOIST®	BC 9.0, -3.00D	283683	N/A	2836835109	2836830110 2836830111 2836830112

The 1-DAY ACUVUE® MOIST® Brand Contact Lens lot number is displayed in the barcode area on the back of each individual unit carton as well as the individual package of the contact lens.

JJVC has voluntarily initiated this Action to assure that you receive the highest quality products. We received a limited number of reports of “stinging of the eyes” when the lens is inserted. Analysis of the solution confirmed that this was due to high solution salinity for the affected lots. We have taken corrective measures to help ensure this does not recur. No serious adverse events have been reported related to this issue.

The local competent authority has been informed of this Action.

Since you have received potentially affected product, please **take the following actions:**

1. **Review** your inventory and determine if you have **1-DAY ACUVUE® MOIST® lenses from the impacted lots: Lot 283683, and Lot 283684**
2. **STOP** using all **affected** product. You can continue to use all other lots not affected by this voluntary recall.
3. Please pass this notice on to anyone in your organization who needs to be aware of the issue and ensure that they maintain awareness as necessary.

**Johnson & Johnson Vision Care, Inc.**

7500 Centurion Parkway  
Jacksonville, FL 32256

4. **Contact** Customer Service at XXXXXXXXXXXXX to arrange return and replacement product.
5. **Complete** the enclosed Customer Reply Form and return via fax to XXXXXXXXX or via email to XXXXXXXX, **EVEN IF YOU HAVE NO INVENTORY REMAINING** affected by this recall, JJVC requires this information for reconciliation purposes with regulatory agencies.

As always, any ACUVUE® patient who has a complaint about the product is urged to stop using it and contact Johnson & Johnson Vision Customer Service, the store where the product was purchased, or their eye doctor immediately. If any user experiences persistent irritation, pain or redness, or a change in vision after removing the lens, they should contact their doctor immediately.

Our top priority is patient safety and we hold ourselves to high standards for product quality and customer satisfaction. We remain fully committed to serving our customers with safe and effective products. We recognize the inconvenience this causes you and appreciate your assistance in expediting return of the affected product.

Sincerely,

---

...

...

Johnson & Johnson Vision Care, Inc.  
European Vision Center  
Hanworth Road  
Sunbury-on-Thames  
TW16 5LN

**FIELD ACTION**  
**CUSTOMER REPLY FORM**

**Please complete and return immediately EVEN IF YOU HAVE NO STOCK via Fax: XXXXXXXX or email:XXXXXX@.com**

**Please place an "X" in one of the boxes below.**


All affected products have been used or discarded.

We are returning affected product

**Quantity being  
Returned**

Lot Number	Quantity to be Returned

<b>Customer Name:</b>	
<b>Customer Acct #:</b>	
<b>Address:</b>	
<b>City, State, Zip Code</b>	
<b>Country</b>	
<b>Telephone Number:</b>	

**Person completing this form acknowledges the receipt and understanding of the actions, as stated in the Product Recall letter:**

**Name: (print)** \_\_\_\_\_

**Title/Position** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_