



05/17/2018

Re: New Scott® Super Duty with Natural grit (Product Codes 91757-08 and 91748-06)

Dear North American Kimberly-Clark Professional Customer,

New Scott® Super Duty with Natural grit (Product Codes 91757-08 and 91748-06)

As previously communicated via KCP Connect on April 14th 2018, Kimberly-Clark Professional has initiated a 'Voluntary Product Recovery'¹ of Scott® Super Duty with natural grit 91757-08 and 91748-06 which were sold between Feb 20, 2018 and April 2, 2018 in North America.

This precautionary action has been taken due to a potential quality concern with the functionality of the pump which may result in product leakage. It is important to note this is a quality concern only and there have been no complaints of, or actual, injuries or illnesses reported because of this potential defect.

After further review, Kimberly-Clark Professional will decommission the Scott® Super Duty with natural grit 91757-08 and 91748-06 for the foreseeable future. We will continue to offer other industrial skincare options (*91726 Hair & Body Wash Bag in Box, 35365 Skin Relief Lotion, and 91721 Gentle Lotion Cleanser Bag in Box*) as well as a large skincare offering for the general washroom and hand sanitizing use.

Kimberly-Clark Professional is committed to our skincare portfolio and offering our customers a full bundle of hand hygiene solutions for the washroom. We apologize for any inconvenience this has caused you and your customers.

Please contact our Product Concerns Team (1-888-346-4652) or your local Kimberly-Clark Sales Professional if you have questions.

Sincerely,
Andy Clement
Vice President - KCP North America Sales
Kimberly-Clark Professional