

Product recall of Sensodyne Repair & Protect Batch No 031G only

GlaxoSmithKline Consumer Healthcare is taking the precautionary measure to recall **Batch No 031G** of Sensodyne Repair & Protect, a dentine tubule occluding toothpaste for the treatment of dentine hypersensitivity.

It has come to our attention through consumer reports and now from our own thorough investigations that this batch contains some larger (1 – 2 mm) particles of the occluding material (calcium sodium phosphosilicate – NovaMin™ – normal particle size range typically less than 75 microns). These larger particles are noticeable by the end user. GSK's investigation concluded that these larger particles may scratch the gums when brushing, which may cause the gums to bleed. Therefore GSK will be taking the precautionary measure to recall this batch. Only a very small number of such cases have been reported.

Consumer health and safety is of utmost importance to GSK. We regret any inconvenience this may cause.

What you/your patients should do:

- If you/your patient have a pack of Sensodyne Repair Protect. Please check to see if it is **Batch No 031G**
- If you have **Batch No 031G** please stop using it and return any packs (used or unused) to the following address for a refund.

Consumer Affairs Dept (Sensodyne)
GlaxoSmithKline Consumer Healthcare
Brentford
TW8 9GS

Please enclose your contact details in the envelope

- If you have any questions please call the freephone number below
- If the batch code is NOT 031G then you do not need to take any action



Freephone helpline:

0500 888 878

8.30am-6pm Monday to Friday with an answer phone outside of these hours