



**URGENT
FIELD SAFETY NOTICE**

1-DAY ACUVUE® DEFINE® Brand Contact Lenses

March 19, 2019

Dear Customer:

RE: Voluntary Field Action of 1-DAY ACUVUE® DEFINE® Brand Contact Lenses, Lot NUMBER 2346230101 in Singapore.

At Johnson & Johnson Vision, our top priority is patient safety and we hold ourselves to high standards for product quality and customer satisfaction. We are voluntarily recalling one [1] lot of 1-DAY ACUVUE® DEFINE® Radiant Sweet™ (30 Pack, Daily Disposable Type) Contact Lenses because they do not meet our quality standards. In Japan, China and South Korea, we are voluntarily recalling an additional two [2] lots of 1-DAY ACUVUE® DEFINE® Radiant Sweet™ (30 Pack, Daily Disposable Type) Contact Lenses because they do not meet our quality standards.

Importantly, no adverse events have been reported due to this issue. We investigated the matter, have taken corrective action and are committed to continually enhancing our strong manufacturing and quality controls. ACUVUE® Brand Contact Lenses not affected by the field action are safe when used as directed and can continue to be used with confidence.

The ACUVUE® products affected and distributed in Singapore is limited to 100 boxes. As of today, **we have not received any consumer complaints, nor received any adverse incident cases associated with these affected product lots in Singapore.** We are liaising closely with Health Sciences Authority, Singapore Optometric Association and Eye Care Professionals as we are committed to continuing to offer high standards of eye health and product quality in Singapore.

The ACUVUE® product affected distributed in Singapore is limited to one [1] lot.

	Brand Name	Country distributed to	Affected lot numbers begin with these first 6 or 7 digits
1	1-DAY ACUVUE® DEFINE® Radiant Sweet™	Singapore, Japan, China, South Korea.	2346230101 BC 8.5, -1.75D

2	1-DAY ACUVUE® DEFINE® Radiant Sweet™	Japan, China, South Korea. NOT DISTRIBUTED IN SINGAPORE	2346220107
3	1-DAY ACUVUE® DEFINE® Radiant Sweet™	Japan, China, South Korea. NOT DISTRIBUTED IN SINGAPORE	2346220108

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

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

1. Check your inventory to determine if you have **1-DAY ACUVUE® DEFINE®** lenses lot number **2346230101**.
2. Set aside and **stop** using all affected product. You can continue to use all other lots not affected by this voluntary field action.
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.
4. **Complete** the enclosed Customer Reply Form **EVEN IF YOU HAVE NO INVENTORY REMAINING** affected by this recall. Send an electronic soft copy of the completed form to your J&J representative.
5. Place the original hard copy with affected product to be returned. JJVC requires this documentation for reconciliation purposes with regulatory agencies. If you have no product to be returned, your J&J representative will arrange for collection of the hard copy.

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

ACUVUE® Support: [800-101-3130](tel:800-101-3130) | support@acuvue.com.sg

Operating Hours: [Monday to Friday, 8am to 4pm](#)

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,



Patricia Yeo,
Business Unit Head, Singapore
Johnson & Johnson Vision Care, Pte Ltd.



JJVC FIELD ACTION
CUSTOMER REPLY FORM

Please complete within 24 hours, **EVEN IF YOU HAVE NO STOCK**. Once complete, please send an electronic copy to your sales representative. A courier company will collect the hard copy over the next few days.

Please place an "X" in the relevant boxes below.

- I was notified of the product recall and affected lot numbers by JJVC Sales Representative.
- All affected products have been used or discarded.
- JJVC has collected all affected product inventory on our behalf.

Lot Number	Quantity to be Returned
2346230101 (30 pack)	

Customer Name:	
Customer Acct #:	
Address:	
City, State, Postal Code:	
Country	
Telephone Number:	

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: _____