

August 31, 2021

Dear Valued McKesson Customer:

ConvaTec has notified McKesson Medical-Surgical (MMS) of an Urgent Medical Device Recall regarding specific lot(s) of their DuoDERM Extra Thin & DuoDERM CGF products. This notice has been issued due to complaints related to open seals tears and rips in the primary packaging. Affected product first shipped March 15, 2019.

This Urgent Medical Device Recall is being done with the knowledge of the U.S. Food and Drug Administration.

For clinical inquiries, please contact Convatec at **(800) 422- 8811**.

A review of our records indicates that your company may have purchased items included in this notification. Carefully review the information in this letter and follow the instructions provided below.

MMS #	MFG Catalog #	Description	Affected Lot(s)
181329	187660	DRESSING, DUODERM CGF STR 4"X4" (5/BX' 20BX/CS)	9B02984Y, 9G04308, 9L00556, 9A04124Y
187665	187957	DRESSING, DUODERM X-THIN STR 6"X6" (10/BX)	9H04865, 9L02456

**McKesson Customer Instructions:**

- 1.) Immediately discontinue use of any product matching the affected item(s) and lot number(s) listed in the item table. If you have no products matching the affected item(s) and lot number(s), no further action is needed.
- 2.) A copy of the Urgent Medical Device Recall from Convatec has been included for reference. Please submit the Convatec reply form as instructed on the form.
- 3.) If you have product affected by this notice, fill out the McKesson Reply Form and return it to our Corporate Customer Service Center via email at [MMSRecalls@McKesson.com](mailto:MMSRecalls@McKesson.com) or fax at **(866) 871-0270**. To ensure timely credit to your account and support the completion of this notice, please respond within 30 days.
  - **Please note:** Any product returned in addition to or in lieu of affected product will be destroyed, without issuance of a credit. The affected product lot numbers are listed in the item table. Once the product is returned, credit will be issued to you.
  - **Please place a new order for replacement product if there is an immediate need.**
- 4.) If you have further distributed any of the item(s) referenced in this notification, provide your accounts with a copy of this notification and request that they return the affected product directly to you.

We sincerely apologize for any inconvenience this notice may have caused you and your staff. If you have any questions about information provided in this communication, please contact our **McKesson Medical-Surgical Recall Message Center** at [MMSRecalls@McKesson.com](mailto:MMSRecalls@McKesson.com) or call **(800) 688-8840**.

Thank you for your prompt attention,  
McKesson Medical-Surgical, Inc.