

Dear Healthcare Professional:

I am writing to inform you that, in consultation with the U.S. Food and Drug Administration (FDA), McNeil Consumer Healthcare, Division of McNEIL-PPC, Inc., is initiating a voluntary recall of ZYRTEC® Itchy Eye Drops (ketotifen) sold in the United States. Some samples tested as part of the manufacturer's stability program did not meet product specifications. As of the date of this recall, according to the manufacturer, there have been no reports of serious adverse events caused by this issue, and the possibility of serious adverse events is remote.

McNeil Consumer Healthcare is initiating the recall at the wholesale and retail levels, and we are temporarily discontinuing distribution of ZYRTEC® Itchy Eye Drops. See Full Product List below.

This is not a consumer level recall, so patients/caregivers are not required to take any action. Patients with general questions should call our Consumer Care Center at 1-888-543-8255 (available Monday-Friday 8 a.m. to 8 p.m. Eastern Time).


If you have any questions yourself, please call our Medical Affairs Department at 1-866-948-6883 (available Monday-Friday 9 a.m. to 4:30 p.m. Eastern Time) or visit our dedicated Web site for Healthcare Professionals at [ZyrtecProfessional.com](http://ZyrtecProfessional.com).

Sincerely,



Edwin K. Kuffner, MD  
Vice President, Medical Affairs  
McNeil Consumer Healthcare

Full Product List

Item #	UPC #	Product	All Lots	
2080500	300450208057	ZYRTEC® Itchy Eye Drops 0.17 oz (5 mL)	JE2425	
			JE2425A	
			JE2426	
			JE2427	
			JE5608	
			JE6160	
			JE6160A	
			JG5286	
			JG5286A	
			JG5286B	
			JG7349	
			JJ6419	
			JJ6422	