



Withdrawal Notification

Dear Sysco Customer,

This is an important communication from your food supplier, Sysco Corporation. We are contacting you about a Withdrawal event. Sysco has deployed the Instant Recall™ solution, an automated Withdrawal event notification system.

Sysco Quality Assurance is conducting a Withdrawal of certain lots of mozzarella cheese. The reason for the WITHDRAWAL is due to the potential presence of small metal fragments. There is not a potential food safety concern.

Our records show that affected product may have been sent to your location. **It is important that you stop using affected product as soon as possible.**

AFFECTED PRODUCTS:

SUPC/Item Number	MPC	PACK/SZ	BRAND	DESCRIPTION	ADDITIONAL DETAILS
1864305	0001000	8 / 5# AVG	GALBANI	CHEESE MOZZARELLA WHOLE MILK	Lot codes NOCT0123, NOCT0223, NOCT0323, NOCT0423, NOCT0523, NOCT0623, NOCT0823, NOCT0923, NOCT1023, NOCT1323, NOCT1423, NOCT1523, NOCT1723, NOCT1923, NOCT2023, NOCT2123, NOCT2323, NOCT2423, NOCT2523, NOCT2623, NOCT2723, NOCT2823, NOCT2923, NOCT3023
19200		8 / 5# AVG	GALBANI	MOZZ WHOLE MILK 8/5# GALBANI	Lot codes NOCT0123, NOCT0223, NOCT0323, NOCT0423, NOCT0523, NOCT0623, NOCT0823, NOCT0923, NOCT1023, NOCT1323, NOCT1423, NOCT1523, NOCT1723, NOCT1923, NOCT2023, NOCT2123, NOCT2323, NOCT2423, NOCT2523, NOCT2623, NOCT2723, NOCT2823, NOCT2923, NOCT3023

PLEASE TAKE THE FOLLOWING ACTIONS:

- Review your inventory for the above listed product.
- If you find any of the affected product, please record the number of cases and then **DESTROY THE PRODUCT. DO NOT RETURN.**
- **Please notify any parties that may have received the affected product if further distributed by your organization and provide them with disposition instructions to ensure removal from the marketplace.**
- To help ensure proper credit, please visit <https://myinstantrecall.com> or call 1-866-314-0788 as soon as possible, to report the number of cases that you DESTROYED. It is very important that you report your product count. When calling 1-866-314-0788, please enter the Incident Number: **7889.**
- You must report your product counts no later than **FRIDAY, DECEMBER 15.**
- **When you receive an automated phone call from 1-866-314-0788, it is important to take that call and listen to the affected product details. The system will continue to call you until you listen to the product details.**

- You may also call the automated hotline to confirm that you received this notification, which will stop the automated calls for this incident. Calling the hotline from the phone number the system called you on (usually your location's main phone number), or entering that number when prompted, will ensure that no further automated calls are attempted.
- If there is any confusion regarding the information in this message please place the product on hold, and contact your Sysco Customer Service Representative for assistance.

For up to date information you can dial this number at any time: **1-866-314-0788**