



3M Malaysia Sdn Bhd (7251 V)

Level 8, Block F, Oasis Square
No. 2, Jalan PJU 1A/7A, Ara Damansara
47301 Petaling Jaya, Selangor, Malaysia
Tel: 603 7884 2888
Fax: 603 7884 2902

Field Safety Notice

Re: Nexcare™ Acne Patch 36 dots with expiry date issues

MDA Reg. No.: GA63378218217
Catalogue number: A036
3M Product code: 7012266503
Lot Number: 60123, 110123 and 70222

5 Mar 2024

Dear 3M Distributor,

3M Malaysia Sdn Bhd (“3M”) deems that a field safety notice is required in relation to 3M’s Nexcare™ Acne Patch 36 dots, catalog number A036, product code 7012266503, lot number 60123, 110123 and 70222 (“Affected Lots”). This action has been undertaken following consultation with the Medical Device Authority (MDA).

3M has recently been made aware of the following expiry date issues:

- 1) Expiry date is incorrectly printed on the outer packaging box.
- 2) Expiry date and lot number are missing from the outer packaging box.
- 3) Expiry date and lot number are poorly printed on the outer packaging box and may not be legible.

The below lot numbers are affected by the above product issues:

<i>Product</i>	<i>Catalogue Number</i>	<i>3M Product code</i>	<i>Affected Lot Number</i>	<i>Shelf Life</i>	<i>Expiry Date</i>
Nexcare™ Acne Patch 36 dots	A036	7012266503	60123	5 years	05 Jan 2028
Nexcare™ Acne Patch 36 dots	A036	7012266503	110123	5 years	10 Jan 2028
Nexcare™ Acne Patch 36 dots	A036	7012266503	70222	5 years	06 Feb 2027



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This field safety notice only applies to Nexcare™ Acne Patch 36 dots, catalog number A036, product code 7012266503, lot number 60123, 110123 and 70222, and does NOT apply to any other Nexcare™ Acne Patch variants.

Lot number 60123, 110123 and 70222 –
1) Incorrect Expiry Date;
2) Missing Expiry Date and Lot Number;
3) Poorly Printed Expiry Date and Lot number (slanted).



Immediate Actions:

- Immediately discontinue distribution of the Affected Lots of this product.
- Determine if any stock of the Affected Lots with expiry date issue(s) remains in inventory.
- Identify any of your customers who have purchased the Affected Lots of this product. Notify those customers of the expiry date issues using the 'Customer Letter' and 'Customer Acknowledgement Form' provided.
- Destroy any stock of the Affected Lots with expiry date issue(s) in your possession as well as returned by the retailer(s).
- Arrange a credit to your customer's account for the returned products with expiry date issue(s).
- Complete and return the enclosed '**Distributor Acknowledgement Form**' to rlow@mmm.com (with subject heading 'Nexcare™ Acne Patch 36 dots Expiry Date Issues Distributor Acknowledgement Form').
- After receiving returned 'Customer Acknowledgement Form' from the retailer(s), return any 'Customer Acknowledgement Form' to rlow@mmm.com (with subject heading 'Nexcare™ Acne Patch 36 dots Expiry Date Issues Customer Acknowledgement Form').
- 3M will then arrange a credit to your account for the destroyed product(s).

We apologise for any inconvenience this matter may have caused you. For questions and additional information related to Nexcare™ Acne Patch 36 dots, catalog number A036, product code 7012266503, lot number 60123, 110123 and 70222, please contact 3M Customer Service on +603 4065 2522.

Yours sincerely,

Helen Ma
Regulatory Affairs Associate, Australia/New Zealand/Malaysia/Singapore/Philippines



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Nexcare™ Acne Patch 36 dots
Lot number 60123, 110123 and 70222
Distributor Acknowledgement Form

Return completed form to rleow@mmm.com

(With subject heading 'Nexcare™ Acne Patch 36 dots Expiry Date Issues Distributor Acknowledgement Form').

Please examine your inventory to determine if you have any stock of the Affected Lots (Nexcare™ Acne Patch 36 dots, catalog number A036, product code 7012266503, lot number 60123, 110123 and 70222) with expiry date issues indicated below. Please return the form for acknowledgment of the expiry date issues. Note, this field safety notice only applies to the indicated lots ('Affected Lots') and does NOT apply to any other Nexcare™ Acne Patch products.

- Lot number 60123, 110123 and 70222 –**
- 1) Incorrect Expiry Date;**
 - 2) Missing Expiry Date and Lot Number;**
 - 3) Poorly Printed Expiry Date and Lot number (slanted).**



- Acknowledge that I have read and understood this letter and will complete the actions requested.
- We have examined our inventory, identified and destroyed the following packs of the Affected Lots with expiry date issue(s) of Nexcare™ Acne Patch 36 dots, catalog number A036, product code 7012266503:

Lot Number	Number of Packs with expiry date issue in Inventory/Destroyed
60123	
110123	
70222	

- We have examined our inventory and **do not** have any of the Affected Lots of Nexcare™ Acne Patch 36 dots, catalog number A036, product code 7012266503 with expiry date issue(s) in stock.

Organisation:	
City, State:	
Position:	
Name:	
Email:	
Telephone:	
Date:	
Signature:	



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Field Safety Notice

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MDA Reg. No.: GA63378218217
Catalogue number: A036
3M Product code: 7012266503
Lot Number: 60123, 110123 and 70222

5 Mar 2024

Dear Customer,

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- 2) Expiry date and lot number are missing from the outer packaging box.
- 3) Expiry date and lot number are poorly printed on the outer packaging box and may not be legible.

The below lot numbers are affected by the above product issues:

<i>Product</i>	<i>Catalogue Number</i>	<i>3M Product code</i>	<i>Affected Lot Number</i>	<i>Shelf Life</i>	<i>Expiry Date</i>
Nexcare™ Acne Patch 36 dots	A036	7012266503	60123	5 years	05 Jan 2028
Nexcare™ Acne Patch 36 dots	A036	7012266503	110123	5 years	10 Jan 2028
Nexcare™ Acne Patch 36 dots	A036	7012266503	70222	5 years	06 Feb 2027



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Lot number 60123, 110123 and 70222 –
1) Incorrect Expiry Date;
2) Missing Expiry Date and Lot Number;
3) Poorly Printed Expiry Date and Lot number (slanted).



Immediate Actions:

- Screen your facility or other storage locations to ensure that all affected products are identified.
- Return any stock with expiry date issues to your distributor.
- Ensure this notice is passed to all those who need to be aware within your organisation or to any department where the affected product has been transferred.
- Complete and return the enclosed '**Customer Acknowledgement Form**' to your distributor (with subject heading 'Nexcare™ Acne Patch 36 dots Expiry Date Issues Customer Acknowledgement Form'). Please return this form even if your stock of affected lots of this product with expiry date issues has been exhausted.
- Your distributor will then arrange a credit to your account for the returned product(s).

We apologise for any inconvenience this matter may have caused you. For questions and additional information related to Nexcare™ Acne Patch 36 dots, catalog number A036, product code 7012266503, lot number 60123, 110123 and 70222, please contact your distributor.

Yours sincerely,

Helen Ma
Regulatory Affairs Associate, Australia/New Zealand/Malaysia/Singapore/Philippines



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Nexcare™ Acne Patch 36 dots
Lot number 60123, 110123 and 70222
Customer Acknowledgement Form

Return completed form to your distributor

(With subject heading ‘Nexcare™ Acne Patch 36 dots Expiry Date Issues Customer Acknowledgement Form’).

Please examine your inventory to determine if you have any stock of the Affected Lots (Nexcare™ Acne Patch 36 dots, catalog number A036, product code 7012266503, lot number 60123, 110123 and 70222) with expiry date issues indicated below. Please return the form for acknowledgment of the expiry date issues. Note, this field safety notice only applies to the indicated lots (‘Affected Lots’) and does NOT apply to any other Nexcare™ Acne Patch products.

- Lot number 60123, 110123 and 70222 –**
- 1) Incorrect Expiry Date;**
 - 2) Missing Expiry Date and Lot Number;**
 - 3) Poorly Printed Expiry Date and Lot number (slanted).**



- Acknowledge that I have read and understood this letter and will complete the actions requested.
- We have examined our inventory, identified and returned the following packs of the Affected Lots with expiry date issue(s) of Nexcare™ Acne Patch 36 dots, catalog number A036, product code 7012266503:

Lot Number	Number of Packs with expiry date issue in Inventory/Returned
60123	
110123	
70222	

- We have examined our inventory and **do not** have any of the Affected Lots of Nexcare™ Acne Patch 36 dots, catalog number A036, product code 7012266503 with expiry date issue(s) in stock.

Organisation:	
City, State:	
Position:	
Name:	
Email:	
Telephone:	
Date:	
Signature:	