

## Frequently Asked Questions - Abbott Formula Recall

1. Where can I find more information about the recall?

***The following resources provide detailed information regarding the Abbott formula recall:***

- U.S. Food and Drug Administration - [FDA Investigation of Cronobacter and Salmonella Complaints: Powdered Infant Formula \(February 2022\)](#)
- [Abbott Recall Notice](#) and [Abbott Frequently Asked Questions](#)

2. How do I know if a product was affected by the recall?

***Abbott has provided the following information to verify if a product is affected by the recall.***

The multidigit number on the bottom of the formula container should be reviewed to determine if it is affected by the recall. Products included in the recall start with the first two digits 22 through 37, contains K8, SH, or Z2 and with an expiration date of April 1, 2022, or after. Lot numbers for recalled products may also be verified using the [Check Lot Number Product Recall Lookup webpage](#).

3. Is it safe to use Similac®, Alimentum® and EleCare® products not affected by the recall?

**If the participant's product is not affected by the recall, it is considered safe to use.**

4. What guidance should be provided to participants with concerns about the recall?

**Instruct participants not to use the formula if it is included in the recall. Refer them to [www.similacrecall.com](http://www.similacrecall.com) for support with replacing affected formula. They may also contact Abbott customer service at 1-800-986-8540 for other inquiries or concerns.**

**Participants should report any symptoms related to the ingestion of the recalled formula to their medical provider. They may also report complaints of an adverse event to the U.S. Food and Drug Administration FDA at <https://www.accessdata.fda.gov/scripts/medwatch/index.cfm>.**

5. Can participants return recalled formula to the WIC clinic?

**Participants with recalled formula may return their redeemed formula to the WIC clinic in exchange for replacement vouchers if desired. Local agency staff must destroy any returned formula per the [NS-210.21 Returned Formula and Nutritionals Policy](#).**

6. How should the Local Agencies address the state ordered formula that may be affected by the recall?

**Local agencies are encouraged to reach out to the participants that have received state ordered powder Alimentum® and EleCare® formula to determine if the product received has been recalled. If it is determined that the state ordered formula is recalled, e-mail [specialformula@dph.ga.gov](mailto:specialformula@dph.ga.gov) to coordinate the replacement of any state ordered formulas affected by the recall. Advise participants that affected state ordered formula must be returned to the clinic for replacement. Local agency staff must destroy any returned formula per the [NS-210.21 Returned Formula and Nutritionals Policy](#).**

7. What option is available if replacement formula cannot be located?

**If participants report issues with finding replacement formula, use the Abbott formula locator web-resources to assess availability of retail formula: <https://abbottnutrition.com/store-locator>. Confirm formula availability directly with the retailer when possible.**

**Refer the participant to their pediatrician or healthcare provider for urgent access concerns if they need to discuss safe, alternative feeding options. New medical documentation is required prior to the issuance of an alternative special formula.**