

February 4, 2010

Urgent Medical Device Correction
OneTouch® Ultra® Test Strips

Dear Valued Customer:

At LifeScan we hold our products to the highest standards of quality; constantly working to ensure they provide glucose results you can rely on. For that reason, we're also committed to communicating with you when we learn of product that does not meet our expected standards.

We have recently determined that up to 900 OneTouch® Ultra® Test Strip Packages contain vials of the wrong test strip. These incorrect test strips can be easily identified because they are dark blue and don't have a brand name printed on the strip (See Picture 1). As a safety feature, these strips will not turn on your OneTouch® Ultra® Brand meter or provide a test result.

These mislabeled test strips are found only in 100-count packages (4 vials of 25 test strips each) of OneTouch Ultra Test Strips with Lot # **2964512**. All other 25-, 50- and 100-count packages of OneTouch Ultra Test Strips are unaffected.



Correct Incorrect

Picture 1

Our priority is to make sure you have only OneTouch Ultra Test Strips so that you can test your blood glucose with confidence as recommended by your healthcare professional.

1. Please check your OneTouch Ultra Test Strips to see if you have any test strips from lot # **2964512**. The lot number can be found on both the vial label and the outer carton (Picture 2). If you have any test strips from this lot, please compare the test strips in each vial with the strips in Picture 1 to confirm they are OneTouch Ultra Test Strips.
2. If you discover any mislabeled test strips, do not try to use them. Please visit www.OneTouchProductID.com for further instructions and learn how to receive replacement product free of charge. If you still have questions, you may also contact LifeScan Customer Service by calling our special phone number: **888-566-7226** between 8:00 a.m. to 5:00 pm PT, Monday through Friday. Even if you do not have any mislabeled test strips, please visit www.OneTouchProductID.com to make sure your meter registration and contact information - including email address - is current so that we can continue to bring you important information in the future.



Lot Number Location

Picture 2

We apologize for any inconvenience this issue may cause and have already taken steps to prevent it from recurring in the future. Thank you for your continued support of LifeScan.

Sincerely,

LifeScan Customer Service

Please note our current Customer Service Hours are 5:00 a.m. – 7:00 p.m. PT, 7 days a week.