

# PRODUCT RECALL

<b>Date:</b>	12/22/2021
<b>Manufacturer:</b>	P&G
<b>Article Numbers/Product:</b>	248650- Waterless Dual Pack Dry SH
<b>Dates Sold:</b>	4/20/2021 through 12/21/2021

*Consumers can contact the Consumer Care team at 1-888-674-3631 from Monday – Friday from 9:00am – 6:00pm EST*



**Post Until: 6/22/2022**

**Hair Care (US Trade Letter) - Customer Communication**

Dear Customers:

We strive to ensure all consumers have the best possible experience with our products. With this in mind, we are writing to share some news related to our aerosol dry conditioner spray products and aerosol dry shampoo spray products under the Pantene, Aussie, Herbal Essences, Hair Food, Old Spice and Waterl<ss brands and to ask for your immediate help.

Following recent news regarding detected benzene in some aerosol spray products, we began a review of our total portfolio of aerosol spray products. While benzene is not an ingredient in any of our products, our review showed that unexpected levels of benzene came from the propellant that sprays the product out of the can. As we continued that investigation, we detected benzene in aerosol dry shampoo sprays and aerosol dry conditioner sprays. Daily exposure to the level of benzene detected would not be expected to cause adverse health consequences.

In light of these findings, and out of an abundance of caution, we have issued a voluntary recall at the consumer level of aerosol dry shampoo sprays and aerosol dry conditioner sprays from Pantene, Herbal Essences, Aussie, and Waterl<ss, in addition to dry shampoos that were previously discontinued by Old Spice and Hair Food. The majority of our portfolio – mousses, hairsprays, liquid shampoos, liquid conditioners, styling products and treatments – including other Pantene, Aussie, Herbal Essences, Hair Food, Old Spice, and Waterl<ss products are not included in the scope of this recall and may continue to be used as directed. Due to the highly specialized nature of certain aerosol products, we use a manufacturing partner to produce them. The manufacturing partner identified an issue with their propellant supply and is implementing additional measures to address the issue identified in the investigation.

**Included Items:**

Case UPC	Item UPC	Description	Action
10190679001495	190679001498	Herbal Essences Blue Ginger Refresh Dry Shampoo, 4.9oz.	Recall & Discontinue
10190679000269	190679000262	Herbal Essences White Grapefruit & Mint Dry Shampoo, 4.9oz.	Recall & Temporary Stop Sell
10190679000252	190679000255	Herbal Essences White Strawberry & Sweet Mint Dry Shampoo, 4.9oz.	Recall & Discontinue
10190679000245	190679000248	Herbal Essences Cucumber & Green Tea Dry Shampoo, 4.9oz.	Recall & Temporary Stop Sell
10190679000337	190679000330	Herbal Essences Cucumber & Green Tea Dry Shampoo, 1.7oz.	Recall & Temporary Stop Sell
10080878177049	80878177042	Pantene Dry Shampoo No Water Refresh, 4.9oz.	Recall & Discontinue

10080878185273	80878185276	Pantene Dry Shampoo Sheer Volume, 4.9oz.	Recall & Discontinue
10080878188724	80878188727	Pantene Never Tell Dry Shampoo, 4.2oz.	Recall & Temporary Stop Sell
10080878188717	80878188710	Pantene Sultry Bronde All in One Luxury Mist, 4.9oz.	Recall & Discontinue
10080878192394	80878192397	Pantene Smooth Talker Dry Conditioning Oil, 3.9oz.	Recall & Temporary Stop Sell
10080878190895	80878190898	Pantene Mist Behaving Dry Conditioning Mist, 3.9oz.	Recall & Temporary Stop Sell
10080878188755	80878188758	Pantene Mist Behaving Dry Conditioning Mist, 3.9oz.	Recall & Discontinue
10080878188762	80878188765	Pantene Mist Behaving Dry Conditioning Mist, 1.0oz.	Recall & Discontinue
10080878188984	80878188987	Pantene Gold Series Instant Nourishing Spray, 4.9oz.	Recall & Temporary Stop Sell
10381519187831	381519187834	Aussie After Hours Dry Shampoo Texture Spray, 4.9oz.	Recall & Temporary Stop Sell
10381519187282	381519187285	Aussie Tousle Hustle Dry Shampoo, 4.9oz.	Recall & Temporary Stop Sell
10381519187275	381519187278	Aussie Bounce Back Dry Shampoo, 4.9oz.	Recall & Temporary Stop Sell
10381519187367	381519187360	Aussie Clean Color Protect Shampoo, 4.9oz.	Recall & Discontinue
10381519187282	381519187285	Aussie Clean Texture Dry Shampoo, 4.9oz.	Recall & Discontinue
10381519187275	381519187278	Aussie Clean Volume Dry Shampoo, 4.9oz.	Recall & Discontinue
10381519187954	381519187957	Aussie Smooth Vibes Dry Conditioner, 4.9oz.	Recall & Discontinue
10381519187541	381519187544	Aussie Petal Soft Dry Conditioner, 4.9oz.	Recall & Discontinue
10381519187534	381519187537	Aussie Sleekend Warrior Dry Conditioner, 4.9oz.	Recall & Discontinue
10037000543784	37000543787	Waterless Dry Shampoo No Residue, 3.7oz.	Recall & Discontinue
10037000543975	37000543978	Waterless Dry Shampoo No Residue, 1 oz.	Recall & Discontinue
10037000543951	37000543954	Waterless Dry Conditioner Weightless Smooth, 3.6oz.	Recall & Discontinue
10037000543838	37000543831	Waterless Dry Conditioner Instant Moisture, 3.6oz.	Recall & Discontinue

10037000544118	37000544111	Waterless Dry Conditioner Weightless Smooth, .98oz.	Recall & Discontinue
10037000544224	37000544227	Waterless Dry Conditioner Instant Moisture, .98oz.	Recall & Discontinue
10037000876714	37000876717	Hair Food Coconut Dry Shampoo, 4.9oz.	Recall & Discontinue
10037000779428	37000779421	Old Spice Fiji Dry Shampoo, 4.9oz.	Recall & Discontinue
10037000785177	37000785170	Old Spice Pure Sport Dry Shampoo, 4.9oz.	Recall & Discontinue

Our Hair Care Sales Representative will contact you to work specific next steps:

1. Removal of all of these UPCs from store shelves.
2. Initiate a Return Process for any In-Store Inventory and DC Opened/Un-Opened Inventory

Our goal is to handle this matter quickly and efficiently and in the best interest of the customers we both serve. Nothing is more important to us than the safety of the consumers who use our products and the quality of the products we ship to our customers.

We apologize for any inconvenience - and we thank you for your patience and partnership on this matter. Our top priority is the safety and confidence of the millions of consumers who trust us with their hair care needs.

Your P&G sales representative will be proactively reaching out to assist you with this process.

Sincerely,

Maisha Webster  
Procter & Gamble  
Senior Vice President – Sales, North America

John Brownlee  
Procter & Gamble  
Senior Vice President,  
Hair Care – North America