

**Heinz HomeStyle Bistro Au Jus Gravy Recall**  
**CUSTOMER Q&A**  
**November 18, 2016**

CASES of *Heinz HomeStyle Bistro Au Jus Gravy* are voluntarily being recalled because some jars may be mislabeled as Pork Gravy and therefore not labeled as containing milk and soy.

In addition, INDIVIDUAL JARS of *Heinz HomeStyle Pork Gravy* with a BEST BY date of 12/28/2017 and manufacturing code of MU6F04 4Q on the lid are being recalled because they contain the *Bistro Au Jus Gravy* and are not labeled as containing milk and soy.

This voluntary recall is isolated to about 1,800 cases of product that were distributed in the U.S.

No other *Heinz Gravy* products are part of this recall.

**Case/Package Information**

Name of Product	Packaging Description	Case Unit Best When Used By Code Date	Individual Package Best When Used By Code Date	Individual Package UPC	Case UPC
Heinz Homestyle Gravy Bistro Au Jus	Cases of 12oz glass Jar	MU6F04 Best By 12/28/2017	NA	NA	10013000798508
Heinz Homestyle Gravy Pork	Individual Packages 12oz glass Jar	NA	Best By 12/28/2017 MU6F04 4Q XX:XX	013000798907	NA

Note: XX:XX designates the time stamp

Note: Case count discrepancies are due to manual adjustments at the warehouse

Consumers with milk or soy allergies should not consume this product. Individuals who are allergic or sensitive to milk or soy may experience a serious allergic reaction if they consume this product.

**TO USE IN TALKING WITH YOUR CUSTOMERS**

**Q1. Why is this product being recalled?**

CASES of *Heinz HomeStyle Bistro Au Jus Gravy* are voluntarily being recalled because some of the jars may be mislabeled as Pork Gravy and therefore not labeled as containing milk and soy.

In addition, INDIVIDUAL JARS of *Heinz HomeStyle Pork Gravy* with a BEST BY date of 12/28/2017 and manufacturing code of MU6F04 4Q on the lid are being recalled because they contain the *Bistro Au Jus Gravy* and are not labeled as containing milk and soy.

**Q2: Is there a health or safety risk?**

Individuals who are allergic or sensitive to milk or soy should not consume the product. They may experience a severe allergic reaction if they consume the product. Consumers should return it to the store where they bought it or contact our Consumer Relations team at 1- 866-572-3808.

**Q3: Where was the product distributed?**

This recall is isolated to about 1,800 cases of product that were distributed in the U.S.

**Q4: Have there been any illnesses reported as a result of this problem?**

There have been no complaints of illness or allergic reaction.

**Q5: What steps have you taken to retrieve this product from stores?**

We have informed FDA of our actions. We are asking our Customers to remove the product from warehouses and retail store shelves and destroy it or return it to us.

**Q6. Are you doing a public announcement about this recall?**

We are working with FDA to communicate this voluntary recall.

**Q7. Has this problem impacted any other products?**

No other *Heinz* Gravy products are part of this recall.

**Q8. Will we experience a shortage of this product?**

We don't anticipate a shortage.

**Q9: What is the recall classification?**

We anticipate the FDA will consider this a Class 1 recall.

If customers have a question, they should contact their Kraft Heinz account representative.

If consumers have questions about the recall, they can call Kraft Heinz Consumer Relations at 1-800-572-3808.



