

FREQUENTLY ASKED QUESTIONS REGARDING THE RECALL OF SELECT ABBOTT NUTRITION POWDERED INFANT FORMULAS

Q: What do I do if I need a new formula?

This recall is only for specific lots of powder formula. You may continue to use the same brand of formula as long as it is not part of the affected lot.

Do **NOT** switch to other milk alternatives (cow, goat or non-dairy milk, such as soy, oat, almond, rice, hemp, cashew or coconut milks). Only feed your baby breastmilk or infant formula.

Do **NOT** add more water to your baby's formula to make it last longer. This is very dangerous and may result in severe illness and death.

Do **NOT** use a homemade formula. Only feed your baby breastmilk or infant formula.

If you purchased your formula from a store and not because of a specific recommendation from your baby's pediatrician, then you can purchase an alternative product. (You may even choose the same brand, as long as it's a different "lot").

[Refer to our guide for safe feeding alternatives.](#)

If your child's pediatrician recommended this product specifically for your child, then please reach out to the pediatrician for more guidance.

If you received your product through a pharmacy or medical supplier, you will need a new prescription from your pediatrician.

Q: Where can I find formula?

Abbott has increased formula production at their other facilities, but retailers are experiencing shortages of formula products. Below are several tips to find formula in your area:

- Visit the Similac website and click on the ['Find a Retailer' link](#) to find stores that carry Abbott formula products.
- Visit websites for pharmacy and grocery retailers (Walgreen's, CVS, Rite Aid, Walmart, Target, Giant, Weis, etc.) to see real-time availability at their locations.
- Some retailers are rationing formula products. While the shelf may be empty, they may have a supply behind the counter or in the back storage area. Ask a store employee or manager.
- Look for an alternative formula product. [Refer to our guide for safe feeding alternatives.](#)
- Consider breastfeeding for your baby. WellSpan offers many breastfeeding support services, including help for mothers considering relactation to start lactating and breastfeeding again. To learn more about WellSpan's breastfeeding services, [CLICK HERE](#).

Q: How do I know if I have a product affected by the recall?

If you purchased or obtained your product in the United States or Puerto Rico, check the lot number on **each individual container** with the lot locator at www.similacrecall.com.

If your product is NOT affected by the recall, you do not need to discard your formula. No action is necessary and you can continue to use it.

Q: How do I check the label to know if my product was affected?

This recall does not affect all Abbott products. It only affects the specific powder products that have the affected lot numbers. Liquid formulas are not impacted.

The FDA is advising consumers not to use Similac, Alimentum or EleCare powdered formulas that are included in the recall.

You can use an online tool to check if your product was affected. Navigate to www.similacrecall.com, click “Check lot number” and input the lot number found on the bottom of the formula’s packaging. It is near the expiration date.

Products NOT affected by the recall do not need to be discarded. No additional action is required and you can continue to use your formula.

Q: What do I do if my product is affected by the recall?

If your product is affected by the recall, do not use it. Go to www.similacrecall.com for a refund or replacement, depending on the type of product and how it was acquired.

Seek safe, alternative feeding options. Infants and children less than one year old should **NOT** be given cow's milk, goat's milk, oat milk, soy milk, almond milk or any other type of milk than breast milk or infant formula. Do **NOT** dilute formula with more than the recommended amount of water to try and make it last longer. This is very dangerous to your infant and may result in severe illness and death.

You can also call Similac customer service at 1-800-986-8540 or refer to our [guide on safe feeding alternatives](#).

Q: Why was the recall issued?

The manufacturer issued a voluntary recall of some Similac, Alimentum or EleCare powdered formulas following consumer complaints related to *Cronobacter sakazakii* or *Salmonella* Newport illnesses in infants who had consumed powder infant formula manufactured in one of their facilities.

Q: What is Cronobacter sakazakii and who can get sick?

Cronobacter sakazakii is a bacteria that is found naturally in the environment including soil, water, and in dry foods, such as powdered infant formula. It can also be found in or on surfaces, including those

used for food preparation. As a naturally occurring bacteria, exposure to these bacteria does not mean that your baby will get ill. It is uncommon and the risk is small.

Cronobacter can cause diarrhea and urinary tract infections in people of all ages. Young infants aged 2 months or younger may be more likely to develop a life-threatening illness. The first symptom of Cronobacter infection is usually a fever, accompanied by poor feeding, crying, or low energy. Infants should be seen promptly if these signs should develop. Other infants more likely to get sick are those born prematurely and those who are immunocompromised.

Q: What are the symptoms of an infection from Cronobacter sakazakii?

Symptoms of infections caused by bacteria from the product could include changes in appetite, changes in mood (irritated or overly sleepy compared to baseline), fevers, rash, diarrhea, vomiting, yellow skin and whites of the eyes, grunting breaths and abnormal movements.

Q: What should I do if my child is exhibiting symptoms?

If your child has been fed with the impacted formula and is experiencing symptoms that are different from their baseline, please call your pediatrician.

- Cronobacter is of particular significance in infants aged 3 months or younger as these patients are more likely to develop sepsis or meningitis.
- Other infants more likely to get sick are those born prematurely and those who are immunocompromised.
- The first symptom of Cronobacter infection in infants include a fever, accompanied by poor feeding, crying, or low energy.
- Should these symptoms develop, the infant should be taken for prompt evaluation by a medical provider.
- Take your child to the emergency room if they are having breathing difficulties, making grunting noises, or exhibiting changes in behavior (such as excessive sleepiness, inability to wake your baby up or get them to feed, excessive fussiness, etc.).

Q: When is my child no longer at risk of becoming ill after being exposed to the recalled formula?

Infections with these bacteria are uncommon, even in children exposed to the recalled formula. Most infected children will likely develop symptoms between 2-14 days after their exposure. It is unlikely that a child would become ill more than 2 weeks after exposure to this bacteria.

Q: Are there any problems with switching formulas?

Unless your child has been prescribed a special formula, all standard formulas are generally equivalent. You may find your child will need a little bit of time to adjust to a slightly different taste of a new

formula. Spitting up with a new formula change is common. It is important to record your child's wet diapers to make sure they are drinking enough, no matter how much they spit up.

Q: How do I contact the company if I would like a replacement or refund or to let them know about my experience?

For a refund or replacement, you can contact Abbott directly at www.similacrecall.com or by calling 1-800-986-8540.

You can also call your state's FDA complaint office to talk to someone about your experience with Abbott infant formula recall.

- Pennsylvania: 877-689-8073
- Maryland: 410-779-5713
- New Jersey: 973-331-4998
- Delaware: 877-689-8073