

Procter & Gamble

The Procter & Gamble Distributing LLC
General Offices
One Procter & Gamble Plaza, Cincinnati, Ohio 45202

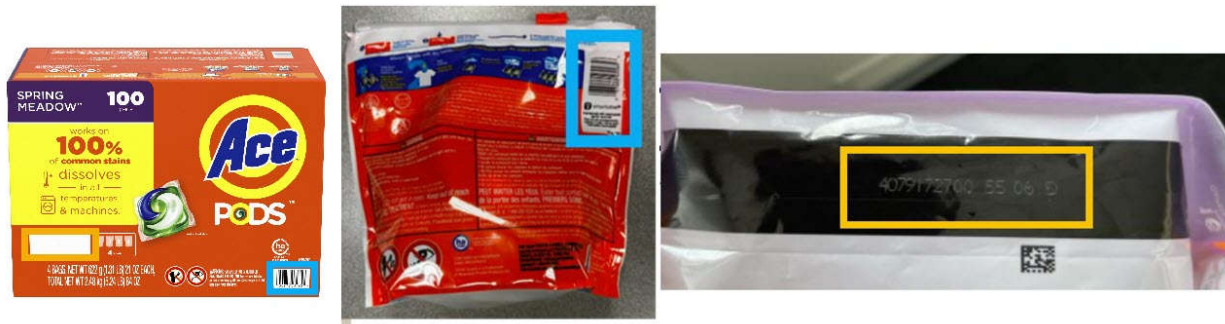
4/8/2024

Dear Costco Member,

Costco records indicate that you, or one of your add-on members, have purchased Gain Flings Original (Item #1552574), Ace Spring Meadow Pods (Item #1655118), & Ariel Pods (Item # 1813287) between September 1, 2023 and April 4, 2024.

We recently noticed a defect in a subset of laundry pac bags that do not fully close. This issue only impacts some packages, and is not an issue with the quality of the product inside the bag.

To verify if your product has been impacted, refer to the chart of impacted lot codes. The lot code can be found on the box or individual bag, as indicated by the yellow box in the images below.



Gain Original Flings Select Impacted Lot Codes							
3311172702	3323172700	3338172700	3343172700	3330172701	3360172700	4012172701	4033172701
3319172700	3332172701	3342172701	3330172700	3351172701	4009172700	4020172702	
Ace Pods Select Impacted Lot Codes							
3323172700	3362172701	4019172700	4019172701				
Ariel Pods Select Impacted Lot Codes							
4004172700							

If the lot code on your item is included in the above list, please reach out to our customer care team via phone at 1-833-347-5764 or our dedicated site for this issue at pg.com/bags. After providing a photo of your package and its lot code on pg.com/bags, our P&G Team will provide you with a gift card that can be used to purchase a new bag of Ace/Gain/Ariel Laundry Pacs, an empty replacement bag, and a cabinet latch to keep your laundry products secure.

In the meantime, we recommend you transfer the product to an Ace PODS or Gain Flings package with an effective closure. If you do not have one, we recommend you store the product away from children in a closed, upper cabinet.

Please call Procter & Gamble at 1-833-347-5764 or visit pg.com/bags if you have any issues or concerns.

Thank you,

Procter & Gamble North America Fabric Care