



Important Notice Requiring Immediate Attention

RabAvert® Rabies Vaccine (Rabies Vaccine for Human Use) Kits
Notification of a Voluntary Market Withdrawal of RabAvert batch #458011A

April 13, 2010

Dear Customer,

Novartis Vaccines and Diagnostics Inc. requests you immediately check your inventory of RabAvert Rabies Vaccine to determine if you have any product with the following batch number:

RabAvert Kit Batch #458011A, diluent vial batch # 927011

Novartis Vaccines requests that you please refrain from using this product and return any kits with the above batch number to Novartis Vaccines to obtain replacement product free of charge. Cold chain transport is not required for the returned goods.

Novartis Vaccines is implementing a voluntary market withdrawal of this single batch as the stopper and the metal crimp dislodge from the vial completely when removing the protective cap. A low percentage of diluent vials exhibit this issue. This is a precautionary action taken by the company. We have no evidence that the quality of the diluent is compromised as long as the stopper is not removed from the diluent vial. For patients who have received vaccine from this batch, no additional actions, such as revaccination, are required.

The vial of lyophilized rabies vaccine contained in these kits is not affected, but all RabAvert should be returned as complete kits. Only the above-listed batch is subject to this voluntary market withdrawal; all other RabAvert batches are unaffected and safe for use.

Please contact Novartis Vaccines Customer Service at 877-NV-DIRECT (877-683-4732) for a Return Goods Authorization (RGA) and instructions regarding return of the vaccine or should you have any questions relating to this voluntary market withdrawal. This voluntary market withdrawal is being made with the knowledge of the Food and Drug Administration.

Please be assured that Novartis Vaccines has an ample supply of RabAvert and is prepared to meet your rabies vaccine needs for this season. For any inconvenience caused by this voluntary market withdrawal, we would like to offer you additional product at a discounted price. Please contact Novartis Vaccines Customer Service at 1-866-683-4732 for more details.



SPECIAL SECTION FOR DISTRIBUTORS:

This voluntary market withdrawal should be carried out to all links in the distribution chain, therefore, if you have further distributed any affected RabAvert, please identify your customers and notify them immediately of this voluntary market withdrawal. Your notification to your customers may be enhanced by including a copy of this notification letter.

We appreciate your immediate attention to this notice and sincerely regret any inconvenience this may have caused.

Regards,

A handwritten signature in black ink, appearing to read "Nima Farzan", with a long horizontal flourish extending to the right.

Nima Farzan
Vice President, Marketing USA
Novartis Vaccines & Diagnostics, Inc.