

August 3<sup>rd</sup>, 2017

Coca-Cola East Japan Company Limited  
Coca-Cola Customer Marketing Company, Limited

**Notice Regarding Voluntary Withdrawal of Part of  
“Canada Dry Fruit Ginger Ale Orange” 490ml PET Bottles  
Manufactured at Ebina Plant**

Coca-Cola East Japan Co., Ltd is initiating a voluntary withdrawal of “Canada Dry Fruit Ginger Ale Orange” 490ml PET bottles sold exclusively at Family Mart, Circle K, Sunkus stores in 25 prefectures (Hokkaido, Aomori, Iwate, Miyagi, Akita, Yamagata, Fukushima, Ibaraki, Tochigi, Gunma, Saitama, Chiba, Tokyo, Kanagawa, Niigata, Toyama, Ishikawa, Fukui, Yamanashi, Nagano, Gifu, Shizuoka, Aichi, Mie, and some area of Wakayama) due to the foreign matter confirmed on the surface of the bottle finish of some products, caused by residual product remaining on the bottle finish in some bottles during filling. These were produced at the Ebina Plant of Coca-Cola East Japan Co., Ltd. Although it has been already confirmed that this foreign matter will not cause health issue if consumers drink concerned product, Coca-Cola system has decided to take this action in order to eliminate any possible consumer concern. Expected number of products to be recovered will be 17,000 cases (approximately 400,000 bottles)

Every effort will be made to enhance awareness of consumers regarding the withdrawal by means of posting an announcements on the websites of Coca-Cola East Japan Co., Ltd., Coca-Cola Customer Marketing Co., Ltd., and Coca-Cola Japan Co. Ltd. in the evening of August 3<sup>rd</sup>. In addition, on August 4<sup>th</sup>, we will place a public announcement in the morning edition of regional newspapers in order to cover the distribution area of the product.

Our promise at Coca-Cola is – and has always been – to deliver safe, high quality products and we have worked to take every possible measure to ensure quality. However, it is with our deepest regret that we have caused inconvenience to our consumers, customers and all other stakeholders with this withdrawal notice. In order to avoid any future occurrence, we vow to strive to make further improvements to our quality assurance systems.

**REASON FOR WITHDRAWAL**

In response to the inquiry from the consumer regarding the foreign matter around the bottle finish of “Canada Dry Fruit Ginger Ale Orange” 490ml PET bottle, we have conducted an internal investigation. As a result, the foreign matter had been confirmed on the surface of the bottle finish of the product, which was produced at the Ebina Plant of Coca-Cola East Japan Co., Ltd.

**PRODUCTS TO BE RECOVERED AND THE PROCESS**

Through this initial investigation it was determined that the potential for foreign matter on the surface of the bottle finish would be limited to “Canada Dry Fruit Ginger Ale Orange” 490ml PET with the lot number of 171120-EE or 171209-EE produced at the Ebina Plant of Coca-Cola East Japan Co., Ltd.

Please see below to find the details of the products and the region to be covered under the voluntary withdrawal:

**1) Products**

Product	Expiration date / Plant ID Number * Printed on cap	Distribution Area of Concerned Product
"Canada Dry Fruit Ginger Ale Orange" 490ml PET	171120-EE 171209-EE	Hokkaido, Aomori, Iwate, Miyagi, Akita, Yamagata, Fukushima, Ibaraki, Tochigi, Gunma, Saitama, Chiba, Tokyo, Kanagawa, Niigata, Yamanashi, Toyama, Ishikawa, Fukui, Nagano, Gifu, Shizuoka, Aichi, Mie, Some area of Wakayama

Consumers are encouraged to make contact with the Coca-Cola Consumer Contact Center as follows to return their products:

**2) Process**

Please contact Coca-Cola Consumer Contact Center at the number below. The products will be picked up by a collection service conducted by a designated home-delivery company. Refund will be made separately by sending concerned consumers a prepaid card after the product is confirmed.

Contact information: Coca-Cola Consumer Contact Center: 0120-360509  
Start date: 9 a.m., August 4<sup>th</sup>, 2017  
Hours of operation: 9a.m. to 6p.m. (from Monday to Sunday)