



July 14, 2021

Dear Valued Customer,

At Johnson & Johnson Consumer Inc., the health and safety of the people who use our products is our top priority.

We are contacting you today to inform you that we are voluntarily recalling all lots of five NEUTROGENA® and AVEENO® aerosol sunscreen product lines at the consumer-level. This voluntary recall is being conducted with the knowledge of the U.S. Food and Drug Administration. Internal testing identified low levels of benzene in some samples of these aerosol sunscreen products. As such, we are working to remove these products from the market and telling consumers to stop using them.

Shortly, you will be receiving more details on the recall procedure from our recall coordinator, Stericycle. As customary with a consumer-level recall, we ask that you please stop selling these products at this time. The list of all impacted products is attached. We appreciate your cooperation in helping us successfully execute this voluntary recall.

The only sunscreen products impacted are aerosol products, specifically: NEUTROGENA® Beach Defense aerosol sunscreen, NEUTROGENA® Cool Dry Sport aerosol sunscreen, NEUTROGENA® Invisible Daily Defense aerosol sunscreen, NEUTROGENA® Ultra Sheer aerosol sunscreen, and AVEENO® Protect + Refresh aerosol sunscreen.

NEUTROGENA® Wet Skin aerosol sunscreen is not impacted by this voluntary action. The rest of the NEUTROGENA® and AVEENO® sun care portfolio – including lotions, sticks and face mist sunscreens and sunless tanning products – is also not impacted and continues to be available to consumers.

When the industry was alerted to this matter, we immediately began a comprehensive end-to-end investigation of our manufacturing process and raw materials, including internal testing and a thorough data review.

Benzene is classified as a human carcinogen, a substance that could potentially cause cancer depending on the level and extent of exposure. Benzene is ubiquitous in the environment. Humans around the world have daily exposures indoors and outdoors from multiple sources. Benzene can be absorbed, to varying degrees, by inhalation, through the skin, and orally. Based on exposure modeling and the Environmental Protection Agency's (EPA) framework, daily exposure to benzene in these aerosol sunscreen products at the levels detected in our testing would not be expected to cause adverse health consequences. Out of an abundance of caution, we are recalling all lots of these specific aerosol sunscreen products.

While the use of these products would not be expected to cause adverse health consequences, we are asking consumers to stop using these products and appropriately discard them. To discard products, consumers should follow their local disposal procedures. Consumers can contact their local waste management services for more information.



We believe this is the right decision to ensure consumers are confident in using sunscreen products which are critical to public health.

Melanoma incidences continue to increase worldwide, and the majority of cases are caused by excessive sun exposure. It is important that people everywhere protect their skin and practice sun protection measures, including the continued use of alternative sunscreen.

Consumers can contact our Consumer Care Center at 1-800-458-1673 if they have questions or for a refund.

Thank you again for your time. Please do not hesitate to contact your Johnson & Johnson Consumer Inc. Sales representative in the meantime, should you have any additional questions.

Thank you,

David Pothast  
Vice President, U.S. Customer Development  
Johnson & Johnson Consumer Inc.