**Metoclopramide Tablets USP 10mg CONSUMER-LEVEL RECALL - CUSTOMER CARE TALK TRACK**

**Background Information:** On May 23, 2025, Teva Pharmaceuticals USA, Inc. issued a consumer-level recall of Metoclopramide Tablets USP 10mg. **This recall was issued because a single Torsemide Tablet (20 mg) was discovered in each of three individual sealed bottles of Metoclopramide Tablets USP, 10 mg NDC # 00093-2203-01.** The clinical concern regarding use of the recalled lot is lack of effect or lack of efficacy and/or potential for an adverse event(s). To date, TEVA has received no relevant complaints for drug ineffectiveness, lack of effect or lack of efficacy. Teva’s health hazard assessment concluded that use of the subject product lot of concern could potentially lead to severe adverse health consequences outside the known safety profile of Metoclopramide if a Torsemide Tablet (20mg) is ingested, although the likelihood of occurrence is remote/unlikely as Metoclopramide Tablets are dispensed from the original packaging, divided at pharmacy level and dispensed in smaller quantities for patient use, where the difference in tablets is likely to be noticed by the pharmacist.

**This recall affects lot number 5420094 exp. 09/2027.** No other lots are affected by this recall.

**Please note:** This product is carried by the CVS Caremark Mail Service Pharmacies.

# Customer Care Talk Track:

\*\* Please ensure to disposition all recall calls to code “**1116**” \*\*

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| **Q#** | **Question** | **Action** | **Answer** | | |
| **1** | **I heard that there is an issue with my medicine, Metoclopramide Tablets USP, 10 mg. Can you give me more information?** | **Note:** Check PeopleSafe to determine if the medication is from Mail or Specialty Pharmacy | If the medication was dispensed from… | Then say… | |
| Mail Order | * Yes, I can. * **Proceed to Q2** | |
| Specialty | While in PeopleSafe, determine the phone number of the dispensing Specialty pharmacy and transfer the call.A: Yes, I can. Please hold while I transfer you to your Specialty Pharmacy. | |
| Customer Care/Specialty Talk Track | | | | | |
| **2** | **Why is there a recall? What is wrong with the product?** |  | On May 23, 2025, Teva Pharmaceuticals USA, Inc. issued a recall of Metoclopramide Tablets USP 10mg. **This recall was issued because a single Torsemide Tablet (20 mg) was discovered in each of three individual sealed bottles of Metoclopramide Tablets USP, 10 mg.** The clinical concern regarding use of the recalled lot is lack of effect or lack of efficacy and/or potential for an adverse event(s). To date, TEVA has received no relevant complaints for drug ineffectiveness, lack of effect or lack of efficacy. Teva’s health hazard assessment concluded that use of the subject product lot of concern could potentially lead to severe adverse health consequences outside the known safety profile of Metoclopramide if a Torsemide Tablet (20mg) is ingested.  For more information, call Teva Medical Information toll-free at 1-888-838-2872, option 3, then option 4, Monday through Friday, 8:30 am to 5:00 PM (ET) or email [druginfo@tevapharm.com](mailto:druginfo@tevapharm.com). You may also call the United States Food and Drug Administration (FDA) toll-free at 1‑888‑INFO-FDA (1‑888-463-6332) or visit [www.fda.gov](http://www.fda.gov). | | |
| **3** | **May I return the rest of the Metoclopramide Tablets USP 10mg that I have?** | Determine if the patient is affected by this recall | First, let’s determine if you are affected by this recall: | | |
| **If the product was dispensed in…** | | **Then say...** |
| Pharmacy Bottle | | CVS Caremark® Mail Service Pharmacy/Specialty Pharmacy will send you replacement product and a postage-paid envelope to return the affected product. If you received any recalled product from your retail pharmacy, please contact the pharmacy that filled your prescription for more information including return instructions.  ***Please note: If the member received recalled product, please submit a damaged bottle reship order and indicate the amount of replacement product to be sent. Please make sure to request call tag.*** |
| **4** | **Should I stop using my Metoclopramide Tablets USP, 10 mg?** |  | If the medication was dispensed from… | | Then say… |
| Mail Order | | Please hold while I transfer you to one of our Clinical Counseling Clinicians. |
| Specialty | | Please hold while I transfer you to your Specialty Pharmacy. |
| **5** | **Will I receive credit for the product I return?** |  | Your insurance will be credited for any affected product returned to us. We will replace the affected product with unaffected product. You will not be charged any additional copayments. | | |

## Additional Information:

A document with text and numbers

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