**Metoprolol Tartrate 25mg Tablets, 1000 count Class II - Retail Level Recall CUSTOMER CARE TALK TRACK**

**Background Information:** NCQA made an update to their standard requesting communication be sent to members and prescribers affected by any recall classified as a Class II by the FDA except for wholesale level recalls. Communication is being sent to members and prescribers of NCQA delegated clients to inform them of the limited recall. **The manufacturer is not requiring any action on the part of consumers for these recalls.**

**This recall affects NDC # 52817-0360-00 and lot # 231037H1 exp. 06/2027.**

# Customer Care Talk Track:

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

|  |  |  |
| --- | --- | --- |
| **Q#** | **Question** | **Answer** |
| **1** | **Why did I receive a recall notice?** | Our records indicate that you may have recently received a prescription for a product affected by a limited recall from your retail pharmacy.  For more information, call the manufacturer listed on the letter or visit their website. 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). |
| **2** | **May I return the rest of the recalled product that I have?** | The manufacturer is not requiring any action on the part of consumers for these recalls. |
| **3** | **Should I stop using the recalled product?** | Please contact your prescriber with any questions or concerns about this recall or your use of the product. |

Additional Information:

Event Details

**Event ID:**

94542

**Voluntary / Mandated:**

Voluntary: Firm initiated

**Product Type:**

Drugs

**Initial Firm Notification of Consignee or Public:**

N/A

**Status:**

Ongoing

**Distribution Pattern:**

Nationwide

**Recalling Firm:**

Rubicon Research Private Limited  
4 & K30 5 Plot No K - 30 District  
Ambarnath  
India

**Press Release URL(s):**

Press Release Not Issued For This Recall

**Recall Initiation Date:**

5/6/2024

**Center Classification Date:**

5/29/2024

**Date Terminated:**

N/A

**\*N/A -***Not Available*

Product Details

| **#** | **Product Description** | **Recall Number** | **Classification** | **Code Information** | **Product Quantity** | **Reason for Recall** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Metoprolol Tartrate Tablets USP, 25mg, 1000 count bottle, Rx only, distributed by: TruPharma, LLC, Tampa, FL 33609, Manufactured by: Rubicon Research Private Limited, Ambernath Dist Thane 421506 India, NDC 52817-360-00 | D-0517-2024 | Class II | Lot 231037H1, exp 6/2027 | 11,664 Bottles | Presence of Foreign Substance: metal in tablet |

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