September 11th, 2026

Subject: Important information regarding the FluLaval® TIV pre-filled syringe linear barcode

Dear Customer,

Thank you for choosing GSK as your vaccine supplier. As part of our commitment to transparency and customer support, we would like to make you aware of a barcode-related issue affecting the **FluLaval® TIV** (Trivalent Influenza Vaccine) product included in your shipment. This letter provides information and instructions to support the use of FluLaval.

GSK has become aware of an issue with the linear barcode on the syringe labels of **FluLaval® TIV** Pre-filled Syringe 0.5 ml. The following instructions will ensure you are able to retrieve the information needed for your database. Please note that these instructions only relate to the following batches: **X7YH3**, **5JJ7Y** and **GK3LS**. No other batches or products are impacted by this issue.

The linear barcode printed on the syringe product label contains an incorrect National Drug Code (NDC). Specifically, scanning the linear barcode returns the NDC associated with the FluLaval 2025/2026 product. However, the vaccine contained within the syringe is the correct FluLaval 2026/2027 product.

Please be assured that the information printed on the syringe label, including the product name, lot number, expiry date and NDC, is correct. In addition, the 2D barcode contains the correct product identification, lot number and expiry date information. Syringes are packed in a 10-unit packaging box. The packaging box contains the correct printed information, 2D barcode and linear barcode.

GSK's investigation has confirmed that the product itself remains fully compliant with approved quality specifications. The issue is limited to the incorrect NDC in the syringe linear barcode and does not affect the quality, potency, safety, efficacy, sterility or performance of the vaccine.

Healthcare professionals using systems that rely on linear barcode scanning of the syringe product may observe a discrepancy between the scanned NDC and the printed information on the syringe label. **If this occurs, please verify product identity using the accurate printed information on the product, the 2D barcode or the linear barcode on the 10-unit packaging box.**

The correct syringe linear barcode provided below can be scanned to populate product information electronically, if needed.



Correct linear barcode for the 2026/2027 FluLaval® TIV syringe

Product safety and quality are our utmost priorities at GSK. We apologise for any inconvenience this issue may have caused and thank you for your attention to this matter.

Sincerely,

GSK

Please share this communication with downstream customers, healthcare providers, and other relevant recipients, as appropriate.

Reporting product quality complaints, administration errors or suspected adverse events

As for all medicines and vaccines, to report complaints about product quality, administration errors or suspected adverse reactions, please contact GSK at 1-888-825-5249 or FDA at 1-800-FDA-1088 or www.fda.gov/medwatch. You are encouraged to report vaccine adverse events to the US Department of Health and Human Services. Visit www.vaers.hhs.gov to file a report or call 1-800-822-7967.