

**United States Food and Drug Administration
Consumer Complaint / Injury Report**

This is an accurate reproduction of the original electronic record as of 07/27/2009

COMPLAINT # 93105

Complaint Date	Receiving Organization	Accomplishing District	How Received	Complaint Source	Complaint Received By	Complaint Status
07/24/2009	FLA-DO	FLA-DO	Telephone	Consumer	Bennett,Robert B	Follow Up Requested

Complainant Identification

Name	Address	
[REDACTED]	[REDACTED]	(b)(6)
Phone (W)	Phone (H)	Source POC Name
	[REDACTED]	

Complaint/Injury

Complaint Description	Adverse Event Result	Adverse Event Date	Injury / Illness
Her Husband opened up a new 8 CT Package of Diet Pepsi, Opened the first can & took a drink. He noticed it didn't taste right, so they poured it out in the sink. They saw what appears to be a rodent of some sort in the can.	None		

Notify DEIO/EMOPS?	Notification Date	Attended Health Professional?	Required Hospitalization?	Emergency Room / Outpatient Visit?	Reported Complaint To?	Need addnl. FDA Contact?
No		No	No	No	Not Reported to Manufacture r	Unknown

Remarks

Complaint Symptoms

Symptom	System Affected	Onset Time	Duration	Remarks
----------------	------------------------	-------------------	-----------------	----------------

Health Care Professional

Provider Name	Address	Phone	Occupation
----------------------	----------------	--------------	-------------------

Hospital Informatio

Hospital Name	Address	Phone	Dates of Stay
----------------------	----------------	--------------	----------------------

Emergency Room/Outpatient Visit

Hospital Name	Address	Phone	ER Date
----------------------	----------------	--------------	----------------

Product and Labeling

Brand Name	Product Name	Product Cod	Product Description	PAC	UPC Code
Pepsi	Diet Pepsi	29BET50	Soft Drink, Cola, Carbonated;Metal;Packaged Food (Not Commercially Sterile)	03R820	01205008

Qty / Unit / Package	Lot/ Serial #	Exp/Use by Date	Purchase Date	Product Used	Amount Consumed/Used
12 Fluid ounces Can	1417ES05259	09/07/2009	07/18/2009	Yes	1 Can

Date Used	Date Discontinued	Amount Remained	Imported Product?	Country of Origin	Label Remarks
07/23/2009	07/23/2009	7 Cans	No		

Retail

Problem Ingredient Group

Name	Address
[REDACTED]	[REDACTED] (b) (6)

Manufacturer/Distributor

FEI	Name & Address	Home District	Firm Type
3007256862	Pepsi Bottling Group 1700 Directors Row Orlando Florida United States 32809-6226	FLA-DO	Manufacturer

Initial Evaluation/Initial Disposition

Problem Keyword	Problem Keyword Details
Filth	Rodent in Can

Initial Evaluation	Initial Disposition	Disposition Made By	Disposition Date
FDA Action Indicated	Immediate Follow-Up	Bennett,Robert B	07/24/2009

Initial Disposition Remarks

Referrals

Org Name	HHS Mail Code
FLA-IB	HFR-SE250

There are no Cosmetics details for this Complaint.
 There are no Adverse Event details for this Complaint.

COMPLAINTS FOLLOW - UP**Grouped Follow - Up Operations**

Operation Id	Operation Code	Assignment Number	Accomplishing Organization	Performing Organization	Sample Number	PAF	Status	Status Date
4280583	13	1073460	FLA-DO	FL-IB-FLA2			In Progress	07/27/2009
4282541	31	1073460	FLA-DO	FL-IB-FLA2	528482		In Progress	07/27/2009

Disposition Summary

Is Consumer Responsible?	Responsible FEI	Address	Name	Firm Type
No	3007256862	1700 Directors Row Orlando Florida United States 32809-6226	Pepsi Bottling Group	Manufacturer

Follow-Up Disposition	Disposition Made By	Disposition Date

Disposition Remarks**Follow-Up Sent To**

Organization Name	HHS Mail Code