



DATE: October 7, 2026
TO: Kraft Heinz Customer
FROM: Kraft Heinz Quality Team
SUBJECT: Removal of Select Ore-Ida® Products Due to Off-Taste Reports

We make every effort to ensure our products meet the high standards and quality you expect from Kraft Heinz.

Recently, we received an increase in consumer reports of an off taste when cooking select Ore-Ida® products. Based on the investigation completed to date, the issue has been linked to soft spots in the potatoes used during a limited production period. Testing and review conducted as part of the investigation confirmed that there is no food safety concern associated with these products and that the issue is isolated to specific SKUs and code dates.

As the affected products do not meet our high standards, we are asking you to remove and destroy any product with the code dates listed below that is currently in your possession.

Please see below for details.

Product Name	Item	Sell By Code Date
32 oz Ore-Ida Tater Tots	13120000829	04/09/2028, 04/10/2028, 4/11/2028
5 lb. Ore-Ida Tater Tots	13120012037	04/09/2028, 04/10/2028, 4/11/2028
28 oz Ore-Ida Classic Steak Fries	13120008009	04/09/2028, 04/10/2028, 4/11/2028
26 oz Ore-Ida Extra Crispy Seasoned Crinkles	13120012808	10/14/2027, 10/15/2027, 10/16/2027
28 oz Ore-Ida Extra Crispy Tater Tots	13120012617	04/09/2028, 04/10/2028, 4/11/2028

All destroyed product is eligible for full credit. Please work with your Sales or Customer Service lead to reorder the product.

We take the consumer experience very seriously and are implementing corrective actions to prevent this from happening in the future. We apologize for the inconvenience and appreciate your support in removing these products from shelves.

Thank you for your continued support of the Kraft Heinz business.