

SUBJECT: ALFOODACT 006-2014 Mars Foodservices US Recalls Infused Rice Products Sold for Wholesale Distribution, UNCLE BEN'S® “Retail Grocery Products Not Affected”

Date Issued: February 10, 2014

1. REFERENCES:

- a. DLAR 4155.26/AR 40-660/NAVSUPINST 10110.8c/AFI 48-116/MCO 10110.38c, DOD Hazardous Food & Nonprescription Drug Recall System.
- b. Allied Communications Publication 121, US SUPP-1 (f).

2. BACKGROUND/UPDATE:

Mars Foodservices US is voluntarily recalling Foodservices UNCLE BEN'S® INFUSED® Rice products, which are only sold in 5 lbs and 25 lbs bags. UNCLE BEN'S® Brand Ready to Heat, Boxed, Bag or Cup Products available in supermarkets and other retail outlets are not involved. Our Foodservices Products are manufactured separately and are sold through wholesale distribution channels.



Mars Foodservices US is conducting this voluntary recall as a result of people experiencing temporary symptoms of mild flushing and rash after eating our Foodservices INFUSED® Rice Mexican Flavor product. Out of an abundance of caution, we are removing all Foodservices INFUSED® Rice products from the market.

UNCLE BEN'S® Brand Ready to Heat, Boxed, Bag or Cup Products available in supermarkets and other retail outlets are not involved in this voluntary recall and are safe to consume. Our Foodservices Products are manufactured separately and are sold through wholesale distribution channels.

Mars Foodservices US will provide reimbursements or replacement product. Wholesale customers should work with their distributors. For more information or assistance, please contact us toll free at 800-432-2331 (Monday to Friday, 9:30 a.m. to 7 p.m. EST) or via email at mfs@usf.mars.com. Mars Foodservices US is continuing to work closely with the FDA to investigate this issue.

3. PRODUCTION DATES/IDENTIFYING CODES:

Only the following Foodservices products are impacted. These products should not be served or eaten. They should be returned to the distributor where purchased.

UNCLE BEN'S® INFUSED® Rice Roasted Chicken Flavor (25-lbs)	U3010501
UNCLE BEN'S® INFUSED® Rice Roasted Chicken Flavor (5 lbs)	U0257000
UNCLE BEN'S® INFUSED® Rice Garlic & Butter Flavor (5-lbs)	U0257100
UNCLE BEN'S® INFUSED® Rice Mexican Flavor (25-lbs)	U0318000
UNCLE BEN'S® INFUSED® Rice Mexican Flavor (5-lbs)	U0257300
UNCLE BEN'S® INFUSED® Rice Pilaf (5-lbs)	U0262000
UNCLE BEN'S® INFUSED® Rice Saffron Flavor (5-lbs)	U0263002
UNCLE BEN'S® INFUSED® Rice Cheese Flavor (5-lbs)	U0262900
UNCLE BEN'S® INFUSED® Rice Spanish Flavor (25-lbs)	U3012100



4. MANUFACTURER/DISTRIBUTOR:

Mars Foodservices US
800-432-2331

5. DISTRIBUTION: All

6. REASON FOR ACTION: Due to adverse health issues associated with consumption of the product (mild flushing and rash after eating)

7. INSTRUCTIONS AND ADDITIONAL INFORMATION FOR MESSAGE RECIPIENTS:

a. Immediately inventory stocks to identify the above items and secure in a "Medical Hold" status to provide assurance of no further issue/sale/use.

POSITIVE FINDINGS should be reported to Accountable Officers/Vendor Representatives of that facility. Accountable Officer/Agency representatives/Buyers/Contracting Officers should seek/refund/credit/replacement through the normal distribution channel with which the product was received (i.e. Distribution Centers, Prime Vendors, or Manufacturers).

b. Ships at sea are authorized to destroy or dispose of recalled products at their discretion. Documentation for the number of pounds and cases, and any additional pertinent information must be signed by the Accountable Officer and is required for the purpose of recouping to the government the cost of the product involved. In order to get credit please use a SF 364 and forward to your supporting NAVSUP Fleet Logistics Center (NAVSUP FLC) and copy furnished to NAVSUP 51. Your supporting NAVSUP FLC should forward to the account manager at DLA Troop Support. The form should include the number of the recall authorizing the survey action. Home-ported ships/galleys will utilize DD form 1149 to transfer w/ reimbursement to the PV. The PV will submit credit invoice to the account manager at DLA Troop Support.

c. DLA Troop Support Subsistence Prime Vendors must report POSITIVE and NEGATIVE RESPONSES directly to the their DLA Troop Support Contracting Officer with a courtesy copy to the Consumer Safety Officer (dscpconssafofc@dla.mil)..

d. DeCA, AAFES, MWR, VA, MCCS, or other non-DLA Troop Support agencies SHOULD NOT respond to the DLA Troop Support Consumer Safety Officer. These agencies should report POSITIVE and NEGATIVE responses in accordance with their agency recall policies.

e. When corresponding with DLA Troop Support concerning this message please include this message's subject in your subject line.

8. The Point of Contact for this ALFOODACT message is CW4 Tony Hemphill, Consumer Safety Officer at DLA-FTW. VOICE, DSN: 444-2922, Commercial (215) 737-2922, or by FAX, DSN: 444-7526, or Commercial, (215) 737-7526, email dscpconssafofc@dla.mil .

9. Individuals or groups that would like to receive recall messages electronically can forward their email address to dscpconssafofc@dla.mil , with "add to list" in the subject line. To be removed from the list place "remove from list" in the subject line.

10. Previous recalls and frequently asked questions are available at the following web site: <http://www.troopsupport.dla.mil/subs/fso/alfood/alfood.asp> . The navigation tool to the left allows you to also view DLA Troop Support Alerts and Archived Vendor Recalls

Regards,
Mr. Hemphill

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