

**SUBJECT:** ALFOODACT 023-2014 Hickory Farms Issues Allergy Alert on Chipotle Ranch Sauce Due to Undeclared Milk

**Date Issued:** April 21, 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:**

Hickory Farms, Inc., the specialty food and holiday gift retailer today announced a voluntary recall of its Chipotle Ranch Sauce due to an undeclared allergen on its label. The Chipotle Ranch Sauce is formulated with buttermilk powder, a known allergen. However, the product was mistakenly released with a label that does not declare the presence of this milk allergen.

No adverse reactions have been reported by consumers. People who are allergic to milk could have a reaction if they consume this product and should dispose of it immediately.

The product subject to this recall bears the label: Hickory Farms Farmstand Recipe "Chipotle Ranch Sauce", NET WT. 9 oz. and has a Best If Used By date of February 08, 2015 and earlier. This date is located above the back label.

The product was sold through Hickory Farms' nationwide retail network which includes hickoryfarms.com, Hickory Farms Holiday Market storefronts and kiosks, and at various leading retailers.

No other Hickory Farms products are affected. Hickory Farms remains committed to providing the highest quality products and works diligently with their suppliers to ensure customer safety.

Consumers with the product can contact the Hickory Farms Consumer Line Monday – Friday, 8:30am-6:00pm EST at 1-800-762-5558 for a full refund.

**3. PRODUCTION DATES/IDENTIFYING CODES:**

Hickory Farms Farmstand Recipe "Chipotle Ranch Sauce", NET WT. 9 oz. and has a Best If Used By date of February 08, 2015 and earlier. This date is located above the back label.

**4. MANUFACTURER/DISTRIBUTOR:**

Hickory Farms, Inc.,  
Hickory Farms Consumer Line Monday – Friday, 8:30am-6:00pm EST at 1-800-762-5558 for a full refund.

**5. DISTRIBUTION:** All

**6. REASON FOR ACTION:** Due to Misbranding and Undeclared Allergen (Milk)

**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 (For instructions on how to "Properly Prepare a Standard Form" (SF) 364 please use this link [<http://www.landandmaritime.dla.mil/Offices/Packaging/PrepSF364.asp>]) 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](mailto: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](mailto:dscpconssafofc@dla.mil) .

9. Individuals or groups that would like to receive recall messages electronically can forward their email address to [dscpconssafofc@dla.mil](mailto: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

CW4 Tony D. Hemphill  
Consumer Safety Officer  
Defense Logistics Agency-Troop Support  
700 Robbins Ave.  
Philadelphia, PA. 19111  
Ph. (215) 737-2922  
DSN 444-2922  
Cell. (215) 298-2808  
Fax 215-737-7526  
[Tony.Hemphill@dla.mil](mailto:Tony.Hemphill@dla.mil)  
[Tony.D.Hemphill.mil@mail.mil](mailto:Tony.D.Hemphill.mil@mail.mil)  
[TonyHemphill@ln.amedd.army.mil](mailto:TonyHemphill@ln.amedd.army.mil)