

UNCLAS

SUBJECT: ALFOODACT 2017-009: Riviana Mahatma Rice for Metallic Dust Particles

Date Issued: February 7, 2017

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: February 7, 2017

The following four items are being recalled:

- **MAHATMA® Yellow Rice (24/5oz); Item 17400 10505**
- **MAHATMA® Yellow Rice (8/16oz); Item 17400 10502**
- **MAHATMA® Yellow Rice (12/10oz); Item 17400 10507**
- **MAHATMA® Broccoli & Cheese Rice (12/4oz); Item 17400 10529**

The company has initiated this recall as a safety precaution out of concern that the product might be contaminated with grey metallic dust particles. The recall includes the items and number of cases identified on the attached trace report. These products were processed at our facility in Memphis, Tennessee from December 27, 2016 until February 3, 2017 and can be identified by the code dates listed in the trace.

At this time, Riviana has received no complaints of illness or injury associated with this product. This voluntary recall was initiated after we discovered the issue.

We are undertaking this recall in cooperation with the FDA and are notifying you about this situation as quickly as possible. We will be informing them about this communication with you. It is possible that FDA officials seeking to ensure the effectiveness of the recall may contact you to confirm that you have received this notice and are cooperating in this action.

All items of the recalled product are listed above and a complete trace for the affected items sent to you is attached with this letter. We have identified in the attached trace the products and quantities which were specifically purchased by you. Any of the affected product should be immediately removed from inventory and retail shelves, set aside and retained for an accurate accounting and then returned or properly disposed after review with us. The total amount of product removed from sale needs to be fully documented for our report to the FDA. If you have shipped any of this product, we request that you contact stores and ask them to retrieve the product and return it to you for proper and documented disposal. Please also expect and accept returns from consumers. Of course, we will issue credits for all affected product.

We are aggressively investigating how this contamination occurred and we will take all necessary steps to ensure that this does not occur in the future. We work hard to ensure our food safety program meets or exceeds government regulations. We employ expert Quality Assurance personnel at all Riviana facilities and have rigorous quality testing and assurance measures in place to ensure that we deliver safe, high quality products.

Consumers and customers with questions should call our toll free Consumer Relations number at **1-800-226-9522**. Details of this recall will be on the FDA's website. Consumers should return the product covered by this recall to the store where they purchased it for a full refund.

Most importantly, we want to reassure you that at Riviana, our first concern is always for the health and safety of consumers. Our products are produced, packaged and distributed in strict accordance with the FDA's Code of Federal Regulations and in accordance with all Good Manufacturing Practices and we take great pride in our food safety track record.

We apologize for any inconvenience this recall causes but your prompt cooperation will greatly assist us in this necessary action. If you have any questions, please do not hesitate to contact our Recall Coordinator listed below. In the meantime, we look forward to working with you and to continue to provide you and your customers with the highest quality Riviana products.

Recall Coordinator  
Michael Hoar  
Senior Director Quality, Safety, Technical Services  
(502) 396-1746 email: [mhoar@ebron.com](mailto:mhoar@ebron.com)  
Additional Information Riviana Foods Inc.  
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FAX (713) 529-1661

### 3. 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.dla.mil/LandandMaritime/Offers/Services/TechnicalSupport/Logistics/Packaging/PrepareSF364.aspx>]) 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 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.

4. The Point of Contact for this ALFOODACT message is CW3 Jemme Neal, Consumer Safety Officer at DLA-FTW. VOICE, DSN: 444-4670d, Commercial (215) 737-4670 or by FAX, DSN: 444-7526, or Commercial, (215) 737-7526, or email: [dscpconssafofc@dla.mil](mailto:dscpconssafofc@dla.mil).

5. 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.

6. Previous recalls and frequently asked questions are available at the following web site: <http://www.dla.mil/TroopSupport/Subsistence/FoodSafety/fso/ALFOODACT.aspx>  
The navigation tool to the left allows you to also view DLA Troop Support Alerts and Archived Vendor Recalls.

Regards,

CW3 Jemme Neal  
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DLA Troop Support - Subsistence  
Defense Logistics Agency-Troop Support  
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