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SUBJECT: ALFOODACT 2020-010 – GSK Consumer Healthcare Recalls Benefiber Healthy Shape Prebiotic Fiber Supplement and Benefiber Prebiotic Fiber Supplement Due to Possible Plastic Contamination from the Bottle Cap

Date Issued: 30 April 2020

1. REFERENCES:

a. DHA-MSR 6025.01/AR 40-660/ DLAR 6025.01/NAVSUPINST 10110.8D/AFI 48-161_IP/MCO 10110.38D, DOD Hazardous Food & Nonprescription Drug Recall System, 6 September 2018.

BACKGROUND: GSK Consumer Healthcare is voluntarily recalling five lots (listed below) of Benefiber Healthy Shape Prebiotic Fiber Supplement powder and Benefiber Prebiotic Fiber Supplement powder due to the potential for green plastic pieces or shavings from bottle caps to be present in the product. There is a potential risk of choking or physical injury to the soft tissues of the mouth or gastrointestinal tract of a consumer using the product who may not see a broken piece or shaving of plastic cap.

These lots were distributed from October 28, 2019 through January 21, 2020 within the United States to retail stores and online retailers nationwide. The recall is limited to the five lots listed below.

As of the date of the recall announcement, GSK Consumer Healthcare has received one consumer complaint of a green particle observed inside a bottle of product.

Consumers that have Benefiber Healthy Shape Prebiotic Fiber Supplement powder and Benefiber Prebiotic Fiber Supplement powder in their possession are advised to check the lot information on the product to see if it is part of the five lots being recalled. If the consumer finds that they have a recalled product, they should stop use immediately.

This recall is being conducted with the knowledge of the U.S. Food and Drug Administration.

2. PRODUCTS AFFECTED:

Item	Net Wt.	Lot	UPC	Expiration Date
Benefiber Healthy Shape Prebiotic Fiber Supplement	500G	MP8B	886790018872	Sep2021
Benefiber Prebiotic Fiber Supplement	500G	YT2Y	886790218302	Oct2021

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Item	Net Wt.	Lot	UPC	Expiration Date
Benefiber Prebiotic Fiber Supplement	500G	7D6E	886790218302	Nov2021
Benefiber Prebiotic Fiber Supplement	760G	UV5C	8886790211907	Oct2021
Benefiber Prebiotic Fiber Supplement	760G	648H	8886790211907	Nov2021

** Discontinue use/sale of product and place on medical hold. Contact supplier for disposition instructions.

3. PRODUCT LABELS/PICTURES:

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4. CONTACT INFORMATION: For information on the recall, to request a refund on recalled products, to report an adverse experience or for any other inquiries regarding Benefiber, consumers can call the GSK Contact Center at 1-800-452-0051, Monday – Friday, 8:00am – 6:00pm EST.

5. POSITIVE AND NEGATIVE FINDINGS:

a. Army Veterinary and Air Force Public Health Personnel: Report your negative and positive findings in the Veterinary Service Information Management System (VSIMS) Subsistence Recalls application. If you are not in one of these two groups, please use the instructions below (paragraphs b-d).

b. Navy:
SHIPS AT SEA: Must report positive and negative findings to supporting Veterinary Service unit. Are authorized to destroy or dispose of recalled products utilizing the procedures and reporting requirements outlined in NAVSUP P-486 Paragraph 5302 and 6000(4), to include completion of a DD Form 200 and Standard Form 364. Procedures for completing the DD Form 200 are found in NAVSUP P-486 Paragraph 6001. Procedures for completing Standard Form 364 are found in NAVSUP P-486 Paragraph 5300(2)(c).

SHIPS IN PORT/HOMEPORTED/ASHORE GALLEYS: Supporting Veterinary Service unit will conduct inspection and report positive and negative findings in VSIMS Subsistence Recalls application.
Contact the appropriate DLA Account Manager via Regional NAVSUP Fleet Logistics Center (NAVSUP FLC) to arrange pickup of recall items. Contact your supporting (NAVSUP FLC) for any issues regarding PV Pickup. Proceed with the same guidance as above.

c. Defense Logistics Agency (DLA) Contractors: Report positive and negative findings to your Contracting Officer, Contracting Specialist, TVLS and dscpconssafofc@dla.mil within 72 hours:

Positive Response Information required: (Vendor must provide all the following information):
1) ALFOODACT 201X-XXX
2) DLA Contract Number:
3) Unit of Measure:
4) Quantity Currently in Stock:

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5) List of customers that received product AND (a-h) for each customer

a. Customer name and location:
b. DLA Purchase Order Number:
c. Vendor Invoice Number:
d. Item Stock number (LSN, NSN):
e. Quantity Shipped:
f. Date Shipped:
g. Value of Affected Product:
h. Amount of credit due:

d. AAFES, MWR, NEX, MCCS, DeCA, DLA, dining facilities, and all other agencies, report your findings in accordance with the procedures outlined by your agency.

6. Point of Contact for this ALFOODACT message is the undersigned.

7. Individuals or groups that would like to BEGIN/STOP receiving recall messages electronically can submit requests to usarmy.jbsa.medcom.mbx.medcom-vsims@mail.mil. Copy and paste email address into your email platform and ensure you title the subject accordingly.

8. Previous recalls are available at the following web site: https://www.dla.mil/TroopSupport/Subsistence/FoodSafety/fso/ALFOODACT/.

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