DEFENSE LOGISTICS AGENCY
TROOP SUPPORT
700 ROBBINS AVENUE
PHILADELPHIA, PENNSYLVANIA 19111-5092

DSCP-FTW
ALFOODACT 2022-008

March 20, 2022

MEMORANDUM FOR RECORD

SUBJECT: Kao USA Conducts Voluntary Recall of Jergens® Ultra Healing Moisturizer

1. **REFERENCE.** 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.

2. **COMPANY ANNOUNCEMENT.** Kao USA Inc. is asking consumers to check their Jergens® Ultra Healing Moisturizer 3 oz and 10 oz products to determine if it is part of a voluntary recall of the product.

Select units of Jergens® Ultra Healing Moisturizer could show the presence of Pluralibacter gergoviae, a bacterium which typically poses little medical risk to healthy people. However, people who have certain health problems such as weakened immune systems may be more susceptible to infections. Kao USA is urging consumers to discontinue use of the recalled lotion specified below as a precautionary measure.

Further investigation to determine the scope of the issue is still ongoing. However, Kao USA Inc. promptly took the precautionary step of issuing a voluntary recall of the affected product by removing the product in question from warehouses, working with retailers to ensure the product is removed from store shelves, and proactively notifying consumers.

Kao USA cares about our consumers' safety. We are committed to manufacturing products that not only meet, but exceed, the highest industry standards.

Kao USA Inc. will inform regulatory authorities of the issue and we are working with our partners on improved cleaning and sanitization practices so that similar issues can be prevented in the future.

3. **PRODUCTS AFFECTED:** The amount of recalled product is limited to two sizes offered for Jergens® Ultra Healing Moisturizer. Only specific lots of the 3 oz and 10 oz sizes are affected.

IDENTIFYING THE AFFECTED PRODUCTS:

- Jergens® Ultra Healing Moisturizer, manufactured between October 1, 2021 and October 18, 2021, could be impacted.

- The affected lot codes for the 3 oz size (UPC 019100109971 for single bottles and 019100267114 for pack of 3) can be found on the back of the bottle printed in black ink and begin with the prefix "ZU":

ZU712851	ZU712871
ZU712911	ZU722881
ZU712861	ZU712881
ZU722851	

***Immediately discontinue use/sale of products and place on medical hold. Contact your supplier for disposition instructions.*

- The affected lot codes for the 10 oz size (UPC 019100109988) can be found on the bottom of the bottle printed in black ink and begin with the prefix "ZU":

ZU722741	ZU722781
ZU732791	ZU732811
ZU722771	ZU732781
ZU732801	ZU732821

***Immediately discontinue use/sale of products and place on medical hold. Contact your supplier for disposition instructions.*

4. **PRODUCT LABELS/PICTURES:**

5. **CONTACT INFORMATION.** Anyone who has product from a recalled lot should call the Kao USA Inc. Consumer Care Center for a free product coupon at the following number: 1.800.742.8798 or send an email to: consumer@kao.com. (Hours of operation: Monday - Friday, 9AM - 5PM US ET) A postage paid label and plastic bag will be sent to consumers via mail to easily return the product.

Any adverse events with the use of this product should be reported via the FDA's MedWatch Program by one of the following methods:

By phone at 888.463.6332

By mail: MedWatch

The FDA Safety Information and Adverse Event Reporting Program
US Food and Drug Administration
Center for Drug Evaluation and Research
5600 Fishers Lane, Rockville MD 20857-0001

On the MedWatch Web site at: http://www.fda.gov/medwatch/

- Complete and submit the report Online
- Regular Mail or Fax: Download form or call 1- 800-332-1088 to request a reporting form, then complete and return to the address on the pre-addressed form, or submit by fax to 1-800-FDA-0178

Another option is to report any adverse events with the use of this product to Kao USA Inc. Consumer Care Center at the following number: 1.800.742.8798 or email us at consumer@kao.com.

6. **POSITIVE AND NEGATIVE FINDINGS.**

a. **Army Veterinary Services and Air Force Public Health Personnel:** Report 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**:

1) 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).

2) 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 in the paragraph 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 2021-XXX
2) DLA Contract Number:
3) Unit of Measure:
4) Quantity Currently in Stock:
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.

7. If you know of others who need to receive Subsistence Recall messages, click Subscribe. If you no longer need to receive Subsistence Recall messages, click Unsubscribe.

8. Previous recalls are available on the DLA-TS Food Safety Office website: https://www.dla.mil/TroopSupport/Subsistence/FoodSafety/fso/ALFOODACT/.

9. Point of contact for ALFOODACT messages is the undersigned at commercial telephone +1-215-737-2678/DSN: 312-444-2678, Mobile: +1-267-584-6952, or dscpconssafofc@dla.mil.

Digitally signed by
BROWN.MARIVIC.JIMENEZ.1177295848
Date: 2022.03.20 16:07:33 -04'00'

MARIVIC J. BROWN
Chief Warrant Officer Four, U.S. Army
Consumer Safety Officer