



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

DSCP-FTW
ALFOODACT 2024-023

June 25, 2024

MEMORANDUM FOR RECORD

SUBJECT: Totally Cool, Inc., Recalls All Ice Cream Products Because of Possible Health Risk

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:** Totally Cool, Inc. of Owings Mills, Maryland is recalling multiple brands of ice cream products, because they have the potential to be contaminated with *Listeria monocytogenes*, an organism which can cause serious and sometimes fatal infections in young children, frail or elderly people, and others with weakened immune systems. Although healthy individuals may suffer only short-term symptoms such as high fever, severe headache, stiffness, nausea, abdominal pain and diarrhea, *Listeria* infection can cause miscarriages and stillbirths among pregnant women.

Products were distributed nationwide, and available in retail locations and direct delivery.

No illnesses have been reported to date.

Totally Cool, Inc. has ceased the production and distribution of the affected products due to FDA sampling which discovered the presence of *Listeria monocytogenes*. The company continues its investigation and is taking preventive actions. No other products produced by Totally Cool, Inc. are impacted by this recall.

3. **PRODUCTS AFFECTED:** The products included in the recall can be identified by comparing the date and plant information on the product. Example photographs of the impacted product are provided below. <https://www.fda.gov/media/179567/download?attachment>

| Brand | Product | Affected Lots |
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| <p>Friendly's</p> | <p>60 fl oz Celebration Ice Cream Cake 40 fl oz Strawberry Krunch Ice Cream Cake</p> | <p>All Dates Between 05/20/2024 to 05/28/2025 With Plant Code: 24-65, 24-0065, 2465, 240065</p> |
| <p>Abilyn's Frozen Bakery</p> | <p>Abilyn's Frozen Bakery Vanilla & Chocolate 30 fl oz 6" Ice Cream Cake Abilyn's Frozen Bakery Vanilla & Chocolate 60 fl oz 8" Ice Cream Cake Abilyn's Frozen Bakery "For Love of Chocolate" Ice Cream Cake Abilyn's Frozen Bakery "Cookies & Cream" Ice Cream Cake Abilyn's Frozen Bakery "Cookie Dough" Ice Cream Cake</p> | <p>All Best By Dates Between: 05/20/2024 to 05/28/2025</p> |
| <p>Hershey's Ice cream</p> | <p>38 fl oz vanilla and chocolate flavored ice cream cake 110 fl oz vanilla and chocolate flavored ice cream cake 4 fl oz Cookies & Cream Ice Cream Cones 4 fl oz Cookies & Cream Polar Bear Ice Cream Sandwiches</p> | <p>All Codes Between: Cakes: 2305140 to 2405170 Cones: 3174 to 4047 Sandwiches: 2307187 to 2406163 With Plant Code: 24-65, 24-0065, 2465, 240065</p> |

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| Yelloh! | 4 fl oz Vanilla Nut Ice Cream Sundae Cones | All Codes Between: Cones: 6T3227 to 6T4157 |
| | 4 fl oz Vanilla Fudge Ice Cream Sundae Cones | Sandwiches: 6T3115 to 6T4171 |
| | 4 fl oz Pecan Praline Ice Cream Sundae Cones | |
| | 4 fl oz Chip & Mint Ice Cream Sundae Cones | |
| | 4 fl oz Cookies & Cream Ice Cream Sandwiches | |
| | 4 fl oz Chocolate Chip Ice Cream Sandwiches | |
| Jeni`s | 3.5 fl oz Chocolate Silk Pie Ice Cream Sandwiches | All Codes Between: 23205 to 24144 |
| | 3.5 fl oz Key Lime Pie Frozen Dessert | |
| | 3.5 fl oz Mint Chocolate Truffle Pie Ice Cream Sandwiches | With Plant Code: 24-65, 24-0065, 2465, 240065 |
| | 3.5 fl oz Triple Berry Tart Pie Ice Cream Sandwiches | |
| Cumberland Farms | Cumberland Farms, Farmhouse Premium Ice Cream Sandwich, Rich Vanilla, 4 fl oz Cumberland Farms, Farmhouse Premium Ice Cream Sandwich, Marvelous Mint, 4 fl oz | All Codes Between: 113025 to 120425 |

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| <p>The Froze Farmer</p> | <p>4 fl oz Elf On the Shelf Santa`s Cookies Ice Cream Sandwiches 16 fl oz Elf On the Shelf Santa`s Cookies 16 fl oz Strawberry Sorbet Pints 16 fl oz Raspberry Sorbet Pints 16 fl oz Orange Cream Frobert Pints 16 fl oz Watermelon Sorbet Pints</p> | <p>All Codes Between: Sandwiches: 090425 to 120725 Pints: 090525 to 073026 With Plant Code: 24-65, 24-0065, 2465, 240065</p> |
| <p>Marco</p> | <p>3.8 fl oz Dulce De Leche Ice Cream Sandwiches 3.8 fl oz Vanilla Chai Ice Cream Sandwiches 16 fl oz Dulce De Leche & Cookies Ice Cream Pints 16 fl oz Turkish Mocha Ice Cream Pints 16 fl oz Vanilla Chai Ice Cream Pints 16 fl oz Spicy Peanut Butter Caramel and Peanut Butter Caramel Ice Cream Pints 16 fl oz Moroccan Honey Nut Ice Cream Pints 16 fl oz Green Tea White Chocolate Ice Cream Pints 16 fl oz Aztec Chocolate Ice Cream Pints</p> | <p>All Codes Between: Sandwiches: 112825 to 112925 Pints: 060724 to 121125 With Plant Code: 24-65, 24-0065, 2465, 240065</p> |
| <p>ChipWich</p> | <p>4 fl oz The Original Vanilla Chocolate Chip Ice Cream Sandwich 10 Club Pack, 3 Pack, 24 Pack 16 fl oz Vanilla Chocolate</p> | <p>All Codes Between: Sandwiches: Best by dates: 022325 to 122125 • Club pack (10 units):</p> |

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| | Chip Ice Cream Pint 16 fl oz Mint Chocolate Chip Ice Cream Pint | Lot# 23298-24172 • Single Serve: Lot# 23298-24164 • 3 packs: Lot# 23298-24136 Pints: 072524 to 012725 With Plant Code: 24-65, 24- 0065, 2465, 240065 |
| AMAFruits | 3 gal Acai Sorbet Tubs | All Codes: 32824, 32924, |
| | 3 gal Dragon Fruit Sorbet Tubs | 33024,50125,50225 50325 50425 62725 62825 62925 |
| | | 63025 60125 72825 82825 |
| | | 82925 83125 90525 2311324 |
| | | 2311325 2311326 2311331 |
| | | 2311332 2311333 2311334 |
| | | 2401031 2401032 2401033 |
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| | | 402059 2403085 2403086 |
| | | 2403087 2403088 2404120 |
| | | 2404121 2405142 2406158 |
| | | 2406159 |
| | | With Plant Code: 24-65, 24- |
| | | 0065, 2465, 240065 |
| Taharka | 16 fl oz Honey Graham Ice Cream Pints 16 fl oz Key Lime Pie Ice Cream Pints | Code: 100125 With Plant Code: 24-65, 24-0065, 2465, 240065 |
| Dolcezza Gelato | 16 fl oz Mascarpone & Berries Ice Cream Pints | All Codes Between: 052024 to 062025 |
| | 16 fl oz Roasted Strawberry Ice Cream Pints | |
| | 16 fl oz Vanilla Bean Ice Cream Pints | With Plant Code: 24-65, 24-0065, 2465, 240065 |
| | 16 fl oz Peanut Butter Mash and Peanut Butter Cup Ice Cream Pints | |
| | 16 fl oz Dulce de Leche & Cookies Ice Cream Pints | |

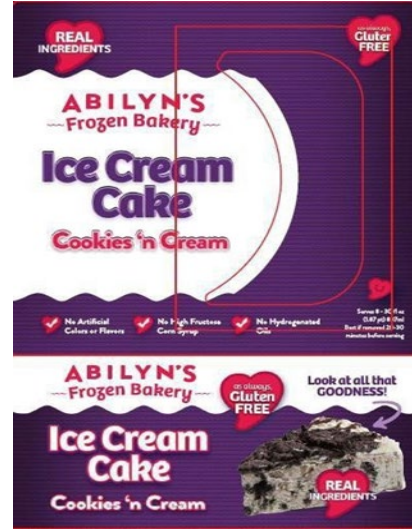
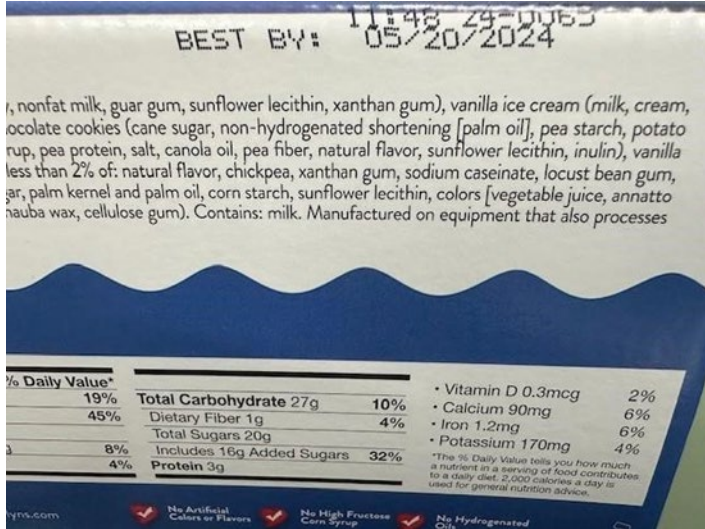
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| | 16 fl oz Stracciatella Ice Cream Pints | |
| | 16 fl oz Peanut Stracciatella Ice Cream Pints 16 fl oz Swiss Chocolate Ice Cream Pints 16 fl oz Coffee & Cookies Ice Cream Pints 16 fl oz Hot Cocoa Ice Cream Pints 16 fl oz Sugar Cookie Dough Ice Cream Pints 16 fl oz Dark Chocolate Ice Cream Pints 16 fl oz Dark Chocolate Fudge Ice Cream Pints | |
| LaSalle | 16 fl oz Chocolate Ice Cream Pints | All Codes Between: 111824 to 102525 |
| | 16 fl oz Vanilla Ice Cream Pints | |
| | 16 fl oz Cherry Vanilla Ice Cream Pints | With Plant Code: 24-65, 24-0065, 2465, 240065 |
| | 16 fl oz Vanilla Mango Ice Cream Pints | |
| | 16 fl oz Vanilla Raspberry Ice Cream Pints | |
| | 16 fl oz Vanilla Fudge Ice Cream Pints | |
| | 16 fl oz Dulce De Leche Ice Cream Pints | |

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| | 16 fl oz Cookies & Cream Ice Cream Pints | |
| | 16 fl oz Butter Pecan Ice Cream Pints | |

4. PRODUCT LABELS/PICTURES:





5. **CONTACT INFORMATION:** Consumers who have recalled product in their possession are urged to return it to the place of purchase for a full refund. Consumers with questions may contact Totally Cool, Inc. at 410-363- 7801 and regulatory@totallycooolicecream.com, between 8am and 4pm eastern, Monday to Friday.

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 202X-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](#) (Add the following to an email if the link does not work; Subject: Subscribe to Subsistence Recall Notifications, Email address: usarmy.jbsa.medcom.mbx.medcom-vsims@health.mil). If you no longer need to receive Subsistence Recall messages, click [Unsubscribe](#) (Add the following to an email if the link does not work; Subject: Unsubscribe from Subsistence Recall Notifications, Email address: usarmy.jbsa.medcom.mbx.medcom-vsims@health.mil).

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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 215-737-0329/DSN: 312-444-0329, or dscpconssafofc@dlamilitary.com.

LORENZO D. LEWIS JR.
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Consumer Safety Officer