

Company Announcement

When a company announces a recall, market withdrawal, or safety alert, the FDA posts the company's announcement as a public service. FDA does not endorse either the product or the company.

United Pet Group Expands Voluntary Recall of Multiple Brands of Rawhide Chew Products for Dogs to Also Include Private Label Brands Due to Possible Chemical Contamination

For Immediate Release

June 16, 2017

Contact

Consumers

United Pet Group
☎ 1-855-215-4962

Media

Meg Rowley
☎ 985-237-9786

Announcement

United Pet Group, a division of Spectrum Brands, Inc. is voluntarily expanding its recall of multiple brands of packages of rawhide dog chew products to include our retail partners' private label brands. The recall involves the brands and products described below.

United Pet Group previously initiated a voluntary recall of its branded products on 6/10/17 which included the following brands: American Beefhide, Digest-eeze, and Healthy Hide (including Healthy Hide – Good -n- Fun and Healthy Hide – Good -n- Fit).


The recall was initiated after United Pet Group identified that certain of its rawhide chew manufacturing facilities located in Mexico and Colombia, as well as one of its suppliers in Brazil, were using a quaternary ammonium compound mixture as a processing aid in the manufacturing of rawhide chews. The compound is an anti-microbial chemical that is approved for cleaning food processing equipment, but it has not been approved in the U.S. as a processing aid in the production of rawhide chews for dogs.

United Pet Group received very limited reports of pet illness based on the volume of possibly affected rawhide chew products manufactured and distributed. The primary complaint received from consumers was that the affected product had an unpleasant odor. Diarrhea and vomiting were also reported.

Exposure to quaternary ammonium compounds through direct ingestion may cause the following symptoms in dogs: reduced appetite and gastric irritation, including diarrhea and vomiting. These symptoms may require treatment by a veterinarian depending on severity.

The affected product was distributed nationwide from United Pet Group’s Edwardsville, Illinois distribution facility and was delivered to consumers through various retail establishments, including online outlets. All of the dog chew products included in the voluntary recall identify an expiration date ranging from 06/01/2019 through 5/31/2020 located on the back of the package with the exception of the Enzadent and Dentahex products which are listed by UPC codes below and specific expiration dates outlined below.

The private label products subject to the recall are described below.

Private Label Product Brands	Private Label Product Names and Identifying Information																
Companion	<p>United Pet Group is recalling certain packages of dog chews with the Companion brand on the label.</p> <p>This recall is limited to dog chew products that contain rawhide. Only products with lot codes listed on the back of the package that start with AH, AV, A, AI, AO, or AB and which list expiration dates from 06/01/2019 through 05/31/2020 are affected by this recall. This includes all package sizes and/or weights. The following contact information appears on the back of the package of the affected products:</p> <p>Distributed by FOODHOLD U.S.A., LLC LANDOVER, MD 20785 1-877-846-9946 </p>																
Dentley's	<p>United Pet Group is recalling certain packages of dog chews with the Dentley’s brand on the label.</p> <p>This recall is limited to dog chew products that contain rawhide. Only products with lot codes listed on the back of the package that start with AH, AV, A, AI, AO, or AB and which list expiration dates from 06/01/2019 through 05/31/2020 are affected by this recall. This includes all package sizes and/or weights. The following contact information appears on the back of the package of the affected products:</p> <p>Pacific Coast Distributing, Inc. 19601 N. 27th Ave. Phoenix, AZ USA 85027</p>																
Enzadent or Dentahex	<p>United Pet Group is recalling certain packages of dog chews with the Enzadent/Dentahex brand on the label.</p> <p>This recall is limited to dog chew products that contain rawhide. Only products with the below listed UPC codes printed on the back of the package and which list expiration dates from 06/01/2021 through 05/31/2022 are affected by this recall. The following contact information appears on the back of the package of the affected products:</p> <table data-bbox="375 1682 902 1929"> <tbody> <tr> <td>ENZADENT CHIPS MED 30 CT</td> <td>17030030181</td> </tr> <tr> <td>ENZADENT CHIPS PETITE 30 CT</td> <td>17030030167</td> </tr> <tr> <td>ENZADENT CHIPS SM 30 CT</td> <td>17030030174</td> </tr> <tr> <td>ENZADENT CHIPS LG 30 CT</td> <td>17030030198</td> </tr> <tr> <td>DENTAHEX CHIPS PETITE 30 CT</td> <td>17030030228</td> </tr> <tr> <td>DENTAHEX CHIPS SM 30 CT</td> <td>17030030235</td> </tr> <tr> <td>DENTAHEX CHIPS MED 30 CT</td> <td>17030030242</td> </tr> <tr> <td>DENTAHEX CHIPS LG 30 CT</td> <td>17030030259</td> </tr> </tbody> </table> <p>Manufactured for Vetoquinol USA Inc. Ft. Worth, TX USA 76137</p>	ENZADENT CHIPS MED 30 CT	17030030181	ENZADENT CHIPS PETITE 30 CT	17030030167	ENZADENT CHIPS SM 30 CT	17030030174	ENZADENT CHIPS LG 30 CT	17030030198	DENTAHEX CHIPS PETITE 30 CT	17030030228	DENTAHEX CHIPS SM 30 CT	17030030235	DENTAHEX CHIPS MED 30 CT	17030030242	DENTAHEX CHIPS LG 30 CT	17030030259
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Essential Everyday	<p>United Pet Group is recalling certain packages of dog chews with the Essential Everyday brand on the label.</p> <p>This recall is limited to dog chew products that contain rawhide. Only products with lot codes listed on the back of the package that start with AH, AV, A, AI, AO, or AB and which list expiration dates from 06/01/2019 through 05/31/2020 are affected by this recall. This includes all package sizes and/or weights. The following contact information appears on the back of the package of the affected products:</p> <p>Distributed by SUPERVALU INC. EDEN PRAIRIE, MN 55344 USA</p>																

Private Label Product Brands	Private Label Product Names and Identifying Information
Exer-Hides	<p>United Pet Group is recalling certain packages of dog chews with the Exer-Hides brand on the label.</p> <p>This recall is limited to dog chew products that contain rawhide. Only products with lot codes listed on the back of the package that start with AH, AV, A, AI, AO, or AB and which list expiration dates from 06/01/2019 through 05/31/2020 are affected by this recall. This includes all package sizes and/or weights. The following contact information appears on the back of the package of the affected products:</p> <p>Distributed by Wal-Mart Stores, Inc. Bentonville, AR 72716</p>
Good Lovin' or Petco	<p>United Pet Group is recalling certain packages of dog chews with the Good Lovin' or Petco brand on the label.</p> <p>This recall is limited to dog chew products that contain rawhide. Only products with lot codes listed on the back of the package that start with AH, AV, A, AI, AO, or AB and which list expiration dates from 06/01/2019 through 05/31/2020 are affected by this recall. This includes all package sizes and/or weights. The following contact information appears on the back of the package of the affected products:</p> <p>Distributed by: International Pet Supplies and Distribution, Inc. San Diego, CA 92121</p>
Hill Country Fare	<p>United Pet Group is recalling certain packages of dog chews with the Hill Country Fare brand on the label.</p> <p>This recall is limited to dog chew products that contain rawhide. Only products with lot codes listed on the back of the package that start with AH, AV, A, AI, AO, or AB and which list expiration dates from 06/01/2019 through 05/31/2020 are affected by this recall. This includes all package sizes and/or weights. The following contact information appears on the back of the package of the affected products:</p> <p>Distributed by H-E-B San Antonio, TX 78204</p>
Priority Pet	<p>United Pet Group is recalling certain packages of dog chews with the Priority brand on the label.</p> <p>This recall is limited to dog chew products that contain rawhide. Only products with lot codes listed on the back of the package that start with AH, AV, A, AI, AO, or AB and which list expiration dates from 06/01/2019 through 05/31/2020 are affected by this recall. This includes all package sizes and/or weights. The following contact information appears on the back of the package of the affected products:</p> <p>Distributed by Lucerne North America LLC P.O. Box 99 Pleasanton, CA 94566-0009 1-866-578-4395</p>

Consumers who have purchased the products described above are urged to dispose of the product or return it directly to United Pet Group or to the retail establishment where they initially purchased the product for full refund. Please see brand logos below which will assist in identifying affected products.

We take our responsibility to pets and their owners seriously and we are continuing to investigate the cause of this problem. We are implementing changes across the affected manufacturing facilities in order to prevent this problem from reoccurring in the future. United Pet Group is also working with retailers to ensure that the affected products are no longer sold and removed from inventory.

If you have these products, please contact the United Pet Group consumer affairs team at 1-855-215-4962 between the hours of 8:00 AM – 11:00 PM Eastern Standard Time for a refund.

Consumers with questions may call the consumer affairs team at the number listed above.

For press inquiries, please contact Meg Rowley at 985-237-9786, Monday through Friday 9:00 AM - 5:00 PM Eastern Standard Time.

The expansion of this voluntary recall is being conducted with the knowledge of the Food and Drug Administration.

[Original PR \(/Safety/Recalls/ucm562701.htm\)](#)

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