



RECALL – Mustang Survival MRV170 Swiftwater Rescue Vest

In keeping with Mustang Survival's commitment to the highest level of quality and safety, we are issuing a recall of MRV170 vests which were manufactured prior to 2018.

Effective immediately, if you have a MRV170 vest impacted by this recall notice (as noted below), **DO NOT USE** and immediately return the affected vest to Mustang Survival for modification.

WARNING: IF THE INFLATOR PULL-HANDLE IS PULLED TOO FORCEFULLY AND DETACHES, THE BLADDER WILL NOT INFLATE TO PROVIDE SUPPLEMENTAL BUOYANCY, WHICH CAN RESULT IN SERIOUS INJURY OR DEATH.

Since early 2015, Mustang Survival has sold the MRV170 for use by swift water rescue teams. After several years in the field, we have become aware of an issue with the inflator pull-handle lanyard attachment method. Starting in 2018, we have adopted a more secure method of attachment that will be applied to all new and repaired MRV170's. As a precaution, and in order to mitigate risk to the user, we are recalling all MRV170 product with the old design to return to the factory for stronger handle attachment modification.

To determine if your MRV170 vest product is impacted by this Recall Notice, please reference the instructions below.

There are two ways of checking if your product needs to be returned:

1) For Unsold Products: Check the UPC code on the product (SKU 143487):

2015/2016 MRV170 PFD's

Affected Product; Needs Return

If the UPC is 062533 143487 (Made in Canada or Made in China), it has the old method of attachment and needs to be returned for modification. Proceed to the Return Instructions for sending back the product to Mustang Survival.



2018 MRV170 PFD's

Not Affected Product; New

If the UPC code is 062533 **143500**, it has the new method of attachment and is not affected by this recall advisory – do not return product.





2) For Products in Use: Check the color of the thread used to attach the lanyard to the inflator pull handle.

	Affected Product: Needs Return	Not Affected Product: New
Open up the handle keeper on the lower front right of vest (when worn) and check the color of the thread used to attach the lanyard to the inflator pull handle.	If the <u>thread color is black</u> , it is the old method of attachment and <u>needs to be returned for modification</u> . Proceed to the Return Instructions for info on sending the product back to Mustang Survival.	If the thread color is yellow, it is the new attachment method and is not affected by this recall notice – the product can be safely used and need not be returned.
		

Return Instructions for sending the product back to Mustang Survival for repair:

- a) If the check confirms that your MRV170 vest needs to be returned, immediately discontinue use of the product.
- b) Contact Mustang Survival Customer Service at 1-800-526-0532 between the hours of 7:30am – 4:30pm PST, or email MRV170Advisory@mustangsurvival.com.
- c) You will be provided with a Return Authorization number (RA#) and instructions to return the product. To make it as easy as possible, we have set up an expedited service with FedEx which will be detailed in the return shipping information.
- d) We realize that the MRV170 is a key piece of equipment for many end-users, so we will be targeting a turnaround time of 2-3 business days from receipt at our facility.

The Swiftwater Rescue community are truly heroes in the eyes of both the public and Mustang Survival. Please help us in keeping the user community safe by making sure that your colleagues are aware of this recall notice. If you see a MRV170 in use that doesn't have the bright yellow stitching at the handle cord attachment point shown above, please inform them about this notice so that they can contact our Customer Service team.

Mustang Survival

Dec 20, 2018



MRV170 Swift Water Rescue Vest FAQ's

Q. What is wrong with the product?

A. The strength of the inflator pull handle attachment is not consistently strong enough. If the inflator handle is pulled firmly, there is a chance that it may detach from the lanyard cords that trigger inflation of the vest bladder. This could prevent deployment of the 15lbs of supplemental buoyancy the bladder can provide in emergency situations.

Q. Can I use the product as-is?

A. No. There is a risk that the product may not reach full buoyancy during emergency situations that require increased flotation protection. We recommend that the non-conforming product should not be used until such time as the handle attachment has been strengthened via factory return & repair.

Q. How did Mustang Survival find out about this problem?

A. The issue was discovered during a training event with swift water rescue professionals. Notably, there have not been any reported incidents in 3 years of actual use in the field.

Q. Is every MRV170 vest currently in the market affected?

A. Yes. The issue affects all MRV170's manufactured to date, which were all built in 2015 & 2016. New vests built in 2019 or later will not be affected.

Q. How can I tell if my MRV170 vest is affected?

A. There are 2 ways to tell if your vest is affected:

1) UNSOLD/PACKAGED PRODUCT: needs recall/repair if UPC # = **143487** on the barcode label that is affixed to back of hangtag. Product is good if UPC # = **143500**.

2015/2016 MRV170 PFD's

Affected Product; Needs Return	
<p>If the UPC is 062533 143487 (Made in Canada or Made in China), it has the old method of attachment and <u>needs to be returned for modification</u>. Proceed to the Return Instructions for sending back the product to Mustang Survival.</p>	
<p>(SKU: 143487) 101 MRV170 (251) FLYL/BK</p> <p>Made In CANADA</p>	<p>(SKU: 143487) 206 MRV170 (251) FLYL/BK</p> <p>Made In CHINA</p>

2018 MRV170 PFD's

Not Affected Product; New	
<p>If the UPC code is 062533 143500, it has the new method of attachment and is not affected by this recall advisory – do not return product.</p>	
<p>(SKU: 143487) 101 MRV170 (251) FLYL/BK</p> <p>Made In Canada</p>	<p>(SKU: 143487) 206 MRV170 (251) FLYL/BK</p> <p>Made In China</p>



2) PRODUCT IN USE: needs recall/repair if there is NO neon yellow sewing at inflator handle cord attachment point.



Q. Is any other Mustang Survival product impacted by this issue?

A. No, only MRV170.

Q. How do I get it fixed?

A. Please read the MRV170 advisory notice and immediately contact Mustang Survival's Customer Service at 1-800-526-0532 or via MRV170Advisory@mustangsurvival.com if you have any affected vest(s). Our Customer Service team will help facilitate their return to our Repairs facility where they will be quickly repaired, re-tested, and shipped back to you.

Q. How long until I receive my repaired vest(s) back?

A. Our goal will be to process repairs within 2-3 days of receiving the product(s). Inbound & outbound shipping will be via ground due to the presence of the CO2 bottle in each vest. We will make every effort to have the product repaired and back in your hands within 2 weeks.