



## Recall of Defense Technology 7001 Series Distraction Devices

2009 – 02

March 2009

### PURPOSE

This Safety Advisory provides information on a manufacturer's recall of defective distraction devices.

- #7001NRSC #25 Tactical Non Reloadable Distraction Device with Safety Clip – serial numbers larger than 854395

### BACKGROUND

On January 6, 2009, Defense Technology issued a preliminary safety advisory about certain models of distraction devices. Multiple separation incidents had been reported, in which components of the device separate during deployment. The company advised that a technical evaluation of the cause was ongoing. On February 20, 2009, Defense Technology issued an update, explaining the cause of the product failure.

### REASON FOR CONCERN

This is a product that is used throughout the Department of Energy (DOE) complex. There was a recent separation event at a DOE facility, reported in the Occurrence Reporting and Processing System.

The company has determined that the most likely cause of the product failure was a weakness in the device's fuze head, due to a change in the metal casting process used by the part supplier. The part supplier had changed the casting process in August, 2005, which resulted in greater porosity and decreased part strength of the fuze head. Products made by the supplier after August 2005 were introduced into Defense Technology's product line after February, 2006.

The company is instituting a recall of certain product lines. The affected Distraction Devices containing a serial number larger than the number for each model indicated below are included in the recall.

- #7001 15-Gram Reload – serial numbers larger than 825331
- #7001SC 15-Gram Reload with Safety Clip – serial numbers larger than 829556
- #7001NR #25 Tactical Non Reloadable Distraction Device – serial numbers larger than 828787

### RECOMMENDED ACTION

Per the manufacturer's recommendation, immediately stop using Defense Technology 7001 series Distraction Devices® Products purchased after February 2006. Effective immediately, the company will begin accepting returns of the affected Distraction Devices listed above. Returned devices will be replaced with redesigned product, the testing of which is expected to be completed within two months of their recall notice. Customers also have the option of requesting purchase credits or refunds.

A product return form must be completed and is obtainable at the company's website:

<http://www.defense-technology.com/newsarchive/DD-Product-Return-Form-022009-FINAL.pdf>

It is also attached to this Safety Advisory, along with the manufacturer's advisory.

Questions regarding this Safety Advisory can be directed to Mark Petts, HS-30 at 202-586-5486 or [mark.petts@hq.doe.gov](mailto:mark.petts@hq.doe.gov)

*Charles B. Lewis FOR*

William H. Roeger  
Director  
Office of Corporate Safety Analysis



1855 South Loop  
Casper, WY 82601  
(877) 277-1050



DEFENSE TECHNOLOGY

## Distraction Device Product Return Form

<p><u>Product affected by this Recall is listed below along with corresponding Serial Numbers</u></p> <ul style="list-style-type: none"><li>• Model 7001 15-Gram Reload – Serial numbers larger than 825331</li><li>• Model 7001SC 15-Gram Reload with Safety Clip – Serial numbers larger than 829556</li><li>• Model 7001NR #25 Tactical Non Reloadable DD – Serial numbers larger than 828787</li><li>• Model 7001NRSC #25 Tactical Non Reloadable DD with Safety Clip – Serial numbers larger than 854395</li></ul>	<p><b>Defense Technology Use Only</b> RA #: _____</p> <p>Date Received: _____</p> <p>( ) Call ( ) Fax ( ) Email</p> <p>HAZMAT Return Date: _____</p> <p>Method of Return and AM: _____</p> <p>DD Destruction Date: _____</p> <p>New Order Date and ID#: _____</p>
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### INSTRUCTIONS

- Step 1: Please complete the information below and return to us via fax (877) 984-8324 or email to shay.stephenson@safariland.com
- Step 2: We will set up shipping documents and select a qualified HAZMAT shipper, who will contact you within one week of receipt of this information. If you have selected the replacement option, we will enter your order and notify you once the factory has an anticipated manufacture date for new product. If you selected a refund or credit option, a Sales Account Manager will notify you within one week of receipt of this form.
- Step 3: The HAZMAT shipper (in most cases our Sales Account Manager) will arrive at your location on the date mutually agreed and prepare the recalled product for shipment to our facility and subsequent destruction.

**In order for us to process a recall/replacement order, please complete the information for each type of Distraction Device reload on hand:**

Place an "X" beside each model number you are returning. Indicate Serial #(s) for all returns (ranges of serial numbers can be indicated). Use the margin if you need additional space.

1. Model 7001 15-Gram Reload: \_\_\_\_\_ Serial #: \_\_\_\_\_
2. Model 7001SC 15-Gram Reload with Safety Clip: \_\_\_\_\_ Serial #: \_\_\_\_\_
3. Model 7001NR #25 Tactical Non Reloadable DD: \_\_\_\_\_ Serial #: \_\_\_\_\_
4. Model 7001NRSC #25 Tactical Non Reloadable DD w/Safety Clip: \_\_\_\_\_ Serial #: \_\_\_\_\_

Agency Name: \_\_\_\_\_

POC Name: \_\_\_\_\_ POC Email: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

City / State / Zip Code: \_\_\_\_\_ URL: \_\_\_\_\_

Ship to Address: \_\_\_\_\_ Phone: \_\_\_\_\_

City / State / Zip Code: \_\_\_\_\_

Exchange Option: ( ) Replace ( ) Refund ( ) Credit

**You may fax, or email the above information to us as per below contact details:**

**Fax:** (877) 984-8324 Attention: Shay Stephenson, Customer Service Return Authorization Coordinator

**Email:** Shay.Stephenson@safariland.com



February 20, 2009

**RE: SAFETY ADVISORY UPDATE – RECALL of Defense Technology 7001 Series  
Distraction Device® Products Purchased Since February 2006**

This communication is an update to the safety advisory dated January 6, 2009.

Previously, we advised you about reported fuze head separation incidents involving certain Defense Technology Distraction Device models. Since the initial advisory, there have been a few additional incidents reported to us. Although the overall number of reported incidents represents a very small percentage of the Distraction Devices sold, we immediately undertook a full technical evaluation into the root cause of the incidents.

Based on our technical analysis and testing, we believe that the root cause is a weakness in the device's fuze head due to a change in the metal casting process used by the part supplier. During our technical evaluation, we learned that the part supplier changed this casting process in August 2005, which resulted in greater porosity and decreased part strength of the fuze head.

According to our manufacturing records, fuze heads made by the supplier after August 2005 were first introduced into our Distraction Device production line in February 2006. Furthermore, we believe that the metal casting process change roughly correlates to the dates of the recent reports of fuze head separation incidents.

**Accordingly, we recommend that agencies immediately stop using Defense Technology 7001 series Distraction Devices® Products purchased since February 2006.**

At no cost to you, we will replace the affected 7001 series 15-Gram Reloads and Non-Reloadable devices (as listed below) with re-designed fuze heads, which will be manufactured using an enhanced casting process.

As reference, the affected Distraction Devices containing a serial number larger than the number for each model indicated below are included in this recall:

- #7001 15-Gram Reload – serial numbers larger than 825331
- #7001SC 15-Gram Reload with Safety Clip – serial numbers larger than 829556
- #7001NR #25 Tactical Non Reloadable Distraction Device – serial numbers larger than 828787
- #7001NRSC #25 Tactical Non Reloadable Distraction Device with Safety Clip – serial numbers larger than 854395

Effectively immediately, we will begin accepting returns of the affected Distraction Devices as listed above. We will replace the affected reloads or devices once we ensure that the redesigned product meets our high standards of quality and reliability. This includes an extensive testing program that we anticipate having completed within the next two months. Once we have validated the re-design, we will begin manufacturing and implementing our product replacement program. Alternatively, customers will have the option to request a purchase credit or refund for any affected Distraction Devices that are returned.

To help expedite the return process, please complete the attached **Distraction Device Product Return Form** and fax to our Return Authorization Coordinator at the number below.

1855 South Loop  
Casper, WY 82601  
307-235-2136



If you would like to speak directly to our Return Authorization Coordinator, please contact Shay Stephenson at the number indicated.

Shay Stephenson  
Customer Service Return Authorization Coordinator  
Phone – (877) 277-1050  
Fax – (877) 984-8324  
Email - [Shay.Stephenson@safariland.com](mailto:Shay.Stephenson@safariland.com)

For agencies that require additional technical information or alternative product options, you are asked to contact one of our Less Lethal Technical Specialists at the numbers listed below.

If you are located East of the Mississippi river, please contact:

Simon Dixon  
Technical Specialist, Less Lethal  
Phone – (850) 376-0637

If you are located West of the Mississippi river, please contact:

Tony Casella  
Technical Specialist, Less Lethal  
Phone – (573) 405-0116

Importantly, there have been no reported injuries as a result of the reported fuze head incidents. Nonetheless, our discovery of the metal casting process change and its correlation to the reported incidents represents an area for concern, not only for us but for other manufacturers that use fuze head parts from the same supplier in their products.

Since the safety of law enforcement officers is of the utmost importance to us, as an industry leader, we are proactively letting you know of the situation and will keep you informed of progress while we complete our testing of the redesigned fuze head.

We will post this notice, as well as future notices, to our web site at [www.Defense-Technology.com](http://www.Defense-Technology.com). In the mean time, you can also direct questions to me at the number listed below.

We appreciate your attention to this matter.

Sincerely,

Kerry Hruska  
Product Category Manager, Less Lethal  
(877) 248-3835