

PRODUCT RECALL NOTIFICATION

RATIS™ SPECIAL OPERATIONS FORCES LIFE PRESERVER UNIT



Mustang Survival Corp.
7525 Lowland Drive
Burnaby, BC
V5J 5L1
Canada

In keeping with Mustang Survival's commitment to the highest level of quality, and the safety of our customers, the company is issuing a product recall notification for all RATIS™ Special Operations Forces (SOF) Life Preserver Units (LPU) sold prior to September 2022.

Effective immediately, Mustang Survival strongly urges customers to DISCONTINUE USE of their RATIS™ SOF LPU for active operations until returned to, inspected, and reprocessed by Mustang Survival. In use cases where a customer must continue to use RATIS™ as the sole LPU available for emergency operations, Mustang Survival provides the following guidance: RATIS™ SOF LPU should be considered a single-use device, and should only be inflated in the water. DO NOT re-arm RATIS™ and put back into service, and DO NOT USE a RATIS™ that has been inflated by CO2 gas since being delivered direct from the Mustang Survival factory.

WARNING: IN RARE CASES, MULTIPLE CO2 INFLATIONS OF RATIS™ MAY CAUSE A MATERIAL WEAKNESS THAT MAY RESULT IN BLADDER RUPTURE. IF THIS HAPPENS, THE BLADDER WILL NOT INFLATE AND WILL NOT PROVIDE BUOYANCY, WHICH CAN RESULT IN SERIOUS INJURY OR DEATH.

Mustang Survival is investigating case reports of RATIS™ SOF LPU units where customers have experienced issues pertaining to delayed breakout, unexpected material damage, and bladder failure during break-out/inflation. An internal investigation by Mustang Survival confirmed concern regarding the configuration and the inflation and physical breakout mechanics of RATIS™ LPU's when subjected to multiple inflation and re-packing cycles. A secondary issue discovered during the test & evaluation is an unexpectedly shortened battery life due to a firmware update previously implemented on the Programmable Inflator (MD1500 version only).

WARNING – MD1500 MODEL ONLY – PROGRAMMABLE INFLATOR BATTERY LIFE THAT HAS BEEN DESIGNED FOR 4 YEARS DURATION MAY BE SIGNIFICANTLY REDUCED FOR THE COR™ INFLATOR DUE TO A FIRMWARE ISSUE THAT DEPLETES BATTERY LIFE MUCH MORE RAPIDLY THAN DESIGNED. PLEASE REPLACE THE PRODUCT WITH A NEW BATTERY PRIOR TO EVERY OPERATIONAL USE AND VERIFY GREEN INDICATOR DURING TEST MODE. LOSS OF BATTERY POWER RENDERS ALL DEPLOYMENT FUNCTIONS OF THE PRODUCT, INCLUDING MANUAL OPERATION, NON-FUNCTIONAL. IF THIS HAPPENS, THE BLADDER CAN NOT BE INFLATED USING THE CO2 CYLINDER TO PROVIDE BUOYANCY, ONLY ORAL INFLATION IS POSSIBLE, WHICH COULD RESULT IN SERIOUS INJURY OR DEATH.

A redesign has been developed that will eliminate these issues and ensure the confidence and reliability customers have come to expect from Mustang Survival's best-in-class products. Mustang Survival requests that users return the following products to Mustang Survival for review and reprocessing as soon as feasible:

- MD1500 RATIS™ SOF LPU with Hammar Electronic Inflator
- MD1501 RATIS™ SOF LPU with Hammar Hydrostatic HIT™ Inflator
- MD1502 RATIS™ SOF LPU with Hammar Manual Inflator
- MA1506 RATIS™ SOF LPU Replacement Bladder Assembly

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To determine if your RATIS™ SOF LPU is impacted by this Recall Notice, please reference the following notes and below images:

- 1) Open the zippered pouch on the back collar portion, if there is a product label visible on the bladder then your unit has already been processed as indicated in the image below, figures 1.1 & 1.2.
- 2) Additional information can be observed by notable stitching along the base of the breakout tab similar as noted in the images provided below, figures 2.1 & 2.2.

1.1 CORRECTED

Label visible inflator access panel



1.2 NOT CORRECTED

No label visible in the panel



2.1 CORRECTED

Stitch-line across breakout tab



2.2 NOT CORRECTED

No Stitch-line across breakout tab



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Return Instructions for sending the product(s) back to Mustang Survival for reprocessing:

- a) If the check confirms that your RATIS™ SOF LPU needs to be returned, discontinue use of the product, and follow the remaining steps. In use cases where a customer must continue to use RATIS™ as the sole available LPU for operations, please refer to the mitigation and limitations noted above.
- b) Contact Mustang Survival Customer Service at 1-800-526-0532 or send an email to ProductAdvisory@mustangsurvival.com, and provide us contact information for your safety coordinator or equipment manager that we can work with the facilitate the return and reprocessing.
- 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 RATIS™ is a critical piece of safety equipment, and in many cases the only LPU available for the customer's operations, so we will work closely with each customer to ensure a prompt and mutually acceptable reprocessing turnaround time.

Finally, it remains critical that users follow the instruction of the RATIS™ SOF LPU Owner's Manual to ensure the LPU is used as recommended, including strict adherence to the folding, and packing method, readiness inspection protocol, and routine maintenance to ensure optimal performance of your RATIS™ SOF LPU in emergency situations.

The Special Operations 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 notification. Mustang Survival appreciates your attention to this important matter. For further assistance, information, user manuals and instructions, please visit <https://pro.mustangsurvival.com/>, or call Customer Service at 1-800-526-0532.