



Frequently Asked Questions on **MD315X /MD318X Recall Advisory**

September 24, 2015

- Q.** What is wrong with the impacted Inflatable PFDs?
- A.** A portion of the perimeter of the gas holding bladder is not reinforced properly. This may result in the bladder tearing when it is flexed while fully inflated.
- Q.** Why do I have to return the impacted Inflatable PFD?
- A.** The impacted Inflatable PFDs require reinforcement on the bladder. This reinforcement is needed to ensure safe and repeated use of your flotation device. This addition of this reinforcement and quality assurance testing must be performed by Mustang Survival.
- Q.** Is the impacted Inflatable PFD dangerous to use as-is?
- A.** Impacted Inflatable PFDs should not be used as there is a risk that the bladder may tear while taking it off when fully inflated.
- Q.** What are you doing with my returned product?
- A.** All returned PFDs will be inspected and, if confirmed as affected by the safety advisory, the reinforcement will be added to the bladder. We will stamp the approval label on the back of the device with an OK symbol to indicate that it has undergone rework and recertification testing and is good to go.
- Q.** How did Mustang Survival find out about this problem?
- A.** This problem was discovered by Mustang Survival's Quality Engineering team during investigation of a reported product failure in the field. The Inflatable PFD performed as intended during the in-water incident, but the bladder tore when the user took off the PFD while it was fully inflated. No other incidents have been reported to date.
- Q.** Is every Inflatable PFD affected?
- A.** No, this safety advisory only impacts certain models of Inflatable PFDs that were manufactured in Canada from September 2014 to September 2015 inclusively and use a fluorescent green bladder. Refer to the recall advisory instructions steps 1-5 by checking the primary identification label on the back of the outer cover of your Inflatable PFD.
- Q.** Is any other Mustang Survival product impacted?
- A.** No, this recall advisory is specific only to certain models as identified in the notice.
- Q.** How do I get mine fixed?
- A.** Please read the recall advisory notice on the Mustang Survival website and contact Mustang Survival Customer Service at 1-800-526-0532.
- Q.** How long will it take to get my Inflatable PFD back?
- A.** Mustang Survival is committed to ensuring you can safely enjoy the ultimate experience on the water. Our team has a plan in place that will enable safe and efficient repair of your device that will enable it to be returned to you within 3-4 weeks (including shipping time to and from Mustang Survival). Note: As these Inflatable PFD's contain a CO2 cylinder, shipping times may take longer.