



Real Ingredients. Real Ice Cream.
Real Smiles.

Totally Cool's Voluntary Recall of Hershey's Ice Cream Products

We have four products that we have been asked to recall by a manufacturing partner. Totally Cool, a manufacturing partner of ours and of many other brands, is issuing a voluntary recall of products that it has produced going back one year, according to the impacted code dates. An excerpt of the recall language is below:

Totally Cool, Inc. of Owings Mills, Maryland is recalling multiple brands of ice cream products, because they have the potential to be contaminated with *Listeria monocytogenes*, an organism which can cause serious and sometimes fatal infections in young children, frail or elderly people, and others with weakened immune systems. Although healthy individuals may suffer only short-term symptoms such as high fever, severe headache, stiffness, nausea, abdominal pain and diarrhea, *Listeria* infection can cause miscarriages and stillbirths among pregnant women.

This recall does not impact any other products that we sell.

The official FDA announcement can be found on their website.

No illnesses have been reported to date. Out of an abundance of caution and to ensure the safety of consumers, Totally Cool, Inc. is conducting a voluntary recall of all potentially impacted products.

We have already halted all sales of any impacted product in our inventory.

Any dealer that has product on hand, please stop sales of your product, count the amount of product you have, and dispose of it. Product should be disposed of in a manner that will not lead to human or animal consumption. Reach out to your local branch or Hershey representative for credit of the disposed product.

Any consumer that has these products on hand, please dispose of them. If you would like a refund of an affected product, save and submit your UPC code for a refund. To do so, either email us at info@hersheyicecream.com or fill out the form at this link: <https://www.hersheyicecream.com/contact-us/general-inquiries/>



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What Is Being Recalled

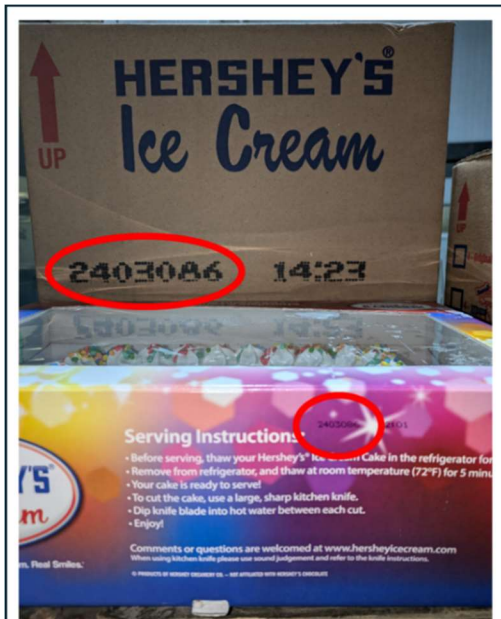
The following products are being voluntarily recalled. Read below for how to handle each product:

UPC Code	Product	Code Dates
0 24682-06000 8	Ice Cream Cake – 7 Inch Round Cake	2305140 to 2405170
0 24682-06015 2	Ice Cream Cake – 13 x 9 Inch Sheet Cake	2305140 to 2405170
0 24682-31285 5	Polar Bear Cookies & Cream Round Ice Cream Sandwich	2307187 to 2406163
0 24682-31306 7	Smart Snacks Low Fat Cookies & Cream Cone	3174 to 4047

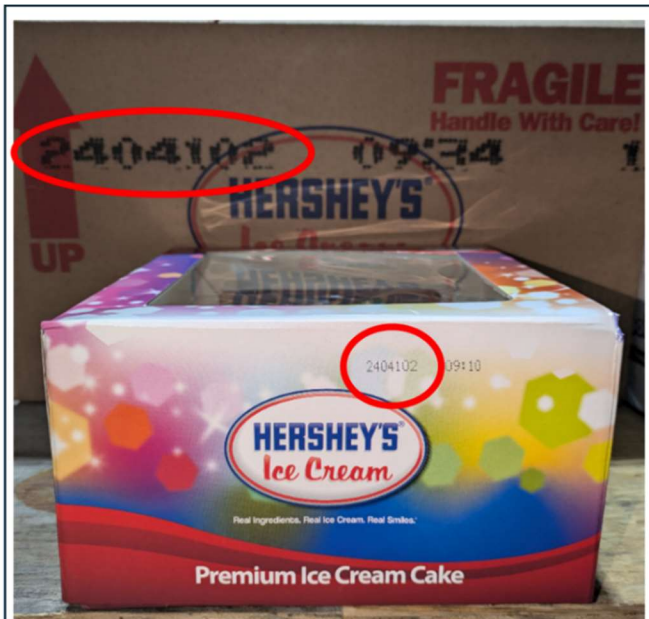
The following products were made solely by this manufacturing partner, and as a result all of the following code dates are being recalled:

UPC Code	Product	Code Dates
0 24682-06000 8	Ice Cream Cake – 7 Inch Round Cake	2305140 to 2405170
0 24682-06015 2	Ice Cream Cake – 13 x 9 Inch Sheet Cake	2305140 to 2405170
0 24682-31285 5	Polar Bear Cookies & Cream Round Ice Cream Sandwich	2307187 to 2406163

Pictures of cake boxes with the date codes on them:



Recall Item
(Made by Totally Cool)



Recall Item
(Made by Totally Cool)



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Picture of Polar Bear Cookies & Cream Sandwich and the code dates:



301 S. CAMERON STREET • HARRISBURG, PA • 17105-1821

PHONE: 717-238-8134 • FAX: 717-233-7195

PRODUCT OF HERSHEY CREAMERY CO. – NOT AFFILIATED WITH HERSHEY'S CHOCOLATE



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The following products were made by both the manufacturing partner and by our own facilities in Central Pennsylvania. Any products made in our facilities are not part of the recall. See the instructions below for how to differentiate between the products:

UPC Code	Product	Code Dates
0 24682-31306 7	Smart Snacks Low Fat Cookies & Cream Cone	3174 to 4047

Totally Cool-made product – RECALLED

- On the lid of the cone, the format of the code is 8 digits (4 digit code date) (4 digit plant code) in a single line.
- Example: 31742465
- On the side of the box, the product information is printed in a single line.



**Recall Item
(Made by Totally Cool)
The printed information
is in a single line**



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Hershey-made product – NOT RECALLED.

- On the product lid, the format of the code is 2 lines, beginning with BB. Below is an example:
BB AUG 18
2025
- On the side of the box, the print is in two lines.

