

Dear Distributor Partner,

We are writing to formally notify you that **Northwest Naturals has issued a voluntary recall of two raw pet food products because of possible *Salmonella* & *Listeria* health risk.** We initiated this recall after receiving notice from the U.S. Food and Drug Administration (FDA) that it sampled and tested products found to be positive for the pathogens. The **Northwest Naturals Frozen Chicken Recipe** tested positive for *Salmonella* and the **Northwest Naturals Frozen Raw Diet for Dogs Chicken Recipe** tested positive for *Listeria monocytogenes* and *Salmonella*.

First, we want to sincerely thank you for your assistance over the past several days in helping us gather inventory information, lot details, and other data needed to support this process. We greatly appreciate your prompt cooperation and partnership during this situation. This voluntary action is being taken with the knowledge of the FDA and a representative from the FDA may visit or contact you in the future to discuss the recall action.

### **The potentially affected products can be identified as follows:**

Please immediately identify and remove any remaining inventory of the following products and lots from distribution:

- Northwest Naturals Frozen Chicken Recipe (feline food and dog food topper), 2 lbs. bag (12 bags per case) — Lot B-5 — Best By 01/26/2028 — UPC 087316384956; and
- Northwest Naturals Frozen Chicken Diet for Dogs, 6 lbs. bag (6 bags per case) — Lot B-19 — Best By 01/25/2028 — UPC 087316380392.

See attached product labels.

### **Action Required**

Please acknowledge receipt of this recall notice and immediately stop distributing or selling any of the listed products from the recalled lots.

Any remaining product from the recalled lots should be destroyed in accordance with your standard procedures. Please retain documentation of the affected inventory and disposal for reconciliation and reporting. Northwest Naturals will issue credit memos for recalled product. We will coordinate with you regarding any necessary documentation and credit reconciliation.

Additionally, if you may have further distributed these products, please identify your customers and notify them as soon as possible of this recall action. We are including an attached recall notice for you to provide your customers with for display at point of sale or otherwise use to notify consumers of the voluntary recall action. You may also supplement the notification with this letter.

### **Customer Questions**

We understand that your retail customers and their customers may have questions regarding this recall. Please direct recall-specific questions to:

**Phone:** 1-866-637-1872

**Email:** [recallinfo@nw-naturals.net](mailto:recallinfo@nw-naturals.net)

**Hours:** Monday–Thursday, 8:00 AM–4:00 PM Pacific Time

We recognize the seriousness of this situation and appreciate your continued partnership and cooperation as we work through the recall process. We are committed to providing you with high quality and safe products. Please do not hesitate to reach out to us with any questions or information needed to complete the inventory and credit reconciliation.

Thank you,

**Northwest Naturals**

1-866-637-1872

[recallinfo@nw-naturals.net](mailto:recallinfo@nw-naturals.net)

**FOR IMMEDIATE RELEASE — 08/28/2026**

Northwest Naturals — 1-866-637-1872 — [recallinfo@nw-naturals.net](mailto:recallinfo@nw-naturals.net)

**NORTHWEST NATURALS VOLUNTARILY RECALLS TWO RAW PET FOOD PRODUCTS BECAUSE OF POSSIBLE SALMONELLA & LISTERIA MONOCYTOGENES HEALTH RISK**

Northwest Naturals of Portland, Oregon is voluntarily recalling 53 cases (1,272 lbs.) of **Northwest Naturals Frozen Chicken Recipe (cat food 2 lbs. bag)** and 19 cases (684 lbs.) of **Northwest Naturals Frozen Raw Diet for Dogs Chicken Recipe (6 lbs. bag)** in the two lots identified due to *Salmonella* and/or *Listeria monocytogenes* contamination. *Salmonella* and *Listeria monocytogenes* can affect animals eating contaminated pet products, and there is risk to people from handling contaminated pet products, especially if they have not thoroughly washed their hands after having contact with contaminated pet products or any surfaces exposed to contaminated pet products and infected animals.

People infected with *Salmonella* should monitor themselves for the following symptoms: nausea, vomiting, diarrhea or bloody diarrhea, abdominal cramping, and fever. Most people recover without treatment, but in some people, diarrhea may be so severe that they need to be hospitalized. In these patients, *Salmonella* infection may spread from the intestines to the blood stream and then to other body sites resulting in more serious ailments, including arterial infections, endocarditis, arthritis, eye irritation, and urinary tract symptoms. Consumers exhibiting these signs after having contact with contaminated pet products should contact their healthcare providers.

*Listeria monocytogenes* can rarely cause illness and death in people and animals. Symptoms of *Listeria monocytogenes* infection in people include confusion, loss of balance, and convulsions in addition to headache, fever, muscle aches, lethargy, anorexia, nausea, and diarrhea. Pregnant women, newborns, adults ages 65 and older, and people with weakened immune systems are at higher risk of serious illness. Infections during pregnancy can lead to miscarriage, stillbirth, premature delivery, or life-threatening infection of the newborn. Anyone experiencing these symptoms after handling contaminated pet products should contact their healthcare provider.

Pets infected with *Salmonella* or *Listeria monocytogenes* may be lethargic and have diarrhea or bloody diarrhea, fever, and vomiting. Some pets will have only decreased appetite, fever, and abdominal pain. Infected but otherwise healthy pets can be carriers and infect other animals or people. If your pet has consumed the voluntarily recalled product and has these symptoms, please contact your veterinarian.

The voluntarily recalled products were distributed to retail stores nationwide.

The affected products can be identified as follows:

- **Northwest Naturals Frozen Chicken Recipe (cat food and protein topper for dogs), 2 lbs. bag (12 bags per case) — Lot B-5 — Best By 01/26/2028 — UPC 087316384956;** and
- **Northwest Naturals Frozen Raw Diet for Dogs Chicken Recipe, 6 lbs. bag (6 bags per case) — Lot B-19 — Best By 01/25/2028 — UPC 087316380392.**

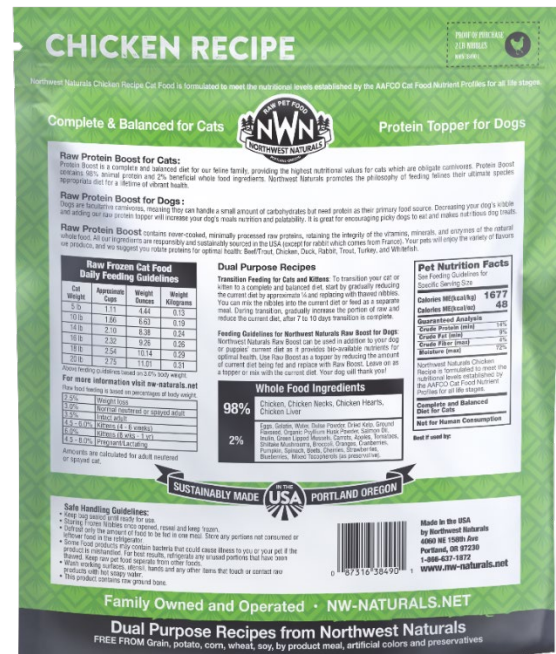
No illnesses have been reported to date in connection with this voluntary recall.

The contamination was identified after product samples were collected and tested by the U.S. Food and Drug Administration (FDA). The **Northwest Naturals Frozen Chicken Recipe** tested positive for *Salmonella* and the **Northwest Naturals Frozen Raw Diet for Dogs Chicken Recipe** tested positive for *Listeria monocytogenes* and *Salmonella*.

Consumers who have purchased the products in these lots should stop feeding them to their pets and return the unused portion to the place of purchase for a full refund. Consumers with questions may contact Northwest Naturals at 1-866-637-1872, Monday-Thursday 8 a.m.-4 p.m. Pacific Time.

As with all raw pet food, safe handling is essential to protecting both pets and the people in the household. Anyone handling raw pet food should wash their hands thoroughly with soap and water after contact; clean and sanitize any surfaces, bowls, utensils, and storage areas the product touches; keep raw pet food separate from human food; and store it frozen or refrigerated until use.

## Product Photos



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