TC 21 MAR 24 1993 ~~FOR OFFICIAL USE ONLY~~

CONSUMER PRODUCT INCIDENT REPORT

N. 208

1. NAME OF RESPONDENT Eugene Cowen	2. PHONE NO. (HOME) WORK 202-362-2606 same
3. STREET ADDRESS 2759 Unicorn Lane NW	4. CITY STATE ZIP CODE Washington DC 20015

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES(USE 2ND PGE IF NEEDED
Consumer placed two slices of bread in toaster oven and pressed oven's lever down. Approximately 30 seconds later, smoke and 5" high flames came from oven's right front panel near lever (exact location unknown). Consumer unplugged oven, flames self-extinguished and the panel was burned. The lever stayed down at time of incident.

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6. DATE OF INCIDENTS 5/92	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX 0 YR/N AND DESCRIBE INJURY: none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none
9. DESCRIPTION OF PRODUCT electric toaster ovens		10. BRAND NAME Black and Decker Toast-R-Oven(si

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Black and Decker 6 Armstrong Road Shelton, CT 06484 unknown unknown unknown unknown	12. MODEL, SERIAL NUMBERS M # TRO200TY1 13. DEALER'S NAME, ADDRESS & PHONE unknown unknown unknown unknown
14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged see narrative	15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 8/21/91 AGE 9 months 16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: unknown

17. HAVE YOU CONTACTED THE MANUFACTURER? YES x NO IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO OTHER?	18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION replacement toaster oven	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO

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20. DATE RECEIVED 03/17/93	21. RECEIVED BY (NAME & OFFICE) CTW/HL	22. DOCUMENT NO. H330156A0
23. FOLLOW-UP ACTION 9		24. PRODUCT CODE(S) Ø216
25. DISTRIBUTION	26. ENDORSER'S NAME & TITLE	

CPSC FORM 175 (9/89)

1.26

5/11/92 Consumer sent a letter to manufacturer's consumer assistance and information department (name unknown) explaining incident.

5/92 Consumer received a letter from manufacturer (name unknown) requesting oven for inspection which consumer sent to manufacturer 5/92.

6/92 Consumer received a new identical replacement toaster oven from manufacturer.

3/17/93 Consumer placed two slices of toast in replacement oven and pressed oven's lever down. Approximately 30 seconds later, smoke came from oven's right front panel near lever (exact location unknown). Consumer pulled lever up and smoke dissipated. Consumer unplugged oven and discontinued use.

Consumer said toaster ovens were clean at the time of incidents.

Toaster ovens are UL listed.

Consumer got CPSC hotline number from the phonebook to file this complaint.

M Y

JUN 2 5 1993

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

PLEASE NOTE THAT TWO IDENTICAL BLACK + DECKER TOASTER OVENS — ONE THAT I BOUGHT NEW AND A SECOND THAT BLACK + DECKER ITSELF SENT ME AS A REPLACEMENT — HAD ELECTRICAL FIRES.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

Eugene Lauer 7/5/93

Signature Date

☐ I request that you do not release my name.

☐ You may release my name to the manufacturer but I request that you not release it to the general public.

☑ You may release my name to the manufacturer and to the public.

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