

**T-FAL**

USA

T-FAL CORPORATION  
25 Riverside Drive, Pine Brook, NJ 07058  
Telephone (201) 575-1060 • Fax (201) 575 0207

**CERTIFICATION OF ANDRE L. HOTTLET**

I, André L. Hottlet, hereby certify that I am President and Chief Executive Officer of T-Fal Corporation and that I am authorized to provide and implement the foregoing corrective action plan regarding the Model 8781 Hi-Speed Toaster on behalf of T-FAL CORPORATION. I further certify that I have reviewed and approved this corrective action plan.



André L. Hottlet  
President and CEO  
T-FAL Corporation

Dated: 06/28/95.



**IMPORTANT SAFETY NOTICE**

Dear Distributor:

As we informed you on [Date], we suspended distribution of the T-FAL Model 8781 high-speed toaster due to a few reports of a possible problem with the toaster's elevating mechanism. We are pleased to inform you that as a precautionary measure, we have modified the toaster to correct any possible problem. These modifications have been received by the United States Consumer Product Safety Commission and deemed to be adequate.

We will promptly replace Model 8781 toasters currently in your inventory with modified Model 8781 toasters. We ask that you return immediately, at our expense, any existing stocks of the Model 8781 to T-FAL. If for any reason you would prefer not to replace your inventory with the new toasters, we will credit your account, or alternatively, refund you for the full value of your current inventory.

T-FAL received a limited number of reports that the Model 8781 might fail to terminate the toasting cycle and might overheat under some circumstances. If the toaster did overheat it could cause a fire. For this reason, the Consumer Product Safety Commission has found a substantial product hazard and we have decided voluntarily to recall all Model 8781s that were previously distributed.

To eliminate the possibility that future Model 8781 toasters might overheat, we have modified the Model 8781 by reducing the spring force in the elevating mechanism and installing stainless steel metal plates inside the case housing to prevent toasted bread from jamming at the end of multiple, frequent toasting cycles. The Consumer Product Safety Commission has reviewed these modifications and has found them to be an adequate solution to the potential problem. T-FAL and the Commission intend to monitor the implementation of the recall plan to ensure that it is carried out quickly and effectively.

We appreciate your continued confidence in T-FAL products. Should you have any questions or require additional assistance, please contact T-FAL Campaign Assistance at 1-800-525-7417 between XXXX AM and XXXX PM, Eastern Time, Monday through Friday.

[Signature of Responsible Firm  
Representative]



**Withheld Pages 55 through 63**

**Exemption 3, 4, 6a2**

**Withheld Pages 64 through 101**

**Exemption 3, 4, 6a2**

C

DRAFT

**IMPORTANT SAFETY NOTICE**

Dear Retailer:

We have suspended distribution of the T-FAL Model 8781 high-speed toaster due to a few reports of a possible problem with the toaster's elevating mechanism. We are pleased to inform you that as a precautionary measure, we have modified the toaster to correct any possible problem. These modifications have been reviewed by the United States Consumer Product Safety Commission and deemed to be acceptable.

We will promptly replace Model 8781 toasters currently in your inventory with modified Model 8781 toasters. We ask that you return immediately, at our expense, any existing stocks of the Model 8781 to T-FAL. If for any reason you would prefer not to replace your inventory with the new toasters, we will credit your account, or alternatively, refund you for the full value of your current inventory.

T-FAL received a limited number of reports that the Model 8781 might fail to terminate the toasting cycle and might overheat under some unusual circumstances. For this reason, in consultations with the Consumer Product Safety Commission, we have decided voluntarily to recall all Model 8781s that were previously distributed.

To eliminate the possibility that future Model 8781 toasters might overheat, we have modified the Model 8781 by reducing the spring force in the elevating mechanism and installing stainless steel metal plates inside the case housing to prevent toasted bread from jamming at the end of multiple, frequent toasting cycles. The Consumer Product Safety Commission has reviewed these modifications and has found them to be an acceptable solution to the potential problem. T-FAL and the Commission intend to monitor the implementation of the recall plan to ensure that it is carried out quickly and effectively.

We appreciate your continued confidence in T-FAL products. Should you have any questions or require additional assistance, please contact T-FAL Campaign Assistance at 1-800-525-7417 between XXXX AM and XXXX PM, Eastern Time, Monday through Friday.

[Signature of Responsible Firm  
Representative]

D

DRAFT

IMPORTANT SAFETY NOTICE

Dear Consumer:

We are recalling the T-FAL Model 8781 high-speed toaster in light of a few, isolated reports of a possible problem with the toaster's elevating mechanism. Even if you have experienced no problems, we will gladly replace your Model 8781 toaster with a new, modified Model 8781 toaster which we have developed to correct any possible problem with the current model. If for any reason you would prefer to return but not replace your toaster with a new toaster, we will extend to you credit toward the purchase of another T-FAL product, or alternatively, a cash refund for the full value of your toaster.

We are taking these precautionary steps after having received a limited number of reports that the Model 8781 might fail to terminate the toasting cycle and might overheat under some unusual circumstances. T-FAL has consulted with the United States Consumer Product Safety Commission and decided voluntarily to recall all Model 8781s that were previously distributed.

To eliminate any possibility that future Model 8781 toasters might overheat, we have modified the Model 8781 by reducing the spring force in the elevating mechanism and installing stainless steel metal plates inside the case housing to prevent toasted bread from jamming at the end of multiple toasting cycles. The United States Consumer Product Safety Commission has reviewed these modifications and has found them to be an acceptable solution to any potential problem. T-FAL and the Commission will monitor this recall effort to ensure that it is carried out quickly and effectively.

If you would like to return your toaster to T-FAL, please follow the instructions provided below.

1. On a small card, please print your name, address, and telephone number. Indicate whether you wish to exchange your toaster for (a) a replacement toaster, (b) credit toward the purchase of another T-FAL product, or (c) a cash refund.
2. Mail the card and toaster to: "ATTN: Toaster Recall, T-FAL Corporation, 25 Riverside Drive, Pine Brook, New Jersey 07058." T-FAL will reimburse you for the cost of postage and shipping.
3. Should you have any questions or require additional assistance, please contact T-FAL Campaign Assistance at 1-800-525-7417 between XXXX AM and XXXX PM, Eastern Time, Monday through Friday.

Please accept our apologies for any inconvenience this process may cause, but T-FAL believes it is essential to ensure the complete satisfaction of our customers, and confidence in our products.

---

Andre L. Hottlet  
President and CEO  
T-FAL Corporation

LAW OFFICES  
VERNER, LIIPFERT, BERNHARD, MCPHERSON AND HAND  
CHARTERED  
901-15TH STREET, N.W., SUITE 950 JUN 20 AM 10:30  
WASHINGTON, D.C. 20005-2301  
(202) 371-6000

Telex: 1561792 VERLIP UT  
Telecopier: (202) 371-6279

**TELECOPIER COVER PAGE**

DATE: June 20, 1995

TO: Mr. John R. Fitch COMPANY NAME: CPSC

FROM: Matthew C. Bernstein ORIGINATOR'S TEL. NO.: (202) 371-6051

TELECOPIER NO.: (301) 504-0359 TOTAL NO. OF PAGES 2  
(INCLUDING COVER PAGE)

CONFIRMATION TEL. NO.: (301) 504-0608 CLIENT/MATTER NO.: 02357.0002

\*\*\*\*\*  
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\*\*\*\*\*

**SPACE FOR ADDITIONAL MESSAGE**

Based on this morning's conversation, I enclose a revised draft letter to distributors for your immediate attention and review.

If neither Bob nor I is in our office, convey your comments/clearance to John Tritak at (202) 371-6275.

\*\*\*\*\*

**FOR TELECOPIER OPERATOR ONLY**

TRANSMITTED: DATE: \_\_\_\_\_ TIME: \_\_\_\_\_ OPERATOR: \_\_\_\_\_

\*\*\*\*\*  
FOR ASSISTANCE CALL TELECOPIER OPERATOR AT (202) 371-6245

[DRAFT LETTER ONLY: DO NOT DISTRIBUTE]

**IMPORTANT SAFETY NOTICE**

Dear Distributor:

As we informed you on [Date], we suspended distribution of the T-FAL Model 8781 high-speed toaster due to a few reports of a possible problem with the toaster's elevating mechanism. We are pleased to inform you that as a precautionary measure, we have modified the toaster to correct any possible problem. These modifications have been received by the United States Consumer Product Safety Commission and deemed to be adequate.

We will promptly replace Model 8781 toasters currently in your inventory with modified Model 8781 toasters. We ask that you return immediately, at our expense, any existing stocks of the Model 8781 to T-FAL. If for any reason you would prefer not to replace your inventory with the new toasters, we will credit your account, or alternatively, refund you for the full value of your current inventory.

T-FAL received a limited number of reports that the Model 8781 might fail to terminate the toasting cycle and might overheat under some circumstances. If the toaster did overheat it could cause a fire. For this reason, the Consumer Product Safety Commission has found a substantial product hazard and we have decided voluntarily to recall all Model 8781s that were previously distributed.

To eliminate the possibility that future Model 8781 toasters might overheat, we have modified the Model 8781 by reducing the spring force in the elevating mechanism and installing stainless steel metal plates inside the case housing to prevent toasted bread from jamming at the end of multiple, frequent toasting cycles. The Consumer Product Safety Commission has reviewed these modifications and has found them to be an adequate solution to the potential problem. T-FAL and the Commission intend to monitor the implementation of the recall plan to ensure that it is carried out quickly and effectively.

We appreciate your continued confidence in T-FAL products. Should you have any questions or require additional assistance, please contact T-FAL Campaign Assistance at 1-800-525-7417 between XXXX AM and XXXX PM, Eastern Time, Monday through Friday.

[Signature of Responsible Firm  
Representative]

Important Safety Notice

Date:

DRAFT LETTER ONLY: DO NOT DISTRIBUTE

~~RECALL NOTICE~~

Dear Distributor:

As we informed you on [Date], we suspended distribution of the T-FAL Model 8781 high-speed toaster due to a few reports of a ~~possible~~ problem with the toaster's elevating mechanism. We are pleased to inform you that as a precautionary measure, we have modified the toaster to correct any possible problem. These modifications have been <sup>U.S.</sup> approved by the Consumer Product Safety Commission. *and found to be adequate*

We will promptly replace Model 8781 toasters currently in your inventory with modified Model 8781 toasters. We ask that you return immediately, at our expense, any existing stocks of the Model 8781 to T-FAL. If for any reason you would prefer not to replace your inventory with the new toasters, we will credit your account, or alternatively, refund you for the full value of your current inventory.

T-FAL received a limited number of reports that the Model 8781 might fail to terminate the toasting cycle and might overheat under some circumstances. If the toaster did overheat it could cause a fire. For this reason, the Consumer Product Safety Commission has found a substantial product hazard and we have decided voluntarily to recall all Model 8781s that were previously distributed.

To eliminate the possibility that future Model 8781 toasters might overheat, we have received ~~approval~~<sup>AS.</sup> from the Consumer Product Safety Commission to modify the Model 8781 by reducing the spring force in the elevating mechanism and installing stainless steel metal plates inside the case housing to prevent toasted bread from jamming at the end of multiple, frequent toasting cycles.

We appreciate your continued confidence in T-FAL products. Should you have any questions or require additional assistance, please contact T-FAL Campaign Assistance at 1-800-525-7417 between XXXX AM and XXXX PM, Eastern Time, Monday through Friday.

[Signature of Responsible Firm  
Representative]

LAW OFFICES  
VERNER, LIIPFERT, BERNHARD, McPHERSON AND HAND  
CHARTERED  
901-15TH STREET, N.W., SUITE 700  
WASHINGTON, D.C. 20005-2301  
(202) 371-6000

05 JUN 19 PM 2:27

Telex: 1561792 VERLIP UT  
Telecopier: (202) 371-6279

**TELECOPIER COVER PAGE**

DATE: June 19, 1995

TO: Mr. John R. Fitch COMPANY NAME: CPSC

FROM: Matthew C. Berstein ORIGINATOR'S TEL. NO.: (202) 371-6051

TELECOPIER NO.: (301) 504-0359 TOTAL NO. OF PAGES 4  
(INCLUDING COVER PAGE)

CONFIRMATION TEL. NO.: (301) 504-0608 CLIENT/MATTER NO.: 02357.0002

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\*\*\*\*\*

**SPACE FOR ADDITIONAL MESSAGE**

Enclosed is 1) a cover letter, and 2) a draft letter to distributors for your immediate attention and review.

We will be calling you this afternoon to discuss this matter.

**FOR TELECOPIER OPERATOR ONLY**

TRANSMITTED: DATE: \_\_\_\_\_ TIME: \_\_\_\_\_ OPERATOR: \_\_\_\_\_

\*\*\*\*\*  
FOR ASSISTANCE CALL TELECOPIER OPERATOR AT (202) 371-6245

VERNER, LIIPFERT, BERNHARD, MCPHERSON AND HAND

CHARTERED

901-15TH STREET N.W.  
WASHINGTON, D.C. 20005-2301

8280 GREENSBORO DRIVE  
SUITE 601  
MCLEAN VIRGINIA 22102  
(703) 749-6000  
TELECOPIER (703) 749-6027

(202) 371-6000  
TELECOPIER (202) 371-6279

2600 TEXAS COMMERCE TOWER  
600 TRAVIS  
HOUSTON, TEXAS 77002  
(713) 237-9034  
TELECOPIER (713) 237-1216

June 19, 1995

VIA FACSIMILE

Mr. John R. Fitch  
Consumer Product Safety Commission  
Division of Corrective Actions  
Office of Compliance  
Washington, D.C. 20207

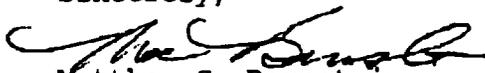
Re: CPSC RP950139  
T-FAL Corporation  
Model 8781 Hi-Speed Toaster

Dear Mr. Fitch:

Pursuant to 16 C.F.R. § 1115.20, we enclose for your approval a copy of the notice to be sent by T-FAL to its distributors of the Model 8781 high-speed toaster. The notice informs the distributors of the potential problem with the toaster and requests that they return, at T-FAL's expense, any toasters they possess in their inventory in exchange for either new, modified Model 8781 toasters, account credits or purchase refunds.

We intend to submit soon to the Commission a copy of the corrective action plan T-FAL has developed to notify retailers and consumers of the potential problem and to recover the toasters in their possession for replacement or refund, as required under 16 C.F.R. § 1115.20.

Sincerely,

  
Matthew C. Bernstein

Enclosure

**DRAFT LETTER ONLY: DO NOT DISTRIBUTE**

**RECALL NOTICE**

Dear Distributor:

As we informed you on [Date], we suspended distribution of the T-FAL Model 8781 high-speed toaster due to a few reports of a possible problem with the toaster's elevating mechanism. We are pleased to inform you that as a precautionary measure, we have modified the toaster to correct any possible problem. These modifications have been approved by the Consumer Product Safety Commission.

We will promptly replace Model 8781 toasters currently in your inventory with modified Model 8781 toasters. We ask that you return immediately, at our expense, any existing stocks of the Model 8781 to T-FAL. If for any reason you would prefer not to replace your inventory with the new toasters, we will credit your account, or alternatively, refund you for the full value of your current inventory.

T-FAL received a limited number of reports that the Model 8781 might fail to terminate the toasting cycle and might overheat under some circumstances. If the toaster did overheat it could cause a fire. For this reason, the Consumer Product Safety Commission has found a substantial product hazard and we have decided voluntarily to recall all Model 8781s that were previously distributed.

- 2 -

To eliminate the possibility that future Model 8781 toasters might overheat, we have received approval from the Consumer Product Safety Commission to modify the Model 8781 by reducing the spring force in the elevating mechanism and installing stainless steel metal plates inside the case housing to prevent toasted bread from jamming at the end of multiple, frequent toasting cycles.

We appreciate your continued confidence in T-FAL products. Should you have any questions or require additional assistance, please contact T-FAL Campaign Assistance at 1-800-525-7417 between XXXX AM and XXXX PM, Eastern Time, Monday through Friday.

[Signature of Responsible Firm  
Representative]

# RUSH PRIORITY RUSH

**LAW OFFICES**  
**VERNER, LIIPFERT, BERNHARD, McPHERSON AND HAND**

*Chartered*  
901 - 15th Street N.W., Suite 700  
Washington, D.C. 20005-2301  
(202) 371-6000  
Telex: 90-4124 VERLIP-WSH  
Telecopier: (202) 371-6279

95 MAY 36 PM 4:49  
VERNER LIIPFERT BERNHARD  
McPHERSON HAND CHARTERED

**TELECOPIER COVER PAGE**

DATE: June 5, 1995

TO: John Fitch

COMPANY NAME: U.S. Consumer Product Safety

FROM: Matthew Bernstein

ORIGINATOR'S TEL. NO.: 202-371-6

TELECOPIER NO.: (301)504-0359

TOTAL NO. OF PAGES: 3  
(including cover page)

CONFIRMATION TEL.: ( )

CLIENT/MATTER NO.: 02357-0002

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SPACE FOR ADDITIONAL MESSAGE

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**FOR TELECOPIER OPERATOR ONLY**

TRANSMITTED: DATE: \_\_\_\_\_ TIME: \_\_\_\_\_ OPERATOR: \_\_\_\_\_

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TELECOPIER CANNON FAX 1-910 (202) 371-6279  
FOR ASSISTANCE CALL TELECOPIER OPERATOR AT (202) 371-6245

# RUSH PRIORITY RUSH

**VERNER, LIIPFERT, BERNHARD, MCPHERSON AND HAND**

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901-15TH STREET, N.W.  
WASHINGTON, D.C. 20005-23018280 GREENSBORO DRIVE  
SUITE 801  
MELGAN, VIRGINIA 22108  
(703) 749-6000  
TELECOPIER: (703) 749-8027(202) 371-6000  
TELECOPIER: (202) 371-62792800 TEXAS COMMERCE TOWER  
600 TRAVIS  
HOUSTON TEXAS 77002  
(713) 237-8034  
TELECOPIER: (713) 237-1210

June 5, 1995

**By Facsimile****Mr. John Fitch  
Division of Corrective Actions  
U.S. Consumer Product Safety Commission  
Washington, D.C. 10207****Re: CPSC RP950139  
T-FAL Corporation  
Model 8781 Hi-Speed Toaster****Dear Mr. Fitch:**

As you requested, this letter clarifies the information contained in the April 19 fax we sent you on the extent of testing by the manufacturer on the modified Model 8781 toaster. You may recall that each modified toaster was tested: (1) for 10 cycles; (2) with two slices of toast inside; (3) with the toaster selector set at position #4; and (4) at twenty-second intervals between cycles.

Tests were performed on three groups of modified toasters. The extent of testing and the results of those tests are as follows:

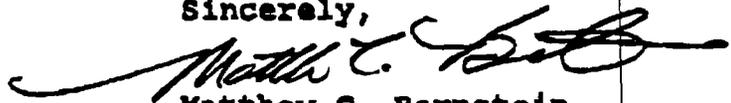
- **New Toasters with Stainless Steel Plate Prototypes:**  
20 new toasters were manually fitted with stainless steel plate prototypes. Results: 18 toasters popped up normally after each cycle; 1 toaster jammed during the seventh cycle; and 1 toaster jammed during the tenth cycle.
- **New Toasters with Definitive Stainless Steel Plates:**  
30 new toasters were fitted during the manufacturing process with definitive stainless steel plates. Results: All 30 toasters popped up normally after each cycle.
- **Returned Toasters with Definitive Stainless Steel Plates:** 30 toasters were returned from the United States and retrofitted with definitive stainless steel

plates. Results: All 30 retrofitted toasters popped up normally after each cycle.

The test results indicate that of the 80 toasters tested, only 2 jammings occurred over the course of 800 cycles. Moreover, none of the toasters manufactured or retrofitted with the definitive stainless steel plates jammed during testing over the course of 600 cycles.

I hope this information will be helpful to the Commission in its decision to certify the modified Model 8781. Please call me or Bob Kirk at (202) 371-6000 if you have any further questions on this matter.

Sincerely,



Matthew C. Bernstein

VERNER, LIIPFERT, BERNHARD, MCPHERSON AND HAND  
CHARTERED

901-15TH STREET, N W  
WASHINGTON, D.C 20005-2301

8280 GREENSBORO DRIVE  
SUITE 601  
MCLEAN, VIRGINIA 22102  
(703) 749-6000  
TELECOPIER (703) 749-6027

(202) 371-6000  
TELECOPIER (202) 371-6279

2600 TEXAS COMMERCE TOWER  
600 TRAVIS  
HOUSTON, TEXAS 77002  
(713) 237-9034  
TELECOPIER (713) 237-1216

WRITER'S DIRECT DIAL  
(202) 371-6051

May 8, 1995

Mr. John Fitch  
Division of Corrective Actions  
U.S. Consumer Product Safety Commission  
Room 613  
4330 East-West Highway  
Bethesda, Maryland 20814

Dear John:

Please find enclosed a sample of the Model 8781 T-FAL Hi-Speed Toaster modified by the manufacturer as described in the drawings we faxed to you on April 19.

Please call me at (202) 371-6051 if there is anything else we can provide.

Sincerely,

  
Mac Bernstein

SENT BY:VERNER LIIPFERT

: 4-19-95 : 3:34PM :

2023716279-

301 504 0359:# 1

LAW OFFICES  
VERNER, LIIPFERT, BERNHARD, MCPHERSON AND HAND  
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901 - 15th Street N.W., Suite 700  
Washington, D.C. 20005-2301  
(202) 371-6000

95 APR 19 PM 3:14  
VERNER LIIPFERT BERNHARD  
MCPHERSON AND HAND CHARTERED

Telex: 90-4124 VERLIP-WSH  
Telecopier: (202) 371-6279

TELECOPIER COVER PAGE

DATE: April 19, 1995

TO: John Fitch

COMPANY NAME: Div. of Corrective Actions

FROM: Mac Bernstein

ORIGINATOR'S TEL. NO.: (202) 371-6051

TELECOPIER NO.: (301) 504-0359

TOTAL NO. OF PAGES: 6  
(including cover page)

CONFIRMATION TEL. (301) 504-0608

CLIENT/MATTER NO.: 02357-0002

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\*\*\*\*\*

SPACE FOR ADDITIONAL MESSAGE

John,

As you requested, attached is the manufacturer's analysis of the T-FAL Model 8781 toaster problem and the manufacturer's proposed solution, including engineering drawings. We will messenger the two (2) new samples of the toaster which we have, and you should receive them today. Also, we are contacting the company to obtain the information your requested regarding the total number of products imported, distributed, and still in stock. Please call me if you have any questions.

Mac Bernstein

FOR TELECOPIER OPERATOR ONLY

TRANSMITTED: DATE: \_\_\_\_\_ TIME: \_\_\_\_\_ OPERATOR: \_\_\_\_\_  
\*\*\*\*\*

TELECOPIER CANNON FAX 1-910 (202) 371-6279

11

**Withheld Pages 120 through 124**

**Exemption 3, 4, 6a2**

RUSH

LAW OFFICES  
**VERNER, LIIPFERT, BERNHARD, McPHERSON AND HAND**  
CHARTERED  
901 - 15th Street N.W., Suite 700  
Washington, D.C. 20005-2301  
(202) 371-6000

Telex: 90-4124 VERLIP-WSH  
Telecopier: (202) 371-6279

TELECOPIER COVER PAGE

DATE: April 17, 1995

TO: Marc Schoem/John Fitch

COMPANY NAME: Div. of Corrective Actions

FROM: Mac Bernstein

ORIGINATOR'S TEL. NO.: (202) 371-6051

TELECOPIER NO.: (301) 504-0359

TOTAL NO. OF PAGES: 7  
(including cover page)

CONFIRMATION TEL. (301) 504-0608

CLIENT/MATTER NO.: 02357-0002

\*\*\*\*\*  
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\*\*\*\*\*

SPACE FOR ADDITIONAL MESSAGE

Complete report pursuant to 16 C.F.R. § 1115.13(d) (including attachments) will be sent via overnight courier.

FOR TELECOPIER OPERATOR ONLY

\*\*\*\*\*  
TRANSMITTED: DATE: \_\_\_\_\_ TIME: \_\_\_\_\_ OPERATOR: \_\_\_\_\_  
\*\*\*\*\*

TELECOPIER CANNON FAX 1-910 (202) 371-6279  
FOR ASSISTANCE CALL TELECOPIER OPERATOR AT (202) 371-6245

## VERNER, LIPFERT, BERNHARD, MCPHERSON AND HAND

CHARTERED

901-15TH STREET, N.W.  
WASHINGTON, D.C. 20005-23018280 GREENSBORO DRIVE  
SUITE 801  
MCLEAN, VIRGINIA 22102  
17031 748-8000  
TELECOPIER: 17031 749-602718021 371-8000  
TELECOPIER: 18021 371-82792600 TEXAS COMMERCE TOWER  
600 TRAVIS  
HOUSTON, TEXAS 77009  
17131 237-8034  
TELECOPIER: 17131 237-1216

April 17, 1995

Mr. Marc J. Schoem  
Director  
Division of Corrective Actions  
U.S. Consumer Product Safety Commission  
Washington, D.C. 10207Re: CPSC RP950139  
T-FAL Corporation  
Model 8781 Hi-Speed Toaster

Dear Mr. Schoem:

We represent T-FAL Corporation ("T-FAL") and are filing this Full Report on behalf of T-FAL, pursuant to 16 C.F.R. § 1115.13(d), as requested in your letter of March 30, 1995. This report is based upon the facts known to T-FAL, and related to us, concerning the Model 8781 Hi-Speed Toaster ("Model 8781 toaster").

Many of the responses and attached documents are confidential and contain or relate to trade secrets or other protected information. Accordingly, T-FAL requests that the Commission not release any of the information contained in this report, pursuant to section 6(b)(5) of the Consumer Product Safety Act ("CPSA"), 15 U.S.C. § 2055(b)(5). Also, all of the documents stamped "confidential" and submitted with this report contain information that may not be disclosed by the Commission, pursuant to section (6)(a) of the CPSA and the Freedom of Information Act, 5 U.S.C. § 552(b)(4).

The following is the information requested in your letter of March 30, 1995:

1. The information in this response has been provided by André L. Hottlet, President and Chief Executive Officer, T-FAL Corporation, 25 Riverside Drive, Pine Brook, New Jersey 07058. See attached "Certification of André L. Hottlet."
2. The product is manufactured by Seb-Vogges, Departement Cuisson, B.P. 12, 29 Rue de la Gare, 88120 Saint-Ane France.

Mr. Marc J. Schoem  
April 17, 1995  
Page 2

3. The product is the TEFAL Model 8781 Hi-Speed Toaster. The toaster has an extra wide slot for toasting slices of bread, bagels, or other similar items up to 1.4 inches thick and 10 inches long. It toasts up to twice as fast as other wide-slot toasters. The final retail prices are not known to T-FAL. Please refer to the attached Underwriters Laboratories ("UL") report for additional information. Attachment 1.
4. T-FAL has received reports suggesting that several Model 8781 toasters have overheated, creating a risk of fire or causing the plastic covering of the toaster to melt or be scorched.
5. T-FAL is not aware of any injuries related to the incidents reported to T-FAL involving the Model 8781 toaster.
6. T-FAL received a letter dated November 7, 1994, reporting "damage to [a] kitchen as a result of a [Model 8781] toaster fire" and stating a claim for damages. See Attachment 2. On December 29, 1994, Carlson Marketing Group ("Carlson"), the largest purchaser of the Model 8781 toaster from T-FAL, received a customer complaint about the toaster. Carlson provided information about this complaint to T-FAL by telephone on January 3 and 4, 1995, and by fax on January 5, 1995. See Attachment 3. The January 5th fax summarized two (2) reports from owners of Model 8781 toasters (who had received the toasters through the State Farm Mutual Automobile Insurance Company ("State Farm") "Select-A-Gift" program) of "flames" being emitted from the top of the toaster. No injury or damage to the toaster or surrounding area was reported. State Farm sent one of the toasters for testing on January 6, 1995. On January 11, 1995, State Farm sent notices to each of their employees and retirees who had received a Model 8781 toaster through the Select-A-Gift program describing the potential problem with the toasters. T-FAL received notice of the results of the State Farm testing on February 3, 1995. Attachment 4. T-FAL has since received copies of the State Farm notices to their employees and retirees and the responses State Farm received (Attachment 5), as well as the State Farm test results (dated January 13, 1995) (Attachment 6). T-FAL received three toasters that had been the subject of complaints and forwarded them to the French manufacturer for testing. On or about March 8, 1995,

Mr. Marc J. Schoem  
April 17, 1995  
Page 3

T-FAL received a memorandum from the manufacturer requesting that T-FAL return its stock of Model 8781 toasters and proceed with a recall of the units T-FAL had sold. See Attachment 7. T-FAL also received an undated report, on or about the same date, describing the manufacturer's test results. Attachment 8 (translated from the original French). Following consultation with outside legal counsel, T-FAL filed a report under § 15 of the Consumer Product Safety Act on March 24, 1995. Attachment 9.

7. From June to December 1994, T-FAL imported and had net sales of 6775 units of the Model 8781 toaster. Of this number, 2388 were sold to the Carlson Marketing Group (a distributor), 1896 were sold to QVC, 294 were sold to Stone & Thomas, and the remaining units were sold in small lots to others. See attached distribution list (Attachment 10). Carlson reports that it has approximately 2000 units in its possession. Accordingly, fewer than 5000 units are currently in consumers' hands. Because T-FAL does not know the number of units actually sold or distributed by its customers, the number of Model 8781 toasters in the possession of consumers may be far fewer than 5,000.
8. See answer to question 7, above, regarding import and distribution dates. T-FAL does not have any additional information regarding the dates of any retail sales.
9. T-FAL has returned its entire stock of Model 8781 toasters to the manufacturer in France. T-FAL is not aware of the total number of units in the possession of others. As stated in the response to question 7, above, the Carlson Marketing Group reports that it has approximately 2000 units in its possession, leaving fewer than 5,000 units in the possession of others (including consumers).
10. T-FAL has been informed that the French manufacturer plans to modify the construction of the Model 8781 toaster. T-FAL has requested from the manufacturer an explanation and technical drawings of the planned modifications. T-FAL had not received these materials from the manufacturer as of April 14, 1995, however, T-FAL expects to receive them within a week or two. T-FAL will provide copies to the Commission as soon as possible.

Mr. Marc J. Schoam  
April 17, 1995  
Page 4

11. The instructions for use currently supplied with the Model 8781 toaster contain the following cautions:
- Hi-speed toasters are faster and more powerful than regular toasters.
  - Therefore, do not leave the toaster unattended while in use.
  - It is important to keep an eye on the toaster when using it for the first time and after having changed the setting.

T-FAL intends to recall all Model 8781 toasters distributed in the United States. The company is still in the process of formulating a comprehensive recall plan and welcomes the advice and assistance of the Commission in that process.

12. T-FAL plans to offer either (1) to repair (in accordance with the manufacturer's instructions) or replace units which have been sold to distributors and consumers with units modified by the manufacturer, or (2) to provide a full credit for inventory returned by distributors that purchased the Model 8781 toaster.
13. As described in response to question 7, above, T-FAL sold units of the toaster to distributors and retailers which were responsible for the ultimate retail distribution of the Model 8781 toaster.
14. See Attachment 11.
- 15a. See Attachments 6 and 8.
- 15b. T-FAL has requested this information from the manufacturer in France and will provide it to the Commission as soon as possible.
- 15c. T-FAL has requested this information from the manufacturer in France and will provide it to the Commission as soon as possible.
- 15d. See Attachments 2, 3, and 5.
- 15e. All of the failed samples of the product returned to T-FAL were sent to the manufacturer in France for testing. Two new samples will be provided to the Commission under separate cover. Also, T-FAL expects

Mr. Marc J. Schoem  
April 17, 1995  
Page 5

to receive a modified version of the Model 8781 toaster from the manufacturer within the next few weeks. T-FAL will provide a modified sample to the Commission as soon as possible.

15f. See Attachment 12.

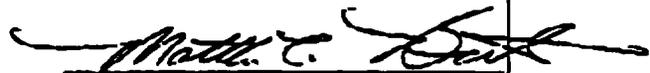
15g. The Model 8781 toaster is listed with Underwriters Laboratories. See Attachment 1.

15h. See Attachment 11.

15i. The Model 8781 toaster is manufactured exclusively for importation by T-FAL.

T-FAL has made every attempt to provide full and complete answers to the questions presented in your letter. T-FAL will provide any additional relevant information that becomes known to T-FAL in a supplementary report to the Commission, as requested in your letter. In the meantime, please contact us at (202) 371-6000 if you have any questions or comments regarding this report.

Sincerely,

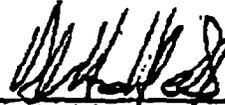


Gary J. Klein  
J. Robert Kirk  
Matthew C. Bernstein  
Attorneys for T-FAL Corp.

Attachments

**CERTIFICATION OF ANDRÉ L. HOTTLET**

I, André L. Hottlet, hereby certify that I am President and Chief Executive Officer of T-FAL Corporation and that I am authorized to provide the foregoing report regarding the Model 8781 Hi-Speed Toaster on behalf of T-FAL Corporation. I further certify that I have reviewed this report and that the information contained in the report is true and accurate as the facts are known to T-FAL Corporation.



André L. Hottlet  
President and CEO  
T-FAL Corporation

Dated: 4/17/95

VERNER, LIPFERT, BERNHARD, MCPHERSON AND HAND

CHARTERED

901-15TH STREET, N W  
WASHINGTON, D C 20005-2301

8280 GREENSBORO DRIVE  
SUITE 601  
MCLEAN VIRGINIA 22102  
(703) 749-6000  
TELECOPIER (703) 749-6027

(202) 371-6000  
TELECOPIER (202) 371-6279

2600 TEXAS COMMERCE TOWER  
600 TRAVIS  
HOUSTON TEXAS 77002  
(713) 237-9034  
TELECOPIER (713) 237-1216

J. ROBERT KIRK  
(202) 371-6184

March 24, 1995

VIA FACSIMILE/U.S. MAIL

Consumer Product Safety Commission  
Division of Corrective Actions  
Office of Compliance  
Washington, D.C. 20207

Re: T-FAL Model 8781 Hi-Speed  
Toaster -- Section 15 Report

Gentlemen:

We represent T-FAL Corporation, which is the importer of a consumer product known as the Model 8781 hi-speed toaster. Pursuant to Section 15 of the Consumer Product Safety Act ("CPSA") and 16 C.F.R. § 1115, we are filing this initial report because T-FAL has obtained information suggesting that under a limited set of circumstances not likely to occur in ordinary consumer use, the Model 8781 toaster may overheat in a way that could result in scorching or burning of the item being toasted and melting or scorching of the plastic case of the toaster.

T-FAL does not believe that the information in its possession reasonably supports the conclusion that the Model 8781 toaster contains a product defect which could create a substantial product hazard within the meaning of Section 15(b) of the CPSA or creates an unreasonable risk of serious injury or death. Nevertheless, T-FAL makes this report in order to share with the Commission what it has learned and the principles which will guide its plan for addressing this potential problem.

The facts known to T-FAL are as follows. During the period from June to December 1994, T-FAL imported and sold 6775 units of

the Model 8781 toaster. <sup>1/</sup> Of this number, 2388 were sold to a distributor known as the Carlson Marketing Group, 1896 were sold to QVC, and the remainder were sold in small lots to others. <sup>2/</sup>

T-FAL has been told by Carlson that Carlson has approximately 2000 units in its possession. Accordingly, fewer than 5000 units are currently in consumers' hands.

Since November 1994, T-FAL has received reports suggesting that several Model 8781 toasters that had overheated. T-FAL is not aware of any personal injuries related to these incidents.

Since toasters commonly overheat as the result of a variety of factors having nothing to do with the design or functionality of the product, T-FAL could make no judgment about these events until it obtained the toasters in question for testing. <sup>3/</sup> T-FAL finally obtained two of these toasters and sent them to the manufacturer for testing (they were still functional). The manufacturer also tested several dozen other Model 8781 units, none of which had manifested any operational problems.

The results of those tests indicate that in some units, after repeated cycles at high temperature settings, it is possible for the item in the toaster to fail to "pop-up" and the heat to continue rather than cut-off. This problem appears to be the product of a combination of variables, including a heat build-up condition that causes the case of the unit to deform sufficiently to increase the amount of friction between the case and internal moving parts.

T-FAL intends to recall and replace free-of-charge all units of the Model 8781 toaster. It is currently developing its plan for such a recall.

The Chief Executive Officer of T-FAL is currently out of the country. To avoid unnecessary delay, we are making this preliminary report in his absence.

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<sup>1/</sup> T-FAL stopped selling the toaster based on information it had received suggesting the possibility of an overheating problem.

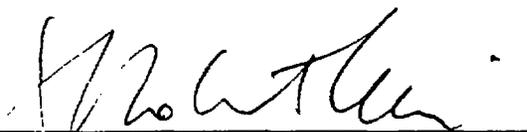
<sup>2/</sup> Carlson Marketing Group, Inc. is located at Carlson Parkway, P.O. Box 59159, Minneapolis, Minnesota 55459.

<sup>3/</sup> The manufacturer of the Model 8781 is Seb-Vosges, Departement Cuisson, B.P. 12, 29 Rue De La Gare 88120, Saint-Ame, France.

Consumer Product Safety Commission  
March 24, 1995  
Page 3

We will be providing the Commission with additional information as appropriate. In the meantime, please do not hesitate to contact us with any questions or comments you may have.

Very truly yours,



---

Gary J. Klein  
J. Robert Kirk  
Attorneys for T-Fal Corporation

# NEWS from CPSC

## U.S. CONSUMER PRODUCT SAFETY COMMISSION

OFFICE OF INFORMATION AND PUBLIC AFFAIRS

WASHINGTON, D.C. 20207

FOR IMMEDIATE RELEASE

July 25, 1995

Release # 95-149

CONTACT: Kate Premo

(301) 504-0580 Ext. 1187

### CPSC AND TEFAL CORPORATION ANNOUNCE TOASTER RECALL

WASHINGTON, D.C. - In cooperation with the U.S. Consumer Product Safety Commission (CPSC), TEFAL Corporation of Pine Brook, N.J., is voluntarily recalling 6,775 Model 8781 Hi-Speed Toasters. The toaster's heating unit may not turn off, presenting a potential fire hazard.

TEFAL received 11 reports of the toaster overheating. In some instances, food items caught fire; and in one instance, a fire from the toaster caused damage to a kitchen.

The white plastic toasters measure approximately 14 inches long, 6 inches high, and 4.5 inches wide. The words "TEFAL Hi-speed Thick 'n' Thin" appear on the side of the toaster. A dial with six control settings is located in the bottom right hand corner of the front of the toaster.

Various retailers sold the toasters nationwide from June 1994 to December 1994 for \$29.99.

Consumers who own a toaster manufactured by TEFAL should disconnect it and check the model number located on a metal plate on the bottom of the toaster. Consumers who have a Model 8781 toaster should contact TEFAL at (800) 395-8325 to arrange for a replacement or refund.

CPSC and TEFAL are not aware of injuries involving this product. This recall is being conducted to prevent the possibility of injury.

The U.S. Consumer Product Safety Commission protects the public from the unreasonable risk of injury or death from 15,000 types of consumer products under the agency's jurisdiction. To report a dangerous product or a product-related injury and for information on CPSC's fax-on-demand service, call CPSC's hotline at (800) 638-2772 or CPSC's teletypewriter at (800) 638-8270. To order a press release through fax-on-demand, call (301) 504-0051 from the handset of your fax machine and enter the release number. Consumers can obtain this release and recall information via Internet gopher services at [cpsc.gov](http://cpsc.gov) or report product hazards to [info@cpsc.gov](mailto:info@cpsc.gov).

####



U.S. CONSUMER PRODUCT SAFETY COMMISSION  
WASHINGTON, DC 20207

OFFICE OF COMPLIANCE

DIVISION OF  
CORRECTIVE ACTIONS  
Tel: 301-504-0608  
FAX: 301-504-0359

DATE: 7/24/95 PAGES TRANSMITTED 1 + cover

TO: Mac Bernstein, Esq.

TITLE: Venue Liptent, Bernhard, McPherson,

OFFICE: and Hand

FAX #: 202-371-6279

FROM: JOHN FITCH

REMARKS: Please call to discuss.

NOTE: If all pages are not received, or if you have problems with this transmittal, please contact the person listed above.

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## IMPORTANT SAFETY NOTICE

Dear Consumer:

We are recalling the T-FAL Model 8781 Hi-Speed Toaster because of a few reports of a problem with the toaster's elevator mechanism. The toaster may fail to end the toasting cycle and could overheat, presenting a potential fire hazard.

Even if you have experienced no problems, we will gladly replace your Model 8781 toaster with a new, modified Model 8781 developed to correct problems with the current model. If you would prefer to return but not replace your toaster with a new toaster, we will extend to you credit toward the purchase of another T-FAL product, or a cash refund for the full value of your toaster.

If you would like to return your toaster to T-FAL, please follow these instructions:

1. On a card, please print your name, address, and telephone number. Indicate whether you wish to exchange your toaster for (a) a replacement toaster, (b) credit toward the purchase of another T-FAL product, or (c) a cash refund.
2. Mail the card and the toaster to: " ATTN: Toaster Recall, T-FAL Corporation, 25 Riverside Drive, Pine Brook, New Jersey, 07058." T-FAL will reimburse you for the cost of postage and shipping.
3. Should you have any questions or need assistance, contact T-FAL at 1-800-395-8325 between XXXX AM and XXXX PM, eastern time, Monday through Friday.

This voluntary recall is being made in cooperation with the U.S. Consumer Product Safety Commission. Please accept our apologies for any inconvenience this process may cause, but T-FAL believes it is essential to ensure the satisfaction and safety of our customers, and confidence in our products.

Andre L. Hottlet  
President and CEO  
T-FAL Corporation

# 2945



U.S. CONSUMER PRODUCT SAFETY COMMISSION  
WASHINGTON, DC 20207

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DIVISION OF  
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Tel: 301-504-0608  
FAX: 301-504-0359

DATE: 7/21/95 PAGES TRANSMITTED 1 + cover  
TO: Mac Bernstein, Esq.  
TITLE: Vancouver, Liepfer, Beuchard, McKenson,  
OFFICE: and Hand  
FAX #: 202-371-6279

FROM: JOHN FITCH

REMARKS: FINAL per our discussion. Projected  
release date 7/25/95. I will call Monday  
A.M. regarding your other concerns.

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# NEWS from CPSC

## U.S. CONSUMER PRODUCT SAFETY COMMISSION

OFFICE OF INFORMATION AND PUBLIC AFFAIRS

WASHINGTON, D.C. 20207

FOR IMMEDIATE RELEASE  
1995  
Release # 95-

CONTACT:  
(301) 504-0580 Ext.

### CPSC AND TEFAL CORPORATION ANNOUNCE TOASTER RECALL

WASHINGTON, D.C. - In cooperation with the U.S. Consumer Product Safety Commission (CPSC), TEFAL Corporation of Pine Brook, N.J., is voluntarily recalling 6,775 Model 8781 Hi-Speed Toasters. The toaster's heating unit may not turn off, presenting a potential fire hazard.

TEFAL received 11 reports of the toaster overheating. In some instances, food items caught fire; and in one instance, a fire from the toaster caused damage to a kitchen.

The white plastic toasters measure approximately 14 inches long, 6 inches high, and 4.5 inches wide. The words "TEFAL Hi-speed Thick 'n' Thin" appear on the side of the toaster. A dial with six control settings is located in the bottom right hand corner of the front of the toaster.

Various retailers sold the toasters nationwide from June 1994 to December 1994 for \$29.99.

Consumers who own a toaster manufactured by TEFAL should disconnect it and check the model number, located on a metal plate on the bottom of the toaster. Consumers who have a Model 8781 toaster should contact TEFAL at (800) 395-8325 to arrange for a replacement or refund.

CPSC and TEFAL are not aware of injuries involving this product. This recall is being conducted to prevent the possibility of injury.

The U.S. Consumer Product Safety Commission protects the public from the unreasonable risk of injury or death from 15,000 types of consumer products under the agency's jurisdiction. To report a dangerous product or a product-related injury and for information on CPSC's fax-on-demand service, call CPSC's hotline at (800) 638-2772 or CPSC's teletypewriter at (800) 638-8270. To order a press release through fax-on-demand, call (301) 504-0051 from the handset of your fax machine and enter the release number. Consumers can obtain this release and recall information via Internet gopher services at [cpsc.gov](http://cpsc.gov) or report product hazards to [info@cpsc.gov](mailto:info@cpsc.gov).

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U.S. CONSUMER PRODUCT SAFETY COMMISSION  
WASHINGTON, DC 20207

OFFICE OF COMPLIANCE

DIVISION OF  
CORRECTIVE ACTIONS  
Tel: 301-504-0608  
FAX: 301-504-0359

DATE: 7/20/95 PAGES TRANSMITTED 1 + cover  
TO: MAC Bernstein, Esq.  
TITLE: Vaner, Lipton, Bernhard, McPherson  
OFFICE: and Hand  
FAX #: 202-371-6051 6279

FROM: JOHN Fitch

REMARKS: Revised per our public affairs  
staff. Please call after you get a  
chance to review this draft.

NOTE: If all pages are not received, or if you have problems with this transmittal, please contact the person listed above.

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# NEWS from CPSC

## U.S. CONSUMER PRODUCT SAFETY COMMISSION

OFFICE OF INFORMATION AND PUBLIC AFFAIRS

WASHINGTON, D.C. 20207

FOR IMMEDIATE RELEASE  
1995  
Release # 95-

CONTACT:  
(301) 504-0580 Ext.

### CPSC AND TEFAL CORPORATION ANNOUNCE TOASTER RECALL

WASHINGTON, D.C. - In cooperation with the U.S. Consumer Product Safety Commission (CPSC), TEFAL Corporation of Pine Brook, N.J., is voluntarily recalling 6,775 Model 8781 Hi-Speed Toasters. The toaster's heating unit may not turn off, presenting a potential fire hazard.

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The white plastic toasters measure approximately 14 inches long, 6 inches high, and 4.5 inches wide. The words "TEFAL Hi-speed Thick 'n' Thin" appear on the side of the toaster. A dial with six control settings is located in the bottom right hand corner of the front of the toaster.

Various retailers sold the toasters nationwide from June 1994 to December 1994 for \$29.99.

Consumers who own a toaster manufactured by TEFAL should disconnect it and check the model number, located on a metal plate on the bottom of the toaster. Consumers who have a Model 8781 toaster should contact TEFAL at (800) 395-8325 to arrange for a replacement or refund.

CPSC and TEFAL are not aware of injuries involving this product. This recall is being conducted to prevent the possibility of injury.

The U.S. Consumer Product Safety Commission protects the public from the unreasonable risk of injury or death from 15,000 types of consumer products under the agency's jurisdiction. To report a dangerous product or a product-related injury and for information on CPSC's fax-on-demand service, call CPSC's hotline at (800) 638-2772 or CPSC's teletypewriter at (800) 638-8270. To order a press release through fax-on-demand, call (301) 504-0051 from the handset of your fax machine and enter the release number. Consumers can obtain this release and recall information via Internet gopher services at [cpsc.gov](http://cpsc.gov) or report product hazards to [info@cpsc.gov](mailto:info@cpsc.gov).

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U.S. CONSUMER PRODUCT SAFETY COMMISSION  
WASHINGTON, DC 20207

OFFICE OF COMPLIANCE

DIVISION OF  
CORRECTIVE ACTIONS

Tel: 301-504-0608

FAX: 301-504-0359

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DATE: 7/7/95 PAGES TRANSMITTED 1 + cover  
TO: Matthew C. Bernstein, Esq.  
TITLE: VERNER, Liipfert, Bernhard, McPherson  
OFFICE: and Hand  
FAX #: 202-371-6279

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FROM: JOHN FITCH

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REMARKS: For your review. I will contact  
you next week so we can discuss the  
content.

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**NOTE: If all pages are not received, or if you have problems with this transmittal, please contact the person listed above.**

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142

**DRAFT**

NEW3 from CPSC  
U.S. CONSUMER PRODUCT SAFETY COMMISSION  
OFFICE OF INFORMATION AND PUBLIC AFFAIRS

WASHINGTON, D.C. 20207

FOR IMMEDIATE RELEASE  
1995  
Release # 95-

CONTACT:  
(301) 504-0580 Ext.

CPSC AND TEFAL CORPORATION ANNOUNCE TOASTER RECALL

WASHINGTON, D.C. - In cooperation with the U.S. Consumer Product Safety Commission (CPSC), TEFAL Corporation of Pine Brook, N.J., is voluntarily recalling 6,775 Model 8781 Hi-Speed Toasters. The toaster's heating unit may not turn off, presenting a potential fire hazard.

CPSC is aware of numerous complaints that the toaster overheated and set food on fire, and one claim that a toaster fire resulted in damage to a kitchen.

The white plastic toasters measure approximately 14 inches long, 6 inches high, and 4.5 inches wide. The words "TEFAL Hi-speed Thick 'n' Thin" appear on the side of the toaster. A dial with six control settings is located in the bottom right hand corner of the front of the toaster.

The toasters were sold nationwide for HOW MUCH? from June 1994 to December 1994 through QVC and various other retailers.

Consumers who own a toaster manufactured by TEFAL should disconnect it and check the model number. located on a metal plate on the bottom of the toaster. Consumers who have a Model 8781 toaster should contact TEFAL at (800) 525-7417 to arrange for a replacement or refund.

CPSC and TEFAL are not aware of injuries involving this product. This recall is being taken to prevent the possibility of injury.

The U.S. Consumer Product Safety Commission protects the public from the unreasonable risk of injury or death from 15,000 types of consumer products under the agency's jurisdiction. To report a dangerous product or a product-related injury and for information on CPSC's fax-on-demand service, call CPSC's hotline at (800) 638-2772 or CPSC's teletypewriter at (800) 638-8270. To order a press release through fax-on-demand, call (301) 504-0051 from the handset of your fax machine and enter the release number. Consumers can obtain this release and recall information via Internet gopher services at [cpsc.gov](http://cpsc.gov) or report product hazards to [info@cpsc.gov](mailto:info@cpsc.gov).

####

T-FAL's Proposed Revisions to Draft  
CPSC Press Release<sup>1/</sup>

Washington, D.C. -- In cooperation with the U.S. Consumer Product Safety Commission (CPSC), TEFAL Corporation of Pine Brook, N.J., is voluntarily recalling 6,775 Model 8781 Hi-Speed Toasters. Under certain circumstances, the toaster's heating unit may not turn off, presenting a potential fire hazard.

The manufacturer of the Model 8781 has informed the CPSC of 11 reported instances of the toaster overheating. In some instances, an item of food caught fire; and in one instance, there was some fire damage caused to a kitchen. CPSC is aware of numerous complaints that the toaster overheated and set food on fire, and one claim that a toaster fire resulted in damage to a kitchen.

The white plastic toasters measure approximately 14 inches long, 6 inches high, and 4.5 inches wide. The words "TEFAL Hi-speed 'thick 'n' 'thin" appear on the side of the toaster. A dial with six control settings is located in the bottom right hand corner of the front of the toaster.

The toasters were sold nationwide for an approximate price of \$29.99 from June 1994 to December 1994 through ~~QVC~~ and various other retailers.

Consumers who own a toaster manufactured by TEFAL should disconnect it and check the model number located on a metal plate on the bottom of the toaster. Consumers who have a Model 8781 toaster should contact TEFAL at ~~(800) 525-7417~~ (800) 395-8325 to arrange for a replacement or refund.

CPSC and TEFAL are not aware of injuries involving this product. This recall is being undertaken solely ~~taken~~ to prevent the possibility of injury.

The U.S. Consumer Product Safety Commission protects the public from the unreasonable risk of injury or death from 15,000 types of consumer products under the agency's jurisdiction. To report a dangerous product or product-related injury and for information on CPSC's fax-on-demand service, call CPSC's hotline at (800) 638-2772 or CPSC's teletypewriter at (800) 638-8270. To order a press release through fax-on-demand, call (301) 504-0051

---

1/ Proposed revisions to press release are indicated as follows: additions to text are underlined; deletions to text are ~~crossed-out~~.

## MEMO RECORD

TO : John Fitch, CCA  
FROM : Ronald T. Reichel, ESEE

June 6, 1995

**SUBJECT:** Follow Up to PSA 0355, Hi-Speed Toaster w/electronic timer, Tefal "Thick'n'Thin", Model 8781, T-FAL Corporation, 208 Passaic Avenue, Fairfield, NJ 07004, Sample Number T-793-0389 (two subs)(defective and corrected examples)

**SUMMARY:** Matthew C. Bernstein's Letter of June 5, 1995, to John Fitch reports on additional testing of production toasters. These tests of 60 additional toasters remove the reservations expressed in PSA 0355.

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## MEMO RECORD

TO : John Fitch, CCA  
FROM : Ronald T. Reichel, ESEE

June 6, 1995

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United States  
**CONSUMER PRODUCT SAFETY COMMISSION**  
Washington, D.C. 20207

**MEMORANDUM**

**DATE:** May 30, 1995

**TO :** File

**FROM :** John Fitch  
Compliance Officer  
Division of Corrective Actions

**SUBJECT:** T-Fal Evaluation

Discussed technical evaluation with Ron Reichel, ESEE, on 5/24/95. He addressed concerns in PSA 0355 regarding the company's proposed fix. Ron felt that additional testing of production models with the correction would be necessary.

I showed him the latest materials from the company. He had overlooked this data during his review. T-Fal had infact tested 30 toasters that had been manufactured with the changes. They had no failures during this test phase. Ron felt that based on the additional tests, the "fix" would be adequate.

Request number: 0355

Date Processed: 4/21

Date Requested: 5/1/95

Due Date: \_\_\_\_\_

Assigned to: \_\_\_\_\_

Organization: E-5 (RTR)

I.O.: \_\_\_\_\_

Req. Summary: \_\_\_\_\_

PRODUCT SAFETY ASSESSMENT (PSA) TECHNICAL EVALUATION REQUEST

Note: Print, use black pen, no blue ink.

Requested by: JOHN FITCH 11220 Org. Codes: CECA FOER

Date: 4/20/95 Priority: B Case# RP950139

PRODUCT INFORMATION

Manufacturer: T-Fal State: NJ

Product: TOASTER

Brand name, model, etc. Model 8781 Hi-Speed Toaster

Sample number: T-793-0389 (2 SUBS)

Sample Disposition:  Return to Requestor  Store at Whse  Other: \_\_\_\_\_

EVALUATION REQUESTED: ES - Please review file for explanation of defect. Comment on the adequacy of the testing completed by State Farm and Seb-Vosges. Indicate if any additional testing is necessary. Evaluate manufacturers planned "fix" for the product. Review samples as needed.

EPI ASSESSMENT: Dates: From \_\_\_\_\_ TO \_\_\_\_\_ Sort by Mfg.  Yes  No

\_\_\_\_ IDI \_\_\_\_ IPI1 \_\_\_\_ NEISS Comments \_\_\_\_ NEISS Estimates \_\_\_\_ Deaths \_\_\_\_ MFIRS

Hazard: Fire Requested date: 5/1/95 Attachments: File and Samples w/C.O.

## MEMO RECORD

**TO** : John Fitch, CCA  
**FROM** : Ronald T. Reichel, ESEE

May 23, 1995

**SUBJECT:** PSA 0355, Hi-Speed Toaster w/electronic timer, Tefal "Thick'n'Thin", Model 8781, T-FAL Corporation, 208 Passaic Avenue, Fairfield, NJ 07004, Sample Number T-793-0389 (two subs)(defective and corrected examples)

**SUMMARY:** The problem with these toasters, as identified by the State Farm users and later by the manufacturer's tests, is that the actuator and elevator mechanism fail to rise after the electronic timer has actuated the solenoid at the end of the toasting cycle. In tests by the manufacturer, the defect was attributed to binding of the actuator against the housing and high spring force of the switch contacts. Both Subs were tested, without bread, by operating them through 25 consecutive cycles without any waiting between cycles. Neither sample malfunctioned during these tests. Reduction of the spring force and the addition of a metal part to reduce sliding friction in conjunction of with the removal of a 'beard' on the case housing are the steps taken by the manufacturer to eliminate the defect. Tests of 20 prototypes by the manufacturer, not 100% perfect, indicate that these modifications should eliminated the defect. These changes appear to be adequate, but further testing of production toasters should be done before this correction is approved.

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DIRECTORATE FOR EPIDEMIOLOGY

DATA REVIEW

TO: J. Fitch, CECA  
Thru: M. Schoem  
FROM : M. Edmonds, EPHA  
REQUEST: PSA 0251, T-Fal  
Hi-Speed Toasters I model 8781

DATE: 4/5/95  
DATE DUE: 4/4/95  
PRIORITY: b

HAZARD PATTERN: fire/burn

SELECTION CRITERIA:

Product Code(s): 0234  
Text/Other : T-Fal, T Fal  
Time Frame : 900000 - 950403  
NFIRS Search Criteria: Eq = 25, Fmht = 20-29, 56-57, Tx = T-Fal, Tfal  
Years = 1989-1992

INCIDENTS IDENTIFIED:

<u>Data Base(s)*</u>	<u># of Incidents</u>	<u># of Deaths</u>
Accident Investigations	2	--
Reported Incidents	--	--
Death Certificates	--	--
NEISS (Actual number)	--	--
NFIRS	--	--
TOTAL	2	--

\* Incidents reported in more than one data base are included only once, in the data base listed first. These are reports EPHA was able to identify from the CPSC data files and should not be considered a statistical sample or a complete count of all such incidents that may have occurred.

NOTES/COMMENTS

Printouts attached