



The Safety Institute

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July 28, 2015

Marc Schoem
Deputy Director, Office of Compliance and Field Operations
U.S. Consumer Product Safety Commission
4330 East West Highway
Bethesda, MD 20814

Dear Mr. Schoem,

We are writing to alert you to the safety problem of exploding glass doors in ovens manufactured by Kenmore, that have caused injuries to consumers. We further request that the U.S. Consumer Product Safety Commission initiate an investigation and a recall.

Our review of product safety reports in the U.S. Consumer Product Safety Commission's Saferproducts.gov database, uncovered more than 300 incidents that occurred from March 2011 to the present; many are preceded by the oven door handle breaking or loosening.

The Safety Institute reviewed the consumer complaints between March 2011 and July 2015 on saferproducts.gov and found approximately 337 incidents where the glass in a Kenmore oven door had exploded, shattered, or broken. Most of the Kenmore oven incidents involve models beginning with the model number 790. Out of the 316 incidents that clearly listed the model numbers, 286 complaints were for the 790 model. In more than 30 of these complaints, consumers also mention that the oven handle had become loose or fell off – this may be a contributing factor in the glass failure.

Many of these doors failed while the ovens were not in use, or had not been used for a long period of time. Other failures occurred while the oven was in use and resulted in hot glass shattering onto kitchen floors and onto consumers.

Online consumer complaints demonstrate that these incidents have been occurring at least since 2009. The failure of tempered glass may be foreseeable, but it is not acceptable. And in this case, the number of failures is excessive. For example, during the same three-and-a-half year time period, consumers reported approximately 87 glass door explosions or shattering events with GE products and approximately 66 complaints of this nature of Frigidaire ovens.

Several consumers complained of cuts and lacerations in Kenmore oven door explosions, but given the extreme nature of some of the explosions described, the risks posed to users merely peering into their ovens is unreasonable. It is foreseeable that eventually severe facial injuries will occur, should the oven explode during this common behavior.

We urge the CPSC to examine these incidents and consider an investigation leading to a recall and/or repair. Attached is an excel spreadsheet with support data and a key specifying examples of oven door glass failures which include simultaneous handle incidents and consumers claiming 2nd and 3rd incidents of glass door failure.

We will contact the agency within the next few days to follow-up on this issue.

Thank you for your time and consideration.

Best,

A handwritten signature in cursive script that reads "Jamie Schaefer-Wilson".

Jamie Schaefer-Wilson
Executive Director