

From: [REDACTED] (GE Indust, ConsInd) [mailto:[REDACTED]@GE.COM]
Sent: Wednesday, June 10, 2009 2:03 PM
To:
Cc:
Subject: RE: WEWS microwave story

After viewing the video, we have concluded that:

1. This microwave does not pose a risk to the consumer.
 - The microwave is only on for 30 seconds, and
 - If, for whatever reason, the oven gets overheated (which clearly did not happen here) heat sensors in the oven would shut down the unit.
2. It looks like the microwave's 30-second cycle has been activated.
3. The cause appears to be a broken 30-second button.
 - We would need to inspect the microwave to determine why the button broke. (A button or switch on an electrical device can break for any number of reasons.)
 - It is possible that the button broke due to a short circuit in the button itself, which can be caused by unusual wear or contaminants.
 - Broken buttons are rare, but not impossible. But even if a button breaks, there is no risk to the consumer

Feel free to use the following as quotes in your story. If you have any further questions, please send me an email and I will respond.