FILE NAME: Asbestos in Hair Dryers (HD)

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CORRECTED COPY

JUL 30 1979

The Gillette Company
Prudential Tower Building
Boston, Massachusetts 02199
(617) 421-7000

Sara Fleschner
Attorney
Office of the General Counsel

July 27, 1979

STU SAUNDERS - 39

Ms. Catherine Cooke
Director
Consumer Product Safety Commission
Third Floor
1111 - 18th Street
Washington, D.C. 20207

Re: CPSC ID No. 79-110

Dear Catherine:

This is to inform you of a slight modification in Gillette's policy towards consumers with hair dryers containing asbestos.

In our attempt to act responsibly throughout this controversy, we found that many consumers were contacting us for the purpose of obtaining a free new hair dryer rather than an apparent genuine concern over the potential hazards presented by asbestos. In order to discourage those not acting out of genuine concern, we decided to inform the consumer that we would either attempt to replace the asbestos thread or send a factory reconditioned unit as a replacement. A factory reconditioned unit is one which we receive through trade channels, usually because the customer does not like the dryer. These units have been used for an average of less than a month. When we receive them, they are tested, given new attachments, new packaging and are virtually undistinguishable from new units. Gillette's normal full one-year warranty is extended with these hair dryers.

I attach a copy of the revised consumer letter for your consideration. Telephone response follows the same format.

I authorized this change in procedure and trust you have no objection.

Best personal regards,

SCF/dd

enc.

cc: F. Adami
J. Roman
F. Baseggio
R. Long

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