

COC Heater Problem Project
 Submitted to Jan Jones
 From Carrie T. Williams
 14-Aug-98

Consumer Name	Issue Date	Returned Date	Cigs Smoked	Documented Heater Problem
	7/8/98	7/23/98	3 cartons	Heater cracked-H#CDNAX0308
	7/8/98	7/23/98	3 cartons	Heater cracked-H#CDFAX0098 (superseded by newer model)
	6/15/98	8/3/98	?	Heater cracked-H# CDNAX0017
	6/15/98	8/3/98	?	Heater cracked-H# CDNAX0408
	7/21/98	8/11/98	280	Heater is broken; H#CFCAX0428
		7/31/98	1	Indicator bars not shown; Replaced heater; H#CFDAX0357
	7/21/98	8/4/98	3 packs	Heater Blade Broken; H#CFCAX0174
				Cigarette broke off inside heater; H#CDMAX0663
				Bent heater blade and prong; H#CD7AX0348
	7/29/98	8/5/98	60	Heater not cleaned properly; Tar left on elements H#CFEAX0385
	8/3/98	8/10/98	80	Heater not working properly, gave new heater H#CFHAX0248
	6/30/98	7/16/98	?	Puff Activated Lighter fell from car and lighter broke H#CDTAX0141
	7/1/98	7/8/98	400 cigs	Heater prone (element) bent H#CDTAX0280
	7/2/98	7/13/98	1/2 pack	Broken heater cartridge H#CFEAX0495
	7/9/98	7/16/98	1 pk	Secondary can open H#CFIAX0449
	7/22/98	7/29/98	1 pk	Heater information not documented H#CFCAX0203

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7/9/98	7/23/98	400 cigs	Lighter accidentally dropped and hit cement; Decrease in smoke volume as time went on. H#CFIAX0422
7/21/98	7/28/98	7 pks	Broken heater blade; charger sparked when plugged into outlet. H#CFOAX0180 Heater # CFAAX0451
7/28/98	7/30/98	?	Broken heater blade stuck to cigarette when it was ejected. H#CFCAX0069 Bat# CEODYO122, H#CFBAXO125; L#CFBBA0108 Broken heater blade icon; (logic problem) was showing.

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