



June 3, 2026

The Honorable Peter A. Feldman, Acting Chairman  
U.S. Consumer Product Safety Commission  
4330 East-West Highway  
Bethesda, MD 20814

Dear Acting Chairman Feldman:

We write to bring to the CPSC's attention a potential product safety defect in certain Toshiba-brand combination air fryer microwave ovens and countertop microwave ovens, manufactured by Midea and imported to the U.S. by Midea America Corporation. According to [SaferProducts.gov](https://www.saferproducts.gov), at least 28 incidents of Toshiba appliances self-activating were reported between January 2023 and April 2026. One incident report states that an appliance started a fire after self-activating. Eight consumer complaints state that in addition to auto-starting, the appliance spontaneously added cooking time while running.

Our analysis of SaferProducts.gov data identified four model numbers associated with the reported incidents. Twenty-four of the incidents cite a combination air fryer microwave oven with model number ML2-EC10SA/ML2-EC10SA(BS). One incident report that cites model number ML2-EC10SA(BS) reads, "Our Toshiba microwave started on its [sic] own (it was plugged in, but not in use) & then started a fire in the microwave. It melted the glass inside, and once the glass cooled the glass shattered." The consumer stated that they contacted the manufacturer.<sup>1</sup> Two incidents cite model number ML2-EC09SA, another combination air fryer microwave oven. Model numbers EM131A5C and EM925A5A-SS, both microwave ovens, are each cited in one incident.

Several incident reports filed by consumers who allege that their appliance auto-starts, or turns on independently, categorize the potential defect as a fire hazard. One consumer wrote, "Multiple times in the past week [the Air Fryer Combo 8-in-1 Countertop Microwave Oven] has turned itself on, which poses a serious risk to starting a fire if something is inside or if it's running for a longtime." Another complaint reads, "Today I came home from work and [the microwave oven] was EXTREMELY hot. It had not been used at all today (I live alone). I think I am lucky it didn't start a fire."

Consumers in multiple incident reports stated that they contacted Toshiba or Midea about the issue,<sup>2</sup> and expressed dissatisfaction with the response. In one report, a consumer wrote, "I have reached out to Toshiba, whose only response was to confirm I have a proper power source and see if I've tried unplugging it to reset. Since mine is outside the warranty, they are unwilling to do anything and didn't

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<sup>1</sup> CPSC, SaferProducts.gov, Report number: 20230404-FB347-2147348278 (online at: [www.saferproducts.gov/PublicSearch/Detail?ReportId=4162044](https://www.saferproducts.gov/PublicSearch/Detail?ReportId=4162044)).

<sup>2</sup> Midea America Corp., which has a brand licensing agreement with Toshiba, operates the U.S. small appliances website [www.toshiba-lifestyle.com/us](https://www.toshiba-lifestyle.com/us). Midea America is responsible for customer and technical support issues related to the Toshiba small appliances product category, including Toshiba-branded products such as microwave ovens, toaster ovens, rice cookers, air fryers, air purifiers and portable and window air conditioner units. See also [toshiba.com/tai/consumer-small-appliances-support](https://toshiba.com/tai/consumer-small-appliances-support).

comment on my product safety concerns for others.”<sup>3</sup> In another report, a consumer wrote, “I emailed the company they are aware of the issue but will not cover it.”<sup>4</sup> In yet another report, a consumer wrote, “Toshiba acknowledges that this is a common issue with this microwave - with a sticky button. It has been happening for the last 18 months - but Toshiba doesn't want to do anything about it,” the consumer stated, “despite being a known issue to them.”<sup>5</sup>

Consumer Reports is deeply concerned by the nature and potential scale of this possible product safety defect. Midea of America, which is responsible for these Toshiba-brand products in the U.S. market, has apparently not taken action to address this issue comprehensively, despite the publicly available incident reports indicating that the company may be aware it is happening with some frequency (they have not commented on any of the 28 [SaferProducts.gov](https://www.saferproducts.gov) incidents we identified). We respectfully ask the agency to investigate these incidents and the potential fire hazard posed by certain Toshiba appliances made by Midea, and to take action as necessary to protect the public, which may include securing a recall.

Thank you for your prompt attention to this matter, and please do not hesitate to reach out with any questions.

Sincerely,

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Manager, Safety Advocacy

Gabe Knight  
Senior Policy Analyst

cc: Nicole Brightbill, Brien Lorenze, DeWane Ray, and Jen Sultan

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<sup>3</sup> CPSC, SaferProducts.gov, Report number: 20260422-15044-2147320224 (online at: [www.saferproducts.gov/PublicSearch/Detail?ReportId=6007216](https://www.saferproducts.gov/PublicSearch/Detail?ReportId=6007216)).

<sup>4</sup> CPSC, SaferProducts.gov, Report number: 20250410-F302B-2147332012 (online at: [www.saferproducts.gov/PublicSearch/Detail?ReportId=5222635](https://www.saferproducts.gov/PublicSearch/Detail?ReportId=5222635)).

<sup>5</sup> CPSC, SaferProducts.gov, Report number: 20251021-B1DCF-2147326929 (online at: [www.saferproducts.gov/PublicSearch/Detail?ReportId=5682135](https://www.saferproducts.gov/PublicSearch/Detail?ReportId=5682135)).