

tc 23

EMOS

C96B0017

HCR [redacted]
Warnerville, NY 1218 [redacted]
September 4, 1996

MFR/PRVLR NOTIFIED 7/2/97
No Comments made
Comments attached
Excisions/Revisions
Firm has not requested
further notice

NOV 26 1996

Anchor Hocking Glass Company
Lancaster, Ohio 43130-0600

Dear Anchor Hocking:

I got a Basket Buffet as a gift recently (57335). The first time I used it was for a layered chicken, broccoli and rice meal. The rice was cooked and partially cooled as was the broccoli and julienned chicken. I layered the warm ingredients and was warming the gravy as the casserole sat on the counter. Suddenly there was a loud explosive noise. The casserole exploded, sending glass shards all over the kitchen. I had to discard all the food and spend a very long time painstakingly cleaning the entire room. I was grateful that I was not leaning my face over the casserole as it exploded.

I await a reply from you before contacting a consumer product safety agency.

Sincerely,

(Mrs.) [redacted signature]

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25(c)



OPSC/OFC OF THE STATE OF NEW YORK
 FREEDOM OF INFORMATION ACT
 EXECUTIVE DEPARTMENT
 STATE CONSUMER PROTECTION BOARD

1996
 11/14/96
 A 9:56

Timothy S. Carey
 Chairman and Executive Director

George E. Pataki
 Governor

Ann Kutter
 Deputy Executive Director

November 14, 1996

U.S.
 Cons. Product Safety Comm
 Washington DC 20207

File No.: A-2384-96
 Re: Anchor Hocking Glass Co

Dear Sir/Madam:

The enclosed consumer complaint is being forwarded to you for your consideration and appropriate action.

Since we maintain a file on all complaints received in this office, we would appreciate a periodic report of any action taken or disposition made. Please refer to above file number when contacting our office.

Very truly yours,

Georgeann M. Stevenson
 Consumer Advisor

cc: [Redacted]
 HCR [Redacted]
 Warnerville NY 12187

