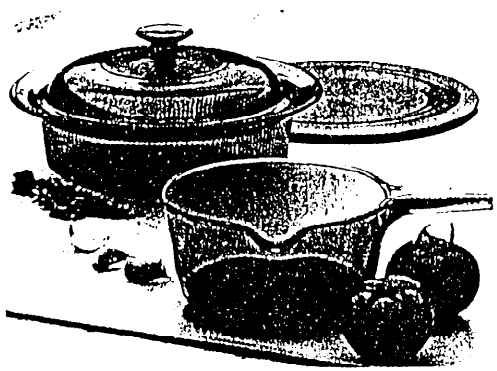
941109CCC 3065

EXHIBIT 3

PRODUCT USE INSTRUCTIONS

The VISIONS® Difference



COOKWARE

VISIONS saucepans, skillets, and casseroles are different from other cookware. They are made of a see-through glass ceramic material that:

- *can be used on the rangetop, in the oven or microwave, or under the broiler (without cover).*
- *can be used for cooking, serving, refrigerating, freezing, reheating, and thawing.*
- *IS BREAKABLE—follow the safety, use, care, and storage instructions.*

COVERS

There are two types of covers—glass and plastic. Note the differences between covers and cookware.

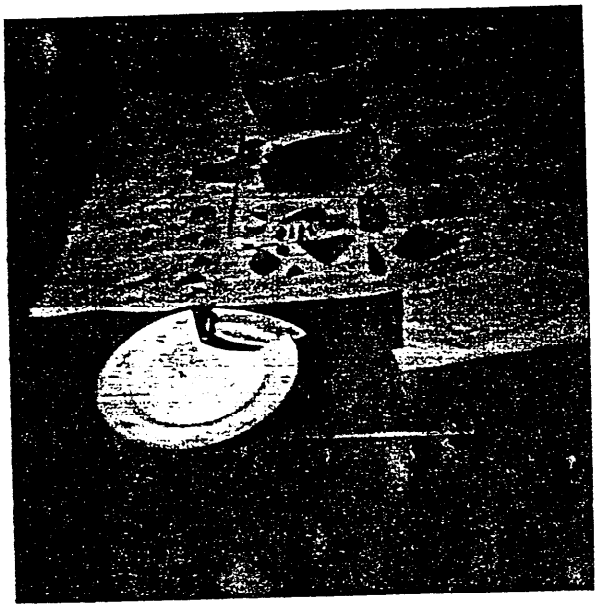
PYREX® brand glass covers:

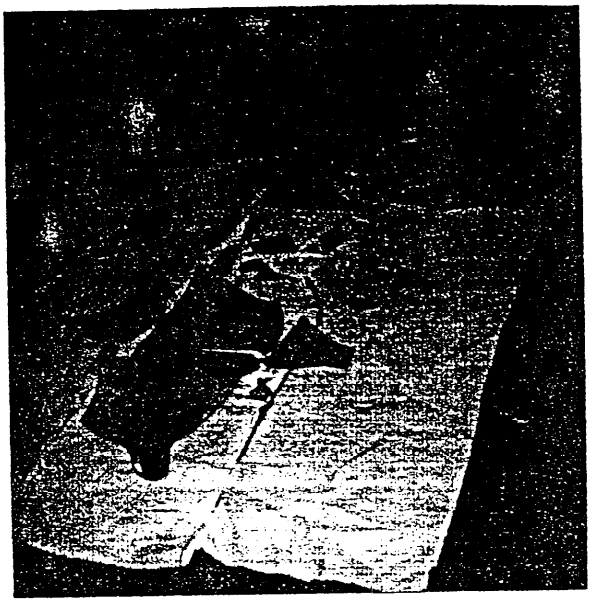
- *can be used as a cover for VISIONS cookware in rangetop applications or in a preheated oven.*
- *can be used in the microwave, refrigerator, or freezer.*
- *ARE BREAKABLE: DO NOT place cover directly on a rangetop burner, under a broiler, under a microwave browning element, or in a toaster oven.*
- *allow covers to cool gradually before washing, refrigerating, or freezing.*

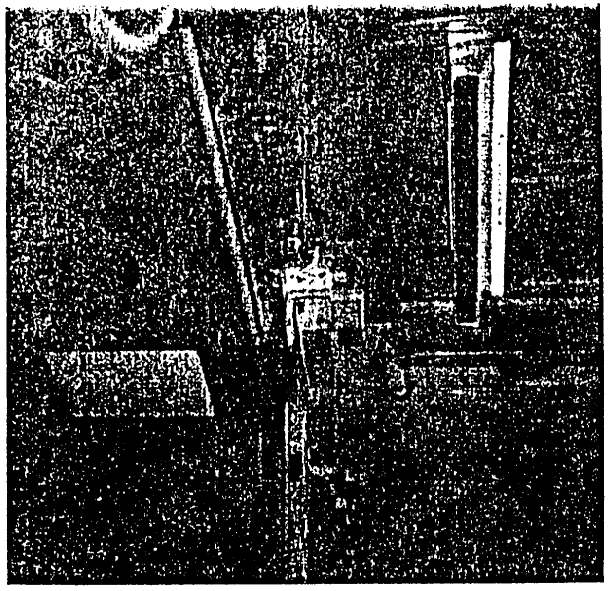
Plastic Microwave/Storage Covers (available for some items):

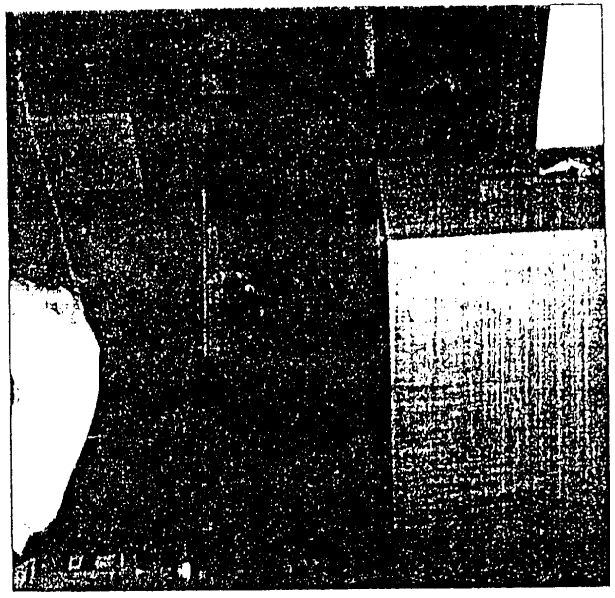
- *can be used in the refrigerator, freezer, or microwave oven.*
- *DO NOT use on rangetop, in conventional oven, under microwave browning element, or in a toaster oven.*

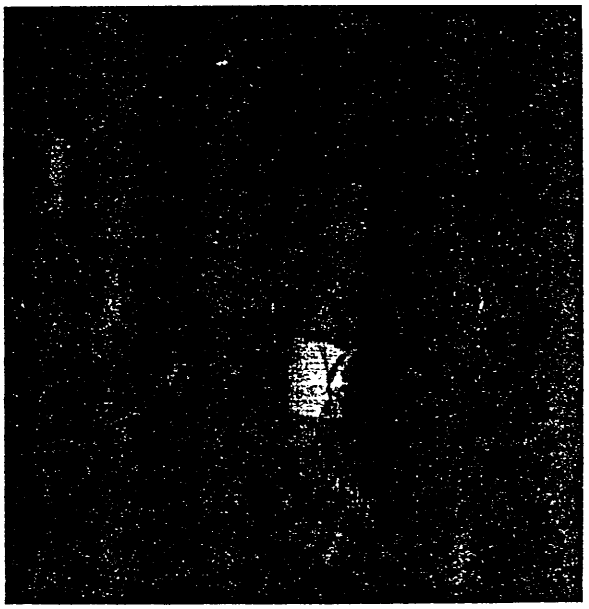
EXHIBIT 2 - Photos of sauce pot, incident scene, + victim's injuries 941109CCC3065

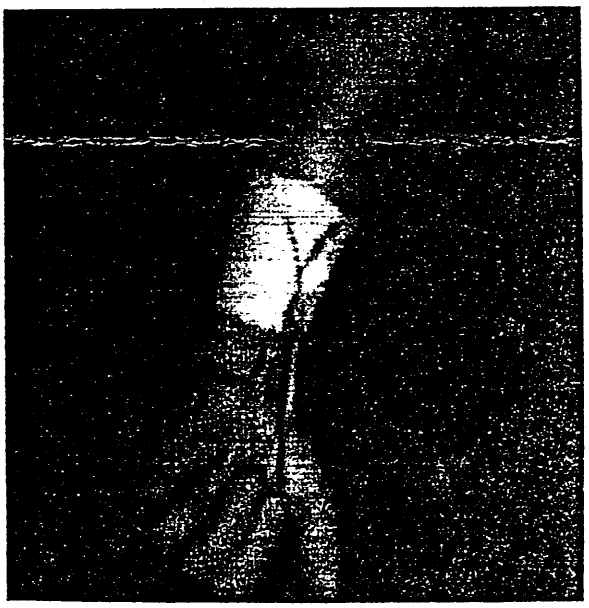


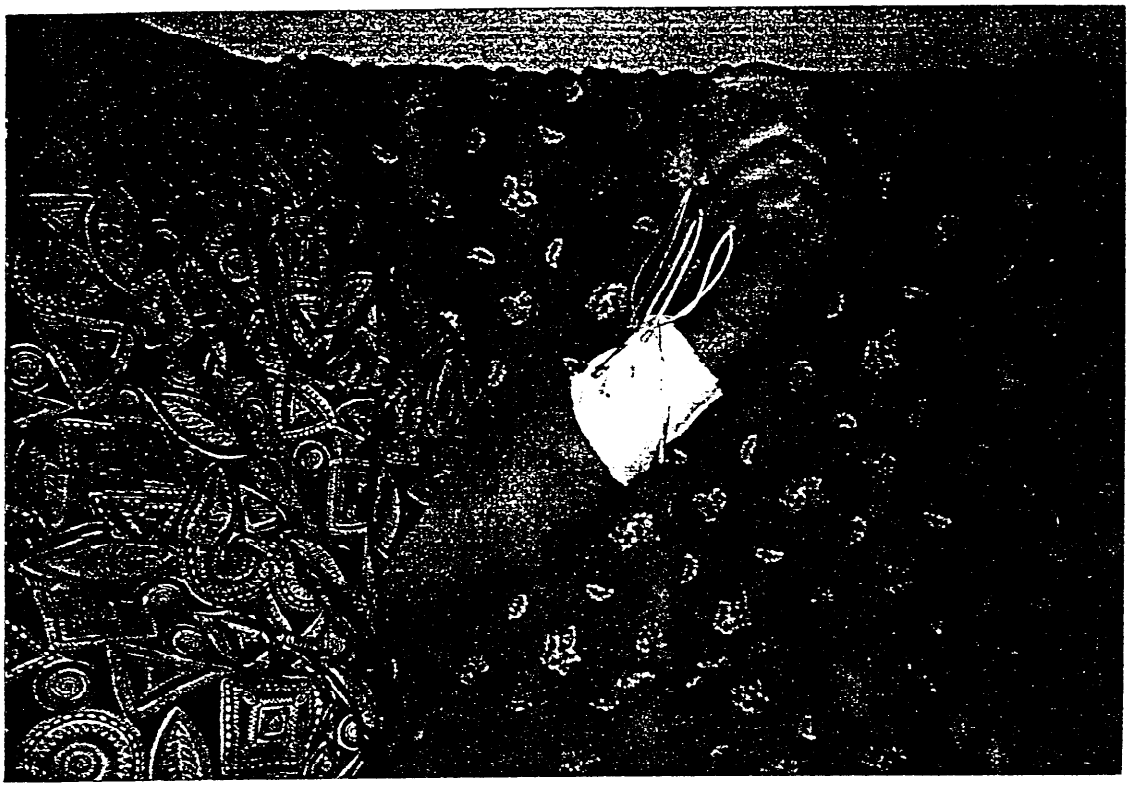


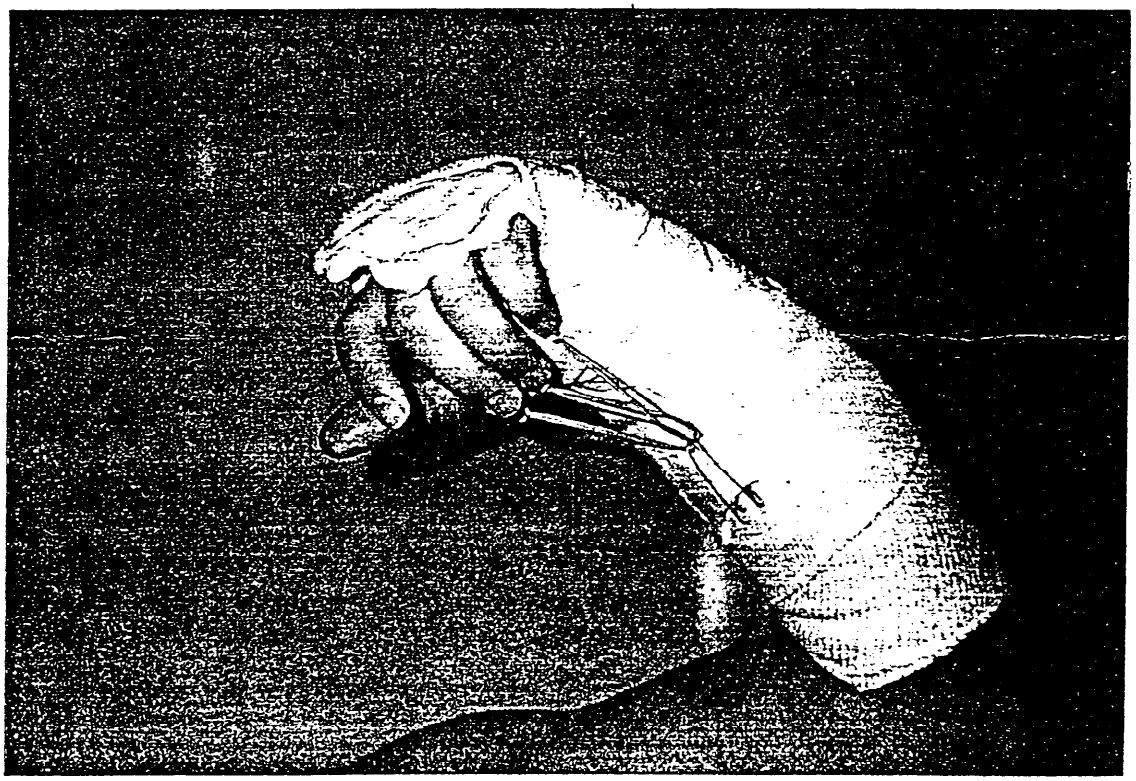












(45) TC-21

October 12, 1994

OCT 20 1994 BPM

Diana Cobo
Consumer Product Safety Commission
4330 East-West Highway
Bethesda, Maryland

C4A0039A0-94
25c paid
$461
$273

'94 OCT 18 P12:02

Re: Exploding Corning Pyrex Pie Pan

Dear Ms. Cobo:

I am hoping this letter will spare some other person the trajedy that almost befell me on Labor Day. I was fixing dinner for friends and preparing to try out a recipe for "Fried Green Tomatoes." I planned to transfer the tomatoes to the oven to stay warm so I placed a Pyrex glass pie plate on the top of the stove on an unlit front burner. On the burner behind it, I was getting ready to heat water for corn on-the-cob.

As I was reaching to turn on the rear burner, a friend called to me from the living room to join the conversation. I had planned to next slice the tomatoes and dredge them in the flour mixture before frying them in a pan with bacon grease gradually warming up. Instead, I stepped into the livingroom to briefly join our company. I feel I was "called" out of the kitchen.

I was there no more than a few minutes when a resounding BOOM!!! shook the kitchen. The Pyrex pie plate had exploded into hundreds of pieces. Lethal shards, dagger-like slivers, and lacerating fragments were spewed from one corner of the kitchen to the other, landing even atop the refrigerator. One shard melted my new linoleum where it fell.

I had inadvertently turned on the wrong burner, the one under the Pyrex pie plate. My son said that in the wake of the explosion he could hear glass raining down for several seconds. I could have been killed, or blinded, and at the very least disfigured.

My call to the Corning consumer line garnered me little satisfaction: a $5.00 coupon and the explanation that although Corning uses a special process to safeguard its chemistry lab Pyrex glassware, Corning does not use that same process on its pie plates and casserole dishes. The company believes that the imprint on the bottom of the kitchenware, "For oven and microwave. No rangetop or broiler," is warning enough.

I am an excruciatingly careful person but mistakes have a way of happening when you are distracted. If Corning can make some of its glassware safer, shouldn't it make them ALL equally safe? You don't imagine it's because most chemists are male and most cooks are female? Do you?

Sincerely, [redacted]

[redacted] Street
Sioux City, IA 51104

MFR/PRVLBR NOTIFIED
No Comments made
Comments attached
Excisions/Revisions
Firm has not requested further notice

20 OCT 1994

J1

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

[redacted] 10/31/94

Signature Date

- [x] I request that you do not release my name.
- [ ] You may release my name to the manufacturer but I request that you not release it to the general public.
- [ ] You may release my name to the manufacturer and to the public.

I-3

C4A0039

C — TL-21 (15)

CONSUMER PRODUCT INCIDENT REPORT

DEC 28 1994

W-161

1. NAME OF RESPONDENT Judy Kacaba	2. PHONE NO. (HOME) (WORK) 717-963-7425 none
3. STREET ADDRESS 122 Willow Street, 2nd Floor	4. CITY STATE ZIP CODE Dunmore PA 18512

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES
Roast was in dish and cooking in oven for approximately 20 minutes at 375 degrees when dish shattered into 5" long pieces to slivers inside oven.
CPSC Source: S/GOVT

6. DATE OF INCIDENTS 12/21/94	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX 0 Y/N AND DESCRIBE INJURY: none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none
9. DESCRIPTION OF PRODUCT 8" square clear glass baking dish		10. BRAND NAME Pyrex

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Corning unknown unknown unknown unknown unknown unknown	12. MODEL, SERIAL NUMBERS unknown 13. DEALER'S NAME, ADDRESS & PHONE unknown unknown unknown unknown
14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged: shattered	15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 1988 AGE 6 yrs. 16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: Underneath dish: "For oven and microwaves-no stove top or broiler."

17. HAVE YOU CONTACTED THE MANUFACTURER? YES NO x IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO x OTHER?	18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO

FOR ADMINISTRATION USE

20. DATE RECEIVED 12/22/94	21. RECEIVED BY (NAME & OFFICE) ctw/HL	22. DOCUMENT NO. H04C0269A 0
23. FOLLOW-UP ACTION 12/27/94 MFR/PRVLBR NOTIFIED No Comments made Comments attached Excisions/Revisions Firm has not requested further notice		24. PRODUCT CODE(S) ~~221~~ 0461
25. DISTRIBUTION	26. ENDORSER'S NAME & TITLE CTW 12/22/94	0266

CPSC FORM 175 (9/89)

JAN 18 1995

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

re: #17 / part II

I do want to contact manufacturer in writing of this accident that occured in my home 12/21/94. I just did not get their address as of yet.

T.Y.

HC

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

Judy Kacoba 1-21-95

Signature Date

☐ I request that you do not release my name.

☐ You may release my name to the manufacturer but I request that you not release it to the general public.

☒ You may release my name to the manufacturer and to the public.

I-13
H 4C 0269
Q221

TC-21 (15)

DEC-182

CONSUMER PRODUCT INCIDENT REPORT

DEC 28 1994

1. NAME OF RESPONDENT Kendra Lacina	2. PHONE NO. (HOME) (WORK) 515-752-2055 none
3. STREET ADDRESS 1911 S. 5th Ave.	4. CITY STATE ZIP CODE Marshalltown IA 50158

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES
Consumer accidentally placed pie plate on hot burner and it shattered into 2" long pieces to slivers and landed in a 7' radius. Consumer received scratches to her legs and Rx at home. 12/22/94 Consumer called and explained incident to manufacturer's customer service rep. (name unknown), who said manufacturer was not responsible since pie plate was placed on burner and offered consumer an identical replacement; consumer ~~refused~~ accepted.

6. DATE OF INCIDENTS 12/21/94	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX 29 Y/F AND DESCRIBE INJURY: scratches to legs, not serious but could have been if I were closer or wearing different clothing	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME self RELATIONSHIP self
9. DESCRIPTION OF PRODUCT 10" diameter clear glass pie plate		10. BRAND NAME Pyrex Pie Plate

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Corning Inc. unknown Corning, NY 00000 800-999-3436 unknown unknown unknown	12. MODEL, SERIAL NUMBERS unknown 13. DEALER'S NAME, ADDRESS & PHONE unknown Iowa City, IA 00000 unknown
14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: Damaged: entire plate shattered	15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 1986 AGE 8 yrs. 16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: "Not for stove top use."

17. HAVE YOU CONTACTED THE MANUFACTURER? YES x NO IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO OTHER?	18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO

FOR ADMINISTRATION USE

20. DATE RECEIVED 12/22/94 8/27/95	21. RECEIVED BY (NAME & OFFICE) dec/HL	22. DOCUMENT NO. H94C0261A
FOLLOW-UP ACTION	Comments made Comments attached Excisions/Revisions Firm has not requested further notice	24. PRODUCT CODE(S) 0474 0461
DISTRIBUTION	26. ENDORSER'S NAME & TITLE 12/22/94	0273

C FORM 175 (9/89)

JAN 18 1995

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the below.

CONSUMER PRODUCT INCIDENT REPORT H94C0261A

Narrative Continued

Distributor phone #: unknown

CPSC Source: S/GOVT

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

Kindra Lacina 1-23-95
Signature Date

☐ I request that you do not release my name.

☐ You may release my name to the manufacturer but I request that you not release it to the general public.

☑ You may release my name to the manufacturer and to the public.

I-13
H4C0261
Q474

TO 24

15

EPPA/SPS

C495046

[redacted]
A PROFESSIONAL CORPORATION
ATTORNEYS AT LAW
[redacted] BANK OF AMERICA BUILDING
[redacted] CENTER PLAZA
SAN JOSE, CALIFORNIA 95[redacted]

MAILING ADDRESS
POST OFFICE [redacted]
SAN JOSE, CALIFO[redacted]

AREA CO[redacted]
TELEPHONE [redacted]
TELECOPIER 295-[redacted]

September 27, 1994

OCT 13 1994

TODD STEVENSON
Consumer Product Safety Commission
Freedom of Information Office, Room 502
4330 East West Highway
Washington, D.C. 20207

Re: Duncan vs. Corning
Our file: [redacted]

Dear Mr. Stevenson:

I am advised you may have information relating to accidents with various products, including glass and/or ceramics.

I represent an individual who sustained serious injury, including the severing of three ligaments, the artery and the ulnar nerve in his right forearm. The product was trademarked "VISIONS RANGETOP COOKWARE" or "VISIONS" or "PYREX" and was manufactured by Corning Glass Works, which I believe is now called, Corning, Incorporated, of Corning, New York.

The incident occurred February 27, 1993 in Santa Cruz, California when the product slipped out of my client's hand and fell 2.5 inches to possibly 4 inches onto the edge of an enamel sink that overlapped the counter. The result was an explosion, bursting, or failure that caused a large (over 3" long) piece to fly into my client's arm, another to fly to his left about 6 feet, and another to fly to his right, hit and break a dinner plate, coming to rest about 4 feet from him. Other pieces fell all around within the area.

Do you have any information that shows something like this happened before? Do you know of any other source of this kind of information?

Do you need anything further from me? If so, please call me immediately.

Yours truly,

WRC:wc

[redacted]
ATTORNEYS AT LAW
[redacted]R, BANK OF AMERICA BUILDING
[redacted]NTER PLAZA
SAN JOSE, CALIFORNIA 95[redacted]

November 1, 1994

JOEL I. FRIEDMAN
Director
U.S. Consumer Product Safety Commission
National Injury Information Clearing House
Rm. 625
Washington, D.C. 20207

Re: Your file: C 495046
Duncan vs. Corning
Our file: [redacted]

Dear Mr. Friedman:

Thank you for your letter enclosing the CPSC form 175 and talking with me regarding the information you can provide me in connection with the above matter.

Enclosed is completed CPSC form 175. If you need more information, let me know.

Please call me when you know what it will cost to obtain the information about reported incidents of injury I am requesting.

Thank you for your help.

Sincerely,

[redacted]

WRC:wc

CONSUMER PRODUCT INCIDENT REPORT

1. NAME OF RESPONDENT [redacted]	2. TELEPHONE NO. (Home) (Work) (408) 29[redacted] (work)
3. STREET ADDRESS [redacted] Center Plaza, Su[redacted]	4. CITY STATE ZIP CODE San Jose, CA 95113

5. DESCRIBE ACCIDENT SITUATION OR HAZARD, INCLUDING DATA ON INJURIES. (Use second page if necessary.)

Glass or ceramic sauce pot burst when dropped 1 to 3 inches onto the lip of an enamelled cast iron sink overlapping the counter in the injured party's kitchen.

Injuries include: a transverse lacertation of the proximal forearm going through over half of the flexor muscle mass on the proximal ulnar side of the forearm down to the bone which severed the ulnar nerve, the ulnar artery, the flexor carpi ulnaris, the radialis muscle units, the muscle tendon units of the flexor muscle mass on the proximal ulnar side of the forearm. Residuals include pain in the arm and fingers of the left hand, impaired movement of the left hand and fingers, and scar across the inside of the left mid forearm.

6. DATE OF INCIDENT(S) 2/27/93	7. IF INJURY OR NEAR MISS, OBTAIN AGE 43 SEX Male AND DESCRIBE INJURY severed ligaments, nerve and artery	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME [redacted] RELATIONSHIP Client
9. DESCRIPTION OF PRODUCT 5 quart saucepot cookware		10. BRAND NAME Visions Cookware
11. ~~MANUFACTURER~~/DISTRIBUTOR NAME, ADDRESS & PHONE Corning Incorporated (formerly Corning Glass Works), Corning, New York, 14831		12. MODEL, SERIAL NO.'S V-5-N 5 Quart Sauce pot
		13. DEALER'S NAME, ADDRESS & PHONE Orchard Supply Hardware
14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES X NO ____ IF YES, BEFORE OR AFTER THE INCIDENT? After the incident. Changed thickness Describe of rim of pot		15. PRODUCT PURCHASED NEW X USED ____ DATE PURCHASED approx. 10/92 AGE ____
		16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: Limited warnings against "nesting", bumping, etc.
17. HAVE YOU CONTACTED THE MANUFACTURER? YES X NO ____ IF NOT, DO YOU PLAN TO CONTACT THEM? YES ____ NO ____ OTHER ____	18. IS THE PRODUCT STILL AVAILABLE? YES X NO ____ IF NOT, ITS DISPOSITION Submitted to Corning and returned.	19. MAY WE USE ~~YOUR NAME~~ WITH THIS REPORT? YES ____ NO X

FOR ADMINISTRATION USE

20. DATE RECEIVED	21. RECEIVED BY (Name & Office)	22. DOCUMENT NO. C495046 -94
23. FOLLOW-UP ACTION		24. PRODUCT CODE(S)
25. DISTRIBUTION	26. ENDORSER'S NAME & TITLE	

CPSC FORM 175 (9/89)

I.2

17 OCT 1994

8

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

[redacted] 11-1-94

Signature Date

- [ ] I request that you do not release my name.
- [x] You may release my name to the manufacturer but I request that you not release it to the general public.
- [ ] You may release my name to the manufacturer and to the public.

I.2

C495046

EPRS

Linda

C4B0007A0-94

TC-23

(15)

September 20, 1994

Attorney General
Antitrust/Consumer

NOV -4 1994 OCT 4 1994

RECEIVED

25C cleared

Corning-Vitro Corporation
Customer Relations
P.O. Box# 1994
Waynesboro, VA 22980

To Whom It May Concern:

Rarely will I take the time to comment about a manufacturer's product unless well-deserved praise is deserved or extreme dissatisfaction should be noted.

Last night while eating dinner, my Corelle dinner plate, pattern: Oriental Blossums, "exploded" in front of me and my guests. After we removed the pieces of plate from the table we again watched another similar "eruption" from the plate several minutes later.

I called your toll-free number immediately to inquire why this happened for the first time in the three years the plates have been in use. Your telephone representative, Michael, told me that,"if the Corelle dishes because they are glass have ever been bumped,... any time after , they may break." He offered me a discount for another set of Corelle because my pattern has been discontinued. A discount was of no interest to me whatsoever but rather my concern regarding the simple safety factor of having a plate randomly explode causing injury to an unsuspecting person. Corning's one year replacement warranty is of no value to anyone injured by exploding glass.

I have never in my 40 years of using both glass and china plates ever witnessed a plate explode in this matter and I will inform friends and family who currently own Corelle to beware.

My entire set of Corelle has been disposed of and any future products manufactured by Corning have been removed from my future purchases.

Thank you.

Sincerely,

Richard M. Murphy

Richard M. Murphy
96 Westview Manor
York, PA 17404-4746

cc: Commonwealth of Pennsylvania
Office of Consumer Advocate

0474

MFR/PRVLBR NOTIFIED 8/27/96
No Comments made
Comments attached
Excisions/Revisions
Firm has not requested
further notice

ERNEST D. PREATE, JR.
Attorney General
Commonwealth of Pennsylvania

Office of Attorney General

Bureau of Consumer Protection

Administrative Office
14th Floor, Strawberry Square
Harrisburg, PA 17120
717-787-9707

September 27, 1994

Attorney General
Antitrust/Consumer

OCT 4 1994

RECEIVED

Richard M. Murphy
96 Westview Manor
York, PA 17404

Ref: Corning-Vitro Corp., Z94-0832

Dear Mr. Murphy:

Your correspondence regarding the above matter appears to come within the jurisdiction of another agency or another state. By copy of this letter, your complaint has been forwarded with a request that it be handled by the office listed below. By forwarding your complaint we believe that your problem will be handled by the agency who is primarily responsible for dealing with these kinds of problems.

Please direct any further inquiries about this matter to that office.

If you would like more information on this referral, please feel free to contact our office.

Very truly yours,

DeWitt A. Butler WKK

DeWitt A. Butler
Special Assistant

wkk
23

cc:
Virginia Attorney General
Consumer Protection
101 N. 8th St. 5th Floor
Richmond, VA 23219

J. Carlton Courter III
Commissioner

COMMONWEALTH of VIRGINIA

Department of Agriculture and Consumer Services
Division of Consumer Affairs
PO Box 1163, Richmond, Virginia 23209
Phone: 804/786-2042 FAX 804/371-7479
Hearing Impaired: 804/371-6344

DIVISIONS
Administration
Animal Health
Consumer Affairs
Dairy & Foods
Marketing
Product & Industry Regulation

October 21, 1994

CONSUMER PRODUCT SAFETY COMM
5401 WESTHARD AVE
BETHESDA, MD 20207

Re: 9401649 MR RICHARD M MURPHY VS CORNING INC.

Dear Sir/Madam:

We are forwarding the attached complaint as it appears to involve a business in your area of jurisdiction. Copies of the complete file are enclosed for your information.

Please process this matter and notify the complainant of the final disposition reached.

Sincerely,

A. E. Hantwerker
Manager, Office of Investigations
State Division of Consumer Affairs

Enclosure

cc: MR RICHARD M MURPHY

RECEIVED
OCT 19 1994
DIRECTOR'S OFFICE
CONSUMER AFFAIRS

COMMONWEALTH of VIRGINIA

Office of the Attorney General
Richmond 23219

James S. Gilmore, III
Attorney General

Supreme Court Building
101 North Eighth Street
Richmond, Virginia 23219
804 - 786 - 2071

October 17, 1994

Mr. Richard M. Murphy
96 Westview Manor
York, Pennsylvania 17404-4746

Re: Corning-Vitro Corporation - Waynesboro, VA

Dear Mr. Murphy:

Your complaint with regard to the above company was referred to this Office for handling by the Bureau of Consumer Protection of the Pennsylvania Attorney General's Office. Complaints of this nature are handled by the Virginia Division of Consumer Affairs. Accordingly, I have forwarded your complaint to that agency for appropriate handling.

I trust this referral will result in a favorable resolution of your complaint.

Very truly yours,

Linda A. Dickerson

Linda A. Dickerson
Legal Assistant
Antitrust and Consumer
Litigation Section

247A-26

cc: Virginia Division of Consumer Affairs
Room 101, Washington Building
1100 Bank Street
Richmond, Virginia 23219

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

Richard H Murphy 12/7/94
Signature Date

- [ ] I request that you do not release my name.
- [ ] You may release my name to the manufacturer but I request that you not release it to the general public.
- [x] You may release my name to the manufacturer and to the public.

1-5
Doc: C4B0007
Product code