TC-21

CONSUMER PRODUCT INCIDENT REPORT

~~FOR OFFICIAL USE ONLY~~

1. NAME OF RESPONDENT [redacted] CU	2. PHONE NO. (HOME) 901-235[redacted] WORK none
3. STREET ADDRESS [redacted] Box [redacted]	4. CITY Greenfield STATE TN ZIP CODE 38230

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES(USE 2ND PGE IF NEEDED
onsumer was baking steak in glass baking pan in oven for about 10 minutes
: 350 degrees. Consumer heard a loud explosion and opened oven door.
lass pieces ranging from 3/4" to 4" long jagged pieces, flew from oven and
anded in a 10' radius. Daughter ran into kitchen and stepped on a 1"
iameter glass piece but was not injured. Consumer vaccumed pieces from
loor and applied oven cleaner inside oven and left oven cleaner in oven
vernight. -cont-

DATE OF ICIDENTS 2/9/91	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX 0 YR/N AND DESCRIBE INJURY: none (15) FYI JH	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none
DESCRIPTION OF PRODUCT ·quart glass baking pan		10. BRAND NAME Anchorhocking

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE chorhocking known ncaster, OH 43130 known known known known	12. MODEL, SERIAL NUMBERS M-104L 13. DEALER'S NAME, ADDRESS & PHONE [redacted] unknown Martin, TN zip unknown unknown
14. WAS THE PRODUCT DAMAGED, REPAIRED OR DIFIED? YES x NO IF YES, BEFORE AFTER THE INCIDENT? after DESCRIBE: maged e narrative	15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 12/89 AGE 14 months 16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: see narrative

17. HAVE YOU CONTACTED THE NUFACTURER? YES x NO NOT, DO YOU PLAN TO CONTACT EM? 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 07/16/91	21. RECEIVED BY (NAME & OFFICE)	22. DOCUMENT NO. H170077A1
23. FOLLOW-UP ACTION		24. PRODUCT CODE(S) 0461/0266
25. DISTRIBUTION	26. ENDORSER'S NAME & TITLE	

MFR/PRVLBR NOTIFIED 7/19/91 No Comments made Comments attached Excisions/Revisions Firm has not requested further notice 19 JUL 1991

SC FORM 175 (9/89)

The paper warning label on the glass pan when purchased stated: "Caution failure to follow instructions could cause immediate breakage for no reason, which may result in personal or property damage."

Consumer said she does not remember any special instructions for usage of pan.

2/11/91 Consumer called manufacturer and explained incident to Miki Morris, public relations representative. Ms Morris told consumer that an insurance adjuster would come to consumer's home and take a report.

2 weeks later, Hal Currin, insurance adjuster from Traveler's Insurance Company, Jackson TN came to consumer's home and took a damage report, pictures and shattered glass pan for testing. Consumer told Mr. Currin that some of the pieces may have oven cleaner on them. Mr. Currin told consumer he would make a note of that to the manufacturer.

A few weeks later, consumer called Mr. Currin to check on status of lab test. Mr. Currin told consumer that the lab test showed consumer had abused glass pan with steel wool and harsh chemicals. Mr. Currin told consumer there was nothing more he could do and to contact manufacturer.

3/28/91 Consumer called manufacturer and told Maxine Shrow (title unknown) about conversation with Mr. Currin. Ms Shrow confirmed this information. Consumer told Ms Shrow that she never used steel wool on pan and that some of the pieces that were still in oven when she cleaned oven were exposed to oven cleaner. Ms Shrow told consumer she was not aware of that and would have a second lab test done.

3/29 Consumer received letter from Traveler's Insurance stating manufacturer was not at fault and would be unable to help consumer.

4/1 Consumer called Ms Shrow to find out status of second lab test. Ms Shrow told consumer lab test did not show anything different.

Two weeks later, consumer saw a news story ran by WPSD-TV, Paducah, KY about injuries associated with the same brand pan.

7/2/91 WPSD-TV ran consumer's story.

Consumer was referred by her state attorney general's office to file this complaint.

19 JUL 1991

M 3

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below. I as a Consumer opened oven door to check on baking Steak at the instant I opened the door is when the explosion occured not before. My daughter was injured (foot burned) but this didn't require Medical treatment. Public relations representative's name is Becky Morris. I need to make it perfectly clear when the explosion happend I totally saturated my entire Oven w/ oven cleaner. This was left for about 1 1/2 days to make cleanup easier. Mr Curin was told this the day he came to take a damage report. WPSD Paducah, Ky. was Starting a New Consumer Report program on problems Consumers have & can't get any help from Companies. I called in & WPSD wanted to do a Story on this event. After the Story aired on TV I had other people from 2 different States call me & explain of Anchor Hocking bowls exploding breaking & ect. In 2 cases Children were burned cont.

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.

RECEIVED '91 SEP -3 P4:59

Signature [redacted] Date 8/26/91

☐ 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.

14 AUG 1991

1 child still has faint scars on her face after approximately 3 years after exploding pieces hit her in the face. The Company (Anchor Hocking) treated these consumers exactly like me & told them they had misused the product. Unfortunately these consumers didn't take any further action. Company called me approximately 3 weeks ago & gave me a settlement I'm pleased with I have no problem w/ the settlement <u>however</u> I do feel this product is hazardous & may hurt someone bad at some point in time. I would hate to think that a child might have an eye put out by exploding glass & I as a consumer knew that this was a very real possibly & didn't contact your commission & make you aware. I might also add how I kept from getting burned or hurt from hot exploding glass I can't say it was just a coincidence that I wasn't injured.

Thanks [redacted]

I have enclosed some info you have listed as unknown on incident Report.

Anchor Hocking
A Member of the Newell Group
Lancaster Ohio
phone-
1-800-542-7511
43130

Dealer Name
Wal-Mart
Wal-Mart Dr.
Martin, Tn.
38237