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EPDS

Ignasiak, Dorothy
86- 1305

16 APR 1986

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[redacted] Dorthen Avenue
Grosse Pointe Woods
Michigan 48236
February 20, 1986

DEPT. OF THE ATTORNEY GENERAL
FEB 24 1986
CONSUMER PROTECTION DIVISION
RECEIVED

Anchor Hocking Corporation
Department of Product Reliability and Safety
109 N. Broad Street
Lancaster, Ohio 43130

Dear Sirs:

This letter is written to inform you of a dreadful experience we had with some of your microwave glassware. Our son, Michael, who resides in Warsaw, Indiana, gave us, as one of our extra Christmas presents, two 1-quart microwave glass containers and their covers.

About two weeks ago, we used them for the first time at dinner. Both bowls were on our dinner table alongside each other, when, suddenly, with a bang, the cover of one exploded and disintegrated into a thousand pieces! Fortunately, neither my husband nor our twenty-eight year old son, Gregory, who were seated at the table, were injured by the flying glass. Our dinner had to be thrown out, as you can imagine, the glass was everywhere.

The following information is furnished to help you resolve your problems:

The two bowls and covers were purchased December 17, 1985 at a "Target" store in Fort Wayne, Indiana (zeroxed copy of sales slip enclosed).

The two pieces were used for the first time, and heated in the microwave at the same time.

Both bowls, with covers on, were taken out of the microwave oven and placed alongside each other on the table.

Food was taken from each of them, and the covers replaced back on them.

Approximately ten/fifteen minutes elapsed from the time the bowls were removed from the microwave oven to the time the cover exploded.

Neither bowl or cover was hit by any utensil or plate while on the table.

The one cover suddenly exploded.

None of the subject cookware has been used again.

Enclosed are some of the pieces from the cover being discussed. We have retained others. Also, here are the two bowls and the other cover.

EPDS
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AMFR/PRVLBR NOTIFIED 7/2/87
No Comments made
Comments attached
Excisions/Revisions
Final has not expected
further notice
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We have not used any of the cookware pieces again, due to concern of another possible accident.

We hope what we have related to you, and your analysis of the returned items, will enable you to correct any defective products.

Very truly yours,

(Mrs. [redacted]

Enclosures

cc: Michigan Attorney General of Michigan
Consumer Protection & Charitable Trust Division

EPDS
211 [redacted]

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL

C640008

STANLEY D. STEINBORN
Chief Assistant Attorney General

FRANK J. KELLEY
ATTORNEY GENERAL

LANSING
48913

Refer to: # 86-01305

March 28, 1986

Anchor Hocking Corporation
Department of Product
Reliability and Safety
109 N. Broad Street
Lancaster, OH 43130

Dear Sir:

RE: Complaint of [redacted]

This office has received a copy of a recent letter sent to you from the above named complainant. A copy of the letter is enclosed for your convenience.

After you have had a chance to investigate this situation, I would appreciate your sending this office a copy of your reply in order that we may determine whether further action by the Attorney General is warranted.

Very truly yours,

FRANK J. KELLEY
ATTORNEY GENERAL

Leigh L. Dennis

Consumer Protection Division
(Ms.) Leigh L. Dennis
Complaint Examiner

LLD:sjw

Enclosure

cc: U. S. Product Safety Commission

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

May 4, 1986

There is no change in the subject matter from what I stated in my letter of February 20, 1986.

However, on April 30, 1986 I received my first communication from Anchor Hocking, dated April 23, 1986. Enclosed is a copy of this letter.

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]
Signature

May 4, 1986
Date

☐ Do not release my name.

☒ You may release my name to the manufacturer but not to the general public.

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

C 640008104.5

Anchor Hocking

109 North Broad Street
P.O. Box 600
Lancaster, Ohio 43132-0600

April 23, 1986

Ms. [redacted]
[redacted] Dorthen Avenue
Grosse Point Woods, MI 48236

Dear Ms. [redacted]

We have received your recent letter regarding the problem you experienced with our casserole dish. I apologize for the delay in response.

Needless to say, this is not indicative of the quality product that Anchor Hocking strives to manufacture and we thank you for bringing this matter to our attention.

I have forwarded the damaged product to our Quality Control Department for analysis.

For your inconvenience in this matter, we are sending you a replacement set of Glass Microware®, as well as a complimentary gift. You may expect those items within the next couple of weeks.

Again, thank you for bringing this matter to our attention. If I may be of any further assistance, please do not hesitate to contact me.

Sincerely,

ANCHOR HOCKING CORPORATION

Amy

Amy Hamilton
Consumer Affairs

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