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CONSUMER PRODUCT INCIDENT REPORT

FEB 18 1994

1. NAME OF RESPONDENT Lilien Kolar	2. TELEPHONE NO. (Home) (Work) 602/ 855-1420
3. STREET ADDRESS 3926 Smokey Drive	4. CITY STATE ZIP CODE Lake Havasu City, Arizona 86406

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

On Sunday, Nov 28, 1993, respondent placed a roast in a baking dish and put it in her electric oven. It was about 1 P.M. She baked the roast at between 275 - [illegible]50 degrees. This was the first time she had used this baking dish.

At about 1:50 P.M. there was an explosion in the oven. She opened the oven & her right hand suffered burns from the splattered grease.

She feels that the crystal clear, ~~xxxxxxxxx~~ rectangular shaped baking dish was defective and ~~xxxxxx~~ exploded during normal baking use. She feels the product is dangerous and should be recalled. She reported this incident to Wal-Mart & an insurance rep, Silvia Fierros Travelers Ins., 602/861-8724, came out to examine her oven & sent the dish to the lab.

6. DATE OF INCIDENT(S) Nov. 28, 1993 1:50 P.M.	7. IF INJURY OR NEAR MISS, OBTAIN AGE 49 SEX female AND DESCRIBE INJURY burns to right hand	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME same as # 1 RELATIONSHIP
9. DESCRIPTION OF PRODUCT Possibly 3 or 4 qt. rectangular baking dish/clear dish		10. BRAND NAME Anchor-Hockings
11. MANUFACTURER/DISTRIBUTOR NAME, ADDRESS & PHONE Anchor Hocking Glass Company Lancaster, Ohio 43130 15 F3I		12. MODEL, SERIAL NO.'S doesn't remember - turned all 3 baking dishe in to the retailer 13. DEALER'S NAME, ADDRESS & PHONE Wal-Mart Lake Havasu City, AZ
14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES ____ NO xx IF YES, BEFORE OR AFTER THE INCIDENT? Describe		15. PRODUCT PURCHASED NEW xx USED ____ DATE PURCHASED Nov. 1993 AGE ____ 16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE:
17. HAVE YOU CONTACTED THE MANUFACTURER? YES ____ NO xx IF NOT, DO YOU PLAN TO CONTACT THEM? YES ____ NO ____ OTHER Spoke with retailer & insurance rep. who represents manufacturer.	18. IS THE PRODUCT STILL AVAILABLE? YES ____ NO xx IF NOT, ITS DISPOSITION turned over to retailer.	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES xx NO ____

FOR ADMINISTRATION USE

20. DATE RECEIVED 2-2-94	21. RECEIVED BY (Name & Office) 3/2/94 Phoenix, Arizona Warner	22. DOCUMENT NO. F420030A
23. FOLLOW-UP ACTION E/V: None	MFR/PRVLBR NOTIFIED No Comments made Comments attached Excisions/Revisions Firm has not requested further notice	24. PRODUCT CODE(S) 0461
25. DISTRIBUTION O & Ergs cc: Fowr, Foor		26. ENDORSER'S NAME & TITLE Marcelle L. Carrier SINV

CPSC FORM 175 (9/89)

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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.

Thank you, that you took an interest in my case. When the accident happen I notified Wall-Mart and the manufacturer,(their Claim Department) but believe me nobody took me seriously or showed any compassion. They were ungracious to my injuries, and to the lo[redacted]ve. My family was without the stove about five months. Also, I was worried about the safety of other people and I called the Safety Commission for Arizona and I made the complaint. I was lucky that my home didn't burned down and that somebody did not have more serious injuries. What bothers me the most is the fact, that the company Anchor Hocking Glass did not care, or showed the concern, or did not even send the letter of apology to me. Only thing they worry was the money that they have to pay for the stove and my injury. They were very nonchalant and rude. Finally I did contact my home owners insurance and they took care of me. I did have problems with them too, because they felt that the Anchor Hocking insurance should handle my case. Also I contact the insurance board of Arizona to help me to recover my losses. In my opinion company like Anchor Hocking Glass should be penalized for jeopardizing the public safety with faulty product, and furthermore not caring after the accident, specially when their laboratory findings were, that the product was faulty and it did cause the explosion and the damages.

As a consumer I felt that I was abused twice, first time when the accident occurred and the second time when they threaded me like a felon. These type of practices toward consumer should not be allowed, but when they do, these type of companies should be exposed to the public scrutiny and investigation. Yes you can use my name.

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.

t

[signature] 7-24-94

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.

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

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