E409

TC 23

C96B0017

MFR/PRVLBR NOTIFIED 7/2/97
No Comments made
Comments attached
Excisions/Revisions
Firm has not requested further notice
25(c)

NOV 26 1996

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

Q461

25(c)

RECEIVED
Consumer Protection Board
Albany, NY
NOV 06 1996
Complaint Unit

HCR [redacted]
Warnerville, NY 12187 [redacted]
November 3, 1996

Consumer Protection Board
99 Washington Ave.
Albany, NY 12210

To Whom It May Concern:

I sent the enclosed letter after the incident described within. Some time later I received a replacement and a check for $50.

I feel this incident should come to the attention of the appropriate consumer agency. If yours is not the correct one, could you please forward it or inform me so I may? I would be interested in a reply indicating what action has been taken, if any.

Sincer[redacted]

(Mrs.) [redacted]

PSC/OFC OF THE SECRETARY
FREEDOM OF INFORMATION
1996 NOV 20 A 9:56

STATE OF NEW YORK
EXECUTIVE DEPARTMENT
STATE CONSUMER PROTECTION BOARD

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

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

no additions or changes

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] Dec 10, 1996

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.9
C96B0017