CONSUMER PRODUCT INCIDENT REPORT Region:EASTERN

1. NAME OF RESPONDENT [redacted] TC-21	2. PHONE NO. (HOME) (WORK) 860-229-[redacted] 860-565-[redacted]
3. STREET ADDRESS [redacted] O'Donnell Road	4. CITY STATE ZIP CODE New Britain CT 06053

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES
Oven was set on 375 degrees (duration unknown) and consumer set glass 13" x 9" baking dish on warm range surface. Glass dish shattered into pieces ranging from 1.5" x 1/4" to slivers over a 13' radius. Consumer cleaned up glass and discontinued use.

-cont-

6. DATE OF INCIDENTS 10/26/96	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 clear glass 13" x 9" baking dish		10. BRAND NAME Anchor Ovenware

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Anchor Hocking Glass Company unknown Lancaster, OH 43130-0600 unknown unknown ISSUE 5 15 OCT 29 1996	12. MODEL, SERIAL NUMBERS unknown 13. DEALER'S NAME, ADDRESS & PHONE Caldor unknown New Britain, CT 00000 unknown
14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged: see narrative	15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 2/96 AGE 8 mos. 16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: unknown

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 10/28/96	21. RECEIVED BY (NAME & OFFICE) pyr/PR	22. DOCUMENT NO. H96A0250A
23. FOLLOW-UP ACTION 9/7/97 25(c)	MFR/PRVLBR NOTIFIED No Comments made Comments attached Excisions/Revisions Firm has not requested further notice	24. PRODUCT CODE(S) 0221 0461
25. DISTRIBUTION	26. ENDORSER'S NAME & TITLE CCH 10/28/1996	

CPSC FORM 175 (9/89)

25(c)

Narrative Continued

Dish was part of a three piece glass baking dish set.

CPSC Source: L/S GOVT

STATE OF CONNECTICUT

DEPARTMENT OF CONSUMER PROTECTION

TC-23

December 10, 1996

[redacted]
[redacted] O'Donnell Road
New Britain, CT 06053

DEC 31 1996

Dear Mr. & Mrs. [redacted]

This office has received your complaint against the Anchor Hocking 9 x 13 glass bake dish.

The type of problem you have described does not fall under the jurisdiction of the State Child Protection Act. The federal Consumer Product Safety Commission (CPSC) is the agency which has jurisdiction over the safety issues associated with your problem. I have therefore taken the liberty of forwarding your complaint to CPSC. CPSC protects the public from unreasonable risks of injury from 15,000 types of consumer products under the agency's jurisdiction.

Please do not hesitate to contact me if you have any questions relative to this matter. Thank you.

Sincerely,

Joan C. Jordan

Joan C. Jordan, Supervisor
Product Safety Unit

(860)566-2816

Refer to Hazard Office

cc: Consumer Product Safety Commission
6 World Trade Center
Vesey Street, 3rd Floor
New York, NY 10048

EHDS, FEER-CF, FOCR

N96C-0025A

165 Capitol Avenue, Hartford, Connecticut 06106-1630
Fax: (203) 566-7630 • TDD: (203) 566-1547
An Affirmative Action / Equal Opportunity Employer

To Joan Jordan
This letter explains the events that happened along with the photo's.

11-09-96

RECEIVED
FRAUDS DIVISION
CONSUMER PROTECT

Anchor Hocking Consumer Div.
Pierce Ave.
Lancaster, OH. 43132

To whom it may concern;

On Saturday afternoon Oct. 26, 1996 a 9"by 13" glass bake dish manufactured by the Anchor Hocking Comp. literally exploded on top of our electric range. It scattered broken glass over the whole kitchen as you can see from the photo's.

The sequence of events leading up to the breakage are as follows. We had just finished baking 12 pieces of chicken in the oven at 375 temperature in a metal bake pan. We then put the chicken in the glass bake dish to store and serve it. We placed it on top of the range on the back right-hand side. No top burner on the range were in use and the oven was turned off. After about 5 to 7 minutes the 9"by 13" bake dish exploded. My wife and myself were in the kitchen at the time, we were not injured by the flying glass, but my wife was hit by several pieces. I realize that glass can break and I read your warnings and cautions on your product label, but no where does it say it can explode and trash a kitchen. The enclosed photo's show the aftermath.

I just what to say that I had my three grandchildren and a few more family members here for dinner, but luckily they were outdoors. I'm just thinking of small children who are eye level with the top of a range and something like this happened. They could be seriously injured by flying glass.

I hope you take this matter seriously and either make changes in your product so it would not explode or put on your labeling that it could do this.

I have sent a copy of this letter to the Connecticut Consumers Protection and to the C.C.P. in Washington, D.C.

Respectfully submitted

[redacted]
[redacted] Donnell Rd.
New Britain, Ct. 06053

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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.

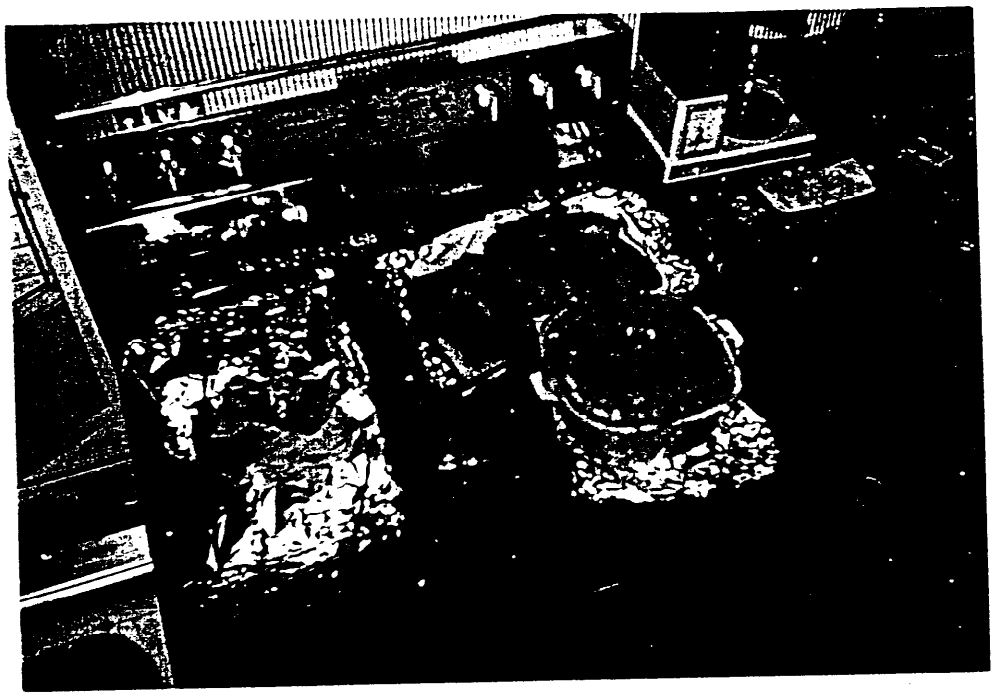
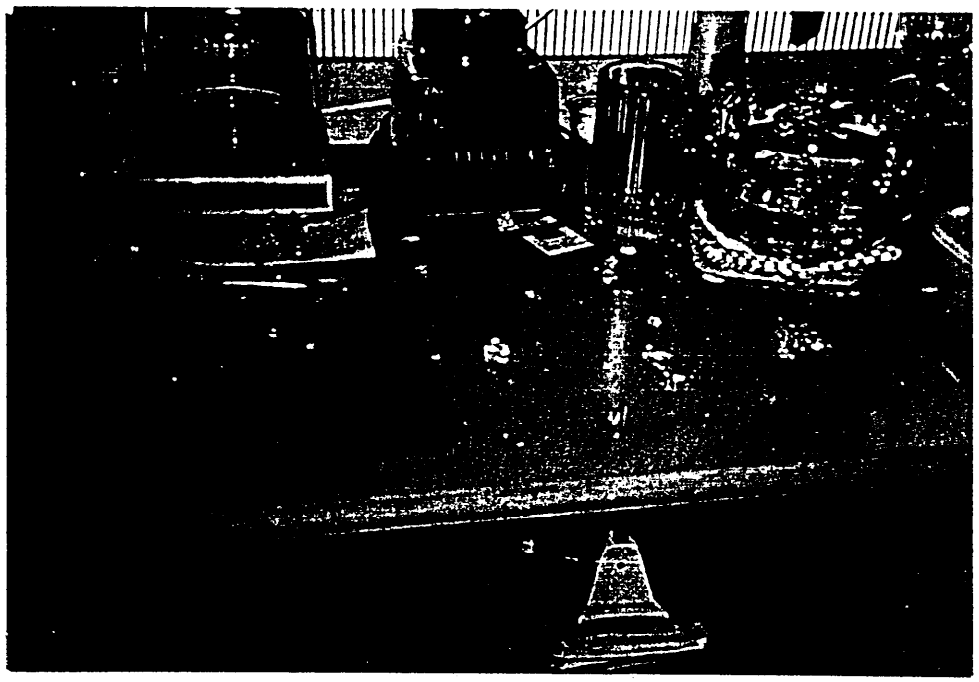
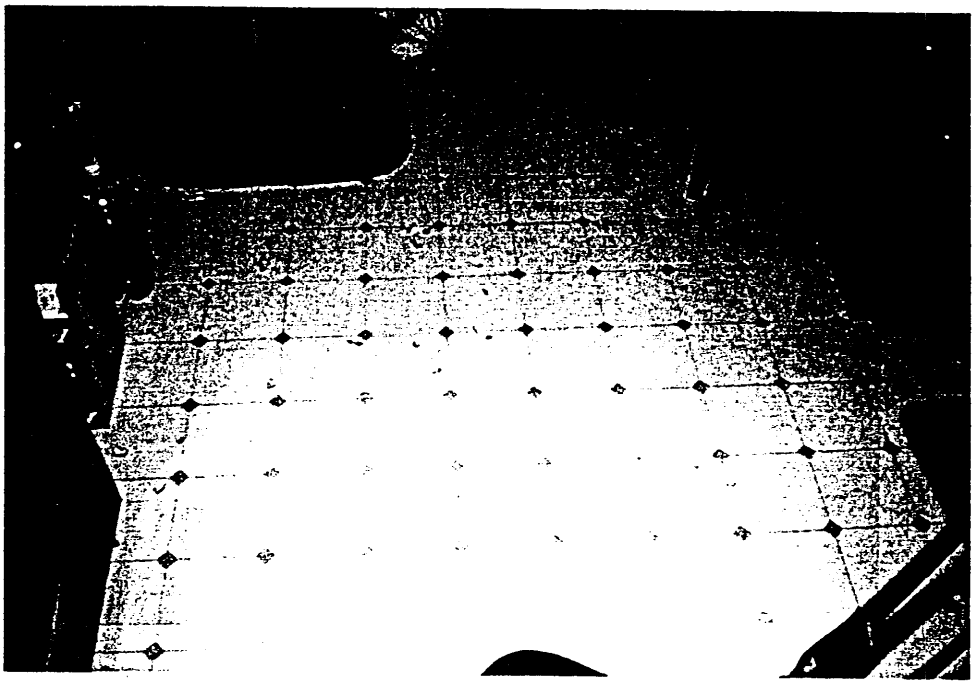
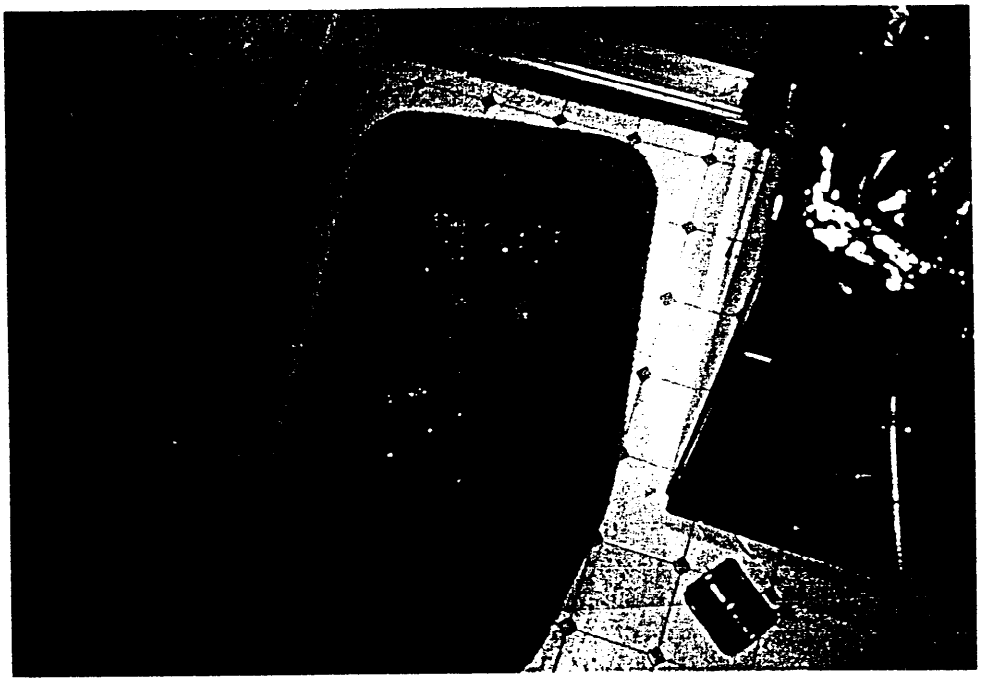
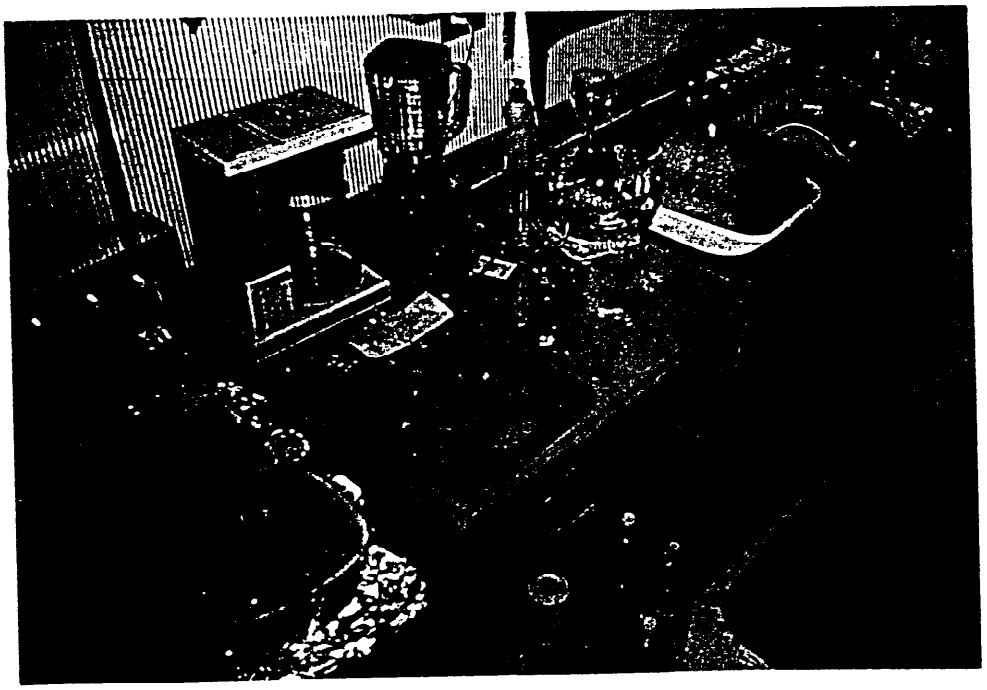
I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

[illegible] 1-17-97

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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