Tc 21

15

Judy Hayes

JUL 13 1995

95-03218
C9570010B

CPS
MKH C570010B

JUN 26 1995
DEPT. OF COMMERCE AND INSURANCE
DIVISION OF CONSUMER AFFAIRS

June 13, 1995

9

Tennessee Consumer Affairs
500 James Robertson Parkway
5th Floor
Nashville, Tenn. 37243-0600

Dear Sirs,

I purchased 2 quart Anchor Hocking Glass baking dish and it exploded. I have enclosed a letter dated February 21 to the company. I have also enclosed their letter to me and a letter from another customer who also had an exploding dish.

I have also heard of other similar exploding Anchor Hocking Glass baking dishes, I believe that there is a problem with these dishes that is not being made public because the explosions are random and some of them may not be known by the proper regulatory departments.

I feel this is very serious and someone is going to be hurt.

Sincerely yours,

Elizabeth Church

Elizabeth Church
300 Wilkinson Rd.
Cottontown, Tenn. 37048

Phone Number 615-325-9232

p461

p273

MFR/PRVLBR NOTIFIED 7/7/95
No Comments made
Comments attached
Excisions/Revisions
Firm has not requested further notice

February 21, 1995

Anchor Hocking Glass
Consumer Affair
P.O. Box 600
519 Pierce Ave.
Lancaster, Ohio
43130-0600

Dear Sirs,

On February 19, 1995 my family came home from church with guest for lunch. I had already cooked a sweet potato casserole in a 2 quart amber Anchor Hocking Glass baking dish and had left it in the oven. I removed the casserole from the oven and placed it on the eye of the stove and a pot of green beans on the eye directly behind it. I turned on the eye under the potato casserole instead of the green beans. I turned to the refrigerator to remove another vegetable and moved to the sink, there was no more that two minutes in lapse of time between the time I turned on the eye under the potato casserole and the casserole pan EXPLODED it did not break but shattered into thousands of small pieces and shattered all over the kitchen. Some of the fragments hit me in the back and a great many landed on the kitchen floor. About half of the shattered pan hit the floor and burned the tile, the tile is one piece and covers an area of about 1200 sq. ft. We are having it replaced, our house is about two years old; the home owners policy is replacing it but there is an deductible of $250.00.

At the very least I believe you should pay the deductible, if you wish to get in touch with my insurance company I will provide all the necessary information you need.

I believe I could have been severely injured had I been standing over the stove and had not been at the sink with my back to the stove.

I have saved the most of the fragments of the pan and can send them to your engineer if you wish.

Sincerely yours,

Elizabeth Church

Elizabeth Church
300 Wilkinson Rd.
Cottontown, Tenn. 37048

Phone Number 615-325-9232

Anchor Hocking

Box 600
Lancaster, Ohio 43130

April 4, 1995

Ms. Elizabeth Church
300 Wilkinson Road
Cottontown, TN 37048

Dear Ms. Church:

We have received your letter and we are sorry to learn of the problem you have experienced with your Anchor Hocking ovenware.

You will note that Anchor Hocking ovenware is safe for microwave and conventional oven use only. Our products are not designed for use on top of the stove. If you will refer to the attached Care and Use instructions, which are also printed on our ovenware packaging, you will note that we do warn consumers against stove top and/or broiler use. In addition, the bottom of our ovenware products also have this warning molded into each piece. As was indicated in your letter, your ovenware was subjected to stove top use. Because this was clearly misuse of the product, we cannot be responsible for any of the damages incurred.

Because we would like you to continue using Anchor Hocking ovenware, a replacement 2-quart casserole with cover has been shipped under separate cover. You may expect delivery within the next few weeks.

We hope this explanation is helpful and if I may be of any further assistance please do not hesitate to contact my office.

Sincerely,

ANCHOR HOCKING GLASS COMPANY

Amy Hamilton

Amy Hamilton
Consumer Affairs

Sumner County Farm Bureau

PHONE 452-3130 – 400 NORTH BOYERS AVENUE
GALLATIN, TENNESSEE 37066

March 29, 1995

To Whom It May Concern:

This is to verify that Elizabeth Church did report a claim to our office on 2-20-95. The loss occurred on 2-19-95. The deductible on her policy is $250.

If you have any further questions please feel free to call us at 452-3130.

Sincerely,

John H. Ashburn

John H. Ashburn, Agent
Tenn. Farmers Mutual Ins.

ct

Quality Place Carpets

2230 Highway 31 W at Marlin Road • P.O. Box 760 • White House, TN 37188
672-0024 (Bus.) Fax 672-0064

"Since 1985"

☐ Estimate
☒ Actual Bid

CUSTOMERS ORDER NO.	ORDER TAKEN BY	DATE ORDERED	DATE PROMISED ☐ A.M. ☐ P.M.
		2-20-95	

BILL TO: MRS ELIZABETH CHURCH
PHONE: 3259232
ADDRESS: 300 WILKENSON RD
MECHANIC:
CITY: Cottontown STATE: TN ZIP:
HELPER:
JOB NAME AND LOCATION:
DESCRIPTION WORK:

QUANTITY	DESCRIPTION OF MATERIAL USED	PRICE	AMOUNT
	TARKETT BRITE CHOICE		
	12 X 62 3 83 YDS	26 95	2236.85
		TAX	184.54
			2421.39
	Installation		498.00
		TOTAL	2919.39
	Thank You		
	"We Appreciate Your Business"		

Installation Labor Inlaid ☐ Yes ☐ No
Installation Labor On Wood ☐ Yes ☐ No
Prepare Floor ☐ Yes ☐ No
Installation Labor Glue Down Carpet ☐ Yes ☐ No
Furniture To Move ☐ Yes ☐ No
Installation Labor On Concrete ☐ Yes ☐ No
Carpet To Move ☐ Yes ☒ No
Stairway ☐ Yes ☐ No

TOTAL MATERIALS

50% DEPOSIT REQUIRED ON ALL ORDERS

Lineal Inches	Square Yards
1	.11
2	.22
3	.33
4	.44
5	.55
6	.67
7	.78
8	.89
9	1.00
10	1.11
11	1.22
	12'

Lineal Feet	Square Yards
1	1.33
2	2.67
3	4.00
4	5.33
5	6.67
6	8.00
7	9.33
8	10.67
9	12.00
10	13.33
11	14.67
12	16.00
13	17.33
14	18.67
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86	114.67
87	116.00
88	117.33
89	118.67
90	120.00

The Better Business Bureau
Nashville, Tennessee

Dear Sir/Madam:

I would like to report an incident that happened in the use of an Anchor Hocking baking dish. I used the dish in the oven and removed it to the top of the stove to cool. After I emptied the contents, I then placed it in an empty sink to be cleaned later. It had been in the sink only a few minutes when it exploded into dozens of pieces of various sizes. It frightened everyone in the kitchen. There were small children in the house and could have been seriously injured had they been in the kitchen. I know of others who have had a similar experience. A more prominent warning of a possible hazard should be given about this product.

Thank you very much.

Edna Shadowens

Edna Shadowens
1998 Hartsville Pike
Gallatin, Tn 37066

EHDS
C570010

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

(615) 741-4737

DIVISION OF CONSUMER AFFAIRS
500 JAMES ROBERTSON PARKWAY, FIFTH FLOOR
NASHVILLE, TENNESSEE 37243-0600

TN TOLL FREE 1-800-342-8385
FAX 615-532-4994

July 6, 1995

U.S. Consumer Product Safety Commission
Washington, DC 20207

RE: 95-03218-CPS(MW)
Elizabeth Church
vs
Anchor Hocking Glass

Dear Sir/Madam:

We received the enclosed complaint which we feel would be more appropriately handled by your agency.

We are also sending a copy of this letter to the complainant and, advising that further communication should be addressed to you.

Sincerely,

Melany Woodard

Melany Woodard
Consumer Protection Specialist

MW:nb

cc: Elizabeth Church

AUG 10 1995

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

Please change 1200 sq. ft. to 744 sq. ft. floor covering

thanks

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.

Elizabeth Church Aug. 21-95
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.
- [x] You may release my name to the manufacturer and to the public.

I. 41
057 0010