

TC-21

FOR OFFICIAL USE

CONSUMER PRODUCT INCIDENT REPORT

1. NAME OF RESPONDENT Joanne Gaglione	2. PHONE NO. (HOME) 716-691-9448 none	<i>My 10</i> WORK
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3. STREET ADDRESS 46 October Lane	4. CITY Amherst	STATE NY	ZIP CODE 01428
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5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES (USE 2ND PGE IF NEEDED)
Consumer opened oven door to baste a roast which had been cooking for 1 hour when the glass baking dish shattered into pieces (sizes unknown) landing in a 1' radius. Consumer was uninjured.

12/28/92 Letter sent to manufacturer explaining incident.
Consumer got CPSC hotline number from the information operator.

5. DATE OF INCIDENTS 12/25/92	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: 0 YR/N none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME AND RELATIONSHIP none none
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9. DESCRIPTION OF PRODUCT 9-1/4" x 14-1/8" glass baking dish	10. BRAND NAME Anchor Oven Ware
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11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Anchor Hocking Corp. unknown Lancaster, OH 43130 unknown unknown unknown unknown	12. MODEL, SERIAL NUMBERS style name: Kitchen Classic	13. DEALER'S NAME, ADDRESS & PHONE Kmart Niagara Falls Blvd. Amherst, NY 14228 unknown
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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 1/91 AGE 23 mos.
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16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: instructions only
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17. HAVE YOU CONTACTED THE MANUFACTURER? YES x NO IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO OTHER?	18. IS THE PRODUCT STILL AVAILABLE? YES NO x IF NOT, ITS DISPOSITION Consumer discarded.	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO
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FOR ADMINISTRATION USE

0. DATE RECEIVED 12/28/92	21. RECEIVED BY (NAME & OFFICE) <i>7/2/97</i> kew/hl	22. DOCUMENT NO. H2C0165A0
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3. FOLLOW-UP ACTION MFR/PRVTR <i>No Comments made</i> <i>Comments attached</i> <i>Excisions/Revisions</i> <i>Firm has not requested further notice</i>	24. PRODUCT CODE(S) <i>0461, 0273</i>
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5. DISTRIBUTION	26. ENDORSER'S NAME & TITLE <i>act</i> <i>dir</i> <i>12/29</i>
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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 am retaining the broken dish to the manufacturer.
My concern is that warning information should be placed on the box front - bold-faced - and clearly visible and it is not! Since the dishes are also microwavable, a serious mishap could also occur inside the microwave.
I will keep the box for you.

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.

Joanne Maghoni
Signature

4/9/93
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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