

TC-21

CONSUMER PRODUCT INCIDENT REPORT

FOR OFFICIAL USE ONLY

Handwritten initials/signature

1. NAME OF RESPONDENT XXXX CU	2. PHONE NO. (HOME) 901-235- XXXX none	WORK
3. STREET ADDRESS Box	4. CITY Greenfield	STATE TN ZIP CODE 38230

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES (USE 2ND PGE IF NEEDED)
 Consumer was baking steak in glass baking pan in oven for about 10 minutes @ 350 degrees. Consumer heard a loud explosion and opened oven door. Glass pieces ranging from 3/4" to 4" long jagged pieces, flew from oven and landed in a 10' radius. Daughter ran into kitchen and stepped on a 1" diameter glass piece but was not injured. Consumer vacuumed pieces from floor and applied oven cleaner inside oven and left oven cleaner in oven overnight. -cont-

6. DATE OF INCIDENTS 7/9/91	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: none (15) FYI JH	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none
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9. DESCRIPTION OF PRODUCT quart glass baking pan	10. BRAND NAME Anchorhocking
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11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Anchorhocking known Cincinnati, OH 43130 known known known known	12. MODEL, SERIAL NUMBERS M-104L	13. DEALER'S NAME, ADDRESS & PHONE XXXX unknown Martin, TN zip unknown unknown
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14. WAS THE PRODUCT DAMAGED, REPAIRED OR REFINISHED? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> IF YES, BEFORE AFTER THE INCIDENT? after DESCRIBE: maged e narrative	15. PRODUCT PURCHASED NEW <input checked="" type="checkbox"/> USED <input type="checkbox"/> DATE PURCHASED 12/89 AGE 14 months
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16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: see narrative
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17. HAVE YOU CONTACTED THE MANUFACTURER? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> NOT, DO YOU PLAN TO CONTACT THEM? YES <input type="checkbox"/> NO <input type="checkbox"/> OTHER?	18. IS THE PRODUCT STILL AVAILABLE? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> IF NOT, ITS DISPOSITION	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
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FOR ADMINISTRATION USE

20. DATE RECEIVED 07/16/91	21. RECEIVED BY (NAME & OFFICE) <i>Handwritten signature</i>	22. DOCUMENT NO. H170077A1
23. FOLLOW-UP ACTION <i>Handwritten notes</i>	24. PRODUCT CODE(S) 0461/0266	
25. DISTRIBUTION <i>Handwritten notes</i>	26. ENDORSER'S NAME & TITLE <i>Handwritten signature</i>	

Handwritten notes and stamps:
 MFR/DISTRIB NOTED
 No Comments attached
 Excisions/Revisions requested
 Firm has not requested further notice
 25701
 19 JUL 1991
 25701

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H170077A1

The paper warning label on the glass pan when purchased stated: "Caution failure to follow instructions could cause immediate breakage for no reason, which may result in personal or property damage."

Consumer said she does not remember any special instructions for usage of pan.

2/11/91 Consumer called manufacturer and explained incident to Miki Morris, public relations representative. Ms Morris told consumer that an insurance adjuster would come to consumer's home and take a report.

2 weeks later, Hal Currin, insurance adjuster from Traveler's Insurance Company, Jackson TN came to consumer's home and took a damage report, pictures and shattered glass pan for testing. Consumer told Mr. Currin that some of the pieces may have oven cleaner on them. Mr. Currin told consumer he would make a note of that to the manufacturer.

A few weeks later, consumer called Mr. Currin to check on status of lab test. Mr. Currin told consumer that the lab test showed consumer had abused glass pan with steel wool and harsh chemicals. Mr. Currin told consumer there was nothing more he could do and to contact manufacturer.

3/28/91 Consumer called manufacturer and told Maxine Shrow (title unknown) about conversation with Mr. Currin. Ms Shrow confirmed this information. Consumer told Ms Shrow that she never used steel wool on pan and that some of the pieces that were still in oven when she cleaned oven were exposed to oven cleaner. Ms Shrow told consumer she was not aware of that and would have a second lab test done.

3/29 Consumer received letter from Traveler's Insurance stating manufacturer was not at fault and would be unable to help consumer.

4/1 Consumer called Ms Shrow to find out status of second lab test. Ms Shrow told consumer lab test did not show anything different.

Two weeks later, consumer saw a news story ran by WPSD-TV, Paducah, KY about injuries associated with the same brand pan.

7/2/91 WPSD-TV ran consumer's story.

Consumer was referred by her state attorney general's office to file this complaint.

19 JUL 1991

M 3

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

As a consumer opened oven door to check on baking steak at the instant I opened the door when the explosion occurred. My daughter was injured (foot burned) but this didn't require medical treatment. Public relations representative's name is Becky Morris. I need to make it perfectly clear when the explosion happened I totally saturated my entire oven w/ oven cleaner. Mr. Curris was left for about 1 1/2 days to make cleanup easier. Mr. Curris was told this the day he came to take a damage report. WPSD Paducah, Ky. was starting a new Consumer Report program on problems consumers have & can't get any help from companies. I called in a WPSD wanted to do a story on this event. After the story aired on TV I had other people from 2 different states call me to explain of Archer Hocking bowls exploding breaking & etc. In 2 cases children were burned cont.

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.

RECEIVED

'91 SEP -3 P459

~~Signature~~

8/26/91
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.

14 AUG 1991

1 child still has faint scars on her face after approximately 3 years after exploding pieces hit her in the face. The Company (Anchor Hocking) treated these consumers exactly like me & told them they had misused the product. Unfortunately these consumers didn't take any further action.

The Company called me approximately 3 weeks ago & gave me a settlement I'm pleased with. I have no problem w/ the settlement however I do feel this product is hazardous & may hurt someone bad at some point in time. I would hate to think that a child might have an eye put out by exploding glass & as a consumer knew that this was a very real possibility & didn't contact your Commission to make you aware. I might also add how I kept from getting burned or hurt from hot exploding glass I can't say it was just a coincidence that I wasn't injured.

Thanks ~~Anchor Hocking~~

I have enclosed some info you have listed as unknown on incident report.

Anchor Hocking
A member of the Newell Group
Lancaster Ohio
phone # 43130
1-800-542-7511

Dealer Name
Wal-Mart
Wal-Mart Dr.
Martin, TN.
38237