

W

1594

B-14 TC-2102

FOR OFFICIAL USE ONLY

L-83

CONSUMER PRODUCT INCIDENT REPORT

1. NAME OF RESPONDENT Billie Verdi	2. PHONE NO. (HOME) 817-322-2616	WORK same
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3. STREET ADDRESS 1627 Osage	4. CITY Wichita Falls	STATE TX	ZIP CODE 76303
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5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES (USE 2ND PGE IF NEEDED)  
Consumer was baking roast with water in baking dish at 375 degrees. 30 minutes later, when consumer checked roast she found dish cracked in half.

1989 Consumer sent a piece of the broken dish with an explanation of incident to manufacturer and manufacturer sent consumer a higher priced, smoke colored replacement dish of the same size. -cont.-

6. DATE OF INCIDENTS '89 est.	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 11" x 8" clear glass baking dish	10. BRAND NAME Anchor
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11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Anchor unknown unknown, Alaska, unknown unknown unknown unknown unknown	12. MODEL, SERIAL NUMBERS unknown	13. DEALER'S NAME, ADDRESS & PHONE Walmart 3705 Kell Blvd. Wichita Falls, TX 76308 817-692-0771
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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, replaced, damaged see narrative	15. PRODUCT PURCHASED NEW x USED DATE PURCHASED '88 est. AGE 1 yr. est.	16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: none
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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 x NO IF NOT, ITS DISPOSITION 2 pieces of replacement dish only	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO
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FOR ADMINISTRATION USE

20. DATE RECEIVED 11/19/91	21. RECEIVED BY (NAME & OFFICE) ldm HE	22. DOCUMENT NO. H1B0120A0
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23. FOLLOW-UP ACTION ACTION TAKEN	24. PRODUCT CODE(S) 0461 / 0266
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25. DISTRIBUTION	26. ENDORSER'S NAME & TITLE [Signature]
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COMMENTARY NOTIFIED  
 COMMENTARY MADE  
 EXCISIONS/REVISIONS  
 FURTHER ACTION

3 - JAN 1992

12/19

CONSUMER PRODUCT INCIDENT REPORT

H1B0120A0

Accompanied letter from (name unknown) said incident should not reoccur with replacement dish.

11/18/91 Consumer placed pork chops and water in replacement baking dish in a cold oven and set oven to 350 degrees. 20 minutes later, consumer heard an explosive sound and found oven door open and shattered pieces of baking dish. Two pieces were about 1" diameter and the rest of the pieces were slivers. Pieces landed in a 2' to 3' radius. Glass was embedded in paneling of kitchen wall. Oven and front right burner would not work until the next day because of the water from dish.

Consumer has pictures of the oven and broken glass. Consumer kept the two largest pieces of glass and discarded the slivers.

11/19/91 Consumer plans to send a letter to manufacturer explaining incident.

BBB referred consumer to CPSC hotline.

