



STATE OF CONNECTICUT
DEPARTMENT OF CONSUMER PROTECTION

AUG 26 1994

15

TC-23

August 15, 1994
MFR/PRVLBR NOTIFIED
No Comments made
Comments attached
Excisions/Revisions
Firm has not requested
further notice

0461
0224

~~Knollwood Road~~
Southington, CT 06489-1728

Dear Ms. Znosko:

This office has received your complaint on the Anchor Hocking Basic oven baking dish.

This agency does not have direct jurisdiction over this type of product. I have, however, taken the liberty of forwarding a copy of your complaint to the federal Consumer Product Safety Commission (CPSC), as that agency is responsible for protecting the public from the unreasonable risk of injury from consumer products.

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

(203)566-2816

CPSC/FOIA/CP/FOIA/PA

N48-0037A

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

240



STATE OF CONNECTICUT

DEPARTMENT OF CONSUMER PROTECTION

8/05/94

~~REDACTED~~
KNOLLWOOD RD
SOUTHINGTON CT 06489-1728

FILE #: 43630

Dear ~~REDACTED~~

This is to acknowledge receipt of your correspondence and to thank you for thinking of this department in connection with this matter. By copy of this letter, I am referring your complaint to the following division within the Department of Consumer Protection:

PRODUCT SAFETY

The division will review your complaint and determine the appropriate form of action to best assist you in this matter. If they need further information, they will contact you directly. Any questions regarding your file should be addressed to the above noted division.

Sincerely,

A handwritten signature in cursive script, appearing to read "Michael Elliott".

MICHAEL ELLIOTT
Consumer Information Rep.
Complaint Center
(203) 566-1543

43630

Product Safety

STATE OF CONN
CONSUMER PROTECTION
165 CAPITAL AVE
HARTFORD, CT 06105

RECEIVED

AUG - 3 1994

COMPLAINT CENTER
CONSUMER PROTECTION

Knollwood Rd.
Southington, Conn. 06489-1728

Dear Sir/Madam,

On this date July 29, 1994, I made Quiche in an Anchor Hocking Basic oven baking dish, I served my family and guests, I left it on an hot plate in the center of the table, I left the room for a while and heard a loud bang, I rushed back to the room and found my family and guests covered with shattered glass. The Oven Basics baking dish containing the Quiche blew up, I called the Anchor Hocking Co, in Ohio I talked to Becky and she told me no one has ever complained of their baking dishes exploding. I want to report this to your office, no one was hurt by the exploding glass, but if there had been small children at the table they could have been hurt by the glass. I want your office to be aware of this incident in case someone has this experience.

Thank you

Mary

ANCHOR HOCKING CORP
CONSUMER AFFAIRS DEPT. BECKY
LANCASTER, OH. 43130

~~Knollwood Rd.~~
Southington, Conn. 06489-1728

Dear Becky,

As per our phone conversation on July 29, 1994, relating to the explosion of your 'Oven Basics' clear baking dish.

I made a Quiche today and baked it in the oven and was ready to serve it I placed on the table on the hot plate so it would not rest on the table I have done it many times already, I cut the Quiche and served it to my family and guests, I left and went out of the room and heard a loud bang came back and found my family and guests covered with shattered glass from the baking dish because it had exploded with no warning there was glass everywhere. I had three other ones where that were colored brown that broke in half in oven while baking. This is the first time after cooking I had one explode, lucky no one was hurt, I packed all the salvage pieces in the box.

Thank You,

~~Mary~~

J

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.

~~Handwritten signature~~
Signature

12-5-94
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.

I 47
N48-00307
BU 1/2 924