

25 FEB 1986

EPDS

C86 20032

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February 13, 1986

Anchor Hocking Corporation
Lancaster, OH 43130

MFR/
MFR/PRVLBR NOTIFIED

No Comments made

Comments attached

Excisions/Revisions

Excisions/Revisions requested

C620032

6/6/86 2/19

8/86

Sirs:

The other week I purchased an Anchor Ovenwear "Kitchen Classic" 2 quart utility dish. On Friday, February 7, my wife prepared our Sabbath meal in it. Three minutes before we were ready to remove it from the oven it obligingly shattered into a myriad of bite-sized pieces, completely ruining our supper.

The food market from which we purchased this item was kind enough to replace the food that your product ruined and offered to replace the baking dish. On the latter offer they were too late -- I went out Saturday night and purchased a \$60 aluminum baking dish to take the place of your defective product.

I realise that I have just placed you in a no-win situation. You can't mollify me by sending me another dish; I won't accept it. You can't assure me that this was just an unfortunate accident; I won't choose to believe you because lack of proper annealing may produce one or two cracks but not such a massive shattering of the product.

I have lived too long to put up with poor workmanship more than once. The manufacturer who produces a shoddy product never gets my business again -- and I let everyone know about it. The score in my kitchen is now Dow-Corning - 7, Anchor Hocking - 0. I intend to keep it that way.

7/2/86
MFR/PRVLBR NOTIFIED

No Comments made

Comments attached

Excisions/Revisions

Excisions/Revisions requested

Firm has not requested further notice

EPDS

FEB 21 1986

Mark Schulzinger
Clinical Psychologist

cc: Consumer Product Safety Commission

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