

AG9420442A

APR 14 1994

I-16 31

1. CASE NO. 940228CCN0865	2. INVESTIGATOR'S ID 8 0 1 5	3. OFFICE CODE 8 3 0	EPIDEMIOLOGIC INVESTIGATION REPORT
4. DATE OF ACCIDENT 9 4 1 2 0 1	5. DATE INVESTIGATION INITIATED 9 4 0 2 0 1	YR MO DAY	

6. SYNOPSIS OF ACCIDENT OR COMPLAINT Complainant's wife took a glass baking dish out of the oven and sat it down on a heating mat on the kitchen counter. The glass dish exploded. No injuries were incurred. Slight damage to the counter top and floor occurred.

7. LOCATION(Home, school, etc.) Home- Kitchen	8. CITY Woodstock	9. STATE Georgia
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10A. FIRST PRODUCT Glass Baking Dish	11a. TRADE/BRAND NAME, MODEL Anchor Hocking Anchor Hocking Corporation, Div. of Newell Cos. 519 Pierce Ave., Lancaster, Ohio 43132
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10B. SECOND PRODUCT NONE	11B. TRADE/BRAND NAME, MODEL NONE
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12. AGE OF VICTIM 9 9 9	13. SEX(Numerical code) Male -1 Female -2 Unknown-3 9	14. DISPOSITION No Injury 0	15. INJURY DIAGNOSIS No Injury 7 0
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16. BODY PART No Injury 9 9	17. RESPONDENT(S) Complainant 1	18. TYPE INVESTIGATION On Site 1 Telephone 2 Other 3 3	19. TIME SPENT 1 5 0
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20. ATTACHMENTS Multi 9	21. CASE SOURCE Consumer Complaint 0 7	22. REVIEWED BY 8 5 0 7	YR MO DAY 9 4 0 4 0 7
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23. PERMISSION TO DISCLOSE NAMES (Non Neiss Cases Only)
 CPSC MAY DISCLOSE MY NAME CPSC MAY NOT DISCLOSE MY NAME

24. NARRATIVE(See Instructions on Other Side)	25. REGIONAL OFFICE DIRECTOR REVIEW DATE
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7/2/97
 MFR/PRVLR NOTIFIED
 No Comments made
 Comments attached
 Excisions/Revisions
 Firm has not requested
 further notice

The information contained herein was obtained from the complainant who is the male head of the household.

The complainant has requested that his identity not be released.

PRE-ACCIDENT:

The complainant could not remember the exact date of the incident. He said it occurred sometime in December of 1993.

The subject glass baking dish was purchased, new, approximately five or six years prior to the incident at a retail discount department store. It was purchased along with a smaller glass baking dish of the same type and model. The complainant and his wife had experienced no problems with the subject dish prior to the incident.

They estimate that they used the dish approximately four to six times a year in the time they had it. It was usually cleaned by soaking in warm soapy water and a plastic scouring pad. The unit was not cleaned in an automatic dish washer.

The incident occurred around 5:00 or 6:00 in the evening. The wife was cooking a chuck roast steak in the dish. The dish had been in the gas oven for approximately thirty five to forty minutes at 375 degrees fahrenheit. The dish had no top on it.

ACCIDENT:

The complainant's wife took the subject baking dish out of the oven and sat it on a heating mat on the kitchen counter. Within a second or two of having sat the dish down, the dish exploded. No injuries were incurred. There was slight damage to the counter top and floor.

POST ACCIDENT:

The complainant feels that if a child had been in near proximity to the dish when it exploded glass fragments could have struck the child in the eye. He felt the dish posed a hazard for this reason and filed a complaint with the Commission.

The complainant contacted the manufacturer of the dish. The manufacturer's insurance company sent out a representative to examine the dish. The representative collected the dish fragments and took them with him. He told the complainant that they had scoured the dish too much, and this was the reason for the explosion of the dish.

The complainant could not remember the name of the insurance company and said he had lost the correspondence from them identifying the company and the company representative.

The complainant received a settlement sum (\$450) from the manufacturer. A copy of the letter from the manufacturer was provided and is attached as attachment 4.

The complainant had a smaller dish of the same model that had been purchased along with the subject dish. He allowed CPSC to have the dish and it was sent to CECA under sample number S-830-6605. A copy of the Sample Collection Report and attachments are attached in attachment 3.

STANDARDS
STANDARDS INFORMATION:

STANDARDS
No ~~standards~~ related information was encountered.

STANDARDS INFORMATION:

No standards information was observed on the dish or correspondence from the manufacturer.

PRODUCT IDENTIFICATION:

Amber Glass Baking Dish

Anchor Hocking Corporation
Consumer Glass Division of The Newell Companies
519 Pierce Avenue
Lancaster, Ohio 43132

The fragments of the dish that was involved in the incident are in the possession of the manufacturer's insurance company.

The following information was embossed on the bottom of the smaller intact dish that the complainant still had in his possession; "ANCHOR HOCKING ** 1440 ** 9 X 14 in. ** 13 ** HOLDS 3 QT OR 3 L ** OVEN AND MICROWAVE SAFE ** USA".

The address and telephone number of the manufacturer was obtained from the Trade Names Directory in the Atlanta Satellite Office.

The complainant did not remember having observed any model or serial numbers on the unit involved in the incident.

LIST OF ATTACHMENTS:

1. Consumer Product Incident Report
2. Authorization for Release of Names
3. Sample Collection Report and Attachments
4. Letter from Manufacturer
5. Assignment

CONSUMER PRODUCT INCIDENT REPORT

940228 CCN 0865

1 Respondent [REDACTED]		2 Telephone (Home) (Work) ⁸⁰¹⁵ [REDACTED] Attachment: 1	
3 Street Address [REDACTED]		4 City, State, ZIP Woodstock, GA 30188	
5 Accident/hazard situation/injuries <p>Complainant's wife took glass baking dish out of oven and sat it on a heating mat. The dish exploded. No injuries were incurred. Damage to the counter top and floor occurred. The complainant contacted the manufacturer and an insurance rep for the manufacturer came out. The insurance rep told the complainant that they had scoured the dish too much, and this was the reason for the explosion.</p> <p>The complainant feels that if a child had been sitting at the table glass fragments could have struck him or her in the eye.</p> <p>The complainant still has a smaller intact dish of the same model purchased with the damaged dish. The insurance rep has the damaged dish.</p>			
6 Incident date December 93	7 If injury or near miss N/A Age _____ Sex _____ Injury _____	8 If victim not respondent, Name _____ Relationship _____	
9 Describe product Amber Glass Baking Dish		10 Brand name Anchor Hocking	
11 Manufacturer/distributor Anchor Hocking Lancaster, Ohio 43130		12 Model, Serial numbers None observed	
		13 Dealer K-Mart Hwy 192 and Bellsferry Acworth, GA	
14 Product damaged, repaired or modified? <u>No</u> If yes, before or after incident? _____ Describe _____		15 Purchased new <u>X</u> used _____ Date _____ Age <u>5-6 yrs</u>	
		16 Warning labels? <u>None</u> Describe _____	
17 Manufacturer contacted? <u>Yes</u> Plan to contact? _____ Other _____	18 Is product available? yes _____ no <u>X</u> Disposition _____	19 Use your name? <u>✓</u> yes <u>✗</u> no <u>✓</u>	
FOR ADMINISTRATION USE			
20 Date received date 2/24/94	21 Received by H. A. Simpson/ ATL-SO	22 Document Number G42 042A	
23 Follow-up action 940228 CCN 0865		24 Product codes 0221	
25 Distribution		26 Endorser's name and title	

U. S. CONSUMER PRODUCT SAFETY COMMISSION

AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety problems.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name. If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

You are hereby authorized to disclose my name and address with the information collected on this case.

My identity is to remain confidential.



(Signature)

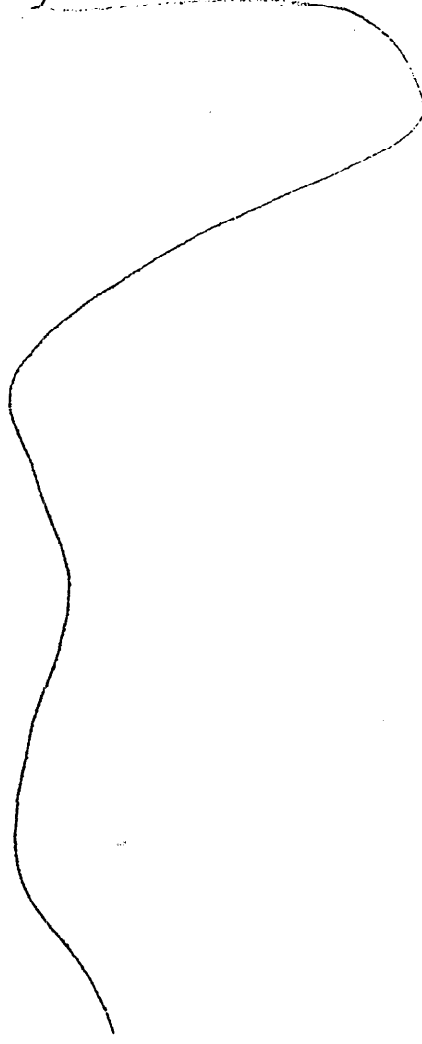
4-4-94

(Date)

U.S. Consumer Product Safety Commission
SAMPLE COLLECTION REPORT

1 Flag F/U to In Depth Investigation No. 940228CCN0865		2 Date Collected 4/4/94		3 Sample Type & Number S-830-6605 <input checked="" type="checkbox"/> Physical <input type="checkbox"/> Documentary	
4a Product Name Glass Baking Dish		4b Model 1440	4c NEISS 0221	5 Assignment ref	
6 Complete for import samples N/A Port of Entry: _____ Entry # & date: _____ Country of Origin: _____ HSUSA Code: _____ Customs contact: _____			7 MIS 32721	8 Hours Activity <u>4</u> Travel <u>2</u>	
10 Sample Cost None		11 Invoice value of lot \$ 0		12 Size of Lot 0 units	
13 Manufacturer/Importer Anchor Hocking 519 Pierce Avenue Lancaster, Ohio 43132 ID#		14 Shipper/Foreign Mfr K- Mart Hwy 192 and Bellsferry Acworth, GA ID#		15 Dealer/Import Broker [Redacted] complainant Woodstock, GA 30188 ID#	
16 Supporting documents attached: Invoice # & date: _____ NONE _____ Date shipped: _____ N/A Shipping record & date: _____ NONE _____ Affidavit signer's name, title, date: _____ NONE _____					
17 Product identification: One amber glass baking dish 9" x 14" with commercial labeling embossed on the bottom. Commercial labeling reads; "ANCHOR HOCKING ** 1440 ** 9 x 14 in. ** 13 ** HOLDS 3 QT OR 3 L ** OVEN AND MICROWAVE SAFE ** USA".					
18 Reason for collection/analysis needed: FHSA ___ CPSA <input checked="" type="checkbox"/> FFA ___ PPPA ___ RSA ___ F/U to indepth investigation in which larger dish of same model exploded after coming out of oven, CECA Evaluation.					
19 Summary of Field Screening: NONE CONDUCTED					
20 Sample size, method of collection: One dish obtained from complainant identified as in line # 21, placed in plastic bag and plastic bag officially sealed as in line # 22. Placed in cardboard carton for shipping.					
21 Identification on sample "S-830-6605, 4/4/94, HAS"			22 Identification on seal "S-830-6605, 4/4/94, Henry A. Simpson"		
23a Sample delivered to UPS		23b Date 4/5/94	24 Orig. report/record sent to FOCR		
25 Laboratory/office ESEL ___ HSHL ___ CERM ___ CECA <input checked="" type="checkbox"/> Other _____					
26 Remarks ORIGINATING OFFICE-FOCR Sampled dish is smaller version of same model of dish that exploded in complainant's home. Attachments: Rcpt for spls					
27 Related samples NONE					
28a Collector's name/title Henry A. Simpson/ SRPSI			28b Collector's signature/date <i>Henry A. Simpson</i> 4/4/94		
29a Reviewer's name/title William E. Gentry/ SPSI			29b Reviewer's signature/date		

940228CCN0865 8015 Attachment 3

U.S. CONSUMER PRODUCT SAFETY COMMISSION		1. AREA OFFICE ADDRESS 401 West Peachtree St. N.W. Suite 1600 Atlanta, GA. 30308	
2. NAME OF INDIVIDUAL [Redacted]	3. TITLE OF INDIVIDUAL Consumer	4. DATE 4/4/94	
5. NAME N/A		6. SAMPLE NUMBER S-830-6605	
7. NUMBER AND STREET [Redacted]	8. CITY AND STATE (Include Zip Code) Woodstock, GA. 30188		
9. SAMPLES COLLECTED (Describe fully. List lot, serial, model numbers and other positive identification) <p>The following samples were collected by the Consumer Product Safety Commission pursuant to Section 27(f) of the Consumer Product Safety Act (15 U.S.C. 2076(f) and/or Section 11(b) of the Federal Hazardous Substances Act (15 U.S.C. 1270(b) and/or Sections 5(c) and (d) of the Flammable Fabrics Act (15 U.S.C. 1194(c) and (d) and/or Section 704(c) of the Federal Food Drug and Cosmetic Act (21 U.S.C. 374(c)) [Authority for sample collections made in connection with the Poison Prevention Packaging Act of 1970 (15 U.S.C. 1471 et seq.)], and receipt for said samples is hereby acknowledged. Sections cited are quoted on the reverse side of this form.</p> <p>One glass Baking Dish</p> 			
10. SAMPLES	11. SAMPLES WERE	12. COLLECTOR	
a. AMOUNT RECEIVED FOR SAMPLE NO COST	<input type="checkbox"/> PURCHASED <input checked="" type="checkbox"/> N/A	a. NAME (Print or type) Henry A Simpson	
b. SIGNATURE (Person from whom sample received) [Signature]	<input type="checkbox"/> BORROWED (To be returned)	b. SIGNATURE [Signature]	



Anchor Hocking

Box 600
Lancaster, Ohio 43130

March 2, 1994

[REDACTED]
[REDACTED]
[REDACTED]
Woodstock, GA 30188

[REDACTED]
De [REDACTED]

Thank you for taking the time to discuss with me the problem that you have experienced with your Anchor Hocking bakeware. It was a pleasure talking with you.

Enclosed please find our check in the amount of \$450.00 that we offer as a good will gesture to you for your expenses. We have also sent a replacement baking dish via United Parcel. You may expect delivery within the next few weeks.

Again, we apologize for any inconvenience in this matter. We hope the replacement performs to your satisfaction and if I may be of any further assistance, please feel free to contact my office.

Sincerely,

ANCHOR HOCKING GLASS COMPANY

Becki Morris
Consumer Affairs

bcc: Maxine Schroll

940228CCN0865
8015
Attachment: 5

IDI ASSIGNMENT TRACKING SHEET

1. ASSIGNMENT # 940228CCN0865 2. INVEST. 8015 3. SUP. 8007
4. DATE ASGD 3/1/94 5. TARGET 4/4/94 6. UPDATE _____
7. ASGN TYPE 08 8. MIS 32721 9. ACTIVITIES _____
10. NAME McDonough 11. LOCATION Woodstock, GA
12. PRODUCT glass cooking dish 13. DOC # G420442A
14. HIA REF SECT15 15. STATUS _____ 16. LAST REV (GENERATED)
17. REGION C
18. DATE COMPLETED _____ 19. TIME _____ 20 TRAVEL _____
21. REMARKS DOI 931200

ADDITIONAL REMARKS AND DIRECTIONS (NOT IN COMPUTER RECORD)

Conduct onsite. Obtain undamaged dish (same
brand/model) as spl for CECA valuation.
Document consumer's dealings with mfg rep
for insurance co. for include any letters, reports,
payments, etc. Prod ident/ing's critical
to include details about use and damages (if any)
prior to incident.