

TC-21

CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

1. NAME OF RESPONDENT J. [REDACTED]	2. PHONE NO. (HOME) (WORK) [REDACTED] none
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3. STREET ADDRESS 10 [REDACTED]	4. CITY STATE ZIP CODE Plantation FL 33322
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5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES  
 Baking dish was in oven for 45 minutes at 350 degrees when husband removed dish and placed it on range's burner to cool off and dish shattered into 3" long pieces to slivers and in a 10' radius.

1993 Consumer called and explained incident to manufacturer's rep., Becki  
 -cont-

6. DATE OF INCIDENTS 12/1/96	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: 0 Y/N none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME AND RELATIONSHIP none none
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9. DESCRIPTION OF PRODUCT four 8" glass baking dishes	10. BRAND NAME Anchor Hocking
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11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Anchor Hocking Box 600 Lancaster, OH 43130 800-562-7511 unknown	12. MODEL, SERIAL NUMBERS H100/136
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ISSUE 10  
DEC 5 - 1996

13. DEALER'S NAME, ADDRESS & PHONE  
 Target  
 8201 W. Federated Roadway  
 Plantation, FL 00000  
 954-473-5903

14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged: see narrative	15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 1993 AGE 3 yrs.
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16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: see narrative

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	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES NO x
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20. DATE RECEIVED 12/02/96	FOR ADMINISTRATION USE RECEIVED BY (NAME & OFFICE) MFR/PROVIDER [REDACTED]	22. DOCUMENT NO. H96C0009A
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23. FOLLOW-UP ACTION	24. PRODUCT CODE(S) 0221 0461/1273
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25. DISTRIBUTION	26. ENDORSER'S NAME & TITLE CTW 12/4/1996
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*Handwritten notes:*  
 No Comments made  
 Comments attached  
 Excisions/Revisions  
 Firm has not requested further notice

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Narrative Continued

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Morris, who took consumer's name and telephone number and said someone would call consumer back.

1993 Consumer received a call from manufacturer's insurance company (Travelers) and rep. Ann Deveaux, went to consumer's home to inspect dish. Ms Deveaux told consumer temperature stresses on dish were scratched and product had been misused.

12/1/96 Consumer had same identical problem with one of the other 3 dishes; dishes are individually sold.

Consumer plans to discontinue use of remaining baking dishes.

Warnings: "Safe for gas, electric or microwave ovens. Avoid impact. Don't use on top of stove, under broiler or microwave browning element. Don't add liquid to hot dish. Don't use harsh cleaning products. Don't use if chipped or cracked. Don't handle a hot dish with a wet cloth or place on a wet or cold surface. Don't use hard sharp knives or utensils that can weaken the glass, etc."

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CPSC Source: STATE/LOCAL GOVT

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Am 1

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

12/2/96 I took the food (beef & chicken) and the pieces from the broken dish and the other two dishes back to the Target store. I gave it to an assistant manager.

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.

  
Signature

Date

Dec 12/1996

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.

#960009