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95-03218

JUL 13 1995

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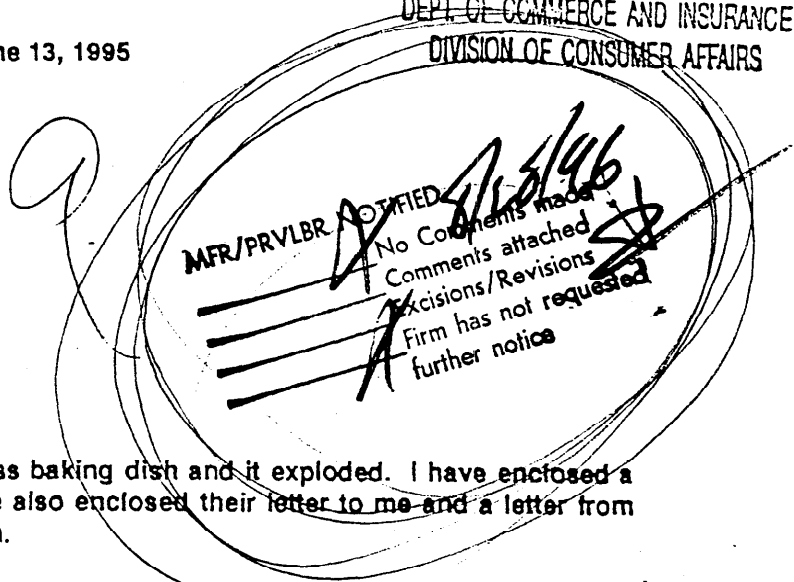
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Judy Hayes

June 13, 1995

DEPT. OF COMMERCE AND INSURANCE  
DIVISION OF CONSUMER AFFAIRS

Tennessee Consumer Affairs  
500 James Robertson Parkway  
5th Floor  
Nashville, Tenn. 37243-0600



Dear Sirs,

I purchased 2 quart Anchor Hocking Glass baking dish and it exploded. I have enclosed a letter dated February 21 to the company. I have also enclosed their letter to me and a letter from another customer who also had an exploding dish.

I have also heard of other similar exploding Anchor Hocking Glass baking dishes, I believe that there is a problem with these dishes that is not being made public because the explosions are random and some of them may not be known by the proper regulatory departments.

I feel this is very serious and someone is going to be hurt.

Sincerely yours,

Elizabeth Church

Elizabeth Church  
300 Wilkinson Rd.  
Cottontown, Tenn. 37048

pkel  
8273

Phone Number 615-325-9232

95-03218

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JUL 13 1995

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DEPT. OF COMMERCE AND INSURANCE  
DIVISION OF CONSUMER AFFAIRS

Judy Hayes

June 13, 1995

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500 James Robertson Parkway  
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Elizabeth Church

Elizabeth Church  
300 Wilkinson Rd.  
Cottontown, Tenn. 37048

6461

6273

Phone Number 615-325-9232

February 21, 1995

Anchor Hocking Glass  
Consumer Affair  
P.O. Box 600  
519 Pierce Ave.  
Lancaster, Ohio  
43130-0600

Dear Sirs,

On February 19, 1995 my family came home from church with guest for lunch. I had already cooked a sweet potato casserole in a 2 quart amber Anchor Hocking Glass baking dish and had left it in the oven. I removed the casserole from the oven and placed it on the eye of the stove and a pot of green beans on the eye directly behind it. I turned on the eye under the potato casserole instead of the green beans. I turned to the refrigerator to remove another vegetable and moved to the sink, there was no more than two minutes in lapse of time between the time I turned on the eye under the potato casserole and the casserole pan EXPLODED it did not break but shattered into thousands of small pieces and shattered all over the kitchen. Some of the fragments hit me in the back and a great many landed on the kitchen floor. About half of the shattered pan hit the floor and burned the tile, the tile is one piece and covers an area of about 1200 sq. ft. We are having it replaced, our house is about two years old; the home owners policy is replacing it but there is an deductible of \$250.00.

At the very least I believe you should pay the deductible, if you wish to get in touch with my insurance company I will provide all the necessary information you need.

I believe I could have been severely injured had I been standing over the stove and had not been at the sink with my back to the stove.

I have saved the most of the fragments of the pan and can send them to your engineer if you wish.

Sincerely yours,

*Elizabeth Church*

Elizabeth Church  
300 Wilkinson Rd.  
Cottontown, Tenn. 37048

Phone Number 615-325-9232



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**Anchor Hocking**

Box 600  
Lancaster, Ohio 43130

April 4, 1995

Ms. Elizabeth Church  
300 Wilkinson Road  
Cottontown, TN 37048

Dear Ms. Church:

We have received your letter and we are sorry to learn of the problem you have experienced with your Anchor Hocking ovenware.

You will note that Anchor Hocking ovenware is safe for microwave and conventional oven use only. Our products are not designed for use on top of the stove. If you will refer to the attached Care and Use instructions, which are also printed on our ovenware packaging, you will note that we do warn consumers against stove top and/or broiler use. In addition, the bottom of our ovenware products also have this warning molded into each piece. As was indicated in your letter, your ovenware was subjected to stove top use. Because this was clearly misuse of the product, we cannot be responsible for any of the damages incurred.

Because we would like you to continue using Anchor Hocking ovenware, a replacement 2-quart casserole with cover has been shipped under separate cover. You may expect delivery within the next few weeks.

We hope this explanation is helpful and if I may be of any further assistance please do not hesitate to contact my office.

Sincerely,

ANCHOR HOCKING GLASS COMPANY

*Amy Hamilton*  
Amy Hamilton  
Consumer Affairs



## Sumner County Farm Bureau

PHONE 452-3130 - 400 NORTH BOYERS AVENUE  
GALLATIN, TENNESSEE 37066

March 29, 1995

To Whom It May Concern:

This is to verify that Elizabeth Church did report a claim to our office on 2-20-95. The loss occurred on 2-19-95. The deductible on her policy is \$250.

If you have any further questions please feel free to call us at 452-3130.

Sincerely,

John H. Ashburn, Agent  
Tenn. Farmers Mutual Ins.

ct

# Quality Place Carpets

2230 Highway 31 W at Marlin Road • P.O. Box 760 • White House, TN 37188  
672-0024 (Bus.) Fax 672-0064

Estimate  
 Actual Bid

"Since 1985"

Lineal Inches	Square Yards
1	.11
2	.22
3	.33
4	.44
5	.55
6	.67
7	.78
8	.89
9	1.00
10	1.11
11	1.22
12	1.33

Lineal Feet	Square Yards
1	1.33
2	2.67
3	4.00
4	5.33
5	6.67
6	8.00
7	9.33
8	10.67
9	12.00
10	13.33
11	14.67
12	16.00
13	17.33
14	18.67
15	20.00
16	21.33
17	22.67
18	24.00
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20	26.67
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87	116.00
88	117.33
89	118.67
90	120.00
91	121.33
92	122.67
93	124.00

CUSTOMERS ORDER NO.	ORDER TAKEN BY	DATE ORDERED	DATE PROMISED	<input type="checkbox"/> A.M. <input type="checkbox"/> P.M.
BILL TO		PHONE		
MRS ELIZABETH CHURCH		325 9232		
ADDRESS		MECHANIC		
300 WILKINSON RD				
CITY	STATE	ZIP	HELPER	
Cottontown	TN			
JOB NAME AND LOCATION				
DESCRIPTION WORK				
QUANTITY	DESCRIPTION OF MATERIAL USED		PRICE	AMOUNT
	TARKETT BRITIC CHOICE			
	12 x 62 <sup>3</sup> 83 yds		26.95	2236.85
			TAX	184.54
				2421.39
	Installation			498.00
	TOTAL			2919.39
<p style="text-align: center;">Thank You</p> <p style="text-align: center;">"We Appreciate Your Business"</p>				
Installation Labor Inlaid	<input type="checkbox"/> Yes <input type="checkbox"/> No	Installation Labor On Wood	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Prepares Floor	<input type="checkbox"/> Yes <input type="checkbox"/> No	Installation Labor Glue Down Carpet	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Furniture To Move	<input type="checkbox"/> Yes <input type="checkbox"/> No	Installation Labor On Concrete	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Carpet To Move	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Stairway	<input type="checkbox"/> Yes <input type="checkbox"/> No	
50% DEPOSIT REQUIRED ON ALL ORDERS			TOTAL MATERIALS	
BALANCE DUE ON DELIVERY BY CHECK OR CASH			TOTAL LABOR	

I hereby authorize the above described work.

The Better Business Bureau  
Nashville, Tennessee

Dear Sir/Madam:

I would like to report an incident that happened in the use of an Anchor Hocking baking dish. I used the dish in the oven and removed it to the top of the stove to cool. After I emptied the contents, I then placed it in an empty sink to be cleaned later. It had been in the sink only a few minutes when it exploded into dozens of pieces of various sizes. It frightened everyone in the kitchen. There were small children in the house and could have been seriously injured had they been in the kitchen. I know of others who have had a similar experience. A more prominent warning of a possible hazard should be given about this product.

Thank you very much.

*Edna Shadowens*

Edna Shadowens  
1998 Hartsville Pike  
Gallatin, Tn 37065





EHDS  
C570010

STATE OF TENNESSEE  
DEPARTMENT OF COMMERCE AND INSURANCE

(615) 741-4737

**DIVISION OF CONSUMER AFFAIRS**  
500 JAMES ROBERTSON PARKWAY, FIFTH FLOOR  
NASHVILLE, TENNESSEE 37243-0600

TN TOLL FREE 1-800-342-8385  
FAX 615-532-4994

July 6, 1995

U.S. Consumer Product Safety Commission  
Washington, DC 20207

RE: 95-03218-CPS(MW)  
Elizabeth Church  
vs  
Anchor Hocking Glass

Dear Sir/Madam:

We received the enclosed complaint which we feel would be more appropriately handled by your agency.

We are also sending a copy of this letter to the complainant and, advising that further communication should be addressed to you.

Sincerely,

*Melany Woodard*

Melany Woodard  
Consumer Protection Specialist

MW:nb

cc: Elizabeth Church

*Rm*

AUG 10 1995

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

*Please Change 1200 sq. ft. to 744 sq. ft. of floor covering*  
*thanks*

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.

*Elizabeth Church* Aug. 21-95  
Signature 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-41*  
*0570010*