CUSTOMER PROBLEM REPORT REPLY (CPRR)

DATE PROBLEM RECEIVED AND REPORTED	DATE OF REPLY	PRODUCT / PLANT	REGION	STATE	YEAR	NUMBER
8/06/75-8/08/75	September 8, 1975	Dual Purpose Jt Cmpd / Santa Ana	SC	C	1975	G42

SERVICE REFERENCE NUMBER – SAME AS CPR

SERVICE CUSTOMER–CONSUMER INFORMATION

DEALER	CONTRACTOR	PROJECT
NORWAL, INC. Canoga Park, CA	Norwal, Inc.	Various

PLAINTIFF'S EXHIBIT

KG-332

DETAIL SERVICE EFFECTED - SAMPLE TESTS - FACTORS RESPONSIBLE FOR PROBLEM - CONCLUSIONS

PRODUCT: Joint Compound (Dual Purpose Gold) Non-asbestos

DATE OF SHIPMENT: 7/28/75 & 7/31/75 (Manufactured July 22, 1975)

Customer complained that his men had refused to use our "new formula" joint compound and had walked off the job. The following observations were made by Don Johnson & Joe Lafayette:

1. Mud stiff, hard to pump (screens had to be removed)
2. Tape would slip from walls
3. Jello-like

RECOMMENDATIONS TO PREVENT FURTHER RECURRENCES - INDICATE PERSONNEL TO WHOM RECOMMENDATIONS WERE MADE

The Santa Ana plant resumed shipping the asbestos based Dual Purpose Joint Compound which has good customer acceptance. A new formula non-asbestos product is presently in the field at selected customers and specially labeled, temporarily. E & D is following closely for acceptance.

RESPONSIBILITY ASSESSMENT - CREDITS - CLAIMS - MATERIAL REPLACED

This complaint was justified and a KC&G responsiblity.

DISTRIBUTION:

SENIOR VICE PRESIDENT, SALES & MARKETING
SENIOR VICE PRESIDENT, MANUFACTURING & DISTRIBUTION
MANAGER OF MARKETING
MANAGER, FIELD MARKETING SERVICES
MANAGER, CORPORATE ENGINEERING & DEVELOPMENT
MANAGER, FIELD TECHNICAL SERVICES
MANAGER, SPECIAL PRODUCTS

ASST. TO VP, MANUFACTURING & DISTRIBUTION
GENERAL PRODUCTION MANAGER NAME W. D. Hopper
MANAGER, PROCESS & CONTROL
PLANT MANAGER NAME G. W. James
TECHNICAL ENGINEER
REGIONAL SALES MANAGER NAME R. G. Hagemeister
DIV. MGR., MARKETING SERVICES NAME J. S. McGahey

DIST./AREA SALES MANAGER NAME D. R. Johnson
SUPERVISOR, QUALITY CONTROL
SUPERVISOR, PROCESS ENGINEERING
RESEARCH OR CONCRETE LAB
CHIEF CHEMIST
SALESMAN NAME E. Schellinger
OTHERS: P. A. Hawkins R.G.Klein
G. A. MacCorkle

J. W. Nicoll
SERVICE EFFECTED BY

JCM
MANAGER, FIELD TECHNICAL SERVICES

B

FORM 613 (4/75)

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