CUSTOMER PROBLEM REPORT

TRAILER/CAR NO.	SHIP NO.	OFFICE	DATE	PROBLEM NO.
	492128	NY	6/24/70	NY 28 P

CUSTOMER	PRODUCT	QUANTITY SHIPPED	PROBLEM QUANTITY	DATE ENTERED
MANHATTAN ADHESIVES	AROCLOR 5460	20,000 LBS	7,300	5/18/70

SHIP TO	SHIPPED FROM	LOT NUMBERS	DATE REQUIRED
425 GREENPOINT AVENUE BROOKLYN, NEW YORK	ANNISTON	AM 152	

		CARRIER	DATE SHIPPED
[redacted]	[redacted]	MALONE	5/18/70
[redacted]	[redacted]		

EXHIBITS

SERVICE

SHIPPING/LOADING	CARRIER	CONTAINERS	COMMUNICATIONS
☐ INCORRECT ROUTING	☐ LATE DELIVERY	☐ BAGS ☐ DRUMS	☐ NO WEIGHT TICKET
☐ WRONG DESTINATION	☐ EARLY DELIVERY	☐ WRONG TYPE	☐ CTF ANAL (EXPLAIN)
☐ WRONG EQUIPMENT	☐ UNLOADING PROBLEM	☐ TORN	☒ ROS (EXPLAIN)
☐ INADEQUATE BRACING	☐ UNLOADING EQUIPMENT	☐ WET	☐ DISTRIBUTION
☐ INADEQUATE LINING	☐ DIRTY LINES	☐ LEAKY	☐ PRODUCT GROUP
☐ PLANT DELAY	☐ OTHER EXPLAIN	☐ DIRTY	☐ BILLING
☐ OTHER (EXPLAIN)		☐ OTHER (EXPLAIN)	☐ OTHER (EXPLAIN)

PRODUCT

CHEMICAL PROPERTIES

- ☐ PH
- ☐ ASSAY
- ☐ ACIDITY
- ☐ TRACE IMPURITIES

PHYSICAL PROPERTIES

- ☐ ASH
- ☐ ODOR
- ☐ DIRT
- ☐ LUMPS
- ☐ COLOR
- ☐ CAKING
- ☒ SPECKS
- ☐ RESIDUE
- ☐ MOISTURE DRYING LOSS
- ☐ MESH SIZE
- ☐ FOAM TEST
- ☐ SOLUBILITY
- ☐ VISCOSITY
- ☐ APPEARANCE
- ☐ MELTING POINT
- ☐ FOREIGN OBJECTS
- ☐ SPECIFIC GRAVITY
- ☐ REFRACTIVE INDEX
- ☐ TURBIDITY/ CLARITY
- ☐ CRYSTALLIZING POINT
- ☐ MISCELLANEOUS
- ☐
- ☐
- ☐

MISCELLANEOUS

- ☐ WRONG LABEL
- ☐ ELECTRICAL PROPERTIES
- ☐ PERFORMANCE CHARACTERISTICS
- ☐

PROBLEMS:

MANHATTAN ADHESIVES LARGEST CUSTOMER RECENTLY REJECTED A HOT MELT SHIPMENT DUE TO BLACK PARTICLES IN THE PRODUCT - THE SAME BLACK SPECKS WHICH HAVE APPEARED IN THE AROCLOR 5460 SHIPPED TO MANHATTAN ADHESIVES. THIS SAME SITUATION HAS EXISTED SINCE THE BEGINNING OF THE YEAR, BUT APPEARS TO HAVE BECOME PROGRESSIVELY WORSE, EVEN AFTER THE NEW FILTRATION PROCESS BEGAN. MANHATTAN ADHESIVES WILL BE RETURING APPROXIMATELY 150 BAGS IN WHICH THE SPECKS ARE TOO MANY AND VERY VISIBLE. SAMPLE OF LOT AM 152 HAS BEEN FORWARDED TO ANNISTON.

INVESTIGATION AND SOLUTION:

A SAMPLE OF AROCLOR 5460, LOT AM-152 HAS BEEN RECEIVED. THE MATERIAL CONTAINS BLACK PARTICLES IN EXCESS OF THAT EXPECTED FROM NORMAL PRODUCTION. THE INVESTIGATION INTO THE SOURCE OF CONTAMINATION CONTINUES. THE CONCLUSIONS OF THIS INVESTIGATION WILL BE REPORTED.

J. T. BELL

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DSW 551964

INVESTIGATOR COPY #2 - ORGANIC DIVISION

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