1972 CUSTOMER COMPLAINTS BY TYPE

11/17/72

I. QUALITY (6): (4) Moisture content
- 2 on drums
- 1 on a trailer of FR-1
- 1 on a T/C

(1) Polypropylene from filter
(1) Attapulgus earth

II. PACKAGING (5): all on tank car leaks
(4) Dome
(1) Valve

III. COMMUNICATIONS (5):
(2) Tagging / Coding
(1) T/C not scheduled after repairs
(1) Wrong size T/C – 2000 instead of 3000
(1) Bad information between night operator and truck driver

8 of the above 16 complaints were formal complaints

DSW 310201

STLCOPCB4070188

DEPT. 246 / 259

1971 COMPLAINTS

No.	Complaint No.	Customer	Complaint	Result
1	WL-5-[illegible]	[illegible]t., S. Boston	T/C not sealed properly, dome bolts "heat up".	Customer used.
2	13-[illegible]	[illegible]well Dubilier	T/C contamination; had been opened and heated at Everett, Mass. plant.	Returned to WGK, used as non-electric Aroclor 124.
3	INT. 8-[illegible] SP-22-[illegible] SP-23-[illegible]	[illegible]rsanto Italy [illegible]d Co. [illegible]jamin Moore	Leaking drum bungs	Some drums returned; bungs were faulty.
4	SP-27-[illegible]	[illegible], Pittsfield	White flakes in 1260 product; our filter-paks had disintegrated while loading T/C.	Returned to WGK; filter and used in Inerteen PF
5	—	[illegible]is Chalmers	Acetic acid smell; contamination from a hollow dome lid on T/C.	Returned to WGK; filter and used in 54201 CM.
6	SP-34-[illegible]	[illegible]ard Cottrell	Leaking Inerteen 70/30 drums.	Have change to drum with 16 gauge bottom head.
7	SP-42-[illegible]	[illegible]ord Co.	T/C too cold (40°C); dept. had not been informed to load hotter than storage tank temp.	Customer used.
8	SP-45-[illegible]	GE, Pittsfield	Aroclor 1260 out of spec. on refractive index; marketing knew this. Specification will be changed.	Customer used.

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1972 COMPLAINTS

No.	Complaint No.	Date	Customer	Complaint	Result
1	INTL-2-P	1/18	Ingenieria Electrica Industrial	Water in one drum out of 80... Inerteen 100-42.	Suggested that we give credit.
2	SP-3-S	1/18	Westinghouse, Bloomington	Lack of information on tank car and certificate of analysis.	They now get desired information.
3	NOT FORMAL	2/8	Westinghouse, Bloomington	Dome lid leaked, ACFX 4316	Trip to Bloomington, th kept car.
4	NOT FORMAL	3/31	Jard	Dome loose, car too cold.	Heating equip. borrow kept car.
5	INTL-6-S	5/12	Westinghouse, Canada	Wrong product names, color coding, and lot no. on drums.	Kept drums; color code communicated.
6	NOT FORMAL	5/15	Westinghouse Service Shop, Cincinnati, O.	Inerteen PPO drums wet, wanted to charge us.	Not justified, reserve
7	NOT FORMAL	5/19	Goodyear, Apple Grove, W. Va.	Trailer of FR-1 wet.	Kept trailer, reserve o
8	SP-43-S	7/14	Sangamo	Leak around valve.	Kept T/C.
9	NOT FORMAL	7/24	Westinghouse, Sharon, Pa.	Strip of "contamination" in bottom of T/C of 54231 CM	Kept car; "contaminati was earth.
10	NOT FORMAL	2/14	Electric Utilities	Brine in plant air line incident, delayed delivery 8-12 hours.	Reimburse EU for time of driver.

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STLCOPCB4070190

COMPLAINT

No.	COMPLAINT No.	DATE	CUSTOMER	COMPLAINT	RESULT
1	NOT FORMAL	9/1	Westinghouse, Bloomington	Dome on MONX 8615 leaked.	Kept T/C.
2	SP-62-S	9/21	Jard	Dome on MONX 8601 leaked.	Kept T/C.
3	SP-71-P	11/2	GE, Pittsfield	White lumps floating in the 1254.	Returning T/C, identified as polypropylene.
4		11/6	Jard	Car too cold, had been in repair shop 3 days - SIPES.	Kept T/C.
5	SP-	11/	Westinghouse, Sharon, Pa.	Shipped 8000 gal. car instead of 8800 gal. - did not clear. WINTER.	Kept T/C.
16	SP-76-P	11/10	GE, Pittsfield	A13B3B-2 ; 60 ppm H_2O.	Sample sent to Kuster, Analyzed at 40 ppm. Reserve was 25 ppm.

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