T.C. COMPLAINT INVESTIGATION MESSAGE BLANK • ORGANIC CHEMICALS DIVISION

DISTRICT	DATE	TIME	COMPLAINT NO.	ACCOUNT NO.
Wilmington	1/31/68		Complaint No. S-2-A-68	

NAME & LOCATION
TO: W. E. Gerdon - St Louis, Mo

☐ QUALITY ☑ SERVICE COMPLAINT

CC: all plan - H. L. Wellman W. B. Dunlap -

PRODUCT: Aroclor 1262

TYPE OF COMPLAINT: Unacceptable Container

CUSTOMER Shipped To: Products Research & Chem. Co

DISTRICT: Wilmington

LOCATION At: Gloucester City, N. J.

SHIPPER'S NO.	DATE SHIPPED	LOT NO.	QUANTITY
SN 57305	1/10/68	A1-7	For 33600 lbs -

FINDINGS

On January 10, 1968 We shipped the subject customer a 9/2 ng drum. Among this was 20 x 6 ons ea. drums of Aroclor 1262. Customer states that when the aroclor 1262 was heated two of the drums leaked on the side near the rolling hoop and that the drums appeared to be reconditioned drums. Aroclor is never packed in anything but New drums. These drums were packed on Nov. 6 & 14, and they were all in good condition when they left ours. These drums were loaded and hauled on a Malone Freight Lines truck by our people and the truck went straight through to destination without any stops for loading or unloading anything. If they rescinded any hauls to do it happened after arrival at destination.

CONCLUSIONS

- ☐ NORMAL IN ALL RESPECTS
- ☐ MEETS SPECIFICATIONS BUT OUTSIDE NORMAL RANGE
- ☐ DOES NOT MEET SPECIFICATIONS
- ☐ SUBJECTIVE PROPERTIES INVOLVED
- ☐ DETERIORATED IN STORAGE
- ☑ JUSTIFIED ?
- ☐ NOT JUSTIFIED
- ☐ OTHER (SPECIFY)

RECOMMENDATIONS

- ☐ HAVE MATERIAL RETURNED
- ☐ ATTEMPT TO GET CUSTOMER TO KEEP SHIPMENT
- ☐ OTHER (SPECIFY)

CORRECTIVE ACTION TAKEN

I believe we should check customers method of handling and heating drums - We will make a special check on future shipments to this customer

IN 78A REV. 4/62 | INVESTIGATED BY

0349344

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