

CUSTOMER PROBLEM REPORT REPLY (CPRR)

DATE PROBLEM RECEIVED AND REPORTED 8/06/75-8/08/75		DATE OF REPLY September 8, 1975		PRODUCT Dual Purpose Jt Cmpd	
SERVICE REFERENCE NUMBER - SAME AS CPR		REGION	STATE	YEAR	NUMBER
SERVICE CUSTOMER-CONSUMER INFORMATION		SC	C	1975	G42
DEALER NORWAL, INC. Canoga Park, CA		CONTRACTOR Norwal, Inc.		PROJECT Various	

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 responsibility.

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NAME R. G. Hoyer

DIV. MGR., MARKETING SERVICES
NAME J. S. McGahey

J. W. Nicoll

SERVICE EFFECTED BY

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. Kleir

G. A. MacCorkle

MANAGER, FIELD TECHNICAL SERVICES