

INTER-OFFICE MEMO **TENNECO CHEMICALS, INC.**

TO C.B. Johnson AT Piscataway DATE May 30, 1975

FROM W.C. Champion AT Burlington COPY TO H.B. Carr
G.E. Disch
W.F. Gabel
J.R. Gregor
Dr. L. Gross
D.C. Hawk
Dr. M. Rosen
G.I. Rozand
P.R. Scarito
A.C. Siegel
R. Stevens
File ✓

SUBJECT RCA Records - Customer Complaint ~~138~~
98

Subject customer complaint on 391 copolymer shipped in car #ACFX 57428 was answered on May 5, 1975. The evidence provided by the customer was four small samples of resin, one taken from each compartment. At the time the samples were received, I inquired as to how the samples were taken, and was assured by you (after a call to J.C. Anglum) that these were top samples. On the basis of this evidence, we concluded that two compartments of the car had inadvertently been "topped off" with homopolymer resin.

When the returned car was received in Burlington, it was found that none of the top seals were broken, but the unloading tube seals had been removed. Samples were taken from all compartments, top and bottom, and analyzed for vinyl acetate with the following results:

		% Acetate	
		Top	Bottom
Compartment A		17.1	0.3
"	CA	17.1	17.3
"	CB	17.6	16.1
"	B	16.1	11.5

It would appear from these data that the problem was a heel left in the car from a previous load of homopolymer. Although it is impossible to estimate the size of this heel, it was probably quite small (assuming proper preloading inspection procedures were followed).

RCA's bottom sampling technique presents a problem of its own. Since RCA run neither relative viscosity nor bound acetate, they rely on melt flow properties to judge performance. They have recently complained to us about variability in this property. Bottom sampling may be giving them meaningless results, and leading to unnecessary concerns for their plant operations.


W.C. Champion

WCC/jst