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. Gordon - St. Louis, Mo.

☐ QUALITY ☒ SERVICE COMPLAINT

CC: W. B. Papageorge
G. E. Gibson
W. F. Waychoff
E. C. Wilde
J. J. Kagan
G. Kasten
W. L. Friehs
H. L. Williams
W. B. Dunlap

PRODUCT: Aroclor 1262

TYPE OF COMPLAINT: Unacceptable

CUSTOMER
Shipped To Products Research & Chem. Co.

DISTRICT: Containers Wilmington

LOCATION
At Gloucester City, New Jersey

SHIPPER'S NO.	DATE SHIPPED	LOT NO.	QUANTITY
SN 563050	1/10/68	AI-7	For 33,600 lbs.

FINDINGS

On January 10, 1968 we shipped the subject customer a T/L of Aroclors. Among this was 20 X 600 lb. 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 November 7, 1967 and they were all in good condition when they left our plant. These drums were loaded and braced 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 received any rough handling 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.

0349343

IN 76A REV. 4/62	INVESTIGATED BY	DATE
	H. L. Gray	1/31/68

TOWOLDMON0052960