CUSTOMER PROBLEM REPORT REPLY (CPRR)

DATE PROBLEM RECEIVED AND REPORTED 9/2/75	DATE OF REPLY September 8, 1975		PRODUCT PLANT Non-asbestos Premix-Topping compound Antioch	
SERVICE REFERENCE NUMBER – SAME AS CPR	REGION	STATE	YEAR	NUMBER
SERVICE CUSTOMER–CONSUMER INFORMATION	NC	C	75	39G
DEALER	CONTRACTOR Bill Ledbetter Drywall		PROJECT Smoketree Tract, Modesto, Horn Construction	

DETAIL SERVICE EFFECTED - SAMPLE TESTS - FACTORS RESPONSIBLE FOR PROBLEM - CONCLUSIONS

Investigation revealed that all butt joints were in fact showing thru the acoustic because of a difference in the material pattern covering the joints. Further investigation revealed that the following houses in the Smoketree tract were defective. House numbers 1196, 1200 thru 1206, 1212, 1213 and 1246. Also, one house on Patterson Road in Riverbank which was sprayed at the same time as the aforementioned houses.

Investigation revealed that the defective houses were serviced with nonasbestos premix topping dated Aug 8-1 and Aug 8-2. Several other houses were done at the same time with asbestos topping and these houses were in excellent shape.

RECOMMENDATIONS TO PREVENT FURTHER RECURRENCES - INDICATE PERSONNEL TO WHOM RECOMMENDATIONS WERE MADE

1-C-4
CP 784
P-2
F-B
D-22

RESPONSIBILITY ASSESSMENT - CREDITS - CLAIMS - MATERIAL REPLACED

It appears that the non-asbestos topping compound as presently manufactured is unacceptable for use when applied to ceilings prior to application of K-Spray ceiling texture. This is a KC&GC responsibility; reasonable claims for respraying the above mentioned homes should be processed.

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FORM 613 (4/75)

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