

CUSTOMER PROBLEM REPORT (CPR) - NOV 20 1975

DATE PROBLEM REPORTED AND RECEIVED 11/20/75		DATE OF REPORT: 11/20/75		
SERVICE REFERENCE NUMBER USE THIS NUMBER TO IDENTIFY ALL REPORTS AND CORRESPONDENCE RELATIVE TO THIS SERVICE.		REGION	STATE	YEAR
		Eastern	Pa.	1975
		NUMBER E-119		

CUSTOMER-CONSUMER INFORMATION	PRODUCT INFORMATION	SAMPLE INFORMATION
DEALER T. House & Sons Beaver Fall, Penna.	PRODUCT Premix & Topping	SAMPLE I.D. & OTHER INFO.
CONTRACTOR	PLANT ORIGIN 10/9/75 Del.	
PROJECT	DATE OF SHIPMENT 10/9/75	SHIPPING TAG NO.
OTHER	CAR-TRUCK CARRIER I.D. CAV	DATE OF SHIPMENT
	SHIPMENT-ORIGIN	CARRIER
	INV./SLS. ORDER NO. 08-1487	
	BILLING	
	MANUFACTURING DATE	

CHECK IF TECHNICAL ENGINEER ASSISTANCE IS REQUIRED. YES _____ NO _____

STATE SPECIFIC PROBLEM - BE SPECIFIC - GIVE COMPLETE DETAILS:

This is new asbestoes free product. Material is thick and no adhesive quality. When mixed with drill it got thicker and gummy. When applied to joint it dries to fast and has tendency to bubble and flake. Customer burnt out one drill trying to mix. Both the bedding and topping are acting the same way. I have advised customer not to use until lab checks it out. Code numbers are bedding 5107 and 1108 - Topping 38-28. Also received same type of complaint from Dave Price on same material shipped on same day. Sample being returned to plant on our truck this day.

Please advise me as to what customer should do with material. He has deducted from his invoice for this material.

DISTRIBUTION:

SENIOR VICE PRESIDENT,
SALES & MARKETING

SENIOR VICE PRESIDENT,
MANUFACTURING & DISTRIBUTION

MANAGER OF MARKETING

MANAGER, FIELD MARKETING SERVICES

MANAGER, CORPORATE
ENGINEERING & DEVELOPMENT

MANAGER, FIELD TECHNICAL SERVICES

MANAGER, SPECIAL PRODUCTS

ASST. TO VP,
MANUFACTURING & DISTRIBUTION

GENERAL PRODUCTION MANAGER
NAME W.D. Hopper

MANAGER, PROCESS & CONTROL
PLANT MANAGER
NAME J.F. Modaff

TECHNICAL ENGINEER
REGIONAL SALES MANAGER
NAME J.G. Mavromatis
A.V. Capone

DIV. MGR., MARKETING SERVICES
NAME R.H. James

DIST./AREA SALES MANAGER
NAME _____

SUPERVISOR, QUALITY CONTROL
SUPERVISOR, PROCESS ENGINEER
RESEARCH OR CONCRETE LAB
CHIEF CHEMIST

SALESMAN
NAME J. Cox

OTHERS: P.A. Hawkins
R.E. Dixon
R.G. Klein
G.A. MacCorkle

Form 612 (4/75)

J. COX
ORIGINATOR OF REPORT

[Signature]
TECHNICAL ENGINEER

KG-0105