Monsanto

MONSANTO INDUSTRIAL CHEMICALS CO.

CUSTOMER PROBLEM REPORT
3/8/76

TYPE OF PROBLEM: ☐ QUALITY ☒ PLANT SERVICE ☐ CARRIER SERVICE ☐ CONTRACT PRODUCER ☐ WHSE. SERVICE ☐ OTHER

REPORT NUMBER: SC-2S
DATE REC'D.:

CUSTOMER: CORNELL-DUBILIER NEW BEDFORD, MASS.
PRODUCT: AROCLOR 1016
GRADE:
SALES CODE:
LOT NUMBERS:
SHIP NUMBER: 8434664
SHIP TO: Same
SAMPLES OR EXHIBITS:

DIVISION: Spec.Chem.
BUSINESS GROUP: Funct.Prod.
DATE SHIPPED: 02-06-76
SHIPPED FROM: Sauget
AMT. SHIPPED: 91,900
CARRIER: MONX 8625
PROBLEM AMT.:
TRAILER/CAR NO.:

STATEMENT OF PROBLEM

Customer reports the car arrived with sides wet with Aroclor 1016, indicating spillage from manhole and relief valve port. Customer says the problem has happened before and since we are trying to rigidly control PCB spills, we ought to insure cars are filled to avoid spills/leaks in transit.

DISTRIBUTION
Initial Report
SALESMAN: M. A. Petrilli-1010
DISTRICT SALES MANAGER: D. Wood-B2SD
COP REPRESENTATIVE: C. Jordan-B2NG
MANAGER PROD. ACCEPTABILITY: J. C. Weber-B1ND
PLANT REPRESENTATIVE: ~~A. Leisy~~-1740
OTHER: R. Hatton-B2SD
OTHER: E. M. Potter-B2NK
OTHER:

REPORT REQUIRED FROM: B. R. Williams-1740
ORIGINATOR OF REPORT (SIG.): M. A. Petrilli-1010
DATE: 3/1/76

SUMMARY OF INVESTIGATION

This car was given our routine preshipment head-up check on 2/3/76 before it left the department and was placed on a hold track approx. 300' away. It was checked again on 2/6/76, the day it shipped, and there was no evidence of any spillage. Both inspection sheets attached. A new loading hole gasket was applied on 2/3/76 per our established policy of replacing these gaskets on each shipment.

A check of car upon its return to our plant revealed a problem with safety valve per attached report.

ADDED DISTRIBUTION
Report Answer
FIELD SALES DIRECTOR ST. LOUIS: R. G. Pier-B2SK
PRODUCT SALES MGR. ST. LOUIS: C. Paton-B2SK
MANAGER MANUFACTURING ST. LOUIS: R. A. Pohl-B2SB
MATERIALS MGR. ST. LOUIS: E. M. Potter-B2NK
OTHER: D. Wood/R. Hatton-B2SD
OTHER: E. Potter/C. Jordan-B2N
OTHER: C. Paton/C. Weber-B2SK
OTHER: M. A. Petrilli-1010

INVESTIGATOR (SIG.): J. Smith/W. Parker/D. Mayer
DATE: 3/11/7

ACTION AND RECOMMENDATIONS

Proper head-up procedures will be re-emphasized to all our personnel.

We strongly recommend that deviations of this type be communicated to us immediately to enable us to initiate corrective action before the car is returned to our plant and reshipped.

MONS 048709

IN-52 Rev. 1/74

FEEDBACK REQUESTED FROM:

PERSON RESPONSIBLE (SIG.): B. R. Williams
DATE: 3/15/76