

CUSTOMER PROBLEM REPORT (CPR) - 11/20/75

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	NUMBER
		Eastern	Pa.	1975	E-119
CUSTOMER-CONSUMER INFORMATION		PRODUCT INFORMATION		SAMPLE INFORMATION	
DEALER T. House & Sons Beaver Fall, Penna.		PRODUCT Premix & Topping		SAMPLE I.D. & OTHER INFO.	
		PLANT ORIGIN 10/9/75 Del.			
CONTRACTOR		DATE OF SHIPMENT 10/9/75		SHIPPING TAG NO.	
		CAR/TRUCK CARRIER I.D. CAV			
PROJECT		SHIPMENT ORIGIN		DATE OF SHIPMENT	
		INV./SLS. ORDER NO. 08-1487			
OTHER		BILLING		CARRIER	
		MANUFACTURING DATE			

PLAINTIFF'S EXHIBIT

KG-341

CHECK IF TECHNICAL ENGINEER ASSISTANCE IS REQUIRED. YES ☐ NO ☒

STATE SPECIFIC PROBLEM - BE SPECIFIC - GIVE COMPLETE DETAILS:

This is new ashestoes 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
NAME J.W. Post

PLANT MANAGER
NAME J.F. Modaff

TECHNICAL ENGINEER
NAME J.G. Navromatis

REGIONAL SALES MANAGER
NAME A.V. Capone

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

DIST./AREA SALES MANAGER
NAME

SUPERVISOR, QUALITY CONTROL
NAME H.I. Weightman

SUPERVISOR, PROCESS ENGINEER
NAME G.B. Kirk

RESEARCH OR CONCRETE LAB

CHIEF CHEMIST

SALESMAN
NAME J. Cox

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

Form 612 (4/75)

J. COX
ORIGINATOR OF REPORT

[Signature]
TECHNICAL ENGINEER

KNS00236227