N.W. York | [illegible]-30/67 | Complaint No. S-12-A-67

NAME & LOCATION

TO: W. E. Gordon, St. Louis, Mo.

QUALITY COMPLAINT
SERVICE

TYPE OF COMPLAINT

PRODUCT

Aroclor 1254 — Short one container

CUSTOMER

Shipped To Sonneborn Building Products

LOCATION

At Belleville New Jersey

SHIPPER'S NO.	DATE SHIPPED	LOT NO.	QUANTITY
SN 492299	9/6/67		For 30,000 lbs

G. E. [illegible]
W. F. [illegible]
J. J. Kellar
H. L. Wilkins
W. B. Dunlap

FINDINGS

On September 6, we shipped 50 X 600 lb. drums of Aroclor 1254 to the subject customer via Roadway Express. Customer complained that they received 49 drums marked RM-8-63 and one open top drum marked 121 in yellow. We contacted the carrier (Roadway Express) and ask them to return the foreign drum to us for inspection. The foreign drum was received back at Anniston on 10/25. Upon an inspection and analyzing the material we find that the material is Aroclor 1254. The carrier damaged a drum in transit and transferred the contents to an open head drum without notifying any one.

CONCLUSIONS

- ☐ NORMAL IN ALL RESPECTS
- ☐ MEETS SPECIFICATIONS BUT OUTSIDE NORMAL RANGE
- ☐ DOES NOT MEET SPECIFICATIONS
- ☐ SUBJECTIVE PROPERTIES INVOLVED
- ☐ DETERIORATED IN STORAGE
- ☒ JUSTIFIED - Carrier
- ☐ NOT JUSTIFIED
- ☐ OTHER (SPECIFY)

RECOMMENDATIONS

- ☐ HAVE MATERIAL RETURNED
- ☐ ATTEMPT TO GET CUSTOMER TO KEEP SHIPMENT
- ☐ OTHER (SPECIFY)

CORRECTIVE ACTION TAKEN

We have explained to the carrier the seriousness of repacking the material to a foreign container. They have assured us that they will notify all of their offices.

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☐ IN 76A REV. 8-61 | INVESTIGATED BY | DATE 10/31/67

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