RJK - A discovery

Report No. _____

CUSTOMER COMPLAINT REPORT

Date 5/17/79

UNION CARBIDE CORPORATION • METALS DIVISION

DISTRIBUTION:

R. E. Byrne
R. D. Malin
J. L. Myers
H. B. Rhodes
J. C. Settlemoir
W. B. DeAtley

MAY 25 1979
UNION CARBIDE
KING CITY, CA

Other _____

Salesman E. J. Kleber

CUSTOMER ORDER NO.	SHIPPED FROM	DATE SHIPPED	RQ NUMBER	TRUCKER NAME/
4245	King City,CA	4/4/79	51050	R Box - 1924

CUSTOMER NAME AND LOCATION			INVOICE NO.	
Michael-Walters Industries	Valier, IL		AU 749100	
PRODUCT AND GRADE	**LOT NUMBER**	**SIZE**	**PACKAGE**	**QUANTITY SHIPPI**
HPO			35 lbs.	81,900 lbs.

RETURN OR SAMPLE	IF YES, GIVE DESTINATION	QTY. RETURNED	NO. & TYPE PKG.	DATE OF RETURN
☐ YES ☒ NO				

CUSTOMER COMPLAINT & FIELD INVESTIGATION (Include Recommended Action)

Car arrived at customer in extremely bad condition. 40-50 bags broken, customer had to re-stack 30 of 52 pallets in car, customer claims asbestos dust so severe that car unloader was white from head to toe. Customer also reports near injury as bags toppled off pallets during unloading. Major complaint is absence of inflatable dunnage, which prevents shifting. Customer alleges that last 3 cars received were in much poorer shape than normal, but this one was by far the worst. A 2-3 hour job stretched into almost 2 full days.

E. J. Kleber
INDUSTRY SALES REPRESENTATIVE

John L. Myers
INDUSTRY SALES MANAGER 5/24/79

LANT INVESTIGATION (Include Recommended Action)

PLAINTIFF'S EXHIBIT
Union Carbide 498

PLANT QUALITY CONTROL

PLANT MANAGER

SSIGNMENT OF RESPONSIBILITY

PLANT
MARKETING
CARRIER
WAREHOUSE
SHIPPER
RESOLVED