CHICAGO

January 20, 1961

Johnson Motors
Complaint 277-Q-60
PYDRAUL A-200

Mr. William E. Ault-St.Louis-Bldg.B

Mr.C.J.Smith-JFQueeny-St
Mr.D.Danna-JFQueeny-StL
Mr.F.T.Hary-JFQueeny-StL
Mr.H.C.Grannemann-JFQ-St
Mr.R.A.Gelsman-JFQ-StL
McHugh-Org.Research-StL
Mr.G.E.Gibson-St.L-Bl.B
Mr.H.O.Hohner-St.L-Bl.B
Mr.R.Davis-St.L-Bl.B
Mr.J.Arbogast-Chgo.
Ms.T.DeLaurentis-Chgo.

We cannot at the moment explain why you have not received the three samples of PYDRAUL which Jake Arbogast mailed you last week. We are investigating and will give you actual shipping date, etc., as soon as we can get the information from Jake Arbogast.

Jake Arbogast and I were present on January 17 when Johnson Motors unloaded their first delivery of a tank wagon of PYDRAUL A-200. This material had a normal odor, and the delivery went off as slick as silk. A chap by the name of Hogan, driver for Rogers Cartage Company, really did a good customer relations job, giving them a reducing fitting and Kelly Clamp-On hose connections. In other words the unit is now equipped for very fast unloading of tank wagons.

The tank wagon of approximately 3,400 gallons was unloaded in 55 minutes after all of the connections were made. Johnson Motors was quite pleased with the ease of handling tank wagons. Let's hope that future deliveries go as smoothly as did the first delivery.

I am glad to tell you that Johnson Motors will retain and use the entire shipment comprised of Lots D-581, D-582 and D-583, which they thought they might have to return because of off-odor. Their decision to use this material certainly resolves this situation quite nicely as it saved us freight, handling, etc. It is quite evident that our close relationship and friendship with Bill Bratzke paid dividends, for he is the chap that decided, despite the off-odor, to use up the material in their operation. In other words this complaint has been resolved.

Nevertheless, it is most important that our production unit make every effort to run down this problem of odor to assure that future deliveries of A-200, which will be in tank wagons, are never rejected because of an obnoxious odor.

I might add that the Chicago District has not written up a formal complaint because we feel that you covered it quite well in your complaint on December 29, 1960.

If there is anything further you wish us to do here in Chicago please let us know.

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