

Monsanto

TO: C. Paton - St. Louis

DATE: January 2, 1973

SUBJECT: DIELECTRIC FLUIDS/COMPLAINTS

REFERENCE:

TO: J.G. Bryant - 1650
D.R. Hansen - 1800
D. Mellon - 1010
H.R. Ford - 1070
P.L. Slayton - 1650
D. Goodwillie - 5080

cc: P. G. Benignus
R. H. Munch
W. R. Richard
~~J. K. Savage~~
N. T. Johnson
T. L. Gossage
E. M. Potter
W. N. Maddox

I recently spent half a day at W.G. Krummrich reviewing complaints on dielectric fluids. I thought you might be interested in what came out of our discussions.

1. Through November, 1972 there were 15 complaints on dielectric fluids entered against the plant compared to 9 in 1971. Interestingly, however, in 1972 only 8 of the complaints were formally entered by sales. I would ask that all complaints be formalized.

If we don't consider it important enough to write up the complaint I think we are being unfair to Manufacturing. Generalized allegations of poor quality, bad order handling etc., will get us nowhere. Action can and will be taken on specifics.

2. In summary the complaints fall into the following categories:

	<u>1971</u>	<u>1972</u>
Quality	3	5
Leakage		
Bulk	1	5
Drums	3	0
T/C Heating	2	1
Communications on SSI	<u>0</u>	<u>4</u>
	9	15

3. I attach the details of each 1971/1972 complaint.

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PLAINTIFF'S
EXHIBIT

244
11-1-95 Q

Details

Quality

Nature of Complaints:

1971

1 on polypropylene
contamination

1 on acetic acid odor

1 on refractive index

1972

1 on P.P. contamination
of transformer fluid

3 on moisture

1 on attapulugus earth
contamination

The P.P. contamination issue is now solved. On attapulugus earth contamination, this came through from the polishing filter. At one time we used to add this deliberately to drums of fluid to improve dielectric properties. WOK would like to know if the customer (Westinghouse-Sharon) found this troublesome. - Attention: D. Mellon

Leakage - Bulk

Art Leisy and Bob McCutcheon are well aware of this one. Supervision is checking each car before it leaves WOK. In addition a new Garlock gasket is being fitted to the T/C dome on each shipment. This has been in practice now for 2 months.

Attention D. Mellon: McGraw-Edison had requested a special Teflon gasket be used. WOK think Teflon is a mistake as it could cold flow and hence the bolts work loose. Please check whether McGraw-Edison will give our standard procedure a trial and what their reasons for the change were.

Leakage - Drums

Since going to a heavier gauge drum, there have been no leakages reported.

Early in 1973 we will be making further drum improvements:

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- a) some heavy gauge
- b) color change-----yellow
- c) PCB warning statements and handling instructions will be silk-screen printed onto the drum in 7 or 8 languages.
- d) drum lid seal compound will be changed.

The change in sealing compound is expected to improve electrical quality when the material arrives at destination. This could be a plus in export sales where customers say competition's quality is higher than ours.

T/C Heating

1. W. G. K. can ship T/C's at temperatures up to 125-130°C. but W GK cannot be responsible for what happens after T/C leaves the plant. In other words Monsanto cannot guarantee the temperature at which the material will reach the customers.
2. Customers requiring T/Cs to leave our plant hot must have their own means of handling T/Cs if they arrive too cold to unload. We do not currently heat T/Cs for G.E. (who take Aroclor 1254) or Westinghouse. Therefore any customer going to bulk must take the need for heating into account, particularly if they locate, like Jard, in places like Vermont.
3. It costs Monsanto \$50 to heat a car.
4. If the railroad delay a car or have to repair it en route (rather rare) and the customer wants this brought back to W GK for reheating all costs associated with the return and reheating will be for the customer's account.
5. Normally we load T/Cs at 95-100°C. so it may require a further 24 hours to get the temperature up to 130°C. W GK cannot load and get a T/C up to 130°C. in one day, so allow for this on order lead-times.
6. A point to remember regarding heated T/Cs is the weight situation.

An 8,800 gallon T/C of Aroclor 1016 will hold 101 M lbs. or just over the 100M lbs. freight rate break. At 130°C., this same car will only hold 8,300 gallons Aroclor 1016 or 95 M lbs.

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Please be aware of this because we can't ship at 130°C. and meet the 100M lbs. freight rate on Aroclor 1016 in an 8,800 gallon car.

Communications

If SSI are needed field sales should make sure the customer gives COP the agreed-upon wording for SSI. It's amazing but often the customer thinks he gave COP the correct SSI but in fact he didn't - or at least not in a form so that the plant could interpret what was wanted. Also, this wording must be given with each order not just once.

Tank Car Fleet

1. We should be able to handle bulk orders for U.S.A./Canada with around 45 T/Cs. In 1971 we had 69 T/Cs and as of 12/18/72 we are down to around 50 T/Cs. WOK say the situation is "snug" which is really how we must run a business to contribute to the profit goals that Cunningham sets for M.I.C.C.
2. All our present cars are in good condition: MCPX are the newest with MONX, GATX and ACPX being older but we should not equate age with bad condition. (Wine in old bottles, etc. - ask Paul or Ralph!)
3. We still have a few lined cars but they are in Pyranol service only. All Aroclor 1016 ships in aluminum cars.
4. Presently our fleet consists of 1 x 10M gallon car, 6 x 4M gallon cars with the remainder being 8Ms and 8.8Ms. (The latter in greater numbers.)
5. The size of our fleet will be kept under review so that customer demands are met. The plant agrees to notify COP if they cannot ship on the date requested in the size car requested.

Customer Visits

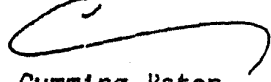
WOK personnel brought up the point that they feel they are regarded as "johnny-come-latelys" in the PCB business. They have in fact made PCBs for over 20 years although Anniston normally handled dielectric grade. We utilized Anniston personnel (e.g. Jerry Miller et al) on customer visits on dielectrics. We have not done this too much with WOK personnel. I sincerely believe that WOK personnel are dedicated to providing what the customer wants. Art Leisy, the General Superintendent, Bob McCutcheon, the Production Supervisor, and Ron Kuster, quality control labs, will make calls with you on customers if this can be helpful. The last thing we want to have is the image that WOK

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is a poor man's Anniston. Nothing could be further from the truth.

This memo is far longer than I intended but I hope you get the message that Manufacturing/Distribution/COP take their duties seriously and want to improve wherever they can. Above all, if you think you or the customer have grounds for complaint, please be specific and take the time to document it so that it can be properly investigated.

I hope you find this analysis of value.



Cumming Paton

/pep

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1971 COMPLAINTS

COMPLAINT					
No.	No.	DATE	CUSTOMER	COMPLAINT	RESULT
1	WL-5-S	2/24	West., S. Boston	T/C not sealed properly, some bolts "lost up".	Customer used.
2	13-S	3/5	Cornell Dr. Millers	T/C contamination; had been opened and sealed at Envitt, Mass. plant.	Returned to WCK, new non-electric decoder
3	INT. 8-S SP-22-S SP-23-S	6/29 7/7 7/14	Monaco's Italy Jard Co. Benjamin Moore	Leaking drum drums	Some drums returned drums were faulty
4	SP-27-P	9/3	GE, Pittsfield	White flashes in product; our filter-packs had disintegrated while loading T/C.	Returned to WCK; and used in direction
5	—	9/29	Allie Chalmer	Acetic acid smell; contamination from a hollow dome lid on T/C.	Returned to WCK; and used in direction
6	SP-34-S	10/18	Russell Cottrell	Leaking Section 70/30 drums.	Have change to drums 16 gauge bottom head
7	SP-42-S	12/14	Jard Co.	T/C too cold (40°C); dept. had not been informed to load better than storage tank temp.	Customer used.
8	SP-45-S	12/21	GE, Pittsfield	decoder 1260 out of spec. on radioactive index; marketing department specification will be changed.	Customer used.

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1972 COMPLAINTS

COMPLAINT		DATE	CUSTOMER	COMPLAINT	RESULT
No.	No.				
1	INTL-2-P	1/18	Engineers Electric Industrial	Water in one drum out of 80... Inertum 100-42.	Suggested that we credit.
2	SP-3-S	1/18	Westinghouse, Bloomington	Lack of information re tank car and certificate of analysis.	They now get desired information.
3	NOT FORMAL	2/8	Westinghouse, Bloomington	Dome lid leaked, ACPX 4316	Trip to Bloomington kept car.
4	NOT FORMAL	3/31	Jard	Dome loose, car too cold.	Heating equip. for kept cars.
5	INTL-6-S	5/12	Westinghouse, Canada	Wrong product names, color coding, and lot no. on drums.	Kept drums; color communicated.
6	NOT FORMAL	5/15	Westinghouse Service Shop, Cincinnati, O.	Inertum PPO drums wet, wanted to change me.	Not justified, no.
7	NOT FORMAL	5/19	Goodyear, Apple Grove, W. Va.	Trailer of FR-1 wet.	Kept trailer, no.
8	SP-43-S	7/14	Engenior	Leak around valves.	Kept T/C.
9	NOT FORMAL	7/24	Westinghouse, Piquette, Pa.	2 trips of contamination in bottom of T/C of 543-1 SM	TRAN 088457 Kept car, no ton was...
10	NOT FORMAL	7/14	Electric Utilities	Leak in gas line on line accident, delayed delivery 8-12 hours.	Kept car, no ton was...

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COMPLAINT					
No.	I/O	DATE	CUSTOMER	COMPLAINT	RESULT
11	NOT FORMAL	9/1	Westinghouse, Bloomington	Done on MONX 9615 leaked.	Kept T/C.
12	SP-62-S	9/21	Jard	Done on MONX 9601 leaked.	Kept T/C.
13	SP-71-P	11/2	GE, Pittsfield	White lumps floating in the -1254.	Returning T/C, used as propylene.
14		11/6	Jard	Car too cold, had been in repair shop 3 days - SIPLE.	Kept T/C.
15	SP-	11/	Westinghouse, Sharon, Pa.	Shipped 800 gal. car instead of 2200 gal. - did not clean. <u>WINTER.</u>	Kept T/C.
16	SP-76-P	11/10	GE, Pittsfield	A15 B30-2 ; 60 ppm H ₂ O.	Sample sent to Kus analyzed at 25 ppm. Reserve was 25 ppm.

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