PLAINTIFF'S EXHIBIT K-1801

OWENS-ILLINOIS

INTRA-COMPANY (i) CORRESPONDENCE

May 23, 1955

Attention of Mr. J. B. Rhoads - Berlin
cc: Mr. O. W. Pfeifer - Berlin
Mr. J. H. Whelan - Berlin

Subject KAYLO QUALITY
Industrial Insulators
Houston, Texas

KAYLO DIVISION
GENERAL OFFICES
RECEIVED MAY 25 1955 OWENS-ILLINOIS GLASS CO.

Dear John:

In our recent visit with Granny Downs in Houston, it was called to our attention that we had not completely solved our breakage and quality problems, at least, to this customer. In car #Milw 18925 which was a recent shipment, he had made claim to the railroad in the amount of $362.30 for breakage. Among the sizes noted was 18 x 2½. A number of cartons of which were completely broken down the middle, as well as sectional sizes that were literally crushed beyond any possible usage. Granny made the comment that we were still shipping cases where block was piled on top of pipe covering which he feels to be a completely inadequate method of car loading.

As I recall, our standard method of loading is to put block on block, and if this is not possible, to make sure that the block is on the bottom. In addition, there were a few instances where sectional covering was crushed where it was apparent that the doorway strapping or loading was at fault. The corners of the cartons were crushed in by the strap. In addition, it was mentioned that the bulkhead had broken in shipment. So perhaps it could have been that the bulkhead strap held after the bulkhead was broken, and thus caused this damage.

In case #Ito 5886, they received some 12 x 1½ which had no canvasses and the cartons were so marked. They claimed that they had not ordered them this way.

No formal complaint has been filed on this, but certainly if this type of thing continues, we can expect further repercussions. Will you please take steps to correct this situation, particularly on long distance shipments.

Very truly yours,

B. F. Truma

jb

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