

Monsanto Company
Texas City, Texas

September 8, 1967

cc: W. T. Anderson O-18
R. V. Butz O-10
W. C. Fuller O-5
J. A. Glass OA-7
G. R. King CL-2
G. L. Lunsford CL-2
R. W. Roten - St. Louis
G. T. Ryan O-7
C. D. Yost - St. Louis

CUSTOMER COMPLAINT

TO:	Ray Rosenberg	COMPLAINT NO.	67-7-VCM-2
FROM:	W. B. Sheely	DATE OF COMPLAINT:	August 10, 1967
PRODUCT:	VCM	DATE OF SHIPMENT AND CARRIER:	
QUANTITY:	435,800 lbs.	GATX 33022 - July 20	
CUSTOMER:	H&P Division	GATX 33004 - July 26	
LOCATION:	Springfield, Mass.	SHIPPED FROM:	Texas City
END USE:	PVC		

DETAILS:

Springfield reported GATX 33022 out of spec in appearance (yellow), acidity and iron. They also reported GATX 33004 out of spec in appearance (rusty), acidity and iron. Springfield's specs for VCM on these components are:

Appearance	Clear and colorless
Acidity	1 ppm HCl max.
Iron	0.5 ppm max.

MONSANTO LOSSES FROM COMPLAINT:

Direct: Round trip freight for both cars of approximately \$7000.

Indirect: Potential shutdown of PVC operations if this occurred during minimum inventory at Springfield.

SPECIFIC ACTION REQUESTED:

By Customer: Ship on spec on these items.

By Marketing: Production - Investigate causes for these two out of spec cars and recommend appropriate action to prevent recurrence.

SAMPLES: No samples were taken as cars have been returned to Texas City.


W. B. Sheely

/jb

CBY 1111272

RSV0033050