Monsanto

FROM (NAME & LOCATION) C. Paton - G. O.

DATE July 17, 1972 cc P. W. Gann

SUBJECT FOOD-RELATED CUSTOMERS/PYDRAUL

REFERENCE

TO : J. H. Davidson
T. L. Gossage
H. S. Bergen
J. F. Stapleton
W. B. Papageorge
N. T. Johnson

Attached is a list of food-related customers who used PCB/PCT Pydrauls. Attached are four letters sent out in 1971-1972 to all Pydraul customers. You will note:

1. We did not identify all PCB-containing Pydrauls. (Pydrauls such as AC and F-9 used by food-related customers were not specifically mentioned in 2/1/71 letter)

2. On April 15, 1971 we stated "---no PCBs in any of of our Pydraul fluids."

3. On February 28, 1972 we stated"---no draining--- is necessary. You need only to add the new products as make-up to your present systems."

We know that certain of the attached companies are concerned about PCBs in Pydraul (e.g. Ralston Purina and Pfizer). We also know that the proposed FDA regulation refers to lubricants. Further, we know from heat transfer experience that certain PCB-affected customers have tried to pin the cost of conversion and related problems on M.I.C.C. because of alleged failure to properly warn them on need for system clean-out, etc. Since we have not alerted food-related users of PCB Pydrauls in a special way like we did Therminol FR users, we may be leaving ourselves open to future claims or, worse yet, renewed publicity on PCBs a la fish meal incidents.

I would like you to consider sending the attached letter (modified as you may suggest) to the attached customer list. I propose Paul Gann to handle the mechanics of customer/product usage and mailing. Also, he should

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enlist field sales to identify (after the initial mailing) any customers we may have missed. I would propose we give some thought as to how we distribute this letter to the customers. We have learned a few things about customer relations in the blizzard of mail we've sent out in the past few years.

C. Paton

/pep

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