

*discussed with JSR
1/5/70
JR7*

December 24, 1969

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Mr. James Roder
Monsanto Company
3158 Des Plaines Avenue
Des Plaines, Illinois 60018

Dear Mr. Roder:

After an interval of only two years, we are experiencing serious difficulties with your product THERMINOL FR-2, being used at our corporate offices and manufacturing facility. This matter has been previously brought to your attention.

Upon your specific representations and warranties we determined to use your fluid rather than one of several less expensive ones under consideration. There is presently a build-up of sludge in the system necessitating repeated maintenance, the situation is becoming worse; with the advent of severe winter weather and heavy demands on production and processing, we are most concerned as to the consequences.

Your operating recommendations have been closely adhered to, we are certain we have in no way contributed to the defect. It is evident that corrective measures must be taken. Accordingly, we solicit your immediate attention to this problem.

Very truly yours,

NATIONAL TEA CO.

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SM:pl

Sheldon Mitchell
Assoc. General Counsel

cc: Messrs. F. Linquist
A. Abbate
S. Castro

Mr. Don Raush
Monsanto Company
St. Louis, Missouri

DSW 435131