

MONSANTO COMPANY
From: G. R. King, Texas City

September 5, 1968

CUSTOMER COMPLAINT

FINAL REPORT

cc: W. T. Anderson
R. V. Butz
W. C. Fuller
J. A. Glass
R. I. Lait
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C. D. Yost

PRODUCT: VCM
QUANTITY: 146,660 lbs
CUSTOMER: Union Carbide
LOCATION: Texas City

COMPLAINT NO.: 68-3-VCM-1
DATE OF COMPLAINT: 7/6/68
DATE OF SHIPMENT AND CARRIER:
7/5/68 - MCPX 21024
SHIPPED FROM: Texas City

DETAILS

Under the Ethyl Corporation exchange we loaded four VCM tank cars June 22 for delivery to Carbide's Texas City plant. These cars were held on a lease track from June 22 to July 5 until Carbide could take delivery. Car No. MCPX 21024 was rejected by Carbide because it was hazy and contained solids and polymer. The car was returned to Monsanto and the control lab confirmed that the car was out of specification.

The returned car had a large dent in it.

MONSANTO LOSSES FROM COMPLAINT

Direct: Freight to and from Carbide - \$57.00.

CBY 1111261

RSV0033471

Customer Complaint
No. 68-3-VCM-1

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INVESTIGATION OF THE COMPLAINT BY THE MONOMERS LABORATORY

The VCM in tank car MCPX 21024 met all Monsanto VCM specifications at time of shipment.

Analyses of this car on return to Monsanto, Texas City confirmed Carbide's report that the VCM was out of specification in color and contained solids. These solids were reported by the Texas City Process Technology group to be VCM polymer.

ANSWER TO THE COMPLAINT BY PRODUCTION AND DISTRIBUTION

Prior to this shipment, MCPX 21024 had been out of service for preventive maintenance repairs. It was cleaned in the shop and purged with nitrogen and checked for moisture prior to loading.

It can only be assumed that moisture was left in the car and was not removed by the purge or detected.

This incident has been reviewed with the tank car shops. It has been re-emphasized again to them that all cars must be dry before returning to Monsanto.

CUSTOMER REACTION

Carbide has continued to accept Texas City vinyl chloride.

GRK:dy

CBY 1111262

RSV0033472

9/17/'68

Goodrich Calvert City Plant

Capacity Mlbs/Y

