Monsanto **CALL REPORT – ORGANIC DIVISION**

DICTATE IN SEQUENCE:
1. HEADING INFORMATION
2. NAMES OF ADDRESSEES
3. NAMES OF CARBONEES
4. IMMEDIATE ACTION NEEDED
5. REPORT ON CALL

REPORT CAPTIONS:
1. OBJECTIVE
2. PERSONS CONTACTED
3. RESULTS
4. ACTION REQUIRED

CUSTOMER NAME					DATE OF CALL
REYNOLDS METALS COMPANY					5-25-71
CITY AND STATE			DATE RECEIVED		DATE TYPED
LONGVIEW, WASHINGTON			6-4-71		6-7-71
CUSTOMER MAILING LIST CHANGES – SERVICE CENTER USE ONLY					
NAME AND TITLE	PUT ON	TAKE OFF	MP	MAG.	CATEGORY CODES
REGION	SERVICE CENTER		SALESMAN		
WESTERN	SEATTLE		L.C. SHELTON		

TO C.L. BRADFORD
St. Louis

CC D.R. Hansen
J.H. Davidson
P.B. Craska

PERSONNEL CONTACTED: George Worsham, Plant Engr.
Dean Adams, Maint. Engr.
John Lubken, P.A.

OBJECTIVE: Obtain commitment for Pydraul 135A trial.

RESULTS:

Both Adams and Lubken are anxious to evaluate Pydraul 135A because of the potential cost savings over Fyrequel 220. However, the plant engineer, George Worsham, is blocking their efforts.

Of all things, Worsham's principal objection to use of Pydraul fluids is their "poor fire resistance". Years ago, Reynolds Listerhill, Ala., plant (where he worked) had a fire which was attributed to leakage of a Pydraul fluid. As a result, he now considers our products to be little better than petroleum base oils. In fact, he stated that the Longview plant wouldn't be using the Fyrequel product now if the insurance companies didn't insist on it.

Eventually, I did get Worsham to concede that 135A should be at least equal to Fyrequel in fire resistance. But then he took off in a new direction. He remembered that the use of Pydraul cut down pump life. Dean Adams took issue with him on this point, pointing out that other Reynolds' plants using 135A had never experienced this problem. Worsham replied that the whole thing was academic anyway since the plant could not effectively isolate equipment for a limited trial of our fluid.

Obviously Worsham is looking for excuses. Apparently he has been burned by Monsanto in the past and now has no use for us. However, he appears to be quite willing to talk with me and that is half the battle won. After a few more hot lunches, I'll bet we get our trial.

I learned from John Lubken that fluid usage here is down considerably from past years. Their current potential is about $7500/year.

LCS/sb

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