V

A7VU816/517/JL21/0750/1/FK/QZQ

V Brawley

P GATENS KRUMMRICH
D T MAYER KRUMMRICH

CARBON COPIES SENT TO J R MCCLAIN WGK P E HEISLER WGK D E HARRIS/
V BRAWLEY WGK G E GISON G R BUCHANAN/C M WILLIAMS-DISC
R MALONE

COMPLAINT NO S-67-K-66 SERVICE

AROCLOR 1242 ELEC GRADE-DRUMS UNACCEPTABLE CONTAINERS

SHIPPED TO ELECTRICAL UTILITIES CO CHICAGO

AT LASALLLE ILLINOIS 7/9/66

SN 622101 6/29/66 WGK 60-DRUMS

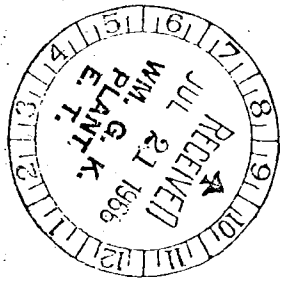
UPON RECEIPT OF THIS SHIPMENT THE CUSTOMER NOTED THAT PRODUCT HAD BEEN LEAKING FROM THREE OF THE DRUMS. THEY FOUND THAT THERE HAD BEEN VERY LITTLE PRODUCT LOST FROM TWO OF THEM BUT THE THIRD DRUM WAS COMPLETELY EMPTY.

THE CUSTOMER STATED IN A LETTER TO MONSANTO THAT THEIR INVESTIGATION SHOWS THAT THE LEAKAGE WAS DUE TO FAULTY DRUMS AND NOT TO ANY DAMAGE CAUSED BY CARRIER HANDLING. WE ARE ISSUING CREDIT TO THE CUSTOMER FOR THE 600 LBS OF PRODUCT THAT WAS LOST FROM THE ONE DRUM. THEY HAVE MADE NO CLAIM WITH REGARD TO THE OTHER TWO.

THE CUSTOMER HAS BEEN ASKED BY THE MARKETING DEPARTMENT IN ST LOUIS TO RETURN THE MOST FAULTY OF THE THREE DRUMS TO THE KRUMMRICH PLANT. THEY ASKED THAT IT BE DIRECTED TO THE ATTENTION OF BOB HOLMES BUT THIS IS TO ALERT YOU TO ITS RETURN SO THAT YOU MAY USE IT FOR INVESTIGATION AND FOR BRINGING IT TO THE ATTENTION OF OUR DRUM SUPPLIER.

PLEASE REPORT THE DETAILS OF YOUR EXAMINATION OF THE DRUM AND THE LOT NUMBER IDENTIFICATION OF IT. DO YOU CONFIRM THE CUSTOMERS APPRAISAL THAT IT WAS A FAULTY CONTAINER. WHO WAS THE SUPPLIER FOR THIS DRUM. IF THE DRUM WAS FAULTY WAS IT POSSIBLY ANOTHER OF THE GROUP OF FAULTY CONTAINERS THAT WERE RECEIVED SOME TIME AGO AND WHICH WERE USED FOR DRUMMING SOME THERMINOL. IF SO WHAT CAN YOU DO TO RECOVER OUR LOSS FROM THE DRUM SUPPLIER. WHAT WILL BE DONE TO PREVENT RECURRENCES.

WM E AULT ST LOUIS JA



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