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
WICO - The Prestolite Company			9/23/70
CITY AND STATE		DATE RECEIVED	DATE TYPED
West Springfield, Mass.		9/29	9/30

CUSTOMER MAILING LIST CHANGES – SERVICE CENTER USE ONLY

NAME AND TITLE	PUT ON	TAKE OFF	MP	MAG.	CATEGORY CODES

REGION	SERVICE CENTER	SALESMAN
Eastern	Everett	Paul D. Craska

TO N. T. Johnson - St. Louis CC R. A. Garcia - Akron

Contacted: Tony Calvenesse - Maintenance Superintendent
Jack Picard - Purchasing Agent

Purpose of Visit: Customer service and gain information on the new Houghton fluid.

Comments: Houghton and the headquarters for the company have both been pushing Picard and Calvenesse on the pollution problems with Pydraul 312. I attempted to explain the difference between the higher chlorinated and lower chlorinated materials, however, both Picard and Calvenesse told me they already knew this and had been informed about it. However, the fact that PCB's are publicized as definite pollutants requires additional information by letter. As a result, Picard requested that he get something in writing outlining 3 points. 1. That Monsanto will continue to produce Pydraul 312. 2. That Pydraul 312 does not contain any PCB's. (A statement that Pydraul 312 is being reformulated with no PCB's would be sufficient). 3. A statement to the effect that Pydraul 312 is not toxic when fumes are given off. Calvenesse states that his insurance representative is pushing him on the question of whether or not Pydraul 312 is toxic to personnel when fumes are given off. I gave him information to satisfy him verbally, however, Calvenesse requested this be in writing for him to show insurance representatives.

Calvenesse reports the new Houghton Vital fluid sells for $2.13/gal. in 10 - 39 drum quantities. Houghton claims it does not contain any PCB's and has verbal Factory Mutual approval for fire resistance. They also state that it is miscible with Pydraul 312 and can be added as makeup to any system. Calvenesse indicated he would get a sample of the Vital fluid for me. I mentioned to him that we would be willing to trade a drum of Pydraul 312 for a drum of the Vital fluid.

Calvenesse stated he did not intend to make any switch from Pydraul 312, however, it would be difficult to resist if the headquarters pushes them on the pollution and the Vital lower cost factors.

Future Action: P. D. Craska will maintain contact with this account to satisfy customer requirements and get a sample of the Vital fluid.

Attn N. T. Johnson: Please have someone forward letter outlined above.

S-331 (REV. 12/68)

1 – CENTRAL OFFICE COPY

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