November 8, 1973

Mr. Erik Treffner
MONSANTO CANADA LTD
1004 Hamilton Avenue
Vancouver 3, British Columbia
Canada

Subject: Kaiser Aluminum, Trentwood, Washington

Dear Erik:

Jeff Burgess of Kaiser Aluminum, Trentwood, Washington called me Friday, November 2, to relate a sad story he had just heard from Corporate Purchasing, Kaiser Aluminum, Oakland, California. Mr. Paul Cornell, Purchasing Agent at Kaiser in Oakland, who handles purchases of mobile equipment had just written him a detailed letter with reasons why they could not buy mobile equipment using fire resistant hydraulic fluids such as Pydraul 50E. The letter paraphrased a letter Mr. Cornell had received from Hyster Company reviewing a sales call made by Dwaine Fowlkes on Hyster's plant in Danville, Illinois. In essence, it stated that Pydraul 50E was just not a good fluid to be used in mobile equipment because of the higher pressures and temperatures encountered.

Burgess read me the letter, and I was dismayed at its contents. I know that Dwaine had never told the Hyster people in Danville the information contained in this letter. Since Burgess is very pro-Monsanto and determined to buy hydraulic mobile equipment filled with Pydraul, he was requesting our support to help him convince Corporate Kaiser Purchasing that the Hyster letter was completely erroneous. At his request, I contacted Dwaine and asked Dwaine to call Burgess personally to review and refute the points in the letter.

On Monday, Dwaine called Burgess, and Dwaine was astounded at the information contained in the letter. Dwaine did a good job in

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refuting many of the points in the letter, and Burgess was quite pleased since he had felt all along that Dwaine had been misquoted. Burgess then asked Dwaine to call Paul Cornell in Oakland and review the situation. Dwaine did this, and after a long phone conversation apparently convinced Cornell that Hyster had definitely written erroneous information in their letter. At this time we now believe Cornell to be backing us in our bid to put Pydraul in hydraulic equipment. I have asked Cliff Boutin to follow up with a personal call on Cornell confirming his support.

At this point in time, Burgess is completely disgusted with Hyster. He is now determined to buy mobile equipment from other suppliers and quit dealing with Hyster. He has entered five orders with Towmotor Company out of Cleveland, Ohio. He was somewhat disappointed that Towmotor's bid has an upcharge of $600 per unit for equipping seals with Viton. This is much better than Hyster's bid of $2,000 per unit, however. We would certainly appreciate someone calling on Towmotor's plant in Cleveland to follow up and make sure these units are correctly built to handle Pydraul 50E.

Before your next call on Kaiser, Erik, I would appreciate your touching bases with Cliff Boutin to make sure you have the latest information on his call on Paul Cornell. We certainly want to make sure the new mobile equipment Kaiser purchases works well with Pydraul 50E.

Sincerely,

Douglas R. Hansen
Western Regional Sales Manager
Specialty Products

DRH/aed

cc: Cliff Boutin - Santa Clara
George Fague - St. Louis
Dwaine Fowlkes - Chicago
Dave Mellon - Akron

P.S. Many thanks to Dwaine Fowlkes for his excellent effort in turning this situation around. DRH

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