

MONSANTO COMPANY

TEXAS CITY, TEXAS

September 1, 1965

2/11/41
Customer Complaint
cc: V T. Anderson
J. M. Chamberlin - St. Louis
A. H. Conrad
C. P. Fullerton - St. Louis
J. W. Kongable
W. H. Lane
G. Lunsford
W. R. Nisbet
R. W. Roten
G. T. Ryan
T. E. Shirley
W. H. Slager

CUSTOMER COMPLAINT

TO: B. J. Darby

COMPLAINT NUMBER

65-17-VCM-4

FROM: W. B. Sheely

DATE OF COMPLAINT

August 23, 1965

PRODUCT: Vinyl Chloride Monomer

QUANTITY: 72,800 lbs.

DATE OF SHIPMENT & CARRIER

NATX 14954 8/13/65

CUSTOMER: Union Carbide

LOCATION: Texas City

END USE: PVC

DETAILS

Carbide rejected tankcar NATX 14954 because of appearance. They reported the VCM to be red-brown in color.

MONSANTO LOSSES FROM THE COMPLAINT

Direct - Freight switching charge of \$33 plus rerunning costs.

Indirect - Contributed to potential loss of good source of VCM shipment not acceptable by Springfield.

SPECIFIC ACTION REQUESTED

By customer - meet clear and colorless specification.

By Marketing - Production - continue investigation as this is recurrence of the last Carbide complaint.

Control Lab - analyze car when returned.

SAMPLES

CBY 1111289

No samples taken - car returned.

W. B. Sheely
W. B. Sheely

1/has

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