CALL REPORT — ORGANIC DIVISION MARKETING DEPARTMENT

DICTATE:
1. HEADING INFORMATION
2. NAMES OF ADDRESSEES AND CARBONEES

REPORT:
1. IMMEDIATE ACTION REQUIRED
2. PERSONS CONTACTED
3. OBJECTIVE
4. RESULTS
5. FURTHER ACTION REQUIRED

CUSTOMER NAME	DATE OF CALL
Ford Motor Co. General Parts Div.	6/13/71
CITY AND STATE	CHANGE REQUIRED CALL DATE
Rawsonville, Michigan	

CONTACT DATA AND MAILING LIST CHANGES - DISTRICT OFFICE USE ONLY

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

10
C. L. Bradford
St. Louis

CC R. A. Garcia - Akron
Carl Clay/Ray Ford - Atlanta

Personnel contacted: Pete Chupac - Hydraulics Engineer

Objective: Obtain commitment to shop trial Santosafe WG 20.

Results: I related to Pete Chupac that we would be able to bid competitively for their truckload drum business and offer significant savings if they should wish to change to tanktruck shipments. I also brought him up to date on the testing at Glendale laboratories. (Pete Chupac is chairman of the water glycol subcommittee of the hydraulic fluids committee which sponsored the pump test trials at Glendale laboratories. Chupac has taken an extremely active interest and pretty much holds the entire group together. Thus, the only way we will get a shop trial at Rawsonville is go exactly by the book. There will be no short shop trials or short pump test trials or skipping of compatability tests. I inquired about the status of our compatability testing at Glendale laboratori and Chupac did not know anything about it. He stated that he has never seen Santosafe WG 20 mentioned in any of the reports he receives from Glendale labs. He could not figure out why since he normally gets a report anytime a fluid comes off the pump test stands. He promised to check into this situation and called Dick Adams in my presence and Adams was not available.

I inquired about compatability testing. Chupac stated that he could not accept our data on compatability and would require 1000 hour test on 50 - 50 mixture of Santosafe WG 20and Houghtosafe 520. I mentioned the fact that such testing had been suspended at Glendale labs, but Chupac stated that it would be starting up again in the near future and he would require such testing. He again mentioned that he had a fluid on shop trial at the Rawsonville plant. This fluid still has 3-4 months to run on the shop trial (6 month duration). He stated that the fluid was not Cities Service Pacemaker. Apparently the Pacemaker fluid washed out in 8 hours on a machine at the Rawsonville plant. Chupac is upset with Citgo since they found out later the fluid submitted to the Glendale laboratories was not the same fluid submitted for shop trial at Rawsonville. This doesn't sound like Cities Services, but Chupac insists that they are out for good. He would not reveal who the competitor was whose material was on trial. He did state that the fluid cost ~~xxx~~was way below $1.75/gallon.

Chupac stated that he would definitely get in touch with Glendale labs to determine what has happened on the testing of Santosafe WG 20. Also promised all cooperation with Monsanto, but requested that we bear with him and go by the book on testing the fluids. He said he would accept shop trial results from another plant (eg. Sheffield) but that the trial must be run for 6 months. We

DISTRICT OFFICE	SALESMAN	DATE REC'D	DATE TYPED
Central/Detroit	G.F. Pague	6/16/71	6/18/71

S-331 (REV. 2/66)

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0065253

TOWOLDMON0055840

CALL REPORT — ORGANIC DIVISION MARKETING DEPARTMENT

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TO

CC

may be able to work something out along that line.

Further action required:

1. Re-contact Chupac soon to determine what he found out in conversation with the Glendale labs.

2. Make sure that Sheffield shop trial leads to an "M" number for Santosafe WG .20 so that we can bid for the business at Rawsonville.

0065254

DISTRICT OFFICE	SALESMAN	DATE REC'D	DATE POSTED
Central/Detroit	G.F. Fague	6/16/71	6/18/7

5-331 (REV. 2/66)

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