

MONSANTO COMPANY
Texas City, Texas

August 21, 1967

cc: W. T. Anderson
W. C. Fuller
G. R. King
J. W. Kongable
G. L. Lunsford
W. R. Nisbet
R. W. Roten
G. T. Ryan
C. D. Yost

CUSTOMER COMPLAINT

TO:	Ray Rosenberg	COMPLAINT NO.	67-6-VCM-1
FROM:	W. B. Sheely	DATE OF COMPLAINT:	8/8/67
PRODUCT:	Vinyl Chloride Monomer	DATE OF SHIPMENT & CARRIER:	
QUANTITY:	161,060 Lbs		7/18/67 -- GATX 84231
CUSTOMER:	Ethyl (Diamond Alkali)	SHIPPED FROM:	Texas City
LOCATION:	Deer Park, Texas		
END USE:	PVC		

DETAILS:

A traffic man from Ethyl called John Bentley and said Diamond had contacted Ethyl to reject this car, saying that the car was very cloudy and was off-spec in other minor items. Car was returned to Texas City.

MONSANTO LOSSES FROM COMPLAINT:

Direct: \$352 round trip freight.

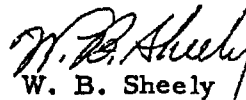
SPECIFIC ACTION REQUESTED:

By Customer: Material must be clear and colorless, free of suspended matter.

By Marketing: Determine cause for cloudiness in the VCM to prevent a recurrence.

SAMPLES:

None requested as car was returned to Texas City.


W. B. Sheely

/jb

CBY 1111277

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