METALS DIVISION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Thermofil - Brighton, MI INDUSTRY CLASSIFICATION Thermoplastic Compounder

SALESMAN Edward J. Kleber with Martin Leung REGION Midwest DATE OF CALL 1/18/77

PRODUCTS DISCUSSED: Cr ☐ Mn. ☐ Spec. ☐ Si ☐ CaC_2 ☐ W ☐ V ☐ Ast. ☒ Other: _____

PERSONS INTERVIEWED: Ron Sohr - Vice President, Marketing
Frank Riley - Lab Manager

CALL OBJECTIVE: Try again to interst Thermofil in RG-600.

PLAINTIFF'S EXHIBIT UC-308

RESULTS OF CALL: We have been trying for better than a year to interest Thermofil in RG-600. Ron Sohr hasn't taken much of an interest, preferring to put us in touch with one of his people. We have never been able to get anywhere within the organization, so this time I pleaded for an audience with Ron and he consented.

We immediately laid our cards on the table and told both Frank and Ron we had two reasons for wanting to do business with them. First of all, we are looking for a compounder in the midwest to supply RG-600 containing materials. Secondly, and admittedly more long range, we would like Thermofil to have enough confidence in RG-600 contained plastics to add some to their product line.

The first question Frank had was about health. He was very concerned, whereas Ron seemed fairly neutral. We discussed it in detail and I honestly have no idea if we helped assuage his fears.

Martin launched into an in-depth discussion of all the technical merits of RG-600 and Ron especially seemed fairly impressed. Frank even began to warm to the idea. Ron promised to think over the idea and asked me to call him in a week when they will tell us if they are going to proceed.

Almost at the end of the call, Ron apparently decided to do some carrot dangling. He said he'd give us his No. 1 problem and if we could solve it we could have some immediate volume business. Ford Motor has a specification for a material that no one can consistently meet.

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FOLLOW-UP ACTION REQUIRED:

EJK - Call Ron in a week regarding our future.

MSL - Try to come up with a suggested formula ASAP.

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R. L. Schult J.E.Lenahan

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Thermofil has had the business at Ford, but is about to lose it to a competitor who, admittedly, has a better product. This material, which must be in the 30-35¢/lb. range, has a number of physicals which look very easy to meet. The critical factor is HDT which must be a minimum of 280°F @66 PSI and 255°F @264 PSI. Martin promised we would look at resins and RG-600 addition levels and get back to them with a recommendation, hopefully, in a week.

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