METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

PLAINTIFF'S EXHIBIT UC-420

CUSTOMER & LOCATION Michael Walters, Valier, IL

INDUSTRY CLASSIFICATION Sealant

SALESMAN Edward J. Kleber REGION Midwest DATE OF CALL 5/16/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Pete Price - Plant Manager
Gary Bruce - Technical Director

CALL OBJECTIVE:

Routine

RECEIVED
JUN - 4 1979
UNION CARBIDE
KING CITY, CA.

RESULTS OF CALL:

Business is good and HPO is performing well. That's the good news. Now for the bad news. The car we shipped them was in awful shape. 40-50 bags were broken and they had to reload 30 of the 52 pallets. The worst news is that one of their employees came within an inch of being injured when a pallet toppled over on him. They place the blame on the absence of inflatable dunnage. The load compressed so badly that (they claim) 4 more pallets could have been put in one end of the rail car. More information will be on the complaint form. Pete says that although this car was by far the worst, the last 3 cars shipped them had no dunnage and arrived in fair-to-poor condition.

FOLLOW-UP ACTION REQUIRED:

EJK - Regular calls

WBD - Have we stopped using inflatable dunnage? Why?

DIST TO: APL TPW NEW KC-FILE NE-FILE NE PERMANENT FILE ☐

RJK

Report No. _____

CUSTOMER COMPLAINT REPORT

Date 5/17/79

UNION CARBIDE CORPORATION - METALS DIVISION

DISTRIBUTION:

R. E. Byrne
R. D. Malin
J. L. Myers
H. B. Rhodes
J. C. Settlemoir
W. B. DeAtley

MAY 25 1979
UNION CARBIDE
KING CITY, CA

Other _____

Salesman E. J. Kleber

STOMER ORDER NO.	SHIPPED FROM	DATE SHIPPED	RO NUMBER	TRUCKER NAME/CAR
4245	King City,CA	4/4/79	51050	R Box - 19248

STOMER NAME AND LOCATION: Michael-Walters Industries Valier, IL

INVOICE NO.: AU 749100

ODUCT AND GRADE	LOT NUMBER	SIZE	PACKAGE	QUANTITY SHIPPED
HPO			35 lbs.	81,900 lbs.

TURN OR SAMPLE	IF YES, GIVE DESTINATION	QTY. RETURNED	NO. & TYPE PKG.	DATE OF RETURN
YES XX NO				

STOMER COMPLAINT & FIELD INVESTIGATION (Include Recommended Action).

Car arrived at customer in extremely bad condition. 40-50 bags broken, customer had to re-stack 30 of 52 pallets in car, customer claims asbestos dust so severe that car unloader was white from head to toe. Customer also reports near injury as bags toppled off pallets during unloading. Major complaint is absence of inflatable dunnage, which prevents shifting. Customer alleges that last 3 cars received were in much poorer shape than normal, but this one was by far the worst. A 2-3 hour job stretched into almost 2 full days.

E. J. Kleber
INDUSTRY SALES REPRESENTATIVE

John L. Myers
INDUSTRY SALES MANAGER 5/21/79

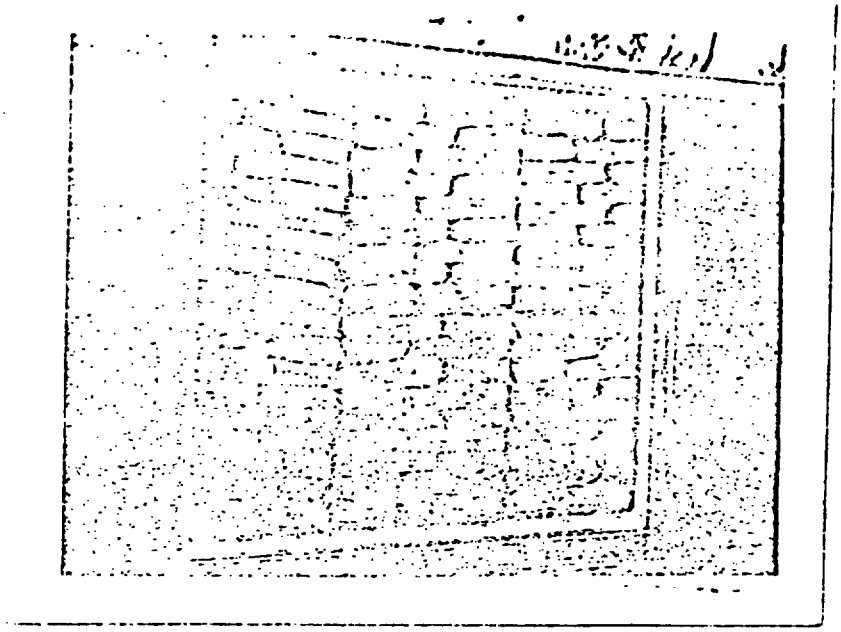
NT INVESTIGATION (Include Recommended Action)

PLANT QUALITY CONTROL

PLANT MANAGER

IGNMENT OF RESPONSIBILITY

ANT
ARKETING
RRIER
AREHOUSE
STOMER



A

THIS IS NOT THE CAR RBOX-19248.
BUT THIS IS A P.C. OF A RBOX CAR.
THIS LOOKS LIKE ALL THE CARS WE LOAD WITH
HPO. THIS CAR IS 154,000 LBS AND
HAS A INT WITH OF 9'6"

6-18-79

REPORT ON RAIL CAR RBOX-19248
HPO ORDER SENT TO MICHAEL WALTER'S VALIER IL

THIS CAR RBOX-19248 WAS LOADED IN THE SAME MANNER AS ALL OTHER HPO CARS. SINCE WE HAVE BEEN MAKEING HPO IN 35 LB BAGS, FOR SOME REASON THERE IS NOT ENOUGH ROOM FOR THE DUNNAGE AFTER LOADING. ALL CARS FOR HPO SHIPMENT ARE 9 FEET 6 INCHES WIDE. OUR HPO PALLETS AT THE TIME OF LOADING FIT VERY SNUG, AND SOMETIMES FIT TO SNUG. AFTER THE CARS ARE LOADED THERE IS NO ROOM LEFT FOR THE DUNNAGE, DUE TO THE TIGHT FIT OF 52 PALLETS.

NOT TRYING TO PASS THE BUCK OR SAY, WE ARE NOT AT FAULT. IT IS APPARENT, THAT THIS CAR RBOX-19248, WHEN IT ARRIVED AT ITS FINIAL LOCATION IF IN FACT, THERE WAS ROOM FOR AN ADDITIONAL 4 PALLETS, I MUST ASSUME THAT THE RAIL CARRIES BETWEEN KING CITY, AND VALIER IL, MUST HAVE HAD SOMETHING TO DO WITH THIS PROBLEM. KNOWING WHAT SHAPE THIS CAR WAS IN BEFORE LOADING KING CITY OPERATIONS, I WOULD SAY THAT IT WOULD BE SAFE TO ASSUME, THAT THE RAIL CARRIERS SHOULD TAKE PART OF THE RESPONSIBILITY FOR THIS CAR.