PLAINTIFF'S EXHIBIT
UC-585

CALIDRIA
CORPORATION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION ARMSTRONG WORLD INDUSTRY LANCASTER, PA — VAT LICENSEE

SALESMAN T. P. NORRIS INDUSTRY COMMERCIAL DATE OF CALL 09-10/84 Various tele.

PERSONS INTERVIEWED: MIKE ROUGHTON, INT. MANAGER TECH. SERIVICES 717/397-0611

CALL OBJECTIVE: Determine why Euzkadi, Mexico City, cannot buy our SG-100.

RESULTS OF CALL:

In August we had been advised by Euzkadi that although they had a successful laboratary and production evaluation, they could not purchase our CALIDRIA asbestos. Euzkadi is a VAT licensee of Armstrong World Industries, Lancaster, Pennsylvania. The word from Mr. Escalante, Euzkadi, Manager of Inventory, was that Armstrong would not permit them to use Union Carbide asbestos. This call was to determine what we could do to overcome Armstrong's objections.

The result of our conversation was that Armstrong does not prevent Euzkadi from purchasing our asbestos. Years ago Armstrong and Euzkadi had evaluated Atlas and J. M. (Coalinga Fiber), and determined that it was substantially different from that supplied from Canada. There was a natural assumption that our fiber would perform in a similar manner; however, this point has now been cleared up.

Mr. Roughton will write a letter to the plant manager at Euzkadi, Mr. Antonio Penalosa, advising him that if he desires to purchase Union Carbide asbestos, he may do so.

Mr. Roughton also advised that Pavco, Columbia, S.A. is a licensee of Armstrong World Industries. This information has been provided to JEW and should be helpful on his upcoming trip. The plant manager at Pavco is Mr. Luis Nieto.

Euzkadi and Pavco are the only plants and licensees producing VAT. All other plants/licensees are asbestos-free.

FOLLOW-UP ACTION REQUIRED: Contact Mr. Penalosa next time in Mexico City.

COPIES TO: GLD, GML, JEW, PITT-FILE, KC-FILE, JTK

(-0366B-))

Union Carbide trial exhibit UC-585: T. P. Norris Call Report on Armstrong World Industries and Euzkadi's Purchase... Published by AsbestosClaims.Law
ACL Doc 15823 · Page 1 of 1 asbestosclaims.law/library/15823/1