METALS DIVISION

CUSTOMER CALL REPORT

PLAINTIFF'S EXHIBIT UC-589

CUSTOMER & LOCATION Chrysler Corporation Trenton, MI

INDUSTRY CLASSIFICATION Sealants

SALESMAN Edward J. Kleber w/ H. B. Rhodes

REGION Midwest

DATE OF CALL 11/19/77

PRODUCTS DISCUSSED:

Cr	Mn	Spec.	Si	CaC_2	W	V	Asb.
☐	☐	☐	☐	☐	☐	☐	X

Other:

PERSONS INTERVIEWED: Dr. G. M. Sastry - R & D Director
Elmer Lombard - Safety Director
Gene King - Buyer

CALL OBJECTIVE: Present Chrysler with details of a hood system which would keep dusting during handling of RG-244 bags at a minimum.

RESULTS OF CALL: We presented Dr. Sastry with the information on the hood and it seemed to at least get his attention. He an Elmer will look over the drawing and try to decide where to go from here.

Dr. Sastry also mentioned that the whole thing seemed kind of silly to him when you consider that he buys Cabosil for $1.38 a lb., RG-244 for $1.28 a lb., and has to use 20% more RG-244 to get the same thickening effect as he does with Cabosil. As you might imagine we came right out of the chairs on that one. We pointed out to him that RG-244 was not sold for $1.28 a lb. to Chrysler, but .95¢ a lb. plus freight (turns out that Chrysler's computer was kicking out the wrong number and through Gene King we have that now corrected and the computer shows .95¢ a lb. FOB King City plus .07¢ per lb. freight). We also told him that this business of using 20% more is almost unheard of. After some talk we decided he may have a dispersion problem and Dr. Sastry promised to look into it.

Dr. Sastry now seems to be at least willing to listen to us, and maybe he's softening up a little bit from his original hard-line stance. We must keep the pressure on or we're going to be out here however, because deep down Sastry still believes asbestos is going to be banned. An interesting sideline here is that in our first meeting with Dr. Sastry a few weeks ago he told us that Chrysler had a non-asbestos brake developed. On a subsequent call at Ford Motor Company Ford seems to feel it's impossible to have an asbestos-free brake. As a guess I would say that Ford is more competent in this area than Chrysler.

FOLLOW-UP ACTION REQUIRED:

EJK - We must check in with Sastry on every Detroit trip.

COPIES TO: Mktg.Services;Others: JRL:TPN:WCT:JEW:KC-FILE:NF-FILE:HBR

Typed: 12/8/77 dal

METALS DIVISION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Chrysler Corporation, Trenton, MI

INDUSTRY CLASSIFICATION: Sealants

SALESMAN: Edward J. Kleber

REGION: Midwest

DATE OF CALL: 10/5/77

PRODUCTS DISCUSSED:

Cr	Mn	Spec.	Si	CaC_2	W	V	Asb.	Other:
☐	☐	☐	☐	☐	☐	☐	☒	

PERSONS INTERVIEWED:

Sheldon Dickson
Connie Moll
Bill Gilson
} Chemists

Dr. Sastry - R&D Director

CALL OBJECTIVE:

Regular call on large RG-244 user.

RESULTS OF CALL: Dickson and Moll both told me that everything with RG-244 is OK. No problems. Bill Gilson, however, has a different story. According to him, he has been told to develop no new products containing asbestos. Bill said that this word came directly from Dr. Sastry and any changes in that policy must come from him.

A call to Dr. Sastry confirmed the Gilson story. He is worried about whether or not the government will allow asbestos to be used in sealants over the long haul. He is very willing to sit down and hear our side of the story, and I commented that we would like to meet with both he and his safety people at their earliest convenience. He agreed to the concept.

FOLLOW-UP ACTION REQUIRED:

JLM - I am going to need a health "expert" soon.

EJK - Set up meeting at the earliest date.

COPIES TO: Mktg.Services;Others: JRL:TPN:WCT:JEW:KC-FILE:NF-FILE :JLM

Typed: 10/10/77 dal

cc for T. P. Norris
W. C. Thurber
J. E. Walsh
KC-File
NF-File

Calidria

UNION CARBIDE CORPORATION
P.O. Box 579 Niagara Falls, N.Y. 14302

RECEIVED
FEB 21
UCC

By E. J. Kleber with T. P. Norris

Date 2/12/75

Full Name Chrysler Corporation **Address** Trenton, MI **Mfrs. of**	**Interviewed** Mr. Art Litheridge Manager - Adhesives & Sealants

OBJECTIVE

Turn over call with T. P. Norris.

OBSERVATIONS

Art was "pinch-hitting" for our normal contact here, Sheldon Dickson, who is on a forced vacation because of the poor business situation in the automobile industry. He volunteered that our business probably will not decrease this year because we are getting into more and more of their applications, which obviously means that when the car market improves, our sales should increase accordingly.

Art threw out a couple of teasers worth noting. The first one is really ironic. They are probably going to begin to replace a PVC resin with a polyester because they are afraid that the PVC suppliers are going to be shut down by OSHA! They will do their own thixing and RG-244 is the leading, if not only, candidate. Secondly, he mentioned that Chrysler is getting interested in hot melt adhesives to replace some of the welding that is done now, the idea being that all these "welds" would be cured during the baking of the exterior paint, apparently saving lots of dollars. Art seems to feel RG-244 has a real potential here.

Of course, everything we sell to Chrysler Chemical is for internal consumption only, but they have an accouting structure that virtually assures them of any Chrysler automotive business. It is next to impossible for an outside company, like Thiem, to compete for Chrysler Automotive's sealant business unless the corporation deems it wise to have more than one supplier.

Litheridge and Dickson are very pro RG-244 and we feel they will continue to intorduce it whenever possible.

RECOMMENDED ACTION

EJK - Continued follow-up with emphasis toward introduction in new products.

Typed 2/19/75
ds

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Chrysler Corporation, Trenton, MI

INDUSTRY CLASSIFICATION: Sealants

SALESMAN: Edward J. Kleber w/ H. B. Rhodes

REGION: Midwest

DATE OF CALL: 11/19/77

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Other:

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Typed: 12/8/77 dal

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Chrysler Corporation, Chemical Division, Trenton, MI

INDUSTRY CLASSIFICATION: Sealants

SALESMAN: Edward J. Kleber w/ J. L. Myers & H. B. Rhodes

REGION: Midwest

DATE OF CALL: 10/21/77

PRODUCTS DISCUSSED:

Cr	Mn	Spec.	Si	CaC_2	W	V	Asb.	Other:
☐	☐	☐	☐	☐	☐	☐	☒	

PERSONS INTERVIEWED: Dr. G. M. Sastry - Manager Research & Product Dev. Laboratory
Elmer Lombard - Safety Director
Gene King - Buyer

CALL OBJECTIVE: Define why Chrysler is no longer evaluating asbestos in their sealants.

RESULTS OF CALL: Dr. Sastry began by explaining that he was preparing for the future. He explained to us that he wants to be ready when the asbestos ban comes. He stressed the when and refused to believe there could be an if. H. B. Rhodes respectfully disagreed with Dr. Sastry, and we went from that rather ominous beginning to a more positive tone.

The root of the problem here, as with General Motors, appears to be the United Auto Workers. Chrysler has two plants located at this site, a sealant plant and a brake plant. The asbestos levels at the brake plant are higher than that at the sealant plant. This makes little difference to the UAW since they are determined to rule all asbestos from both plants. The major problem here seems to be the question of how many asbestos fibers are the workers taking home on their clothes at night. We tried to convince Chrysler that the amount of fibers carried home by a worker was almost negligible. They agreed with our contention, however, they pointed out that facts are not the overriding issue here. Since the union is convinced that there is a hazard, Chrysler has decided that they must take one of two possible courses of action. The first is to completely eliminate the usage of asbestos fiber. They claim that they have the capability of doing this in brakes (if so they are the only one). The second way is to handle the bags in a totally enclosed area to completely eliminate the chance of fibers adhering to worker's clothes. We decided that the second way might be worth exploring. J. L. Myers explained that there very well may be equipment available which would enable workers to automatically open, dump and dispose of the bag. H. B. Rhodes suggested a tour of their plant may be helpful in trying to figure out the kind of opening systems to

(over)

FOLLOW-UP ACTION REQUIRED:

JLM/HBR/EJK - Let's get our stuff together and recommend to Chrysler a method for handling RG-244 bags.

EJK - Get this data to Chrysler. Send a copy to Elmer Lombard at Trenton, and try to have it soon enough to present to Dr. Sastry at the Houston Coatings Convention. Time is of the essence. If we delay too long they will have formulated RG-244 out, and we will have a devil of a time getting it back in.

COPIES TO: Mktg.Services;Others: JRL:TPN:WCT:JEW:KC-FILE:NF-FILE
~~d.E.Lenahan~~

typed: 10/26/77 dal

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Chrysler Corporation, Trenton, MI

INDUSTRY CLASSIFICATION: Sealants

SALESMAN: Edward J. Kleber

REGION: Midwest

DATE OF CALL: 10/5/77

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Typed: 10/10/77 dal

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Chrysler Corporation, Trenton, MI

INDUSTRY CLASSIFICATION: Sealants

SALESMAN: Edward J. Kleber w/ A. T. Callas

REGION: Midwest

DATE OF CALL: 6/8/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Stan Enders - Plant Manager
G. M. Sastry - Technical Director
Dr. Chun-Ming Wong - Dev. Chemist
Ted Skonieczny - Chemist Advanced Products
Sheldon Dickson - Chemist
Connie Moll - Chemist

CALL OBJECTIVE:

Routine

RESULTS OF CALL:

A very long, but very good call. Each man was interviewed by himself and results were as follows:

Stan Enders - Everyone is after Stan. Management is driving him crazy about costs. With Chyrsler business being off, everything at Chrysler is being looked at from a cost-saving standpoint, including the entire division. At the present time, there is no pressure to remove asbestos and Stan is not about to go looking for more trouble.

G. M. Sastry - Sastry pretty much echoes Enders sentiments. As long as the U.A.W. and/or management isn't hassling him, he will continue to permit "Calidria" to be evaluated at Trenton. Sastry is not a great booster of "Calidria", but will tolerate its' use.

Ted Skonieczny - Ted has been promoted and is now in charge of the adhesive, sealant and lubrication development labs. We told him things were under control in the adhesive/sealant area, but we'd like sure action in lubricants. He said that there could be an application or two and he would check them out.

Dr. Chun-Ming Wong - Chun is currently in the adhesive area and his number one project is hot melts and he demonstrated a few of his creations. Normally adhesives used in many

(OVER)

FOLLOW-UP ACTION REQUIRED:

EJK/ATC - Normal calls.

COPIES TO: JRL:TPN:JEW:KC-FILE:NF-FILE

NF PERMANENT FILE ☐

dal 6/18/79