METALS DIVISION

CUSTOMER CALL REPORT

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CUSTOMER & LOCATION: Dolphin Paint, Toledo, OH

INDUSTRY CLASSIFICATION: Adhesives

SALESMAN: Edward J. Kleber w/A. T. Callas (A. T. Callas Co.)

REGION: Midwest

DATE OF CALL: 4/12/78

PRODUCTS DISCUSSED:

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

Other:

PLAINTIFF'S EXHIBIT UC-621

PERSONS INTERVIEWED: Lou Smith - Vice-President
Dave Caster - Chemist

CALL OBJECTIVE: Try to sell HPO and RG-244 to Dolphin.

RESULTS OF CALL: HPO was tried in a Marine bedding compound. This is a case of having our fibers work too well. Currently, they use Carey 7M3 and it gives them a decent compound. HPO actually looks much better than the compound with the 7M3. The problem is according to Dolphin, if the appearance were to change, their customers would stop buying it. They agree that what they have is a much better looking compound with HPO, it is much smoother and has a creamy texture. They have just sold their Dolfinite to another outfit. Dolphin Paint will continue to make the material, however, the new company will market it. Lou feels that any change in the compound will upset them and Lou is not ready to do that. HPO will be kept on the shelf and looked at in newer applications.

The program to replace Cab-O-Sil with RG-244 also failed. General Motors has a spec for this particular sealant which has unusually stringent viscosity/thixotropy requirements. Briefly stated, it sounds like the same old story, you can get a terrific thix index, however, the viscosity at those levels gets too high. The volume in this area will only be a pallet a month and for that small amount they are not willing to look at it any further. Lou did say that this particular formulation is the only one from General Motors that he is aware of with these stringent specifications and we should not worry too much about it.

What we are left with then is this: We currently sell a small amount of RG-144 to Dolphin and they are now very much aware of the advantages of using both HPO and RG-244. In the future we will be given prime consideration as the thixotrope.

FOLLOW-UP ACTION REQUIRED:

ATC - Keep in touch with Dolphin.

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