METALS DIVISION - "CALIDRIA" ASBESTOS

PLAINTIFF'S EXHIBIT UC-639

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Automotive Chemical Detroit, MI

INDUSTRY CLASSIFICATION Sealants

SALESMAN Edward J. Kleber REGION Midwest DATE OF CALL 4/18/79

w/A. T. Callas (A.T. Callas Co.)

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED: Marty Grabowski - Technical Director

CALL OBJECTIVE: Meet n' greet the new T.D. at Automotive

RESULTS OF CALL:

Marty has just started at Automotive and has promised to look at RG-244 to replace Cab-O-Sil and Aerosil. We currently sell Automotive 2400 lbs/mo. RG-244, but the potential here is roughly double that. Illness and defections by the Automotive technical staff have slowed progress here, but Marty should get things going again.

Marty came to Automotive from Grow, and he gave us some info about them. Two years ago he claims that Grow had 8 major plastisol accounts. Today they have 2, one of which is the Ford 215 sealer which they will lose when Ford begins making it themselves. One of the reasons for this decline is that Grow has priced itself out of the market. Another reason is that competitors using RG-244 have shown better quality. Grow has refused to use RG-244 because of union pressures and Marty says they will never use it. According to Marty, he had to switch jobs or face a certain lay-off in a couple of months.

FOLLOW-UP ACTION REQUIRED:

EJK/ATC - Stay in close touch with Marty.

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

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METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Automotive Chemical, Detroit, MI

INDUSTRY CLASSIFICATION: Sealants

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

REGION: Midwest

DATE OF CALL: 5/9/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Ted Krajewsky - Technical Director
Marylou Bagley - Purchasing Agent

CALL OBJECTIVE:

Find out why they have started buying RG-144.

RESULTS OF CALL:

RG-144 is going into a new sealant for Ford. They used the 9 bags they bought for a plant trial and now they must wait for orders from Ford.

RG-244 continues to do well and our current 6 pallets/month should hold. The RG-144 will probably grow to 3 pallets per month.

We have a technical problem here that Automotive Chemical claims is getting worse. They produce a sealant with RG-244 and the viscosity control is lousy. Generally speaking, about 30% of their batches comes out with a viscosity that is too low. After their sag test is run they determine the amount of Cab-O-Sil needed to bring the batch up to spec. They claim that if they use RG-244, the material becomes unpumpable. The problem is annoying because it holds up production. We are probably not in danger of losing the business, but may be if the problem gets worse.

FOLLOW-UP ACTION REQUIRED:

EJK/ATC - Normal calls

REB - Any suggestions on the viscosity problem?

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NF PERMANENT FILE ☐

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Automotive Chemical Company, Detroit, Michigan

INDUSTRY CLASSIFICATION: Automotive Adhesives and Sealants

SALESMAN: J.E. Walsh REGION: Southern DATE OF CALL: March 11, 1982

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Bill Bagley, President
Mary Lou Bagley, Treasurer

CALL OBJECTIVE:

Call made with Alex Callas, A.T. Callas Co. on RG 244 customer.

RESULTS OF CALL:

Automotive is now Callas' largest single order customer buying 12 pallets at a time once a quarter. 244 is in all their formulas but two, but Cab-O-Sil usage still is equal to 244. A couple of years ago they looked at replacing the silica in the two formulations; but 244 didn't do the job,Alex was told. They have not had a chemist here for over a year and Bill does all problem solving and new product development work. Bill is now working on a epoxy system that requires no sag or flow at 250-275°. Almost all the agents he has tried do not hold the epoxy together at these elevated temperatures which are equal to the temperatures in the auto plant bake ovens. If we have any suggestions on how to hold the epoxy together using 244, Bill is willing to try them.

FOLLOW-UP ACTION REQUIRED:

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