METALS DIVISION - "CALIDRIA" ASBESTOS

PLAINTIFF'S EXHIBIT UC-640

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Avco Corporation, 2 Industrial Park, Lowell, MA 01851

INDUSTRY CLASSIFICATION: Coatings

SALESMAN: Gordon L. Dickson REGION: Eastern DATE OF CALL: 4/3/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED: Dash Nahabedian

CALL OBJECTIVE: Follow-up on request for toxicology information

RESULTS OF CALL:

Requested info supplied by H. B. Rhodes and apparently was satisfactory. Avco presently using some RG-244 (purchased from Allied Resin Corporation in East Weymouth) but very small compared to several years ago when they had a contract for a fire retardation coating for naval bombs. Good visit but nothing we can do to increase sales at this time.

FOLLOW-UP ACTION REQUIRED:

Once a year convenience visits is all that is required.

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

dal 4/11/79

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION AVCO Corporation
Specialty Materials Division
2 Industrial Avenue
Lowell, MA 01851

INDUSTRY CLASSIFICATION Epoxy & polyester coatings

SALESMAN Gordon L. Dickson REGION Eastern DATE OF CALL 8/5/81

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED: Dash Nahabedian - Manufacturing Manager

CALL OBJECTIVE: Account maintenance

RESULTS OF CALL: No apparent problems here. RG-244 being used on a daily basis in an epoxy coating. As this is not a product for the government the 244 does not have to be quality certified and it is purchased from our area distributor Allied Resin Corp. 244 which goes into navy bomb coatings is usually shipped to them from our warehouse in New Jersey. Unfortunately they have produced only 300 M lbs. this year when at one time they were making over 3 MM lbs.

FOLLOW-UP ACTION REQUIRED: Convenience calls only.

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

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: AVCO
Specialty Materials Division
2 Industrial Avenue
Lowell, MA 01851

INDUSTRY CLASSIFICATION: Coatings

SALESMAN: Gordon L. Dickson REGION: Eastern DATE OF CALL: 3/25/81

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED: Ardashes Nahabedian: Manufacturing Manager
Joseph Mazzola: Manager, Product Assurance

CALL OBJECTIVE: Discuss required certification for RG-244 purchases.

RESULTS OF CALL: Avco has again started producing the naval coating that was so big a number of years ago. Not such a big market now although they expect to use about 40M lbs of 244 this year. Some disagreement between Dash and Joe whether or not a certification was really necessay as it is based on their specifications and not the navy. It was finally agreed that one would be sent to them for shipments to them from our warehouse but specifying that it only met our typical physical property characteristics at the time of manufacture

FOLLOW-UP ACTION REQUIRED: None required at this time. Convenience visits only

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UNION CARBIDE CORPORATION • METALS DIVISION • P. O. BOX 579 • NIAGARA FALLS, N.Y. 14302 • TEL: 716-278-3376

May 29, 1981

AVCO
Specialty Materials Division
2 Industrial Avenue
Lowell, MA 01851

Attention: Peg Stanton

This is to certify that the following material shipped to you conformed to the typical physical properties for this product at the time of manufacture:

Product:	"Calidria" Asbestos RG-244
Quantity:	2,400 lbs.
AVCO Purchase Order No.:	07561
Lot Numbers:	2140, 2229, 2527, 2531, 2552

Very truly yours,

G. L. Dickson

Gordon L. Dickson
Technical Sales Representative
Eastern Region

GLD:dal

CC: L. J. Grogan

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: AVCO Specialty Materials Division, 2 Industrial Avenue, Lowell, MA 01851

INDUSTRY CLASSIFICATION: Polyester and Epoxy Coatings

SALESMAN: Gordon L. Dickson REGION: Commercial DATE OF CALL: 8/19/82

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Dash Mahabedian - Manufacturing manager
Brian Long - Manager, contracts and purchasing

CALL OBJECTIVE:

Account maintenance

RESULTS OF CALL:

	TONS			$M		
	ABB	To Date	Expected	ABB	To Date	Expected
RG-244	N.B.*	7.3	11	N.B.*	33	48

*(Not budgeted. Former distributor account)

No developments since last visit on 3/22/82. Their coating business continues good but not great. First meeting with Brian, who stated that he expects to order one more truckload of RG-244 this year. This will be shipped from King City as we no longer have any inventory in our Finderne, NJ warehouse. As they should realize a saving of about 5¢/lb. this is agreeable to them.

FOLLOW-UP ACTION REQUIRED:

Continue 3-4 visits per year.

COPIES TO: REB:GML:TPN:JEW:KC-FILE:NF-FILE NF PERMANENT FILE ☐

dac 8/25/82

METALS DIVISION - CALIDRIA ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Avco
Specialty Materials Division
2 Industrial Avenue
Lowell, MA 01851

INDUSTRY CLASSIFICATION: Specialty Coatings

SALESMAN: Gordon L. Dickson REGION: Commercial DATE OF CALL: 3/22/82

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Ardashes Nahabedian - Manufacturing Manager
Joseph Mazzola - Manager, Product Assurance
Brian Long - Purchasing Manager

CALL OBJECTIVE:

Assume account responsibility

RESULTS OF CALL:

Avco has been a customer of Allied Resins Corporation for a large number of years, purchasing RG-244 for several coating systems. As Allied will no longer be our distributor after March 29, Avco is now considered as a commercial account. Their normal purchase has been for about 12 pallets which was shipped to them from our Finderne, NJ, warehouse. Discussed the potential saving by ordering truckload quantities and, providing their business remains as good as it has been, this will probably be the way they will go in the future. Delivered costs from King City to Lowell are being calculated and will be sent to Brian when available.

FOLLOW-UP ACTION REQUIRED:

GLD : Send Brian delivered cost data.

COPIES TO: REB:GML:TPN:JEW:KC-FILE:NF-FILE NF PERMANENT FILE ☐

dal 3/29/82

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: AVCO CORPORATION
2 INDUSTRIAL PARK
LOWELL, MASSACHUSETTS 01851

INDUSTRY CLASSIFICATION: POLYESTER & EPOXY COATINGS

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 10/19/83

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

/ / MSDS

/ / Health & OSHA Information Blue Book

/ / Dust Count Report

/ / Other, specify below

PERSONS INTERVIEWED: Dash Nahabedian, Manufacturing Manager
Brian Long, Purchasing

CALL OBJECTIVE:

Account maintenance.

RESULTS OF CALL:

Dash is very concerned about the most recent Wall Street Journal article regarding the EPA's desire to ban the use of asbestos. His product line, Polyester and Epoxy Fire-Resistant Coatings, cannot be produced without the use of RG-244. I commented that this was an EPA response to the Canadian Government's recent newspaper articles regarding the United States air pollution problems causing acid rain in Canada. We are hopeful both governments could compromise on acceptable future limits without the ban being put into effect.

His business continues to be on budget and he could order another T/L late in the quarter.

A copy of International Asbestos Regulations was requested and mailed to Dash on October 24, 1983.

	TONS		$M	
	1983 SALES	1983 BUDGET	1983 SALES	1983 BUDGET
RG-244	8	12	31	42

FOLLOW-UP ACTION REQUIRED:

Continue quarterly contact.

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

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METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: AVCO CORPORATION
2 INDUSTRIAL PARK
LOWELL, MA

INDUSTRY CLASSIFICATION: POLYESTER & EPOXY COATINGS

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 5/15/84

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

☐ MSDS ☐ Health & OSHA Information Blue Book

☐ Dust Count Report ☐ Other, specify below

PERSONS INTERVIEWED: Dash Nahabedian, Mfg. Mgr.
Brian Long, P.A.

CALL OBJECTIVE: Account maintenance.

RESULTS OF CALL:

Dash is concerned that the new states "Right to Know" legislation could have a crippling effect on his business. In those states that do have this law, all hazardous materials must be listed on the package and failure to do so could be cause to refuse the order. Where we once expected to increase our RG-244 sales from 16 to 26 tons in 1984, Dash advised today that figure was in error and will be reduced to the original budget of 16 tons.

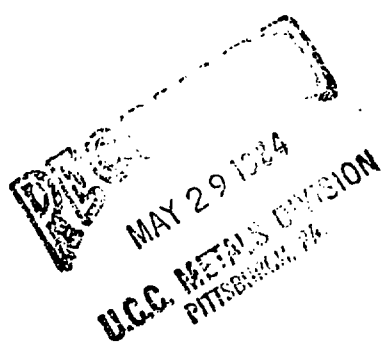
	TONS		$M	
	1984 SALES	1984 BUDGET	1984 SALES	1984 BUDGET
RG-244	-0-	16	-0-	64

FOLLOW-UP ACTION REQUIRED:

Continue quarterly contact.

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

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METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: AVCO CORPORATION
2 INDUSTRIAL PARK
LOWELL, MA

INDUSTRY CLASSIFICATION: POLYESTER & EPOXY COATINGS

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: AUGUST 7, 1984

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

☐ MSDS ☐ Health & OSHA Information Blue Book

☐ Dust Count Report ☐ Other, specify below

PERSONS INTERVIEWED: Dash Nahabedian, Mfg. Mgr.

CALL OBJECTIVE: Account Maintenance

RESULTS OF CALL:

Dash advised the Commercial business using RG-244 in epoxy fire-resistant coatings has remained slow all year. Not much improvement is expected between now and the end of 1984. The Navy contract calling for fire-resistant bomb coating is not as good as it was expected to be. In fact, Avco Corporation has purchased only one T/L RG-244 from K.C. (4 tons) so far this year. To maintain a small inventory of RG-244 they have placed two small orders with our distrbutor, Lenape Chem, Bound Brook, New Jersey, totaling 3 tons.

	TONS		$M	
	1984 SALES	1984 BUDGET	1984 SALES	1984 BUDGET
RG-244	4	16	16	64

FOLLOW-UP ACTION REQUIRED: ✓

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