PLAINTIFF'S EXHIBIT UC-699

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Aluminum Company of America, Technical Center, Alcoa Center, PA 15069

INDUSTRY CLASSIFICATION: Aluminum Products

SALESMAN: Gordon L. Dickson REGION: Eastern DATE OF CALL: 7/25/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

James E. Williams, Jr. - Group Leader, Powder & Forgings Div.
Karl P. Karsten - Senior Scientist, " " "
Pete Hale - Finishes Division

CALL OBJECTIVE:

Obtain data on aluminized asphalt roof coating formulations containing RG-244.

RESULTS OF CALL:

Bad news all around. Nice visit with Karl and Jim but the latter feels that they have not done enough test work to justify giving out any information concerning non-fibrated aluminized roof coatings containing RG-244. Their work looks good as the 244 apparently retards "browning" and helps prevent settling of the aluminum component. However, they have not run any long-term aging tests, which are scheduled for this fall and so have decided not to make available their data to us until they are completed.

The visit with Pete Hale was quite complex, but was related strictly to asbestos toxicology. Apparently one of their plants purchased a vinyl ester coating from Wisconsin Protective Coatings which had been approved by Pete. No problem until WPC revealed to the plant safety people that it contained 2% RG-244. Now the latter will not allow the coating to be applied. Bob Byrne sent Pete a MSDS on 7/12/79 but this is not what they need. What Pete really wants is assurance from us that the 244 will never be released into the air, even if the coating is removed years later, say, by sandblasting. I don't see how we can provide such an assurance and told them so.

FOLLOW-UP ACTION REQUIRED:

EJK, et al - Let's discuss as Pete is very confident that WPC is going to contact us regarding this situation.

GLD - Send Pete our blue book on RG-244, although I don't think it will do a great deal of good.

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dal 8/3/79

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Aluminum Company of America, Alcoa Center, PA 15069

INDUSTRY CLASSIFICATION: Technical Center

SALESMAN: Gordon L. Dickson w/ R. E. Byrne, Jr.

REGION: Eastern

DATE OF CALL: 3/27/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED: Karl P. Karsten - Senior scientist

CALL OBJECTIVE: Discuss RG-244

RESULTS OF CALL:

Alcoa supplies large amounts of powdered aluminum to the asphaltic roof coating industry and as a service offers a series of recommended formulations. At least one of these contains RG-244, which is described as a "nonfibrated thixotropic asphalt roof coating-aluminum." (This is a non-asbestos coating except for the 3-1/2% RG-244 content.) Based on the panel sample we saw, plus a small amount of test data, we agreed with Karl that it should be a very effective reflective coating. They are not interested in using or selling RG-244, but Karl did suggest that we put out a technical bulletin describing the benefits of adding 244 to such a product. Sounded like a good idea and so we requested a copy of his lab report. Karl feels that he will need his manager's Okay on this and asked that we send him a letter covering the subject.

FOLLOW-UP ACTION REQUIRED:

GLD - Send letter to Karl requesting all data possible on RG-244 containing roof coatings. (Letter by R. E. Byrne sent 4/4/79.)

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