PLAINTIFF'S EXHIBIT
UC-930

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: RCA RUBBER CO.
1833 E. MARKET ST.
AKRON, OH 44305

INDUSTRY CLASSIFICATION: RUBBER FLOOR TILE

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: AUGUST 1, 1984
TELEPHONE

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

☐ MSDS ☐ Health & OSHA Information Blue Book

☐ Dust Count Report ☐ Other, specify below

PERSONS INTERVIEWED: Fred Davis, Tech. Dir.
Eli Lines, PA (Hospital-By-Pass Surgery)

CALL OBJECTIVE:

To determine why 60 ton SG-200 order placed July 31 was cancelled August 1.

RESULTS OF CALL:

In April, 1984 RCA was visited by EPA and cited for excessive dust (see ROC dated 5/24/84). They were ordered to appear at the regional EPA office in Chicago.

On July 31st both EPA and the Justice Department visited them advising ~~them~~ that RCA was not complying with EPA regulations, did not fill out an EPA form in 1973 and ran the risk of incurring large fines unless their asbestos emissions were cleaned up. They were also advised that EPA could obtain an injunction to shut them down.

Rather than continue the hassle with EPA they have elected to reformulate asbestos out of their floor tile grades. This is contrary to Fred Davis' often stated objective that he would continue to use asbestos because the fiber worked better in his products than asbestos-free. However, it appears the pressure of EPA has finally forced the issue. Also, EPA has been criticized for being soft on industry and RCA Rubber has been selected to prove EPA will no longer be soft on industry.

Fred is to send the three pages of citations to the Long Beach office for review. I will send a copy to the Legal Department and also Bob Pigg, AIA.

	TONS		$M	
	1984 SALES	1984 BUDGET	1984 SALES	1984 BUDGET
SG-200	311	540	65	113

FOLLOW-UP ACTION REQUIRED:

Visit RCA.

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

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AUGUST 8, 1984

Advised by King City that 3 T/L order has been reinstated. Called Fred Davis who advised that he requires more time to develop Asbestos-Free formulations. He discussed issue with his management who approved his request to reinstate order. However, he is not to conduct new R&D effort on Asbestos-Contained tile, nor in his current project, a new improved Fire Retardant and Smoke Suppressant tile, which had previously been estimated to increase our sales of SG-200 by 5-10%.

Fred also advised that his Bag House is only 89% effective. This figure has been verified by EPA. He will look into new state-of-the-art Bag House to determine if he can expand his existing unit and increase its efficiency. Also, A. T. ~~Colin~~ Chalmers will wet-out SG-210 with ~~and~~ NAPHTHANIC Oil. IT appears, that in the long run, we will eventually lose this customer, ~~when~~ RCA is successful in evaluating various options to reduce ~~his~~ asbestos emission.
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