PLAINTIFF'S EXHIBIT

UC-4470

METALS DIVISION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Exxon, Houston, Texas

INDUSTRY CLASSIFICATION: Zinc Rich Coatings

SALESMAN: J. E. Walsh

REGION: Southern

DATE OF CALL: 10/19/76

PRODUCTS DISCUSSED:

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

Other:

PERSONS INTERVIEWED: Ron Beers, Development Engineer
H. (Randy) Harman, Purchasing Agent

CALL OBJECTIVE: Call made on moderate 244 user.

RESULTS OF CALL: Usage of 244 will not grow here and would probably not exist at all if they could find a better replacement for it in their zinc rich coating. Exxon policy is not to use asbestos if any equal not regulated material can be used. Each call is a toxicology discussion as they seem to be literally shaking in their boots that someone (O.S.H.A. or their own people) are going to find out they use asbestos and bring the roof down on them. Attempts to discuss evaluating 244 vs. the Bentone they also use work out to be an excercise in frustration because of this so 244 usage will live or die with the sales of their zinc rich coating.

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FOLLOW-UP ACTION REQUIRED:

COPIES TO: Gen'l. Sales Mgr. (2); Mktg. Services; Others: REB:JRL:TPN:WCT:KC-FILE:NF-FILE

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