METALS DIVISION

CUSTOMER CALL REPORT

PLAINTIFF'S EXHIBIT

UC-4786

CUSTOMER & LOCATION Ford Motor Company, Vinyl Operations, Mt. Clemens, MI

INDUSTRY CLASSIFICATION Spray Plastisol Sealant

SALESMAN Edward J. Kleber REGION Midwest DATE OF CALL 5/9/78

PRODUCTS DISCUSSED:

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

Other: _____

PERSONS INTERVIEWED: Bob Cliffel - Chemist

CALL OBJECTIVE: Determine status of spray plastisol sealant project.

RESULTS OF CALL: Bob still maintains that he's under extreme pressure to remove RG-144 from his formulation. He claims that this is very difficult to do and, in fact, if he was forced to go into production tomorrow, he would have to either use no thixotrope or go with RG-144. They have even gone to the extreme of asking Al Bullman (UCC- C&P) to assist them in finding a way of getting rid of asbestos. The Chemicals & Plastics Division is involved here because they want to sell silane adhesion promoters for this operation, and other thixotropes do not work with silanes.

There has been a significant change in Ford's long-range plans for this sealant. Rather than go into a pilot plant operation themselves, they are going to have it produced by an outside manufacturer for them. Bob claims that they have already negotiated with someone to produce the sealant. Their long-range plan is to have this compounder produce the sealant for a couple of years then take over the production themselves.

In his almost desperate search for asbestos replacement or a means of handling asbestos safely, Bob asked for a sample of RG-100. The mixer that Ford is going to buy for production is to be a Bauer High Speed Disperser which Bob feels very well may be able to break up our pellets. When the sample arrives, he will try to get lab time so that he can evaluate the pellets.

We offered for the umpteenth time to speak to Ford's Industrial Hygiene Dept., their plant

(OVER)

FOLLOW-UP ACTION REQUIRED:

EJK - This still stands to be a very important account and should be checked with on every Detroit trip.

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dal 5/18/78

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ACL Doc 19304 · Page 1 of 2 asbestosclaims.law/library/19304/1

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