

TGG: JCL: ERT: MJH: AJO: RF

TO: Jim Hackett, Joe Nigro, Greg Hoenes

XF: 595

FROM: T. G. Grumbles

DATE: December 6, 1989

Interoffice
Communication

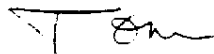
SUBJ: MICHELMAN INC. CUSTOMER COMPLAINT: DISPAL SOL 120

VISTA

Below is a summary of the items revealed in my call with Dave Capella of Michelman regarding skin irritation complaints from a customer of theirs.

1. He did not have a lot of details but felt there were two complaints from one customer.
2. The customer has a paper application, and Capella believed they were spraying the material. He did not know if this customer was a "silica substituter".
3. He was surprised at the skin irritation complaint based on the "dilution" of product that occurs. Michelman "cuts" it by 1/3 and he believes the customer cuts that back by 1/5. This would result in less than .1% acid by weight.
4. The customer's employee contact would be with an aqueous solution.
5. Michelman will continue to investigate the complaint.

I'll call them in a week to see what else they've learned.



T. G. Grumbles

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