

SALES REPRESENTATIVE'S REPORT
FRICTION PRODUCTS GROUP

X¹ R. Conbo (Salesman) Date Typed: 11/17/77-11/17/77
XC - TURN File
TYPE OF CALL
W Thomas
RESPONSE REQUESTED ☐
DATE 11/14/77

CUSTOMER	REPRESENTATIVE	REPORT No
FRUEHAUF CORPORATION	L. E. BRETZ, JR.	7493
ADDRESS	CITY	STATE/ZIP
DETROIT, MI.		
		PHONE

OFFICIALS INTERVIEWED

Arnold Przepiora - Director Product Development (Accompanied by Walt Thomas)
Andrew Szymanski - Chief Engineer - Components
Sharad Sheth - Project Engineer
A. G. Schaible - Manager Aftermarket & Accessory Purchasing

COMMENTS

Per previous arrangements, a meeting was held with the above gentlemen and our Mr. Walt Thomas of Winchester Engineering.

A review of their drawings and where the discrepancies are was made. We supplied them with all of our computer print-outs, our calculations, etc., for their review, in an attempt to convince them that their dimensioning on their drawings was not proper.

As noted previously, we can provide them with the proper off-set if they change their thickness dimensions and/or can provide them with the proper thicknesses required if they change their off-set dimension. We cannot give them both nor can anyone else in the industry.

There was also a request, on our part, to change the thickness specifications of .010 - .020.

We also noted a discrepancy in their hole diameter and counterbore diameter from our standard. We noted that we could provide them, if necessary, with the dimensions on these holes if they wanted.

On Tuesday, November 15, 1977, Mr. Sheth contacted Walt Thomas and the writer inobscentia, noting that we were correct in our calculations and thesis and they agreed with our position. They are forwarding to us, a memo which allows us to deviate from their drawings, until such time as they can get their drawings changed. This memo also states that the original equipment parts can have a thickness tolerance of .020 however, the aftermarket parts (replacement and OES) will have to have a thickness tolerance of .010. This memo also states that we must comply with their hole diameter and counterbore diameter requests.

It appears that everything has been taken care of in this regard and we can, with confidence, go ahead and manufacture parts per our agreement.

At this time, I would like to caution all members of our manufacturing group that this is a new customer. We are supplying him volumes of parts on a monthly basis for the first time in history. This change from a single source Carlisle material to a dual source utilizing Abex linings, was not met with enthusiasm by all members of the Fruehauf family. There continues to be disbelievers and people who feel that Fruehauf has made a mistake. There will



ABEX-185 01



S-CC-101



S-FTS-101

SCF-ABEX-2065

OBR 04757

11/14/77

continue to be people who will look for any reason or excuse to report "I told you so" if we stumble and/or fall down on our quality, delivery and product performance. We have got a considerable number of people on our side who have pushed very hard for this program over the last three or four or five years. Their necks are out. We can do ourselves and them a considerable service by making absolutely and totally sure that every part we ship from either our Winchester facility or our Salisbury Plant meets the agreed-to dimensions and drawings all the time and every time. I do not want to give anyone in Fruehauf Purchasing, Engineering, Sales or Manufacturing, an opportunity to discredit this program. We have got an excellent opportunity to manufacture an awful lot of parts and to make a considerable quantity of money. This was the largest account available to us to get business from and now that we have it, we must make absolutely sure that we do all in our power to keep it. This can only be accomplished by total cooperation of everyone concerned with it. I am certainly looking forward to that cooperation.



L. Earle Bretz, Jr.

jd

cc RLCutler/AFSchmaltz/File
SSConway
BJIwarsson
EFPotts
ADIndelicato✓
GNicholson
PHGrim
RENelson
CLBroadstreet