PLAINTIFF'S EXHIBIT
UC-288

METALS DIVISION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Shell Development Company
Houston, Texas
713-493-7393

INDUSTRY CLASSIFICATION: PP Resins

SALESMAN: J. E. Walsh REGION: Southern DATE OF CALL: 3-30-76

PRODUCTS DISCUSSED:

Cr	Mn	Spec.	Si	CaC_2	W	V	Asb.	Other:
☐	☐	☐	☐	☐	☐	☐	X	

PERSONS INTERVIEWED: Sol Davidson, Research Chemist
David Holtgreive, Research Engineer
Carl Schroeder, Research Chemist
R. W. (Bill) Glass, Supervisor, PP Plastics Department

CALL OBJECTIVE: Call made with R. E. Byrne to promote RG-600.

RESULTS OF CALL: We were able to get in a little earlier than planned and catch all four people in a conference room meeting. The initial asbestos and RG-600 introduction was handled by the writer before the nitty-gritty technical aspects were delved into by R. E. Byrne. Toxicology questions came up throughout the discussion hindering a pure technical product presentation. The interest in what 600 might do for their resins was evidenced by the 300 lb sample request received which will be delivered to Carl Schroeder to work on. Bill Glass, my initial contact, supervises the activities of the other three men at our meeting. A lively technical Q & A period revealed that one of the graphs in our bulletin looks to be erroneous insofar as what we feel the 600 will do. (REB see below)*

Another kind of sticky wicket that came up here and elsewhere was the question that if 600 is all that is advertised, how come Carbide isn't compounding it with their PE? Hopefully, the position that Carbide never has marketed filled compounds lays that one to rest.

After the discussion a quick tour was made of this brand new super think tank research facility of Shell.

FOLLOW-UP ACTION REQUIRED:

REB - *Was it the one on heat distoration?

JEW - Phone Schroeder around 5-15 re his test work on RG-600.

COPIES TO: Gen'l. Sales Mgr. (2); Mktg. Services; Others: REB:JRL:TPR:WCT:KC-FILE:NF-FILE
R. L. Schult J. E. Lenahan