PLAINTIFF'S EXHIBIT UC-586

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Chrysler Corporation, Chemical Division, Trenton, MI

INDUSTRY CLASSIFICATION Sealants

SALESMAN Edward J. Kleber w/ J. L. Myers & H. B. Rhodes

REGION Midwest

DATE OF CALL 10/21/77

PRODUCTS DISCUSSED:

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

PERSONS INTERVIEWED: Dr. G. M. Sastry - Manager Research & Product Dev. Laboratory
Elmer Lombard - Safety Director
Gene King - Buyer

CALL OBJECTIVE: Define why Chrysler is no longer evaluating asbestos in their sealants.

RESULTS OF CALL: Dr. Sastry began by explaining that he was preparing for the future. He explained to us that he wants to be ready when the asbestos ban comes. He stressed the when and refused to believe there could be an if. H. B. Rhodes respectfully disagreed with Dr. Sastry, and we went from that rather ominous beginning to a more positive tone.

The root of the problem here, as with General Motors, appears to be the United Auto Workers. Chrysler has two plants located at this site, a sealant plant and a brake plant. The asbestos levels at the brake plant are higher than that at the sealant plant. This makes little difference to the UAW since they are determined to rule all asbestos from both plants. The major problem here seems to be the question of how many asbestos fibers are the workers taking home on their clothes at night. We tried to convince Chrysler that the amount of fibers carried home by a worker was almost negligible. They agreed with our contention, however, they pointed out that facts are not the overriding issue here. Since the union is convinced that there is a hazard, Chrysler has decided that they must take one of two possible courses of action. The first is to completely eliminate the usage of asbestos fiber. They claim that they have the capability of doing this in brakes (if so they are the only one). The second way is to handle the bags in a totally enclosed area to completely eliminate the chance of fibers adhering to worker's clothes. We decided that the second way might be worth exploring. J. L. Myers explained that there very well may be equipment available which would enable workers to automatically open, dump and dispose of the bag. H. B. Rhodes suggested a tour of their plant may be helpful in trying to figure out the kind of opening systems to

(over)

FOLLOW-UP ACTION REQUIRED:

JLM/HBR/EJK - Let's get our stuff together and recommend to Chrysler a method for handling RG-244 bags.

EJK - Get this data to Chrysler. Send a copy to Elmer Lombard at Trenton, and try to have it soon enough to present to Dr. Sastry at the Houston Coatings Convention. Time is of the essence. If we delay too long they will have formulated RG-244 out, and we will have a devil of a time getting it back in.

COPIES TO: Mktg.Services;Others: JRL:TPN:WCT:JEW:KC-FILE:NF-FILE
~~J.F.Lenahan~~

typed: 10/26/77 dal

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Chrysler Chemical, Trenton, MI

INDUSTRY CLASSIFICATION: Sealants

SALESMAN: Edward J. Kleber w/A. T. Callas, A.T. Callas Company

REGION: Midwest

DATE OF CALL: 3/16/78

PRODUCTS DISCUSSED:

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

PERSONS INTERVIEWED: Dr. G. M. Sastry - R & D Director
Sheldon Dickson - Chemist

CALL OBJECTIVE: Present wet-out RG-244 to Chrysler.

RESULTS OF CALL:

Chrysler has been threatening to formulate RG-244 out of all their products. Pressure from the UAW has been brought to bear and Chrysler feels that getting rid of asbestos is an expedient political move. As noted in previous call reports, Chrysler has virtually no dust problem, their fiber counts are around 0.1 fibers/cc. They seem to be a natural candidate for the wet-out RG-244, because if we do not do something to save this business we will probably lose it.

Both Dr. Sastry and Sheldon were very enthusiastic about the prospect of having a dust-free RG-244. One comment Sastry had was that a dust-free product like this, if it works and is economical, would allow them something they haven't been willing to do for the past year that is actually expand the use of RG-244.

FOLLOW-UP ACTION REQUIRED:

EJK - Keep in close contact with both Sastry and Dickson.

COPIES TO: JRL:TPN:WCT:JEW:KC-FILE:NF-FILE

dal 4/12/78

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Chrysler Chemical, Trenton, Michigan INDUSTRY CLASSIFICATION Automotive Adhesives and Sealants

SALESMAN J.E. Walsh REGION Southern DATE OF CALL March 11, 1982

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- [ ] MSDS
- [ ] Health & OSHA Information Blue Book
- [ ] Dust Count Report
- [x] Other, specify below

PERSONS INTERVIEWED:

Sheldon Dickson, Chemist-Adhesives and Sealants
Conrad Moll, Chemist-Adhesives and Sealants
Jim Glinski, Tenchical Director
Ted Skonieczny, Sealants and Petroleum Products

CALL OBJECTIVE:

Call made with Alex Callas, A.T. Callas Co., on RG 244 customer

RESULTS OF CALL:

Rumor has it that Chrysler is closing up this chemical division next year, but lately it seems that they may have a chance to stay open. 244 is used wherever it will work in formulations for all Chrysler cars. Smaller cars and evolution of newer technology along with reduced car sales have resulted in lower 244 sales but it is still the preferred thix agent with all the men we talked to and is the first one reached for in new products. The toxicology-regulatory-publicity area was discussed and, in general, all had felt the general turndown in pressure in the past two years on asbestos usage. The main drawback expressed by Dickson and Skonieczny to total 244 usage is its lack of adhesion on certain substrates and its rough looking appearance on surfaces ready for finished coating.

FOLLOW-UP ACTION REQUIRED:

RECEIVED
MAR 29 1982
UCC-CALIDRIA
NIAGARA FALLS, N.Y.

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Chrysler Chemical, Trenton, MI

INDUSTRY CLASSIFICATION: Sealants

SALESMAN: Edward J. Kleber w/A. T. Callas

REGION: Midwest

DATE OF CALL: 3/19/80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☒ Other, specify below

PERSONS INTERVIEWED:

Elmer Lombard - Safety Director
Dave Hines - Process Engineer
Sheldon Dickson - Chemist
Connie Moll - Chemist
? Chung - Chemist
Bill Goodbar - Chemist

CALL OBJECTIVE:

Account maintenance

RESULTS OF CALL:

The state of business here is probably best summed up by Dave Hines statement that two years ago, one of their RG-244 containing sealants was being producedat the rate of 15,000 gallons per week. Presently they are averaging less than 6,000 gallons per week. Ouch! Everybody here is banking heavily on the new "K" car (competitor to G.M.'s X-cars) due out in July. If (and it's a big if) Chrysler ever returns to "normal" production our business could easily double from 1977 levels. Everyone is concerned more with cost than anything else and that has helped our cause. Sheldon and Connie have been all but ordered to get rid of pyrogenic silica. Connie said that if we think we're hurting for Chrysler business, we should check with the Cabot people.

Dave and Elmer are chiefly concerned with the potential for a static charge buildup on our shrink films. They recently had an explosion and while shrink films were definetly not the cause, some employees noticed a warning on Cab-O-Sil bags which states that there is a potential for static buildup. I told Dave that I had no idea of any warnings, etc, but I'd check and see if any info is available.

To sum up, if Chrysler can hang in there, we'll do alright.

FOLLOW-UP ACTION REQUIRED:

WBD - Do you have any info about the bag wraps?

REB - This might be a good time to go into Chrysler. They are so cost conscious any suggestions we have on replacing high cost thix agents would be welcomed with open arms.

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NF PERMANENT FILE ☒

dal 3/21/80

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Chrysler Corporation, Trenton, MI

INDUSTRY CLASSIFICATION: Sealants

SALESMAN: Edward J. Kleber w/R. E. Byrne & A. T. Callas (A. T. Callas Co.)

REGION: Midwest

DATE OF CALL: 2/9/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

- Stan Enders - Plant Manager
- G.M. Sastry - Technical Director
- Bill Hine - Production Engineer
- Chung Hong - Chemist
- Sheldon Dickson - Chemist
- Connie Moll - Chemist

CALL OBJECTIVE:

Regular call on RG-144/RG-244 user.

RESULTS OF CALL:

For a change, things are fairly optimistic about future use of our products. Sheldon is looking at RG-244 in a low fusion temperature sealant, Chung is exploring both products in hot melts and rust preventatives and Connie is going to increase the amount of RG-144 to compensate for a solvent change.

Stan and Dr. Sastry cite no burning reasons for reduction of usage, but both caution that UAW negotiations which open in October could start a new round of problems.

FOLLOW-UP ACTION REQUIRED:

ATC - Normal calls.

COPIES TO: JRL:TPN:JEW:KC-FILE:NF-FILE

NF PERMANENT FILE ☐

dal 3/14/79

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Chrysler Chemical, Trenton, Michigan

INDUSTRY CLASSIFICATION: Automotive Adhesives and Sealants

SALESMAN: J.E. Walsh REGION: Southern DATE OF CALL: March 11, 1982

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☒ Other, specify below

PERSONS INTERVIEWED:

Sheldon Dickson, Chemist-Adhesives and Sealants
Conrad Moll, Chemist-Adhesives and Sealants
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FOLLOW-UP ACTION REQUIRED:

COPIES TO: :TPH:RFR:GML:KC-FILE:NF-FILE NF PERMANENT FILE [X]

Calidria asbestos

c for T. P. Norris
W. C. Thurber
J. E. Walsh
KC-File
NF-File

UNION CARBIDE CORPORATION
P.O. Box 579 Niagara Falls, N.Y. 14302

By E. J. Kleber with T. P. Norris

Date 2/12/75

Full Name Chrysler Corporation **Address** Trenton, MI **Mfrs. of**	**Interviewed** Mr. Art Litheridge Manager - Adhesives & Sealants

OBJECTIVE

Turn over call with T. P. Norris.

OBSERVATIONS

Art was "pinch-hitting" for our normal contact here, Sheldon Dickson, who is on a forced vacation because of the poor business situation in the automobile industry. He volunteered that our business probably will not decrease this year because we are getting into more and more of their applications, which obviously means that when the car market improves, our sales should increase accordingly.

Art threw out a couple of teasers worth noting. The first one is really ironic. They are probably going to begin to replace a PVC resin with a polyester because they are afraid that the PVC suppliers are going to be shut down by OSHA! They will do their own thixing and RG-244 is the leading, if not only, candidate. Secondly, he mentioned that Chrysler is getting interested in hot melt adhesives to replace some of the welding that is done now, the idea being that all these "welds" would be cured during the baking of the exterior paint, apparently saving lots of dollars. Art seems to feel RG-244 has a real potential here.

Of course, everything we sell to Chrysler Chemical is for internal consumption only, but they have an accouting structure that virtually assures them of any Chrysler automotive business. It is next to impossible for an outside company, like Thiem, to compete for Chrysler Automotive's sealant business unless the corporation deems it wise to have more than one supplier.

Litheridge and Dickson are very pro RG-244 and we feel they will continue to intorduce it whenever possible.

RECOMMENDED ACTION

EJK - Continued follow-up with emphasis toward introduction in new products.

Typed 2/19/75
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CUSTOMER CALL REPORT

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CUSTOMER & LOCATION: Chrysler Chemical, Trenton, MI

INDUSTRY CLASSIFICATION: Sealants

SALESMAN: Edward J. Kleber

REGION: Midwest

DATE OF CALL: 3/16/78

w/A. T. Callas, A.T. Callas Company

PRODUCTS DISCUSSED:

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

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dal 4/12/78