DICTATE IN SEQUENCE:
1. HEADING INFORMATION
2. NAMES OF ADDRESSEES
3. NAMES OF CARBONEES
4. IMMEDIATE ACTION NEEDED
5. REPORT ON CALL

REPORT CAPTIONS:
1. OBJECTIVE
2. PERSONS CONTACTED
3. RESULTS
4. ACTION REQUIRED

CUSTOMER NAME		DATE OF CALL
CHEVROLET- TONAWANDA FORGE & FOUNDRY		6-8-71
CITY AND STATE	DATE RECEIVED	DATE TYPED
TONAWANDA, NEW YORK	6-14-71 hm	6-15-71

CUSTOMER MAILING LIST CHANGES – SERVICE CENTER USE ONLY

NAME AND TITLE	PUT ON	TAKE OFF	MP	MAG	CATEGORY CODES
PP - X 90x ~~[illegible]~~ form					
Orig - JHD/F					

REGION	SERVICE CENTER	SALESMAN
AKRON	AKRON	J. A. HEILALA

TO C.L. BRADFORD
ST. LOUIS

CC R. A. GARCIA, AKRON
GEORGE FAGUE, DETROIT

CONTACTED: Bob Swift, Buyer; Murrel Hughes, Chemist; Pete Schumacher, Hydraulics Engr.

OBJECTIVES:
1. Check on MCS-327 potential for next year.
2. Check status of orders year to date
3. Bring all parties concerned up to date on our efforts to sell a fire resistant hydraulic fluid here.
4. Check Hughes' reaction to our previous efforts here.

RESULTS: While here, Swift gave me orders for 20 drums of MCS-327 and 5 drums A-200-B. He said our guess was a good as his for MCS-327 volume next year. He sees no reason for it to increase or decrease significantly so we can probably budget for the same amount or whatever past trend we have seen. Swift was not certain what orders he had placed this year but seemed to think he had placed at least three. This would confirm my feeling that there was an order placed in March that has been goofed up somewhere in the paper work for MCS-327.

Hughes was quite friendly and we had a very interesting and enjoyable talk. I was somewhat concerned that he might be against us because of the past conflict on the Pydraul 135. However, he seems quite favorable to looking at our fluid and agrees with our approach to get the medical department's agreement ahead of time. Both he and Swift, however, were somewhat concerned that we had been so long and thought that perhaps we had given up because it has been several months since we first introduced the fluid. Hughes did state that because of the new national safety act they are requiring all suppliers to identify the compositionof the materials sold to them. He stated this was purely up to us but this was the policy they were taking and if we expected to sell anything we would have to identify the composition to them. They will do their best to keep this confidential. Their interpretation of the law is that any employee can ask and must be told what materials he is working with and around. As a result of this they want to know themselves so they are protected from problems with their union and employees.

ATTN. LARRY BRADFORD: Larry, I don't think this presents any great hurdle. We have undoubtedly told some of this information to Ford and we'll have to tell some of it in getting the medical department's opinion and report. With a little bit of work with Hughes and the other people here, I am sure we can get them on our side to keep whatever we tell them totally confidential.

This was my first contact with Schumacher. He was one of about 15 different names we have been given as people being involved in hydraulics decisions here. When I first called him and introduced myself and mentioned Pydraul fluids, his reaction was that they had them once

(Continued)

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MONS 077570

DICTATE IN SEQUENCE:
1. HEADING INFORMATION
2. NAMES OF ADDRESSEES
3. NAMES OF CARBONEES
4. IMMEDIATE ACTION NEEDED
5. REPORT ON CALL

REPORT CAPTIONS:
1. OBJECTIVE
2. PERSONS CONTACTED
3. RESULTS
4. ACTION REQUIRED

CUSTOMER NAME						DATE OF CALL
CHEVROLET-TONAWANDA FORGE & FOUNDRY (Con't)						
CITY AND STATE				DATE RECEIVED		DATE TYPED
CUSTOMER MAILING LIST CHANGES – SERVICE CENTER USE ONLY						
NAME AND TITLE		PUT ON	TAKE OFF	MP	MAG.	CATEGORY CODES
REGION	SERVICE CENTER	SALESMAN				

TO _____ CC _____

and they had fume problems and that as far as they knew they were not going to consider them again. This reaction was interesting as apparently our competitors have laid on this very heavily and secondly, it does confirm our feelings that anything coming in under the Pydraul label is going to have two strikes against it. After I explained, he did agree that the savings were attractive, our track record was good and that he certainly would be interested in working on it if it was agreed to by the medical people and was compatable with the fluids they are now using. Will follow up with him on my next call.

FUTURE ACTION: 1. ATTN. RALEIGH GARCIA: The interest and receptivity to our fluids continues reasonably good here; however, we are hurting by not being able to come up with something in quick follow up to our previous efforts. A good medical report is extremely important to our efforts here and we very definitely should come in with a MCS label and perhaps not too big of Monsanto signs on any drums or other materials. Once proved, we can, of course, switch over to our regular materials when everyone is satisfied and happy. I probably won't be ready to head up here again until about July 12 or so, but very definitely would like to be able to take something concrete in at that time. As you know, Houghton used to have this 40000 gallon per year business and lost it to Stouffer this year on a bid. The longer we wait, the more likely Houghton is to come up and sell a 100 to 200 second fluid here and then our competition will be the phosphate ester oil type (probably no odor) rather than an expensive straight phosphate ester. Also in the discussion, Hughes did slip and mentioned D.A.Stewart at one point. Apparently Stewart has approached them and/~~may~~ well be considering this material. It is very urgent that we move fast to take advantage of the interest we have already generated.

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