**CALL REPORT — ORGANIC DIVISION MARKETING DEPARTMENT**

DICTATE:
1. HEADING INFORMATION
2. NAMES OF ADDRESSEES AND CARBONEES

REPORT:
1. IMMEDIATE ACTION REQUIRED
2. PERSONS CONTACTED
3. OBJECTIVE
4. RESULTS
5. FURTHER ACTION REQUIRED

| CUSTOMER NAME | DATE OF CALL |
|---|---|
| Fisher Body - Tech Center | 9/21/72 |
| CITY AND STATE: Warren, Michigan | CHANGE REQUIRED CALL UNITS |

CONTACT DATA AND MAILING LIST CHANGES - DISTRICT OFFICE USE ONLY

| NAME AND TITLE | PUT ON | TAKE OFF | MP | MAG. | CATEGORY CODES |
|---|---|---|---|---|---|
| Pat. | | | | | |

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|---|---|
| ~~CP~~ | REH |
| ~~PGB~~ | ~~DER~~ |
| ~~PHL~~ | ~~PWG~~ |
| ~~GFF~~ | ~~NTJ~~ |
| ~~JHD~~ | TLG |

Date Rec'd: 9/22

TO
C. Paton
St. Louis

E. L. Shimley - Akron

Persons contacted: Guy Wynn - Lubrication Engineer
Ed R. Handler - Supt. Metallurgy Laboratories

Objective: Find out more about Central Hydraulic Steering Committee at G.M.

Results: It looks like we are dealing with 2 groups of people here. One - ~~the~~ Central Purchasing committee, chairmaned by Lowell Hill, who is a corporate purchasing agent. Other members of the committee are the purchasing agent from Fisher Body, Saginaw Steering, Oldsmobile, Chevy Gear & Axle and GM truck and Coach. The other group is the Hydraulic Fluids Steering committee chairmanned by Bob Sayre. This committee consists of 5 or 6 people of which Guy Wynn is one. This committee was organized to publish corporate standards on all lubricants. This has been accomplished. In addition /this committee, each division has a communicating representative. These representatives provide inpu to the committee in terms of the individual division's hydraulic lubricants needs, and also distribute any information given by the committee itself. Some names of the representatives are: Rod Diehl, Chevy Bay City; Gene Ewing, Pontia George Gutscher, Buick; and others.

The thing that bothers me here is that the members of the purchasing committee, as well as the members of the hydraulic committee, are not representatives from Monsanto's major General Motors accounts. I suggested to Guy that altho the members of the purchasing committee may be familar with other type of hydraulic lubricants that they should include representatives from divisions which use the large quantities of pure phosphate ester and phosphate ester blend fluids such as Pontiac, Central Foundry, etc. Guy was quite receptive to this idea and made a point to bring this up at the next meeting.

Ed Handler had heard about our presentation to Chevrolet Central Laboratories. He was specifically interested in obtaining copies of the literature we passed out at this presentation. The Fisher Body Tech Center laboratories are moving into the area of phenol measurement and are interested in learning more about the methods for analyzing this beast. At present they are using a photometric analysis.

Attn: Jerry Davidson - would you please send a copy of the information we passed out during this presentation, in particular that one inch stack on the particular methods for analyzing phenol to E.R. Handler, Fisher Body Tech Center 12 Mile & Mound Roads, Warren, Michigan. Please send a copy of your letter to Guy Wynn at the same address. Thank you.

Continued...

| DISTRICT OFFICE | SALESMAN | DATE REC'D | DATE TYPED |
|---|---|---|---|
| Detroit/Akron | W.H. Slowikowski | 9/26/72 | 9/28/72 |

S-331 (REV. 2/66)

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TOWOLDMON0055813

# CALL REPORT — ORGANIC DIVISION MARKETING DEPARTMENT

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TO CC

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I gathered from Guy Wynn that the bidding for the fire resistant hydraulic fluids may take the following pattern : each supplier will be asked to quote F.O.B. bulk his plant for each General Motors location. They will then be asked to add any additional costs which the supplier may feel pertinent to delivery of the fluid to the individual locations - in particular container and quantity accepted by that location. The business then will be allocated to supplier on the basis of the lowest cost per location. Guy seems to feel that Monsanto will be getting at least three quarters of the business. We discussed individual plant reaction to this. Guy admitted this may be a problem but hopefully stated that the communicating representative to the hydraulic steering committee should iron out any differences between their standards for hydraulic fluids and the corporate standards so that suppliers acceptable to an individual plant would also be acceptable to the corporate purchasing group. The other fact is that bidding to a standard has saved GM a lot of money in the past few years and the trend to this type of purchasing may be difficult to argue against.

Attn: Jerry Davidson - as I mentioned in my last call report, we've been asked to comment and make recommendations on the new standards which were published for phosphate ester, phosphate ester oil type fluids. We may be able to use this to our advantage by convincing GM to include some tests for thermal and oxidative stability, etc.where our fluids have tradionally showed a superiority. Once the standards are set price becomes the main factor in a contract bid situation. I would therefore like to alter the standard to preference our fluid. What do you think? Where does this stand. Let's review

Since we have no real friends on either the hydraulic steering committee or the purchasing committee, I suggested a presentation by Monsanto personnel. Guy said this probably could be arranged but the group we should appeal to would be the hydraulic committee. Up to WHS to get to know these people first

Action to be taken:

WHS - Contact Bob Sayre and Joe Tardiff on next call.
Maintain continous contact with Guy Wynn.
J.H. Davidson - send information requested above to appropriate Fisher Body personnel - ASAP.

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|---|---|---|---|
| Detroit/Akron | W. H. Slowikowski | 9/26/72 | 9/28/72 |

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