

FILE NAME: Riverside Cement (RVC)

DATE: 1974 Aug 5

DOC#: RVC007

DOCUMENT DESCRIPTION: Memo



Johns-Manville

Internal Correspondence

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File

Subject: RIVERSIDE CEMENT COMPANY - RIVERSIDE, CALIFORNIA

The major point which I feel should be on record, concerns discontinuation in the future of certain grades. At this account, Coalinga was discontinued as of June 14th and it was suggested that 7R06 or 7T05 be substituted. This was contained in Noel's wire of 6/24. When I was there June 25th, I was told their Technical Director, Elton Shull, was away that week and as he had evaluated some of our fibers, they would have to let me know which he would want to see.

On July 10th, they phoned asking for 7T05 which is not available here. The best I could do was to order sample quantities in the next C/L to the Los Angeles Warehouse, and this was done on an order placed 7/19, which has not yet arrived.

Similarly, Asphalt Product Oil Company was a 7M02 user, and I phoned them upon receipt of your letter dated 6/27 which I received on July 1st. Here we suggested for substitutes, grades 7MF5, 7RS5 or 7T05. They asked to see 7RS5 and 7T05, neither of which are available here, nor could they be before the cut-off date.

My recommendation therefore, would be that when and if it is decided in the future to discontinue certain grades, that adequate time be allowed for the customer to evaluate possible substitutes before the cut-off date. They find it somewhat distressing when told our proposed substitute will be available for evaluation perhaps a month after their product is discontinued. If we could do this, it would make a smoother transition.

W. P. O'Reilly
WPO:mf