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Georgia-Pacific



1244 D347

intracompany memo

to **Mr. T. R. Godfrey**

location **Portland**

from **G. F. Fowler**

location **Marietta**

subject **GLIDDEN - DURKEE
FARGO, NORTH DAKOTA**

date **September 23, 1974**

cc: **Mr. O. E. Burch - Portland
Mr. D. L. Olson - Minneapolis
Mr. Pat Sinclair - Minneapolis
Mr. D. McCubbin - Chicago North
Mr. T. W. Richards - Tigard
Mr. M. A. Palmowski - Chicago
Mr. C. W. Lehnert - Tigard**

PLAINTIFF'S EXHIBIT

GP-1933

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At your request an investigation of subject customers' complaint was undertaken.

In an effort to determine if a trip to the customers location was necessary, I contacted Pat Sinclair of the Minneapolis Branch. He advised that the triple duty in question was rolling under the applicators' knives. This condition could possibly be caused by casein contamination, so it was felt that a visit was required.

Mr. Bill Johnson, district manager for Glidden Durkee, distributes joint system products to local applicators. It was his customer, Leopard Drywall, that was complaining. They had been requested to try a few bags of asbestos-free triple duty which were to be included on their next shipment. On this next shipment they received an entire truckload of asbestos-free triple duty. Problems were experienced by the "hand" applicators when taping and skinning. The new product didn't seem to have enough body.

The reported rolling effect was actually the material running off their hawks and off their knives during an excess wipe. I observed this problem during my visit.

Triple duty is also used for a spray-on wall texture. The new asbestos-free gave an unsatisfactory pattern. When these problems were encountered, the customer requested that this shipment be exchanged for the old triple duty originally ordered. They were advised that there had been a price increase and that a replacement truckload would be at a higher price. This information irritated the customer since he had received the "wrong" material in the first place.

The TWX received by the Chicago plant requested a truckload of asbestos-free triple duty for subject customer. This was observed on my return through Chicago.

G. F. F.

GFF:elz

SUBJECT:

**CLIPPER - BURKE
FARGO, NORTH DAKOTA**DATE **September 23, 1974**PAGE: **2****FOR MESSRS. BURCH, GODFREY, LEHMERT & RICHARDS ONLY:**

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I would suggest that the material in question be returned to the Minneapolis Branch for resale to "tool" using applicators only. The problems observed during taping and skimming by "hand" are inherent with this formulation as observed in the Detroit market.

G. F. F.