PLAINTIFF'S EXHIBIT

KG-88

CUSTOMER PROBLEM REPORT

DATE PROBLEM REPORTED AND RECEIVED: September 2, 1975

DATE OF REPORT: September 3, 1975

SERVICE REFERENCE NUMBER
USE THIS NUMBER TO IDENTIFY ALL REPORTS AND CORRESPONDENCE RELATIVE TO THIS SERVICE.

REGION	STATE	YEAR	NUMBER
CC	C	75	39G

CUSTOMER-CONSUMER INFORMATION	PRODUCT INFORMATION	SAMPLE INFORMATION
DEALER	PRODUCT: K-Spray/Pre-Mix Topping (non-asbestos)	SAMPLE I.D. & OTHER INFO.: Aug 8-1 & Aug 8-2 Non-asbestos topping codes
CONTRACTOR: Bill Ledbetter Drywall	PLANT ORIGIN: Antioch DATE OF SHIPMENT: August 11,1975 CAR-TRUCK CARRIER I.D.: KGC	SHIPPING TAG NO.
PROJECT: Horn Construction	SHIPMENT-ORIGIN: Antioch INV./SLS. ORDER NO.: 06-3076	DATE OF SHIPMENT
OTHER: Smoketree Tract, Modesto	BILLING OTHER	CARRIER: KGC

CHECK IF TECHNICAL ENGINEER ASSISTANCE IS REQUIRED. YES _____ NO X

STATE SPECIFIC PROBLEM – BE SPECIFIC – GIVE COMPLETE DETAILS:

Bill Ledbetter requested assistance on the following problem. Butt joints in the ceilings of a recently sprayed model home were showing up through the acoustic spray.

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DIST./AREA SALES MANAGER NAME: D. L. Carpenter

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SUPERVISOR, PROCESS ENGINEER

RESEARCH OR CONCRETE LAB

CHIEF CHEMIST

SALESMAN NAME: D. B. Gillease

OTHERS: P.A.Hawkins R.G.Klein G.A.MacCorkle C.B.LaFayette

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D.B.Gillease/C.B.LaFayette
ORIGINATOR OF REPORT

TECHNICAL ENGINEER

Form 612 (4/75)

CUSTOMER PROBLEM REPORT REPLY (CPRR)

DATE PROBLEM RECEIVED AND REPORTED	DATE OF REPLY	PRODUCT PLANT
September 2, 1975	September 8, 1975	Non-asbestos Premix Topping. Coc Antioch

SERVICE REFERENCE NUMBER – SAME AS CPR	REGION	STATE	YEAR	NUMBER
SERVICE CUSTOMER–CONSUMER INFORMATION	NC	C	75	38G

DEALER	CONTRACTOR	PROJECT
	Butch Hollingsworth	Neroly Ranch Development, Saddle D Oakley

DETAIL SERVICE EFFECTED - SAMPLE TESTS - FACTORS RESPONSIBLE FOR PROBLEM - CONCLUSIONS

The custom built home in the above mentioned development was inspected on September 5, 1975. A number of dark appearing areas over the tape and butt joints were noted in the garage and northeast bedroom of the house. The dark appearing areas extended approximately three inches on each side of the joints. A definite pattern difference in the K-Spray ceiling texture was noted over the joint area. The K-Spray applied over the non-asbestos topping compound was rougher in texture, had higher than normal concentratic of polystyrene bead and less carrier liquid than that shot over the board. It is believe that this texture variation contributes to the discoloration over the topped joint. It i further felt this condition is created by the rapid drying out of the topping compound (in this case coded 8/7, 8, or 12/75) which subsequently absorbs more than the normal amount of the acoustic carrier liquid and hence leaves the rough textured pattern over th joints.

The remainder of the ceilings in the house were uniform in ceiling texture color and pattern.

RECOMMENDATIONS TO PREVENT FURTHER RECURRENCES - INDICATE PERSONNEL TO WHOM RECOMMENDATIONS WERE MADE

RESPONSIBILITY ASSESSMENT - CREDITS - CLAIMS - MATERIAL REPLACED

This is a KC&GC responsibility; a reasonable claim for respraying the garage and the northeast bedroom should be paid.

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DIV. MGR., MARKETING SERVICES NAME C.Cutler

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SUPERVISOR, QUALITY CONTROL H. L. Weightman

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RESEARCH OR CONCRETE LAB

CHIEF CHEMIST

SALESMAN NAME C.B.LaFayette

OTHERS: P.A.Hawkins R.G.Klein G.A.MacCorkle

CUSTOMER PROBLEM REPORT REPLY (CPRR)

DATE PROBLEM RECEIVED AND REPORTED	DATE OF REPLY	PRODUCT / PLANT			
8/06/75-8/08/75	September 8, 1975	Dual Purpose Jt Cmpd / Santa Ana			
SERVICE REFERENCE NUMBER – SAME AS CPR	REGION	STATE	YEAR	NUMBER	
SERVICE CUSTOMER–CONSUMER INFORMATION	SC	C	1975	G42	

DEALER	CONTRACTOR	PROJECT
NORWAL, INC. Canoga Park, CA	Norwal, Inc.	Various

DETAIL SERVICE EFFECTED - SAMPLE TESTS - FACTORS RESPONSIBLE FOR PROBLEM - CONCLUSIONS

PRODUCT: Joint Compound (Dual Purpose Gold) Non-asbestos

DATE OF SHIPMENT: 7/28/75 & 7/31/75 (Manufactured July 22, 1975)

Customer complained that his men had refused to use our "new formula" joint compound and had walked off the job. The following observations were made by Don Johnson & Joe Lafayette:

1. Mud stiff, hard to pump (screens had to be removed)
2. Tape would slip from walls
3. Jello-like

RECOMMENDATIONS TO PREVENT FURTHER RECURRENCES - INDICATE PERSONNEL TO WHOM RECOMMENDATIONS WERE MADE

The Santa Ana plant resumed shipping the asbestos based Dual Purpose Joint Compound which has good customer acceptance. A new formula non-asbestos product is presently in the field at selected customers and specially labeled, temporarily. E & D is following closely for acceptance.

RESPONSIBILITY ASSESSMENT - CREDITS - CLAIMS - MATERIAL REPLACED

This complaint was justified and a KC&G responsiblity.

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DIST./AREA SALES MANAGER NAME D. R. Johnson

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SUPERVISOR, PROCESS ENGINEERING

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CHIEF CHEMIST

SALESMAN NAME E. Schellinger

OTHERS: P. A. Hawkins, R.G.Klein, G. A. MacCorkle

J. W. Nicoll
SERVICE EFFECTED BY

JCM
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B

CUSTOMER PROBLEM REPORT REPLY (CPRR)

DATE PROBLEM RECEIVED AND REPORTED 9/2/75	DATE OF REPLY September 8, 1975	PRODUCT PLANT Non-asbestos Premix-Topping compound Antioch

SERVICE REFERENCE NUMBER – SAME AS CPR	REGION	STATE	YEAR	NUMBER
SERVICE CUSTOMER–CONSUMER INFORMATION	NC	C	75	39G

DEALER	CONTRACTOR	PROJECT
	Bill Ledbetter Drywall	Smoketree Tract, Modesto, Horn Constructi.

DETAIL SERVICE EFFECTED - SAMPLE TESTS - FACTORS RESPONSIBLE FOR PROBLEM - CONCLUSIONS

Investigation revealed that all butt joints were in fact showing thru the acoustic because of a difference in the material pattern covering the joints. Further investigation revealed that the following houses in the Smoketree tract were defective. House numbers 1196, 1200 thru 1206, 1212, 1213 and 1246. Also, one house on Patterson Road in Riverbank which was sprayed at the same time as the aforementioned houses.

Investigation revealed that the defective houses were serviced with nonasbestos premix topping dated Aug 8-1 and Aug 8-2. Several other houses were done at the same time with asbestos topping and these houses were in excellent shape.

RECOMMENDATIONS TO PREVENT FURTHER RECURRENCES - INDICATE PERSONNEL TO WHOM RECOMMENDATIONS WERE MADE

1-C 4
C1 734
P-2
C-B
D-22

RESPONSIBILITY ASSESSMENT - CREDITS - CLAIMS - MATERIAL REPLACED

It appears that the non-asbestos topping compound as presently manufactured is unacceptable for use when applied to ceilings prior to application of K-Spray ceiling texture. This is a KC&GC responsibility; reasonable claims for respraying the above mentioned homes should be processed.

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SALESMAN NAME D. B. Gillease
OTHERS P.A.Hawkins R.G.Klein G.A.MacCorkle C.B.LaFayette

C. B. LaFayette/[illegible]
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[illegible]
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FORM 612 (4/75)

DATE PROBLEM REPORTED AND RECEIVED	11/20/75	DATE OF REPORT:	11/20/75		
SERVICE REFERENCE NUMBER USE THIS NUMBER TO IDENTIFY ALL REPORTS AND CORRESPONDENCE RELATIVE TO THIS SERVICE.		REGION	STATE	YEAR	NUMBER
		Eastern	Pa.	1975	E-119

CUSTOMER-CONSUMER INFORMATION	PRODUCT INFORMATION	SAMPLE INFORMATION
DEALER T. House & Sons Beaver Fall, Penna.	PRODUCT Premix & Topping PLANT ORIGIN 10/9/75 Del. DATE OF SHIPMENT 10/9/75	SAMPLE I.D. & OTHER INFO.
CONTRACTOR	CAR-TRUCK CARRIER I.D. CAV	SHIPPING TAG NO.
PROJECT	SHIPMENT-ORIGIN INV./SLS. ORDER NO. 08-1487	DATE OF SHIPMENT
OTHER	BILLING MANUFACTURING DATE	CARRIER

CHECK IF TECHNICAL ENGINEER ASSISTANCE IS REQUIRED. YES____ NO ____

STATE SPECIFIC PROBLEM – BE SPECIFIC – GIVE COMPLETE DETAILS:

This is new asbestoes free product. Material is thick and no adhesive quality. When mixed with drill it got thicker and gummy. When applied to joint it dries too fast and has tendency to bubble and flake. Customer burnt out one drill trying to mix. Both the bedding and topping are acting the same way. I have advised customer not to use until lab checks it out. Code numbers are bedding 5107 and 1108 - Topping 38-28. Also received same type of complaint from Dave Price on same material shipped on same day. Sample being returned to plant on our truck this day.

lease advise me as to what customer should do with material. He has deducted from his invoice for this material.

1-C-4
CF784
F-X
FC
6-21

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MANAGER, PROCESS & CONTROL J.W. Post
PLANT MANAGER NAME J.F. Modaff
TECHNICAL ENGINEER J.G. Mavromatis
REGIONAL SALES MANAGER NAME A.V. Capone
DIV. MGR., MARKETING SERVICES NAME R.H. James

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CHIEF CHEMIST
SALESMAN NAME J. Cox
OTHERS: P.A. Hawkins
R.E. Dixon
R.G. Klein
G.A. MacCorkle

J. COX
ORIGINATOR OF REPORT

TECHNICAL ENGINEER

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