

Gentlemen:

I just wanted to let you know about our latest incident on January 2nd of this year and what I believe is the value in using one of your products.

A Pacific Pump Model ZTB (Coker Jet Pump) uses Royal Purple Synfilm ISO 68.

Coke dust had accumulated in and around the pump shaft filling the cavity between the pump housing and bearing housing on the pump.

The coke dust had plugged the drain holes and the standing water migrated through the shaft seal into the oil reservoir.

I estimated the amount of free water contamination in the 3 ounce bottle of lube oil sampled to be between 25 to 45%.

When we found this condition the equipment was in service and was being used in this condition by operations.

Operations shut down the pump and changed the oil and oil filter.

This equipment is still being using and operations have not seen any adverse effects.

Sincerely,

Virgil E. Rexwinkel

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Coffeyville Resources Refining & Marketing