



Thursday, March 9, 2000 2:23:57 PM

Message



**From:** Bill Higgins

**Subject:** Fwd: Motoman Service

**To:** Al Iwasko

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From: "Keith A Endelman"  
Subject: Motoman Service  
Date: Thu, 9 Mar 2000 11:02:51 -0500

Bill,

It was brought to my attention by Ron Honick at our Thermatech Coating facility that Motoman recently responded extremely well to Motoman robot service issue. I do not have the details, but he was very pleased with the extra effort the Motoman service group provided to prevent a potential production down time situation. Please convey Howmet's appreciation to your Service Group for this excellent customer service.

Regards,

Keith Endelman  
Howmet Corporate Procurement