



OCV™ Reinforcements

JULIAN FRANCIS

COMMERCIAL & BUSINESS DIRECTOR, AMERICAS

July 7, 2010

Dry Use Chopped Strand (DUCS) Customers – United States

Re: Force Majeure Equipment Failure

Dear Customer:

Two days ago, our Starr, South Carolina facility suffered an unforeseen equipment failure which resulted in the complete shutdown of the facility. We took immediate action to remedy the situation, but have found that the remedy could take weeks to implement.

We are therefore notifying you that this force majeure condition will affect current orders beginning with shipments scheduled for Monday, July 12. We are sending this message to all our Dry Use Chopped Strand customers in the United States, because the impact is on our entire network of supply.

Your Area Sales Manager will contact you stating the specific impact for deliveries for orders already in the system. In the mean time, we will not accept any further orders for product produced at the Starr, South Carolina until we are able to restore operations, or unless we are able to find an alternative source of supply.

We are making every effort to locate alternate sources of DUCS, both within the Owens Corning network and outside our network. Your ASM will contact you if/when additional supply becomes available.

Owens Corning regrets that this situation has negatively impacted our customers. We are working diligently to minimize the impact and will continue to work until the situation is remedied. We will continue to communicate any changes in the situation as they occur, and will promptly notify you once we are able to resume normal service levels. Feel free to contact your ASM with any questions and concerns in the interim.

Sincerely,

Julian Francis