

*News Release*

**ExxonMobil**  
*Aviation Lubricants*

**Exxon Mobil Corporation**  
3225 Gallows Road  
Fairfax, Virginia 22037  
703 846 4467 Telephone  
703 846 1511 Facsimile

Contact: Carol Fisher, Marketing Communications, Inc.  
+ 1 703-450-3899

FOR IMMEDIATE RELEASE  
MONDAY, JULY 16, 2012

**ExxonMobil Aviation Lubricants Introduces Technical Emergency Hotline**

*Immediate, expert support to customers in all aviation lubricant-related technical emergencies.*

- Technical Emergency Hotline number is +1 609 737 4411.
- Trained professionals staff the hotline around-the clock, 24/7.
- Guidance for non-urgent aviation lubricant questions continues to be provided by Technical Help Desk.

FAIRFAX, VA – July 16, 2012 - ExxonMobil Aviation Lubricants today announced a new telephone hotline to provide expert guidance to customers in the event of urgent aviation lubricant-related technical emergencies. The hotline number is +1 609 737 4411.

Trained professionals staff the Technical Emergency Hotline around-the-clock, every day of the week.

“Offering our aviation customers an easy, uncomplicated way of doing business is a top priority,” said Global Aviation Lubricants Sales Manager Mark Green. “Ensuring that they have immediate, expert support in the event of an aviation lubricant-related technical emergency is one of the ways we are doing this.”


In the event a customer calls the Technical Emergency Hotline, the individual will be asked to provide the name of the aviation lubricant, a description and location of the problem, and the engine and aircraft make and model. Callers must also provide their name, company and contact details.

The new Technical Emergency Hotline augments ExxonMobil's existing Technical Help Desk, a resource for customers with non-urgent, aviation lubricant-related questions. The Technical Help Desk is open Monday through Friday, from 8:00 am to 5:00 pm in local time zones (+1 800 662 4525 for the Americas—GMT minus five hours; +66 2 204 5667 for the Asia Pacific—GMT plus eight hours; and +420 221 456 426 for Europe, Africa and the Middle East—GMT plus one hour). Customers may also send non-urgent lubricant-related questions to [aviationlubetech@exxonmobil.com](mailto:aviationlubetech@exxonmobil.com) at any time.


###


## About ExxonMobil Aviation Lubricants

ExxonMobil Aviation Lubricants is a leading supplier of jet oils, hydraulic oil, piston oils, gear oil, greases and specialty fluids. Its products are delivering results “on orbit” in the International Space Station, and on Earth in the aircraft of many airlines, helicopter operators and private pilots. The global organization provides technical expertise and service for customers worldwide.

 **Technical Help Desk**  
for Non-Urgent Lubricant-Related Questions.  
Assistance is available Monday - Friday,  
8:00 am - 5:00 pm, in the local time zones.  
Please note GMT guidelines.

<b>Americas</b>	+1 800 662 4525 (GMT -5 hours)
<b>Asia Pacific</b>	+66 2 204 5667 (GMT +8 hours)
<b>Europe, Africa, Middle East</b>	+420 221 456 426 (GMT +1 hour)

 **E-Mail (All Countries)**  
[aviationlubetech@exxonmobil.com](mailto:aviationlubetech@exxonmobil.com)

 **Technical Emergency Hotline**  
for Urgent Lubricant-Related Technical Emergencies.  
**Worldwide, 24/7** +1 609 737 4411

**ExxonMobil**  
*Aviation Lubricants*