

PPG Response:

1. Does your company outline specific procedures for the preparation and refinish of non-rigid (flexible) parts to ensure proper adhesion and longevity of your product? **Yes, there is a specific “plastic” category within the published documentation.**
2. Do your recommended procedures and material requirements related to preparation and refinish differ between flexible and rigid substrates? **Yes.**
 - a. If yes, please explain the differences in the recommended procedures. **When refinishing flexible parts, flex additive is required both in the primer/sealer and in the clearcoat mix. Additionally, catalyzed basecoat is sometimes recommended. PPG is an approved supplier for some OEMs, and in these cases, there are OEM procedures that are required to be followed to ensure the vehicle is repaired to pre-accident condition and meets OEM specifications. This includes specific additives in the primer, and clear as well as the basecoat.**
 - b. If yes, do these differences apply to all lines of your product, or are there any exceptions? **They apply to all PPG products**
3. Do your recommended procedures provide for using the identical additives and processes on rigid panels (ex. Fenders) that would be used on flexible panels (ex: Bumper Covers)? **This is not recommended and repair facilities are strongly encouraged not to flex rigid panels. It would result in more “back end” work – increased difficulty and more time when having to polish. There is no benefit to this approach and in fact is more costly as well.**
4. Do you require/train/instruct repair facilities to follow your company’s recommended procedures in order to ensure a proper application of refinish and/or in order to be warranted? **Yes, the shop technician must be certified according to PPG recommended procedures in order for the repair to be certified.**
5. Might a warranty claim be denied if it was determined that the repairer had not followed approved procedures? **PPG contends that if the approved processes are followed, there are typically no warranty issues. If approved processes are not adhered to, PPG may exercise its option not to honor a warranty claim.**