

## Akzo Nobel (Sikkens) Corporation 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 are both procedural differences as well as the requirement for additives throughout the process.**
2. Do your recommended procedures and material requirements related to preparation and refinish differ between flexible and rigid substrates? **Yes, there are two different processes.**
  - a. If yes, Please explain the differences in the recommended procedures? **Yes. First, in some instances primer required for flexible parts is different and can not be used on rigid parts. Second, the clearcoat mix requires the use of an elasticizer. The flex additive cannot be added at the "end" of the clearcoat mix. There is a specific sequence to when the elasticizer is put into the clear (prior to the hardener and reducers)**
  - b. If yes, do these differences apply to all lines of your product, or are there any exceptions? **They do apply to all of our products without exception.**
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)? **No, this approach is "not recommended, represents a waste of material, does not add value, and would not be cost-effective.**
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, Sikkens offers a warranty based on training where the painter must be certified.**
5. Might a warranty claim be denied if it was determined that the repairer had not followed approved procedures? **Yes, if improper processes were determined, a warranty claim could be declined.**