

DuPont Performance Coatings (DuPont, Standox & Spies Hecker) 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, DPC has detailed information to thoroughly review our recommended procedures, for both Plastic Preparation and Refinishing. The exhibits submitted to the Task force Meeting focused exclusively on Refinishing Plastic.

The differences between Recommended Procedures and Materials required for our surface preparation and priming of flexible parts vs. rigid panels, prior to basecoat/clearcoat application, are even more extensive than those required for just Refinishing.

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. Flexible plastic substrates require the addition of 15%-30% Flexible Additive or Plasticizer to all 2K urethane clearcoats. This is necessary to duplicate OEM flexibility. "When compared to the refinishing of rigid metal substrates, the flexible plastic repair process contains additional process steps which will translate into longer processing times and additional material cost to ensure that a quality OEM repair is achieved. We also recommend that the plasticizer is always added to the clearcoat before the addition of the hardener."
 - b. If yes, do these differences apply to all lines of your product, or are there any exceptions? Yes, for all DPC product lines, Standox, Spies Hecker and DuPont, the procedures are the same, although the specific product additives differ and maybe labeled "Flexible Additive" or "Plasticizer", depending on our Brand.

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)? [DPC does NOT recommend the use of plasticized clear on rigid substrates, as it will add additional material expense and often slow down dry time and re-assembly](#)
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, DPC offers certification for the refinish technician based on the completion of DPC training classes which are based on DPC recommended procedures and specific product use.](#)
5. Might a warranty claim be denied if it was determined that the repairer had not followed approved procedures? [Yes. Although DPC reviews each warranty on a case-by-case basis and makes the determination on a number of factors; failure to use the recommended products as well as, the approved mixing and application procedures would generally void any warranty claim.](#)

** Dupont did not participate in the meeting, but did furnish printed materials for the meeting. The responses above were extracted from these materials, as well as through conversations with DPC representative Bruce Cooley. This statement has been edited and was approved by Bruce Cooley on 2/24/2009.*