Sherwin Williams 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, in fact there are a number of flexible panel procedures that are required in order to properly refinish flexible substrates.

2. Do your recommended procedures and material requirements related to preparation and refinish differ between flexible and rigid substrates? Yes

   If yes, Please explain the differences in the recommended procedures? Sherwin-Williams feels that questions related to the "need to add flex" would be more accurate if replaced with questioning the need for "additional materials necessary to refinish flexible parts". Sherwin-Williams also commented that the "checklist" for plastic parts itself takes time that is not consumed when refinishing rigid parts. In general, Sherwin Williams Premium refinish systems do not require the use of a flex additive in the clearcoat mix when refinishing flexible parts, but they do require the use of a hardener in the basecoat that is not required when refinishing rigid panels. Sherwin Williams' documentation reflects differing procedures and products, and unique adhesion promoters, primers and topcoats for use on flexible parts, as compared with rigid parts.

   If yes, do these differences apply to all lines of your product, or are there any exceptions? Our "Value Line" would require a flex additive to meet performance requirements of flexible refinishing, but we do not have a flex additive offering in this "value line". We do not recommend these systems for collision repair where warranties, premium performance and precise color match are required. We always advocate system approaches based on product continuity. Utilizing a flex would require bringing in flex from another system and there is not currently a recommendation to do so.

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)? Yes, but this approach would require that hardener be added to the basecoat for the entire refinish operation. There is the option of using a reducer that already contains hardener, but this

would be a more costly approach than limiting the use of basecoat hardener to flexible parts. When considering only the basecoat/clearcoat portion of this question the answer is yes. The same materials used for flexible parts refinishing could be used on rigid parts. When considering the entire refinishing process of cleaning, prepping and adhesion promoter, the answer is no. Special procedures and materials are used on flexible parts that would not be used on rigid parts.

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, Sherwin Williams offers a limited lifetime warranty conditional upon the use of specific products and procedures. Refinish technicians and facilities are certified based on completed training.

5. Might a warranty claim be denied if it was determined that the repairer had not followed approved procedures? Yes, a warranty claim can be denied if it is determined that approved processes were not being followed.