

DUPONT
REFINISHER
NEWS



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DUPONT

SPRING 2006 VOL 348

REFINISHER NEWS



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Only DuPont provides these automotive refinishing products and services:

- BaseMaker®
Paint additives
- Centari®
Acrylic enamel
- ChromaBase®
Base/clear system
- ChromaClear®
Clear
- ChromaLusion
Colors
- ChromaOne®
Acrylic urethane
- ChromaPremier®
Base/clear system
- ChromaPrime™
Primer
- ChromaVision®
- ColorNet®
- Corlar®
Epoxy primer
- DuPont Performance Alliance
Marketing & Best Practices
- FinalFil™
Glazing filler
- Hot Hues™
Custom finishes
- Imron®
Polyurethane enamel
- Kwik Clean®
Surface cleaner
- Kwik-Prep™
Metal conditioner
- Kwik-Prime™
Surface Primer
- MasterTint®
Mixing color
- Plas-Stick®
Flexible Finishing Products
- Prep-Sol®
Solvent
- ProfitNet®
Shop Management System
- Sontara®
Surface preparation
- URO®
Primer-filler
- VariPrime®
Self-etching primer
- Vindicator™
Color Matching System



REFINISH RETROSPECTIVE

THEN AND NOW

Jobber Reaches 74 Years with DuPont Refinish

Quality products and service keep distributor and shop customers loyal



Chris Cox (left) of Auto Parts-Parts Plus says customers like Benny DiLorenzo (right) know the DuPont name stands for quality. Benny has been using DuPont Refinish products since 1966. His painters find the products user-friendly and productive.

This year United Auto Parts – Parts Plus celebrates 85 years in business. For the last 74 of those years the Binghamton, N. Y. jobber has been a distributor of DuPont Refinish Products.

“In 1932, when we first took on the line, I imagine the only decision that had to be made was whether to order quarts or gallons of black Duco®,” says Chris Cox, vice president and general manager, operations, for the DuPont Champion Jobber.

How times have changed. Today, DuPont Refinish offers the most comprehensive line of refinish products in the collision repair industry. Says Chris: “**We have stayed with DuPont because of the quality of the products and the quality of the company behind those products. We know they invest in R&D to continually make improvements and keep their products on the cutting edge of the industry.** We need those kinds of products, and that’s why we never took on a second line. It would only dilute what we and DuPont are trying to do – grow our business and that of our customers.”

Chris says these sentiments simply echo those of his customers, who like the productivity, color match, coverage and ease of use that DuPont Refinish products provide. “They particularly like the clears,” he adds.

“DuPont products are very user-friendly, and the quality can’t be beat,” says Benny

DiLorenzo, owner of DiLorenzo Body Shop in Endicott, N. Y. “I’ve been using DuPont since 1966, and I’ve been with Parts Plus throughout those 40 years. Both DuPont and Parts Plus are service oriented and responsive to the needs of the customer. Jamie Page and the staff at Parts Plus do a great job.”

Roger Weiss, Jr., owner of NuLook Collision, was with another paint supplier for a while but returned to DuPont two years ago. “We came back for a lot of reasons,” says Roger. “The color match, coverage, speed and pro-



ductivity, the cost savings due to shorter cycle times, the reparability, and the color tools, like VINdicator. Parts Plus service is excellent and the people are knowledgeable and stay up to date with training. Jamie Page

and Sam Pietrosanti are knowledgeable and provide excellent service.”

Adds Chris Cox: “We believe in training for both our people and our customers. In 2005 our employees took over 100 hours of training, and they’ve already done over 80 this year. For our customers we scheduled 100 hours through April. In our market, SMART Seminars, Performance Alliance, and Business Management classes have been hosted.”



Bill Thomas, owner of Sidney Auto Body in Sidney, N.Y., has been using DuPont Refinish Products since 1961. He loves the productivity his shop gets from DuPont Clears. “I also appreciate the help we get

with new technology from both Parts Plus and DuPont. And they stand behind what they sell with service and support. They actually make it fun for us to be in business.”

There’s an additional advantage that comes with using DuPont products, according to Chris Cox. “My customers know that the name DuPont is synonymous in American households with quality products. Everybody knows the DuPont oval, so that helps build confidence with *their* customers.” ●

PRODUCT NEWS

For Premium Appearance, Productivity, Choose DuPont™ ChromaPremier® System

The DuPont™ ChromaPremier® System delivers the premier appearance that meets customer expectations and the productivity that optimizes shop workflow and profitability. The system offers a selection of products that can be easily adapted to different workflow and processing demands.

The ChromaPremier® system is easy to apply and offers unsurpassed hiding, with superior color match and premium gloss and holdout.

Premium Appearance

Designed for use from the substrate up, DuPont™ ChromaPremier® is a complete, integrated system that provides the ultimate in appearance and durability. For shops driven by quality, this system delivers “our best” – in the shop and on the road. And it’s backed by the DuPont Lifetime Warranty.

Premium Productivity

For shops driven by cycle time, DuPont Ultra Productive Clearcoats and Undercoats can be integrated with DuPont™ ChromaPremier® products to eliminate bottlenecks in prep areas and in the booth. All these products are compatible, so refinishers get quality results with shorter cycle times and higher throughput.

These DuPont™ ChromaPremier® and ChromaSystem™ products give shops more ways to achieve the ultimate in customer satisfaction and profitable shop growth.



DuPont™ ChromaPremier® 23869S™ Etch Primer

Two-component, self-etching primer that provides unsurpassed corrosion resistance and adhesion over bare steel, galvanized and aluminum. An OEM approved acid etch primer that makes top quality direct to metal repair work productive.



DuPont™ ChromaPremier® 32430S™ Premier Primer

High-build, easy to sand primer for premium quality spot, panel and overall repairs. It provides excellent fill and holdout in a wide range of application conditions. It also provides excellent resistance to sandscratch swelling and edge mapping.



DuPont™ ChromaPremier® 42410S™/42440S™/42470S™ 2K Premier Sealer

High performance sealer for premium quality spot, panel and overall repairs. It provides excellent leveling and topcoat holdout. This sealer uses DuPont ValueShade technology to promote faster topcoat hiding in fewer coats with better color matches.



DuPont™ ChromaPremier® Basecoat

High performance, fast drying, activated basecoat that brings a new level of productivity to premium spot and panel repairs. It delivers great appearance, laying down smooth, with trouble-free application and excellent metallic flake control.



DuPont™ ChromaPremier® Single Stage

High performance urethane with outstanding appearance. A high build, high gloss, premium single stage that combines productivity and user-friendliness with toughness and durability.



DuPont™ ChromaPremier® 72500S™ Premium Appearance Clear

High solids urethane clear for premium quality spot, panel and overall repairs. It provides outstanding application latitude and unsurpassed appearance, all at a standard bake of 30 minutes at 140°F. ●

What ChromaPremier® Users Say...

ChromaPremier® Products have been the choice of top shops throughout the country for years. When it comes to ease of use, gloss and color match, ChromaPremier® comes through – every time. But don't take our word for it. Here are comments from shops who are using ChromaPremier®:

“I've been using ChromaPremier® for eight years, and the coverage, the way it lays down, is great. ChromaPremier® 72200S™ Clear is probably the best clear DuPont has ever made. It buffs out great. And the fact that you have common reducers and activators means you don't have all that stuff on the shelf.”

— Les Dietz, painter, Ray Skillman's Collision Center South, Greenwood, Ind.

“I like a product that when you go in and mix a formula, it's going to work. And that's what you get with ChromaPremier®. We know we're going to get a blendable match every time. And the appearance and gloss retention are comparable to an OEM finish. Plus, DuPont support is great.”

— Max Yates, Yates Body Shop, Butte, Mont.

PRODUCT NEWS continued

One Simple Process for Plastic Parts!



Clean, rinse and apply adhesion promoter. Is that simple or what? That's all there is to preparing almost all the bare plastic on a vehicle with DuPont Plas-Stick® 2310S™ Plastic Cleaning Paste and A-2330S™ or 2330S™ adhesion promoter.

DuPont's new process using 2310S™ greatly simplifies the surface preparation of bare plastic parts.

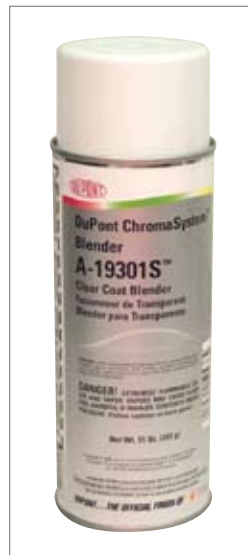
There are only five steps: Pre-wash with a scuff pad and 2310S™; rinse; wash again with 2310S™; rinse; apply A-2330S™ adhesion promoter.

You can repair most bumper covers with this process, including those made from PE, PP, PPO and PU. When you combine 2310S™ with the convenience of using A-2330S™, you get an effective, productive and

simple process to prepare plastic parts.

Ask your DuPont representative to review the latest processes using DuPont Plas-Stick® 2310S™ Plastic Cleaning Paste and DuPont™ Plas-Stick® A-2330S™ or 2330S™ adhesion promoters. ●

New DuPont™ Aerosol Clear Coat Blender



New DuPont™ A-19301S™ Blender gives technicians the convenience of having a ready-to-use aerosol product to finish ChromaSystem™ clear coat blends. A-19301S™ has improved application and performance versus similar products.

A-19301S™ is not available for sale in California. ●

New E-4582™ Directional Pour Spout



The new DuPont™ E-4582™ Direction Pour Spout is a convenient tool that assists with accurate dispensing of solvent type materials.

The spout is designed to fit the large (57mm) plastic spout insert on newer style gallon containers used on solvent type products.



The E-4582™ allows accurate dispensing of solvent material required in mixing formulas (e.g., 758S™ drier, 8685S™ reducer, PT190™ additive, etc.), and accurate dispensing of solvent type materials when making ready-to-spray mixtures (e.g., basecoat Basemakers, color coat reducers, clearcoat reducers, etc.). ●

ChromaSystem™ Non-Stop Process: Fast!!

DuPont Refinish can get you there faster! Geared to single panel warranty repair, the DuPont™ ChromaSystem™ Non-Stop Process for Collision Repair can help you achieve same day delivery on many repair orders.

Non-Stop makes same day delivery possible by integrating DuPont's innovative ultra-productive products and techniques. It makes use of the latest technology, such as A-3130S™ UVA Primer Surfacer, which is known for its ultra fast cure without leaving a wasteful surface scum. This cuts down on process steps and it reduces total time needed to complete a repair. Non-Stop also incorporates ChromaClear® HC-7600S™ for fast dust-free time and minimal overspray. This helps you reduce masking time and it can reduce time in the booth, freeing up your painter to move to the next job.

Fast, fast, fast! Ask your DuPont representative to review the DuPont™ ChromaSystem™ Non-Stop Process for Collision Repair. ●

CALIFORNIA PRODUCTS

DuPont Refinish Delivers for Calif. Shops

DuPont Refinish has introduced clearcoats and activators specifically formulated for the California low-VOC market. If you operate a California shop, you can't afford to be without these high-performing products. Check them out:



DuPont™ ChromaPremier® 72100S™ is a three-component 2.1 VOC urethane baking clearcoat designed for force-dry booth environments. For use over ChromaSystem™ Basecoats, ChromaPremier® 72100S™ delivers unsurpassed appearance for premium-quality multi-panel and overall repairs. It delivers the highest appearance 2.1 clearcoat

in the California market.

72100S™ provides outstanding application characteristics, using temperature-specific activators for controlled application latitude.

Product Stock Codes: 3:1:10%

- ChromaPremier® 72100S™ Premium Appearance Baking Clearcoat
- ChromaPremier® V-12305™ Mid temp activator 75° – 85°F
- ChromaPremier® V-12307S™ High temp activator – above 85°F
- ChromaSystem® V-1075S™ reducer



DuPont™ Low VOC ChromaPremier® “N” is a high-performance 3.5 VOC urethane single stage with outstanding appearance. This product replaces DuPont™ ChromaOne® “E” quality in California, giving shops significant performance improvement and appearance.

It is a high-build, high-gloss, premium low

VOC single stage topcoat that combines productivity and user-friendliness with application latitude and durability. DuPont™ Low VOC ChromaPremier® “N” is designed for spot, panel and overall repairs of OEM solid color Single Stage finishes.

Product Stock Codes: 3:1 (5-10% Reducer)

- ChromaPremier® 52320N™ Binder
- ChromaPremier® 52330N™ Balancer
- ChromaPremier® V-12305S™ Mid temp activator 75° – 85°F
- ChromaPremier® V-12307S™ High temp activator – above 85°F
- ChromaSystem® V-1075S™ Reducer



ChromaClear® 2400S™ is a 2.1 VOC, two-component force dry clearcoat for use on spot, multipanel and overall repairs of OEM base/clear finishes. ChromaClear® 2400S™ is activated with ChromaClear® 2465S™, 2475S™, 2485S™, 2495S™ and 2499S™ Activators.

Product Stock Codes: 4:1

- ChromaClear® 2400S™ Clearcoat
- ChromaClear® 2465S™ Low Temp Productive Activator <75°F

This is a new activator to provide California shops with a low temp activator. California customers now have a full range of temperature rated activators to suit their needs utilizing DuPont's 2.1 VOC clearcoat. ●

NOTE: These products are only available in California.

California



DuPont™
PERFORMANCE ALLIANCE™



Florida Shop Gets Its Start with DuPont Refinish ...and Gains Referrals with Performance Alliance™



Opened in 1990, the Fort Myers, Fla. shop operated by Kevin Lipscomb (left) and his father Jack has grown from 6500 square feet to three buildings and 28,000 square feet. Kevin and his painters like the coverage and quality of DuPont Refinish products.

Ft. Myers, Fla.

After outgrowing its three previous locations, Jack's Economy Auto/Truck Painting and Collision has at last found a home. At least that's the hope of Kevin Lipscomb, who owns the shop along with his father Jack.

Jack's got its start in 1990 with a 6500-square-foot building and four employees. Sixteen years later, the shop consists of three buildings: a 14,000-square-foot main shop for painting and detail work; an 11,000-square-foot shop for frame and body work, and a 3500-square-foot shop for commercial vehicles. The total property covers 18 acres.

There are 24 employees, including three painters. Kevin was doing much of the painting until a few years ago. His experience in the paint booth is the reason the shop uses nothing but DuPont Refinish products.

"I fell in love with DuPont when I started painting," he says. "Its coverage was great, and it's very user friendly. Also, we were more a production shop when I started and color matches were key. And I liked the fact that when you painted a job the night before, it didn't die back the next morning, like the previous product we used."

Now that he is helping to run the shop, he's discovered another advantage: "The DuPont name is a seller, whether you're talking to a grandmother or a 16-year-old. They all recognize the name."



PERFORMANCE ALLIANCE



Jack Lipscomb, here doing an estimate, brings an old-school approach to his work, while Kevin (below with a customer) utilizes Performance Alliance software to help increase business.

The shop is using ChromaBase®, and the preferred clearcoat is 7900S. “And we use ChromaPremier® Sealer on everything so that we can offer the lifetime warranty,” Kevin adds.

Business has been growing steadily and Jack’s grossed \$3.2 million last year. Nearly half the work is on the commercial side. “We noticed seven years ago the need for commercial work in this area, so we jumped in,” says Kevin. For much of their commercial jobs, Jack’s painters use Imron® 333.

Alliance Letters

Another key to the shop’s growth is its participation in DuPont Performance Alliance. “We’ve been in the program for about three years and we’re starting Phase II now,” says Kevin. Jack’s has the Alliance Marketing Software, which allows the shop to send follow-up letters to customers with before and after photos of their repaired vehicles. “I love that letter,” says Kevin. “It’s very effective for repeat business.”

He also points out that the shop gets three to five customers per month by being listed on the Internet through the Performance Alliance program.

“The whole Alliance program is great,” he says. “In fact, we just hired a receptionist to handle the follow-up letters that we send out after an estimate.”



He believes the shop’s success is due to a habit of delivering more than customers expect. “We educate the customer on the process and point out every minor flaw in the finish before we start the job,” he explains. “Also, the vehicle has to pass my inspection before it leaves here. And, of course, we give them the lifetime guarantee.”

Kevin points out that he and his father make a good team. “My dad is old school. He wants every job to be perfect. And I try to make sure we’re one step ahead of the game technologically.” He points with particular pride to the shop’s website – jackseconomy.com – and to the online Sprint Yellow Pages, which provide a map and a coupon for potential customers.

Dependable products, modern technology and DuPont Performance Alliance – it’s a combination that spells success. ●

KNOWLEDGE CENTRAL

Partners for Excellence

DuPont, Auto Color Help Atlanta Dealer Assn. train painters



MAADA instructor Stephen Borders discusses safety maintenance inspection procedures with members of his class in MAADA's training facility. MAADA instructors have adapted spray techniques learned at the DuPont Learning and Development Center in Marietta, Ga.

The Metro Atlanta Automobile Dealers Association has been making a difference in Atlanta for nearly 90 years. Made up of more than 160 franchised new car and truck dealers from an 18-county area, the association and members strive to uphold the highest standards of honesty and integrity, and continually improve the car buying experience for local consumers.

Through its Academy for Automotive Professionals, MAADA also is intensely involved in training. Since 1995, the Academy has been conducting Professional Selling Skills (PSS) workshops for members.

In mid-2004 MAADA moved into a new 40,000-square-foot state-of-the-art facility unlike any other in the industry. Academy instructors have four large classrooms in which to conduct training, all equipped with high-speed internet connections, ceiling mounted projection equipment with DVD, video and surround sound capability.

What's more, the new building affords MAADA the opportunity to offer automotive refinish training for the first time. To outfit the collision repair training facility, MAADA turned to Auto Color Company, an Atlanta DuPont paint jobber, for assistance. The fixed operation center has 16 fully equipped services bays, a downdraft spray booth, frame machine and detail workshop that provide real-world training.

Auto Color installed the DuPont Performance Coatings line at the new training facility, and the entire MAADA refinish training staff took the course at the DuPont Learning and Development Center in Marietta, Ga.

MAADA instructors came away impressed with the DuPont training. Typical was the comment of head instructor Matthew Beard: "The 'spray it good, then spray it great' technique has really helped me. All the tips, tricks, product knowledge, and hands on instruction at the DuPont training center have increased the quality of my performance. I was not using enough air pressure and was blowing too much texture in my first coat. Of course this transfers into your final product, leaving orange peel."

Matthew implemented spray techniques and application procedures learned at the DuPont LDC into his already thorough refinish training program. The results have been a better-trained and professional student body.

One of MAADA's most popular programs, initiated last year, is the collision repair apprentice course. This is an intense two-week course that teaches students the basics, from tear-down and metal repair to paint prep and painting. Students who pass the course are then offered jobs through MAADA member companies. The idea is to feed the dealership association with good beginner techs, therefore eliminating costly people turnover at the dealership level. It's a win-win-win situation for the dealership, the student and the industry.

Since the fixed operation center was completed, MAADA has also worked closely with Auto Color and DuPont to conduct many special training classes. One of the most exciting and well-attended has been seminars featuring the Hot Hues™ custom color and special effect finishes along with custom airbrush training.



MAADA currently conducts about 100 workshops annually in the Atlanta area. There are plans to add many new fixed operations training programs, plus bilingual training. As MAADA programs and goals grow, Auto Color and DuPont will be there to partner with them to improve the collision repair industry.

For more information on MAADA and the Academy for Automotive Professionals, contact Randy Nelson, Director of Education, at 770-916-1741 or visit the MAADA website at www.maada.com.

For more information on DuPont Refinish Training, visit www.performancecoatings.dupont.com or call 800-3-DUPONT, option 6, option 2. ●

OSHA To Conduct Unannounced Nebraska, Iowa, Kansas, Missouri targeted

OSHA, the Occupational Safety and Health Administration, will soon initiate random, unannounced inspections of auto body shops.

OSHA requires compliance with the Hazard Communication Standard, which requires that employers make current information on the hazards of materials used in the workplace readily available to employees. The complete standard is available on OSHA's website – www.OSHA.gov.

If you operate in OSHA Region 7 – Nebraska, Iowa, Kansas and Missouri – a visit from an inspector may be imminent. OSHA has initiated a Local Emphasis Plan (LEP) aimed at reducing health hazards in auto body shops. Under the LEP, OSHA's Wichita office began randomly selecting area auto body shops for comprehensive site inspections in January. According to the announcement, local OSHA officials say the inspections come from concerns about worker exposure to isocyanates, a chemical compound found in paint. If visited by an OSHA inspector, you will need to demonstrate compliance with the Hazardous Communication Standard.

Isocyanates are used to cure polyurethane paint systems. They are a focus for OSHA enforcement because of the respiratory and skin exposure hazards they represent. Employees sensitized to isocyanates can develop "industrial asthma" that can prevent them from working in the collision industry. But as an employer, how do you communicate these hazards? OSHA has something to say about that.



DuPont Refinish Technical Training Delivers

You get knowledge through tools, technology and expertise

May –

ChromaSystem™ 3 Jobber*	May 2 – 4	Lionville, PA
Surface Preparation	May 10 – 11	Lionville, PA
Commercial Fleet Refinishing	May 16 – 18	Lionville, PA
ChromaSystem™ 3 Refinisher (Spanish All Rules)*	May 1 – 3	Pomona, CA
Introduction to Hot Hues™ Workshop	May 8 – 9	Pomona, CA
SMART Damage Analysis	May 11	Pomona, CA
ChromaSystem™ 3 Refinisher Low VOC*	May 15 – 17	Pomona, CA
Color Adjustment*	May 22 – 23	Pomona, CA
Imron Elite®, Imron Elite® Express	May 24	Pomona, CA
ChromaSystem™ 3 Refinisher*	May 9 – 11	Marietta, GA
ChromaBase® System (Yellow Band)	May 16 – 17	Marietta, GA
ChromaPremier® System (Red Band)	May 23 – 24	Marietta, GA
ChromaProductive System (Green Band)	May 31 – June 1	Marietta, GA
ChromaSystem™ 3 Refinisher*	May 2 – 4	Jacksonville, FL

June –

Introduction to Hot Hues™ Workshop	June 6 – 7	Lionville, PA
SMART Damage Analysis	June 8	Lionville, PA
ChromaSystem™ 3 Refinisher	June 13 – 14 – 15	Lionville, PA
Color Adjustment*	June 20 – 21	Lionville, PA
Advanced Blending / Tri-Coat	June 27 – 28	Lionville, PA
Commercial Fleet Refinishing	June 5 – 7	Pomona, CA
OEM Certification Part A*	June 12 – 13	Pomona, CA
OEM Certification Part B*	June 14 – 15	Pomona, CA
ChromaSystem™ 3 Refinisher (National Rule)*	June 26 – 28	Pomona, CA
Commercial Fleet Refinishing	June 6 – 8	Marietta, GA
ChromaProductive System (Green Band)	June 27 – 28	Marietta, GA

July –

Vocational Instructor Development Workshop	July 10 – 13	Lionville, PA
ChromaSystem™ 3 Jobber*	July 25 – 27	Lionville, PA
ChromaSystem™ 3 Refinisher Low VOC*	July 10 – 12	Pomona, CA
ChromaProductive System (Green Band)	July 17 – 18	Pomona, CA
Vocational Instructor Development Workshop	July 24 – 27	Pomona, CA
Commercial Fleet Refinishing	July 31 – Aug. 2	Pomona, CA
ChromaPremier® System (Red Band)	July 12 – 13	Marietta, GA
Commercial Fleet Refinishing	July 25 – 27	Marietta, GA
Vocational Instructor Development Workshop	July 31 – Aug. 4	Marietta, GA
Color Adjustment*	July 11 – 12	Jacksonville, FL

* Eligible for I-CAR Gold Class points

DuPont Refinish offers extensive product training to Industry Professionals throughout the year at National Learning and Development Centers in Atlanta, Ga., Lionville, Pa., Jacksonville, Fla., and Pomona, Calif.

The courses are designed to give students a quality educational experience. Instructors provide up-to-date instruction in a classroom environment and balance and reinforce this instruction through hands-on application procedures in a shop environment.

DuPont Refinish training offers the following features and benefits:

- Improved painter-efficiency using DuPont Refinish products to insure material costs are as low as possible
- Increased productivity and quality
- Paint warranty compliance
- Ability to meet OEM certification training requirements
- Training in a learning environment that's outside the business
- Elimination of re-dos and bottlenecks

If you're interested in improving your business today, register for DuPont Refinish Training! At left is a partial schedule.

For course descriptions, complete schedules and more information, visit www.performancecoatings.dupont.com, or call 800-3-DUPONT, option 6, option 2. ●

Inspections first

According to OSHA's Hazard Communication Standard (HCS), employers must have labels and MSDS for their exposed workers. Product manufacturers must assess the hazards of the chemicals in their products, and prepare labels and MSDS that communicate the hazard associated with the materials used in the shop. Shop employee must be trained on right to know information and have access to up-to-date information on the hazards of materials they use. As a shop owner, it is critical that your employees understand:

1. Isocyanates are combustible and will give off toxic fumes in a fire. They should be kept away from open flames. Any fire should be extinguished with a CO2 or powder extinguishing agent. This is not only important to users, but also to emergency responders called to your facility.
2. Isocyanates can be inhaled. To prevent this in a body shop, **isocyanates should be used only with respiratory protection, including air supplied respirator or a fit tested charcoal respirator. A face shield or eye protection should also be part of the protection. Gloves and protective clothing should be worn at all times when working with these chemicals.**
3. Symptoms of isocyanate inhalation exposure are coughing, shortness of breath, labored breathing, sore throat or a burning sensation. Onset of these symptoms may take several hours after exposure. If these symptoms are observed, seek fresh air and consult a physician.
4. Isocyanates can be absorbed through the skin, and may cause redness, burns and blisters. If skin becomes exposed, remove contaminated clothes, rinse skin with plenty of water, or shower. Seek medical attention. Isocyanates can irritate the eyes, and cause redness, pain and swelling

of the eyelids. Should the product contact the eye, rinse thoroughly for several minutes and consult a physician.

5. Isocyanates can be ingested, so workers should avoid eating, drinking or smoking during work. Should some product be ingested, rinse mouth thoroughly with water and consult a physician.

Take a look at the labels and MSDS for the products you use that contain isocyanates. Do they inform you of the hazards and safe handling information listed above? If so, be sure that you are reviewing and documenting the training of your employees on these hazards with current and up to date MSDS. Further, *enforce* the use of the personal protective equipment recommended *every* time the product is used. Be sure that you maintain the most recent version of product MSDS, and that every employee knows how to access them at your facility. *Ensure* that product labels and MSDS agree in the information they communicate, and contact your product manufacturer with questions or concerns about the content of MSDS and labels *before* an emergency arises. ●

COLOR CORNER

ColorNet®, Profitnet™ Upgraded ...with a fresh new look, better technology

On Feb. 17, YADA Systems began shipping computer platforms with a fresh new look and upgraded technology. The equipment will now come in a high-tech black finish. Also, ColorNet® and ProfitNet™ have been upgraded at no additional cost. The following are the new specifications for each system:



- Black chassis, monitor, keyboard and mouse
- DVD player instead of CD-ROM player (will still run monthly CD updates)
- Increase in RAM from 256mb to 512mb
- Improved CPU processor speed
- Floppy drive and modem eliminated



- Black chassis, monitor, keyboard and mouse
- DVD player instead of CD-ROM player (will still run monthly CD updates)
- Increase in RAM from 512mb to 1GB
- Improved CPU processor speed
- Floppy drive and modem eliminated

Honda Paint Code Stickers Updated for 2006 Model Year

Honda uses multiple ways to display its paint code information (see below). To retrieve the plant-specific formulas, follow these steps:

- Start with the Primary Paint Code (i.e. B92P).
- Access the plant-specific information through the VIN (11th digit from left).
- Retrieve the best color position.

2006 Honda / Acura Paint Label Description

2006 Honda / Acura Paint Label Description

Honda for the 2006 model year is using two different paint code stickers to identify a vehicle's color – Version 1 (V1), and Version 3 (V3). Version 2 is no longer used.

Version 1 is the old style sticker that uses the paint code followed by a – #. For Japan Production vehicles, no letter or number after the code is necessary to retrieve the proper formula. Just enter the code without any numbers or letters. For example: B92P would retrieve the Japanese Production formula.

Suzuka Plant	Canada Plant	Mexico Plant
Color B92P	Color B92P-4	Color B92P-15


Version 3 has the plant letter on the bottom right corner of the VIN bar code label. For example: for the Marysville Plant, the letter is A. If you are unsure about the letter, please check the 11th digit of the VIN and refer to the chart below.

Marysville Plant

MFD. By Honda of America Mfg, Inc. 9/05
 GVWR 4525LBS GAWR F 2495LBS R 2075LBS
 GVWR 2050KG GAWR F 1130KG R 940KG

THIS VEHICLE CONFORMS TO ALL APPLICABLE
 FEDERAL MOTOR VEHICLE SAFETY, BUMPER,
 AND THEFT PREVENTION STANDARDS IN EFFECT
 ON THE DATE OF MANUFACTURE SHOWN ABOVE.

V.I.N.: 5FNRA18742A007558 TYPE: PASSENGER CAR



SCJ 2 A9 B92P -H -A
 Exterior Interior Factory
 Color Color Code

Plant Code	Factory Code 11th digit of VIN	Production Plant Location	Models	'06
-3 = (A)	(A)	Marysville, Ohio (United States)	TL, Accord	V3
(B)	(B)	Alabama (United States)	Odyssey, Pilot	V3
(C)	(C)	Sayama (Japan)	RL, Accord, CRV, TSX	V3
(-15)	(G)	El Salto (Mexico)	Accord 4-door	(Unknown)
(-4)	(H)	Alliston, Ontario (Canada)	MDX, Pilot, Civic 4- (2) door	New VIN bar code, Old Paint Stickers
-5 = (L)	(L)	East Liberty, Ohio (United States)	Civic 4-door, Element	V3
(S)	(S)	Suzuka (Japan)	Civic 4-door, RSX Insight S2000 (sticker on Right B pillar)	New VIN bar code, Old Paint Stickers
(U)	(U)	Swindon (England)	CRV	V3



In Katrina's Wake, DuPont Steps Up For Mississippi Sheriff's Department

When Hurricane Katrina ravaged the Gulf Coast last year, it left tragedy and destruction in its wake. Hundreds died, thousands were left homeless, businesses were ruined.

As the region continues to recover, many individuals, organizations and corporations have come forward to supplement federal, state and local government aid. Among those stepping up was DuPont Refinish.

The Jackson County (Miss.) Sheriff's Dept. lost 48 patrol cars due to Hurricane Katrina. Through federal, state and local funds the department has been able to replace the vehicles. However, there were no funds available to paint the cars in the Oxford White and DX Blue color scheme of the department.

Both Sheriff Mike Byrd and Lt. Bryan White sit on the Citizens Advisory Panel of First Chemical Corp., a wholly owned subsidiary located in Pascagoula, Miss. They approached plant manager David MacMillan about the paint problem. MacMillan sent out a series of emails, and as a result, DuPont Refinish is donating the material to repaint 25 vehicles.

The work began in February at Marrow Paint and Body in Big Point, Miss. As of this writing, five cars had been completed.

"DuPont has really stepped up," says Lt. White. "We can't praise DuPont and First Chemical enough. They have really come through for us." ●

Are You a DuPont Shop? Tell the World

DuPont is the best-known name among all automotive paint manufacturers. Now you can capitalize on that name: The DuPont new shop identification program enables you to identify your shop as a user of quality DuPont products and market the DuPont name and your business to your customers.

Here's what the shop ID program offers:

- **DuPont Heritage book.** This high-quality book reviews DuPont's long and successful history. Appropriate for lobby, counter top, or a table display.
- **Banners.** Three 25" x 36" satin banners offer messages of safety, quality and fast service.
- **Lobby clock.** A new addition to the identification program, suitable for the front office and customer lobby areas. It is 12 ½" diameter and constructed of high quality frosted glass with a wooden backing. The DuPont Refinish logo is positioned on the face of this classy addition to the program.
- **Shop clock.** This item, which updates the existing clock in the program, is 13 inches in diameter with a silver metal rim. It displays the time and the DuPont Refinish logo.
- **Mousepads.** These 9" x 8" full-foam mousepads illustrate the DuPont ChromaSystem™ product image.
- **Writing tablets.** These 5" x 7" tablets help you capture all the details of a meeting or discussion with a customer.
- **Counter stool.** These stools are useful behind the counter or in the shop area.
- **Static cling door decal** reading "Push" on one side and "Pull" on the other.

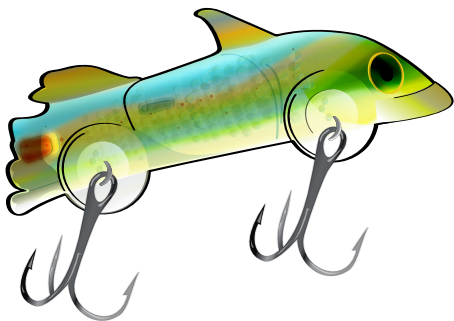
Also available, separately or as a kit, is **Safety Signage.** Five 7" x 10" bi-lingual warning signs are offered. Messages include: No Smoking, Fire Exit, Wear Respirator, Employees Only, and Flammable Materials.

Contact your local DuPont Refinish distributor for details and ordering information. ●



Banner and mouse pad are among the items in the Shop ID Kit

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TRAINING



DuPont™ Hot Hues™ Sponsors Gardella Racing in 2006 NDRA Season

Gary Gardella Jr.'s Chevy Cobalt will feature a new color scheme during the 2006 NDRA and NHRA race seasons, thanks to his sponsor, DuPont™ Hot Hues™.

Gardella and his Cobalt will participate in 10 NDRA (NOPI Drag Racing Assn.) and five NHRA (National Hot Rod Assn.) events this year.

The Gardella Racing/Hot Hues™ partnership started last year, but the 26-year-old driver has been familiar with DuPont Refinish products since he began working in his father's auto body shop, County Line Collision, in Howell, N. J. The shop, which began as a two-person operation in 1981 and now employs 54, is owned by Gardella, his father and brother Richard.

"We run a production shop and we give our customers a lifetime guarantee on our work," says Gardella Jr. "As shop manager, I use DuPont products to ensure quality workmanship on all vehicles leaving the shop. In working

with DuPont, I've learned that the company stands behind their products 100 percent. It's been a pleasure working with DuPont and Hot Hues™."

The Cobalt, which will compete in the Sports Compact Series, was painted in late February at County Line by Gary Gardella Sr. with a new paint scheme designed by famous NASCAR artist Sam Bass. It features three Hot Hues™ colors: Bombay Blue #741795, Blu By You #741519 and Snow Storm #745630.

The new paint scheme debuted at the March 18 NDRA event in Phoenix.

The remainder of Gardella Racing's schedule looks like this: May 5-6, Englishtown, N. J.; May 20 - 21, Budds Creek, Md.; June 3 - 4, St. Louis; June 10 - 11, Bandimere, Colo.; July 8 - 9, Rockingham, N. C.; July 22 - 23, Leicester, N. Y.; July 29 - 30, Atco, N. J.; Aug. 5 - 6, Epping, N. H.; Aug. 26 - 27, Budds Creek; Sept. 30 - Oct. 1, Englishtown; Oct. 14 - 15, Norwalk, Ohio. ●



DuPont™ Hot Hues™ Offers Technical Training at Six Good Guys Shows

DuPont™ Hot Hues™ Custom Finishes is partnering with Goodguys Rod & Custom Association to offer free technical training to jobber personnel at six car shows.

As already announced, Hot Hues™ will offer training at all 22 Goodguys events this year with a seminar that provides an overview of paint preparation, the Hot Hues™ product line, paint usage tips and techniques.

In addition, a special three-hour technical seminar will be conducted at six Goodguys shows. Aimed primarily at DuPont jobber personnel, these seminars, to be conducted by Ron Skyrme, a Hot Hues™ specialist, will require registration prior to the show. Jobber personnel who attend will receive a certificate of completion.

At all shows, DuPont Refinish experts will be available to answer questions.

The remaining shows at which the three-hour seminar will be offered are: May 18, Hershey, Pa.; June 8, Indianapolis; June 22, Nashville; Aug. 31, Kansas City, Kan.; Oct. 26, Charlotte.

In addition, Hot Hues™ will participate in the



Goodguys' driver is thrilled to have his rig painted with Hot Hues™, and COO Marc Meadors calls Hot Hues™ Goodguys Yellow (above) "the best yellow I've ever seen."

following Goodguys shows: May 26 - 28, Jacksonville, Fla.; July 7 - 9, Columbus, Ohio; July 14 - 16, Puyallup, Wash.; Aug. 18 - 20, Waukesha, Wis.; Aug. 25 - 27, Pleasanton, Calif.; Sept. 29 - 30, Fort Worth, Texas.

Goodguys is the nation's leader in producing and promoting automotive enthusiast events. It has more than 70,000 members worldwide.

Marc Meadors, COO and senior vice president of Goodguys, says everyone in his organization has become a fan of the DuPont custom colors. "We're excited about working with the Hot Hues™ product line," he says. "They're really striking colors. Even our truck driver is thrilled about having his rig painted with Hot Hues™, and our painter raves about how easy they are to apply. And I have to say, the new Hot Hues Goodguys Yellow is the best yellow I've ever seen." ●



THE LAST WORD

A State Farm® Perspective on the Industry

Tim Dawe
Industry Relations Manager
DuPont Performance Coatings, Refinish Systems

Please email comments to:
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... State Farm is testing a performance based auto damage service program in the near future that focuses on three critical performance factors: quality, efficiency, and competitive price.

State Farm has been the leader in the auto insurance business for many years, and with various industry satisfaction surveys the insurer is number one in both customer and collision shop satisfaction.

At the 2005 NACE show in Las Vegas, State Farm Insurance Claims Vice President Susan Q. Hood announced that State Farm would be testing a performance based auto damage service program in the near future that focuses on three critical performance factors: quality, efficiency, and competitive price.

Recently, we had a chance to catch up with George Avery, State Farm's collision repair industry representative, to discuss this test and other matters related to the repair industry. Here is a summary of State Farm's perspective:

State Farm is testing a performance-based program among Service First® and Select Service® repairers in two zones: California and the Great Lakes, which includes three Midwestern states. This program will carry the Select Service name. In designated markets, current Service First and Select Service repair facilities are being given the opportunity to participate in the revised program. As companywide rollout is considered, each market will be treated individually as far as repairer participation goes. In some markets there will be changes, but in other markets there may be little or no change in the number of repairers on the program.

State Farm intends to maintain its quality relationships with repair facilities and continue to provide the highest level of service to our shared customers. State Farm has the same goal as repair facilities: fixing the car right. That is why State Farm has been able to achieve the high satisfaction rating from both repairers and car owners. These high ratings are simply a result of State Farm's ethical approach to business and continuous attempts to reach out to and cooperate with the repair industry.

The collision repair industry is also seeing more sophistication around technology, especially in the estimating process. Repairers now have better tools with which to comply with repair program requirements, and there is increasing emphasis on performance metrics. A great example of this is

the estimate review tools many shops are voluntarily using. The industry needs these metrics, and State Farm is responding to this need. While State Farm does not require specific CSI metrics for repairers, many of the top performing repairers – those that State Farm will deal with – incorporate CSI into their operation. These repairers are excellent at gathering CSI data and using this information to improve their business. Similarly, State Farm continues to support industry training among the participating repairers. While the revised agreement does not specify a particular education certification, top performers in the industry know that education is a key to success.

State Farm has also seen some interesting concepts emerging in the repair industry. Perhaps the most significant is insurers' interest in the parts procurement process. As the industry evolves, this and other concepts will continue to receive a lot of attention. There may be additional opportunities to gain efficiencies and State Farm is interested in any procedures that can improve the overall process.

When the Service First program was first introduced in the mid-'90s, State Farm focused on establishing business relationships with repairers. Today, these programs are a balance of relationships and performance measurements. They are designed to provide the customer with the best value in vehicle repairs with a focus on quality – something State Farm has always required; efficiency – especially as it relates to cycle time; and competitive pricing. The revised agreement, in effect, is asking repair facilities to step up their entire operation.

As our regular "Last Word" readers are aware, the focus of this column in 2006 is improved shop performance. When we hear comments such as these from an industry leader like State Farm, it confirms our thoughts as to where our industry is heading – toward continuous improvement through technology and best practices. DuPont has focused extensively on developing best practices databases and state of the art information technology needed to equip our shop customers with the product systems, services, and solutions necessary to win in this highly competitive market. ●



George Avery
Collision Repair Industry
Representative, State Farm

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