

DUPONT

REFINISHER

NEWS



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From Start to Refinish™



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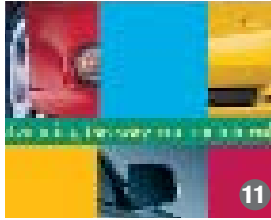
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- Centari®
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- ChromaBase®
Base/clear system
- ChromaClear®
Clear
- ChromaLusion
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Shop Management Program



The miracles of science™

PRODUCT NEWS

Rev Up Your Business with DuPont™ UltraProductive

DuPont UltraProductive is a comprehensive repair system recommended for shops that need excellent and fast results to keep business revved up. It's designed to help improve your repair process with state-of-the-art operational procedures aimed at enhancing business performance.

UltraProductive is a lot more than great paint products. It delivers ultra-valuable benefits:

Maximum productivity because DuPont Refinish provides excellent service, business management training, and technical training to help shops meet business objectives.

Absolute minimum of work interruptions because DuPont Refinish quickly solves problems right, the first time.

A partnership of operational innovation and improvement with Business Councils, the Performance Alliance, and the SMART training series.

From Start to Refinish™, DuPont Refinish is committed to providing the best offering of innovative and useful business tools. ●

UltraProductive Products: Faster, Easier, Quality Results

The DuPont UltraProductive System is designed to dramatically increase shop throughput while maintaining the outstanding appearance that DuPont Refinish products are noted for.

UltraProductive is a faster, easier way to get high quality results for cycle-time-driven shops. It features Hypercure™ technology in both baking and air dry clearcoats, which provide an outstanding balance of productivity and appearance.

This super product line includes:



DuPont™ ChromaClear® G2-4500S™ UltraProductive Baking Clearcoat with Hypercure™ technology for deep, fast cure and same day delivery. It offers excellent bake productivity and appearance at all temperatures, and outstanding booth throughput with one of the shortest force dry processes (160 degrees F x 15 minutes) in the industry. It dries ready to assemble after cool down and can be buffed if necessary to remove impurities.



DuPont™ ChromaClear® G2-4700S™ UltraProductive Air Dry Clearcoat is an air dry clearcoat with Hypercure™ technology for deep, fast cure and same day delivery. It has outstanding air dry productivity and appearance at all temperatures. Work is ready

to assemble in just 60 minutes using express bake cycle (120 degree F x 10 minutes). It also offers outstanding energy savings in both air-dry and express bake cycles.



DuPont™ ChromaPremier® Basecoat is a high performance isocyanate-activated basecoat that delivers high quality, highly productive, profitable repairs. It has high-hiding characteristics and superior appearance with solid, metallic, pearlescent and special effect colors. It provides unsurpassed metallic flake control and easy application, resulting in easy blending.



DuPont™ 4910S™/ 4940S™/ 4970S™ 2K UltraProductive Sealers. These ValueShade® 2K UltraProductive Sealers offer quality, speed and flexibility, with excellent application latitude, minimal overspray and unsurpassed topcoat holdout over a wide temperature range. Fast flash to topcoat and excellent thin edge over a wide temperature range are bonus features.



DuPont™ 4904S™ 2K UltraProductive Primer is the fast, flexible answer to better throughput in the booth and over flexible and non-flexible substrates. It delivers excellent application latitude, minimal overspray and great fill over a wide range of temperatures. It's ready to sand and topcoat in one hour. It offers easy sandability under all weather conditions. ●

PRODUCT NEWS continued



DuPont™ ChromaSystem™ Non-Stop Process Features UV Primer-Surfacer

A-3130S™ UVA delivers better cure, less waste, more productivity

Why are shops so successful in realizing consistent fast lane repairs with the ChromaSystem™ Non-Stop Process? A significant factor is A-3130S™ UVA Primer Surfacer.

DuPont™ A-3130S™ is a primer that cures when exposed to UV light. It can be applied directly to metal and it's flexible enough to use on plastic parts. Under low intensity UV lamps, it snap-dries with a very smooth **surface that can be sanded immediately after cooling**. The versatility of the primer and the snap cure help the technician complete a "Non-Stop" repair.

Technicians are impressed with the consistent, complete surface cure they get with A-3130S™ UVA Primer Surfacer. In addition to saving themselves a wipe and dry step, they get added productivity working on the very smooth surface they achieve with the primer. **This makes sanding easier, and surface preparation is completed quicker.** The result: an awesome repair with an extremely level surface and an exceptionally fine featheredge.

Technicians also appreciate the fact that A-3130S™ can be used to repair flexible parts **without the need to add flex agent**. The benefit of not adding flex agent is that the primer will continue to cure quickly and will maintain its good sanding qualities. This means technicians gain productivity when priming over plastic parts.

Save material costs with A-3130S™. It doesn't take long for shops to realize that the wipe step needed for many UV primers removes valuable fill. In fact, 30% of the primer film build can be lost if you need to wipe away the surface material. **There is no wipe step with A-3130S™.** That means that when you use A-3130S™ to get a fully cured finish, you can save 30% on material plus save time and labor by getting full value for your primer application step.

The ChromaSystem™ Non-Stop Process using A-3130S™ helps shops reduce down time and maximize stall productivity. The Non-Stop Process is just that – non-stop. It means technicians can focus on one repair without having to jockey between cars. This gives shops a greater opportunity to do more with their space.

Some shops have used the process to schedule jobs in time slots that would not have been possible with conventional systems. Other shops are using the ChromaSystem™ Non-Stop Process to realize their goal of making fast lanes their primary approach to completing a repair. Imagine what the ChromaSystem™ Non-Stop Process can do for you!

Ask your DuPont Refinish representative for more information about A-3130S™ and for a ChromaSystem™ Non-Stop Process review.

From *Start to Refinish™* DuPont Refinish is committed to providing you with the best offering of innovative and useful business advantages. ●

CALIFORNIA LOW VOC PRODUCTS

DuPont™ DTM Epoxy Primer/Sealer (2.1 VOC) Now Available in Quarts



DuPont™ DTM Epoxy Primer/Sealer (2.1 VOC) is now available in quarts as well as gallons. It comes in the following ValueShades®: V-2910S™, V-2940S™, V-2970S™ (VS1, VS4, VS7).

This two-component, non-isocyanate, non-sanding primer has superior corrosion resistance and excellent adhesion for direct-to-metal applications.

It can be applied over cleaned aluminum, galvanized steel and stainless steel, or over appropriately sanded or blasted carbon steel, sanded fiberglass, and sanded OEM e-coat primers. ●

ChromaPremier® 72100S™ Premium Appearance Clearcoat (2.1 VOC): Quality, Appearance



ChromaPremier® 72100S™ Premium Appearance Clearcoat offers California shops the winning combination of premium appearance and DuPont Refinish quality.

Painters like the easy mixing and application of this 2.1 VOC clearcoat. It's a three-component Urethane baking clearcoat designed for force-dry booth environments for use over ChromaSystem™ Basecoats.

ChromaPremier® 72100S™ delivers unsurpassed appearance for premium-quality panel, multi-panel and overall repairs. It provides outstanding application characteristics using temperature-specific activators for controlled application latitude. It flows out like liquid glass. ●

California

Jambing Clear for California



New DuPont™ A-7481S™ Acrylic Trim and Jambing Clear is compliant in California.

A-7481S™ is very similar to the popular A-7480S™ Acrylic Trim and Jambing Clear, but formulated to be compliant in California. Well suited for many types of cosmetic work, A-7481S™ gives painters quick dry, high gloss, and extremely easy application. Consider using A-7481S™ wherever you use a high-solids aerosol clearcoat. ●

NOTE: These products are only available in California.

KNOWLEDGE CENTRAL

New Alliance Training Introduced

Three one-day SMART-based seminars explain entire program

Due to a strong demand for additional Performance Alliance™ training, DuPont Performance Coatings is utilizing SMART Training to bring a new Alliance Training product to the market.

"This bridge between SMART and Alliance makes both stronger," said Troy Weaver, business manager, DuPont Performance Alliance. "It answers the Performance Alliance's need for high quality training for our shops and jobbers very quickly."

Three one-day training modules have been developed:

"**Introduction to DuPont Performance Alliance™**" provides an overview of the Performance Alliance™ for non-Alliance shops.

"**Maximizing Your Performance Alliance™ Tools – Operations™**" was designed to be completed once a shop had joined Performance Alliance™. It's a how-to course whose main goal is to help shops achieve certification on their paint and insurance SOPs quickly in order to allow them access to the other Performance Alliance™ tools. The course focuses on assisting shops in creating/customizing their SOPs, training their employees on those SOPs, testing employees, then implementing an auditing system to continually reinforce those procedures.

"**Maximizing DuPont Performance Alliance™ Tools – Marketing™**" is designed to help certified Performance Alliance™ collision centers maximize the return on their Alliance investment.

These new Alliance programs, currently being developed by DPC Training and TEAM Marketing with input from the SMART design team, will be available in August.

"Scheduling and administration of the new Alliance Seminars will be handled through the existing SMART administration process since these will be traveling one-day programs based on the SMART development and administration model," said Hank Nunn, SMART sales and marketing manager.

Added Steffen Apollo, DPC national training manager: "This is an example of how things can work out when different DPC departments work together. The merging of SMART development and administration with Performance Alliance™ brings high quality training to the market quickly, using proven systems."

Program facilitation will be led by Washington D.C. shop owner and SMART facilitator Mike Anderson. He will be joined by Hank Nunn in presenting Alliance across the US.

Here's what graduates are saying about Performance Alliance™ training:



"I would recommend Alliance Training to any facility that's thinking about joining Performance Alliance™ or is involved in ProfitNet™ or with DuPont. There are so many avenues of revenue streams that go untapped in our business, simply because you don't have the time or the ability to follow up on these very simple marketing tools. Performance Alliance™ training will give you the basics as to how to get that initiated. There's just no way that you can't be successful if you follow these fundamental guidelines that they'll lay out for you."

— Michael Flammia, General Manager,
1st Class European Authorized
Coachworks, Pompano Beach, Fla.



"It was really good. In fact, after completing the class, a couple of us joked that maybe we should start a body shop and use these tools. Through these and other classes, we are getting a great education from DuPont. The tools they're presenting to us are brilliant."

— David Casher, Sales Manager,
Casher's, Inc., Harrisburg, Pa.

DuPont Will Sponsor Aikman, Conduct Training at NACE



DuPont will be a major presence at the annual NACE (International Autobody Congress & Exposition) trade show in Las Vegas, Nov. 1 – 4.

DuPont will sponsor the opening general session, featuring keynote speaker Troy Aikman, former NFL quarterback and Hall of Famer. The session is scheduled for Thursday morning, November 2 in Mandalay Bay Convention Center.

"It is with great pride that DuPont will sponsor Troy Aikman as this year's NACE keynote speaker," said Ray Anderson, Vice President, Refinish Americas, DuPont Performance Coatings. "Troy set the standard for what an NFL quarterback should be during his 11 year career with the Dallas Cowboys.

"Most know Troy as a record-setting All-Star quarterback from his dominating performances as a college and NFL athlete. Others have come to know him from his career as a Fox Sports analyst. But many may not know that Troy is the owner of two top-performing Texas Ford dealerships (Troy Aikman Ford in Dallas and Troy Aikman Auto Mall in Fort Worth), and co-owner of one of NASCAR's newest racing teams (Hall of Fame Racing). And for years, Troy has used his success as an athlete and a winning personality to raise hundreds of thousands of dollars for children through his charity (The Troy Aikman Foundation). Whether it's the Super Bowl or one of his many business endeavors, Troy knows how to win. We are pleased that Troy will bring his winning spirit to NACE 2006."

DuPont will also exhibit in booth #1229. The booth will focus on four offerings, including waterborne paint technology, ProfitNet™ Management Systems, Business Training and Performance Alliance™.

In addition to the opening general session and booth, DuPont will sponsor and facilitate four 90-minute educational seminars as part of the conference portion of NACE. Watch for more information on these seminars in future *Refinisher News* issues.

For more information on NACE, visit www.NACEexpo.com. ●

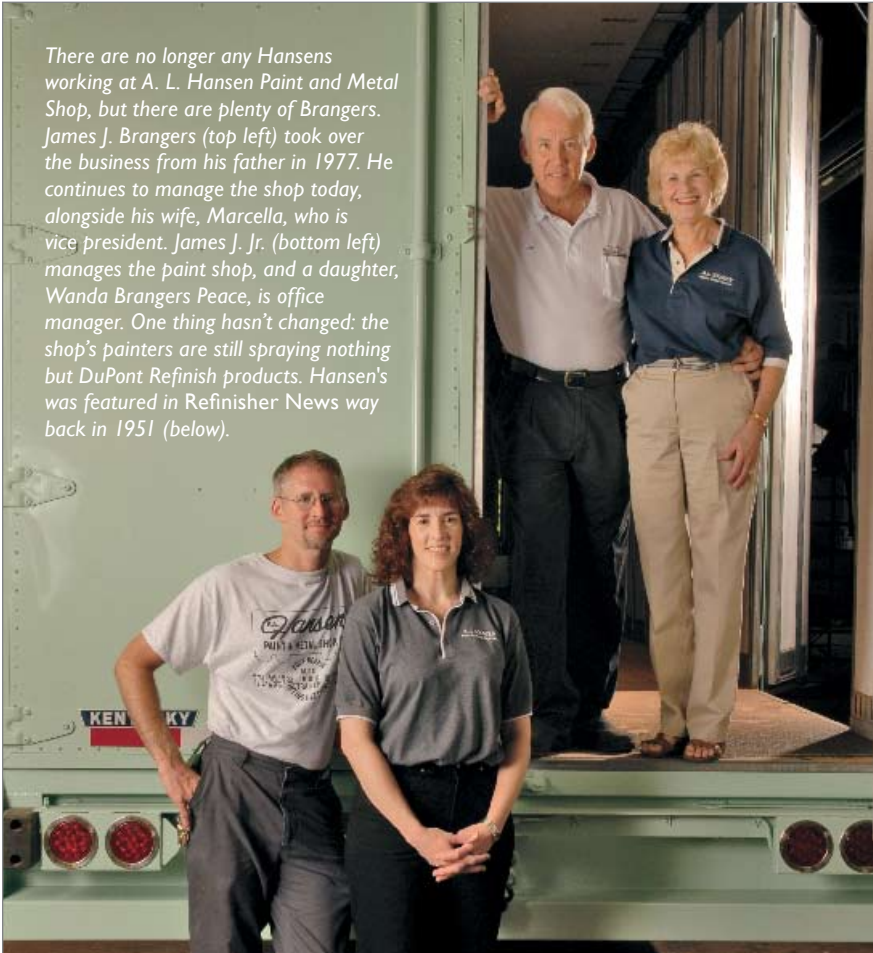
REFINISH RETROSPECTIVE

THEN AND NOW

A DuPont Customer Since '51 – At Least

Louisville, Ky.

There are no longer any Hansens working at A. L. Hansen Paint and Metal Shop, but there are plenty of Brangers. James J. Brangers (top left) took over the business from his father in 1977. He continues to manage the shop today, alongside his wife, Marcella, who is vice president. James J. Jr. (bottom left) manages the paint shop, and a daughter, Wanda Brangers Peace, is office manager. One thing hasn't changed: the shop's painters are still spraying nothing but DuPont Refinish products. Hansen's was featured in *Refinisher News* way back in 1951 (below).



It's a safe bet that most people reading this article were not alive in 1951. After all, it was a long time ago. Harry Truman was in the White House, the Dodgers were in Brooklyn, the Giants in New York, and television was black and white.

How times have changed.

They've changed a lot at A. L. Hansen Paint and Metal Shop Inc. in Louisville, Ky. For one thing, there is no longer a Hansen in the business. But there are plenty of Brangers working at the block-long shop. James B. Brangers bought the business in 1956. His son, James J. Sr., took over the business



in 1977. He continues to manage the shop today, alongside his wife, Marcella, who is vice president, his son, James J. Jr., who manages the paint shop, and a daughter, Wanda Brangers Peace, who is office manager.

While much has changed, one thing remains constant: A. L. Hansen Paint and Metal Co. continues to use only DuPont Refinish products to

paint the trucks and cars that pass through the shop.

Back in 1951, when Hansen Paint and Metal was featured in *Refinisher News*, the paint of choice was Dulux. Today, it's Imron 5000 polyurethane enamel, ChromaBase, and, more recently, Imron Elite. The painters favor 7900S and 3480S clearcoats.

The five painters and two body men turn out 40-70 jobs a month. Most are commercial vehicles, including a fair number of buses.

Jim Jr., who does his share of painting, favors Imron. "There's nothing else like it," he says. "You walk around the job one time and you're done. And the color matches are very good."

As to why the shop has stayed with DuPont products all these years, he offers this: "I think it's because we have a comfort zone with them. We know them well, and we know they work."

"A lot of competitors have come in here trying to switch us," he adds, "but that's just not going to happen." ●





Technicians Dan Elek and Ronald Wecker rely on DuPont™ Sontara® High Temp Solvent Cleaner Wipes to help make their prep work cleaner, safer and faster.

DuPont™ Sontara® Helps Florida Shop Run Smoothly

Venice, Fla.

Combining high quality workmanship, efficiency and productivity, Venice Collision Center is one of the leading collision repair shops on Florida's Gulf Coast.

"We have many repeat customers, and as a direct repair shop, we have four major insurance companies as our clients because of our high quality and service to their customers," says Steve Deleon, manager of the shop.

At a shop that grosses about \$2.5 million a year, productivity is important to Venice. But the shop never compromises quality to achieve that productivity. Steve credits the shop's success to several factors, such as his body shop technicians and painters. "They're the best in the area," he says. He also cites innovative products like the DuPont™ Sontara® Surface Preparation System for helping reduce cycle times while delivering high levels of performance.

Venice technicians use Sontara® wiping products in practically every step of the refinishing process to keep surfaces clean, minimizing dust and dirt. Steve claims that Sontara® products help cut down on prep and dry times as well as buffing and final clean-up.

Sontara® products were introduced to the shop about five years ago by Erick Lam, DuPont Distribution Specialist for the Florida district, along with jobber account manager Clarence Elek. Steve says that the level of service provided by DuPont and his jobber has helped his operation improve over the years. "As new products were added to the Sontara® line, they continued to be user-friendly and efficient," he says. "It also helped that our DuPont and jobber reps made it a point to stop in a few times a week to see how things were going."

Venice Collision Center provides repair services for the South Sarasota County Sheriff's Department, the Florida Highway Patrol and Enterprise rental cars. The shop is also connected to the Venice Nissan Dodge Dealership.

The 14-person shop has 21 working bays, five frame racks, state-of-the-art computerized measuring systems, two spray booths and several offices for DRP agents to conduct their estimates.

Many Sontara® products help the shop produce quality repair and refinishing work in a fast-paced environment. Technicians use Sontara® First Tack Cloths and Final Tack Cloths to clean up residue before and after a surface is sanded, primed, painted and finished. Sontara® Solvent Wash and Dry Cloths work well with all types of cleaners, eliminating the need for specific products.

Additional value is delivered by the Sontara® Pre-saturated wiping products. Venice Collision uses the Sontara® Low VOC Cleaner wipes to remove fingerprints, grease smears and other surface contaminants quickly and easily. The shop also likes to use Sontara® Static Control Wipes to minimize the static charge that attracts dust and dirt, helping to decrease the risk of paint defects. The Static Control wipes even come specifically designed for high temperatures and humidity—a feature that's especially effective in the southern Florida climate.

For more information on the DuPont™ Sontara® Surface Preparation System, please call 1-888-4Sontara or 1-888-476-6827, or visit www.sontara.com on the Internet. ●

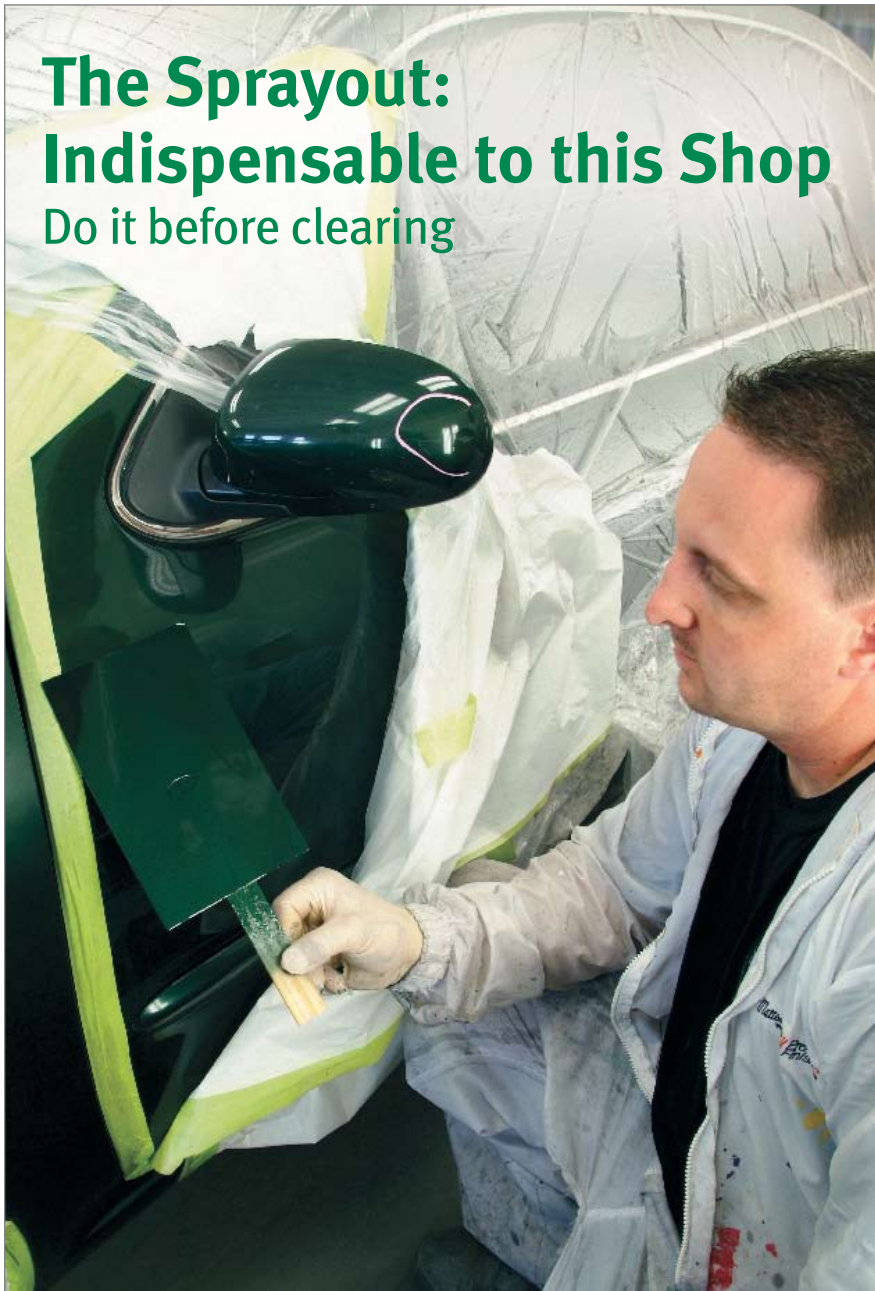


Sontara®

SHOP TIPS



The Sprayout: Indispensable to this Shop Do it before clearing



Most experts agree that the most important step in matching a color is the sprayout. In fact, many painters wouldn't think of applying a clearcoat before doing a sprayout comparison of the color.

Surprisingly, there are a lot of shops that don't do these test panels except in rare instances. Thinking they are saving time by not doing an "extra" step, some painters will attempt to "eyeball" their adjustments by comparing wet basecoat from a mixing stick or even a smudge on paper.

That's usually a mistake, because properly prepared sprayouts can save a shop thousands of dollars in man-hours and material every year. Just ask Randy Kurz, a painter at Cherner Collision Center of Rockville (Md.).

"They have saved me a lot of time," says Randy.

He and the other painters at Cherner were encouraged to do sprayouts by Jamie Young, the DuPont Refinish Brand specialist. Jamie suggested that they do the sprayout card at the time of cut-in on parts.

"If there are no parts, Randy will put the card on the masking paper next to the repair and apply base coat as he does the car," explains Jamie. "Once full coverage is achieved, he removes the card and clears just the card to check for match – with color corrected lighting. The thing painters don't like is to stop and make a sprayout card all by itself. With this procedure, they don't do that."

Randy has been doing sprayouts for each job ever since he arrived at Cherner about two years ago. He keeps the panels in a three-ring binder. When the same color comes up on another job, he simply refers to his binder, which contains more than 800 cards, by his estimate.

With a sprayout, Cherner painters don't have to mix the different variants and put them next to the car to tell what matches. They simply use the existing panel and match it to the car they're repairing. Each panel is marked with the formula, along with other pertinent information, such as color code, color name, lightness, saturation, hue, air pressure at the gun, solvent used, viscosity reading, tints used, etc.

"I use VINdicator™ (DuPont's formula retrieval system that utilizes the VIN to select the best basecoat formula) on every job, but I always do a sprayout," says Randy. "And I like to go outside to do the matches."

Experts agree that natural daylight is best for determining color match because it reflects all of the available visible wavelengths. Also, the work should be viewed from all possible angles. The side tone is often very different from the head-on appearance. In the instances where it doesn't match, the painters can dial it in with a bit of tinting.

Look for other shop tips in future issues of DuPont Refinisher News. If you'd like to contribute a tip – and win a special prize – send your ideas by email to: Robert.wyearick@usa.dupont.com. ●



DuPont Refinish Brand Specialist Jamie Young (right) encouraged Randy Kurz and other painters at Cherner to do sprayouts.

DaimlerChrysler Renews Agreement With DuPont Refinish

DaimlerChrysler has re-signed a global cooperation agreement for the use of DuPont Refinish products. The agreement was signed at the DaimlerChrysler Global Parts and Services offices in Stuttgart, Germany.

The agreement renews a previous five-year program. DaimlerChrysler will receive full support from DuPont during 2006-2007, when the European Union will introduce new environmental regulations for vehicle refinishing requiring all EU shops to transition to waterborne paints. DPC introduced its first waterborne refinishing products in 1994.

With the help of DuPont Refinish, all DaimlerChrysler accident repair centers and the majority of their approved body shops now comply with the most recent environmental regulations. DaimlerChrysler also has access to dedicated training programs at DuPont Information and Training Centers globally, in addition to on-the-job training and support. ●

DuPont/Ford Partner Through Paint and Body Tech Center

DuPont continues to be one of the companies sponsoring Ford Motor Company's Paint and Body Technical Center in Ypsilanti, Mich., which assists in developing collision repair methods for Ford vehicles.

DuPont is also assisting Ford's Certified Collision Repair Network (CCRN) through the DuPont Performance Alliance™ body shop program as well as other fee-based consulting services that help member facilities meet the requirements of the CCRN program. DuPont Refinish is technically approved by Ford Motor Company. Approved products can be viewed on the DuPont website – www.performancecoatings.dupont.com – in the OEM Approvals section.

"We greatly value our partnership with DuPont Refinish," said Gerry Bonanni, manager of the Paint and Body Technical Center. "DuPont is one of our largest suppliers worldwide. Technology and innovation are key drivers in our business, and DuPont brings us a tremendous amount of technology, product performance and expertise in the collision repair business." ●

DuPont Receives Fourth Consecutive Southeast Toyota Award

For the fourth consecutive year, DuPont has received a "Business Partner Award of Excellence" from Southeast Toyota Distributors, LLC. This also marked the seventh time DuPont has received the award since it was introduced in 1999.

DuPont was recognized for its work with the Southeast Toyota Distributors, LLC Processing Facilities in Jacksonville, Fla. and Commerce, Ga. SET will sell approximately 340,000 vehicles in 2006 with a projection to sell 425,000 by 2010. These vehicles pass through the SET facilities, receiving upgrades that include two-tone painting, specialty paint packages, special edition paint schemes, painting of accessories to match OEM colors, leather seating, and custom wheels and tires.

The award was presented by Jim Roberts, Product Development Manager for Southeast Toyota, at SET's Business Partners Awards Banquet at the Gaylord Palms Resort in Orlando on June 1.

"This award winner provides both an outstanding quality product and tremendous on-site support, establishing a new direction for paint designs," said Roberts. "They assist in the daily production problem-solving to ensure SET is able to ship vehicles in a timely manner, always dedicated to perfection. This support and attention to detail ensures that quality standards are never compromised."

The award is based on quality of product, warranty rate, commitment to lead time, response time to problems, and level of total quality management.

Accepting for DuPont were Al Salas, district sales manager; and Matt Hayes, marketing representative. Other members of the DuPont team are Trevor Wiggins, marketing representative, and Joe Grillo, color quality coordinator.

"We are honored by this award," said Salas. "Southeast Toyota has a well-deserved reputation for quality and customer satisfaction. And while they demand the very best from their suppliers, their professionalism and integrity make it a pleasure to work with them." ●

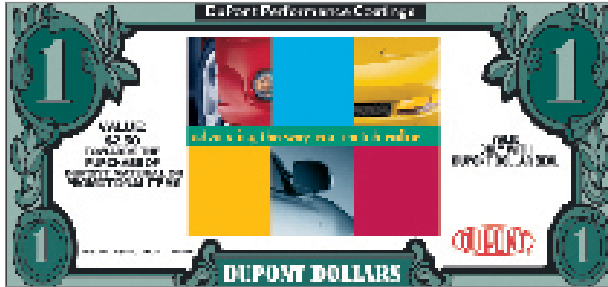


DuPont District Sales Manager Al Salas accepted the award from Southeast Toyota's Bob Moore (second from left), Vice President/General Manager, Vehicle Processing for SET. Others in the photo, from left: George Sheppard, Vice President, Parts Distribution, SET; Bill Edenfield, Sales Representative for Finishmaster; Charles Lewis, District Sales Manager, Finishmaster, and Tim Garza, Vice President, Parts and Accessories/Service for SET.

COLOR CORNER

Earn DuPont Dollars

Supply vehicle parts, get DuPont Refinish products or promotional items



X-Pert™ Saves 30 Mins. Per Job

Computerized paint mixing system delivers for Canadian shop

Jim Cole has been painting for 35 years, but seldom if ever has he seen a tool as effective as the X-Pert™ Paint Mixing System.

X-Pert™ automatically mixes and pours color formulas retrieved from DuPont ColorNet®.

“It’s unbelievable,” says Jim, the painter at Brock Ford in Niagara Falls, Ontario, Canada. “It takes the guess work out of refinishing.”

The shop is relatively small, doing about 20 spot and panel repairs a week. Under the direction of General Manager Don Nichols, Brock Ford recently switched from another major paint line to DuPont Refinish. “We’re a flat rate shop, and I would say that I’m saving about a half hour on each job compared to the other system,” Jim says.

He uses DuPont™ ChromaVision® and VINDicator™ to retrieve the color, then lets the X-Pert™ machine – the collision repair industry’s only computerized paint mixing system – go to work. “It automatically dispenses the right mix,” Jim says, “and it’s almost always a blendable match.

“Before, I had to mix it myself, spray it on a panel to see if it matched, then sometimes I’d have to tint. This is much easier and faster, and it was real easy to get used to.”

For more information about X-Pert™ and the Money Back/No Risk X-Pert™ performance guarantee, call 888-345-8232, or visit the X-Pert™ Website at www.x-pertinc.com. ●

Did you know that you can earn coupons that can be used toward the purchase of either DuPont Refinish Products or promotional items?

As a part of DuPont’s commitment to continually improve color accuracy, the **DuPont Dollar Program™** has been introduced. This is a reward system for DuPont representatives, jobbers and customers who partner with DuPont Color Marketing to **supply OEM color samples (vehicle parts)** to our Color Lab. The parts will help our labs determine if we have all the variations covered with our existing formulas.

What is a DuPont Dollar?

A DuPont Dollar is a coupon worth **\$2.50** toward the purchase of either DuPont Products or promotional items.

How can I obtain DuPont Dollars?

A DuPont Dollar is issued for each sample of an OEM car part variation, excluding plastic bumpers, which is received by DuPont Refinish. These samples are cutouts from discarded parts being replaced during repairs.

Below are the requirements for being awarded a DuPont Dollar for a panel:

- Model year 2000 and newer containing effect pigmentation
- Preferable panel size is 6" x 6" Panel should be large enough so that color can be compared and so that a sample can be provided to a color matcher in the event we choose that panel as the basis for an alternate formula.
- Label BACK of sample OEM panel with the following information:
 - The car manufacturer
 - The make/model of the vehicle (if possible)
 - The year of manufacture
 - The color codes on the vehicle
 - The alternate or alternates used
 - **And MOST IMPORTANT, the VIN#**
 - Your name or business name
 - DuPont Representative’s name

Ship panel samples to: DuPont Performance Coatings
217 Mallard Ct., Havre De Grace, MD 21078
Attention: DuPont Dollar Program™
Include your name and address on the package for identification purposes.

Once the samples arrive the panels will be unpacked and tallied. At the end of each month, tally sheets are used to send DuPont Dollars for each qualified panel identified and accepted. The Dollars will go to your DuPont Representative with distribution information. He will deliver the Dollars to customers. Please allow four to six weeks after submitting samples to receive your DuPont Dollars.

Earn Double DuPont Dollars

As a bonus, we have created a “**Most Wanted List**” of color codes that are difficult to find. When you send us a sample of one of these colors, you will receive \$5.00 per panel rather than \$2.50. The Most Wanted List can be found on the DuPont Performance Coatings website – performancecoatings.dupont.com – under Color, Color Information and then **DuPont Refinish, then DuPont Automotive Finishes**. Or you can contact your local DuPont Sales Representative for a copy. ●

INDUSTRY UPDATE



Call for PRIDE Award Nominees

The National Auto Body Council (NABC) is making a second call for its 2006 PRIDE Award nominations. In its 11th year, the award recognizes those in the collision repair industry who perform extraordinary service to their communities.

The NABC PRIDE Committee realizes that many in the collision industry perform exceptional humanitarian and benevolent acts of kindness without expecting recognition. This year the committee has elected to expand the program to recognize all nominees with a "PRIDE Letter of Recognition."

Any individual, business organization, or group employed in a collision industry segment, including collision repair businesses, vehicle manufacturers, suppliers/vendors, educators, insurers, independent appraisers or trade associations is eligible to be nominated for a PRIDE award.

Nominations may be made online at the NABC website, www.autobodycouncil.org. There is also a downloadable version of the nominating form, which can be printed and faxed to the NABC office.

For more information call NABC or Janet Chaney at (480) 720-2565. In addition, nominations can be made by phone.

The National Auto Body Council seeks to promote projects and initiatives that reflect the character and heart of the men and women of the collision repair industry. You may contact NABC by toll-free phone at (888) 66-PRIDE, by toll-free fax at (866) 498-7433 or by e-mail at this address: info@autobodycouncil.org. Visit NABC at www.autobodycouncil.org. ●

Tucson Shop Owners Receive Joe Jackson Award

Patrick O'Neill and Michael Quinn, owners of 911 Collision Centers in Tucson, Ariz., have received the Joe Jackson Industry Champion Award from DuPont Performance Coatings and DPC Champion Jobbers. The award, which honors the memory of the director of DuPont Motor Sports who was killed in a plane crash in October 2004, recognizes individuals in the collision repair industry who, through outstanding leadership, heroism, charity or humanitarian works, reflect admirably on the industry.

Ray Anderson, vice president, DPC Refinish Systems Americas, presented the award to O'Neill and Quinn at the Champion Jobbers meeting in Nashville in March. Anderson was joined by Jan Jackson, Joe Jackson's widow, in presenting the award.

O'Neill and Quinn, owners of six 911 Collision Centers in the Tucson area, have made it their mission to give back to the communities in which they work. They serve on the boards and provide financial donations to a variety of charitable organizations, including Big Brothers and Big Sisters of Tucson, Tucson Jobs Partnership and Jobs for Life, and Southern Arizona DUI Task Force (a holiday safe driving program). As part of their vision of helping to build strength and character in the leaders of tomorrow, they support many youth causes such as "Project Graduation" (an alcohol and drug-free all-night graduation celebration for high school seniors) and the "Car Care" Merit Badge for the Girl Scouts.

Anderson emphasized O'Neill and Quinn's efforts following Hurricane Katrina last year. "Patrick and Michael split their time to help those in the industry who needed it most – our Gulf states colleagues," Anderson said. "Michael, who chairs the Collision Industry Relief effort with the NABC and the Collision Industry Foundation, visited the Houston and San Antonio shelters in early September to locate those collision repair industry workers who were displaced, needed financial support, tools and jobs. While Michael was in New Orleans, Mississippi and Alabama wading through the devastation, Patrick was working double time keeping the business going and continuing the charitable activities to which they were committed. It was a true team effort based on their shared commitment to doing what they believe is right."

Anderson added that since the effort began, Collision Industry Relief had served more than 100 autobody professionals and their families in need of help, "largely due to the dedication and generosity of individuals like Michael and Patrick."

As part of the award, DuPont will donate \$5,000 in the name of O'Neill and Quinn to Camp-Mak-A-Dream, a medically supervised, cost-free camp for children, teens and young adults with cancer.

For more information, please see the "Call for Entries" nomination form on the back side of this issue. (Or find it under What's New/Alerts on the home page of www.performancecoatings.dupont.com.) If you know someone who is worthy of nomination, complete the form and submit it to your DuPont Refinish or jobber representative. Deadline for entries: Dec. 30, 2006. ●



Michael Quinn (second from left) and Patrick O'Neill (second from right), owners of 911 Collision Centers, received the Joe Jackson Industry Champion Award in March. Joining them at the ceremony were (from left): Jeff Gordon, driver of the DuPont No. 24 Chevrolet; Jan Jackson, widow of Mr. Jackson, and Ray Anderson, vice president, DPC Refinish Systems Americas.

On Hexavalent Chromium

OSHA Lowers Permissible Exposure Limit

In February, the Occupational Safety and Health Administration established a new standard for the occupational exposure to hexavalent chromium by lowering the permissible exposure limit (PEL – found on MSDS) to 5.0 micrograms/meter³. **Hexavalent chromium, (Cr+6) is found in a limited number of tints and undercoats. The primary route of exposure** is through inhalation of airborne particulates generated during **sanding operations**.

Here are highlights of the standard:

- Employers must conduct baseline exposure monitoring and subsequent periodic monitoring based on the level of exposure determined by the baseline.
- Employers must establish regulated areas where airborne concentrations exceed the PEL.
- Employ feasible engineering and work practice controls. (*Engineering controls include formulations. See your DuPont sales representative for chrome-free alternative color formulas and undercoats wherever possible.*)
- Provide respirators in accordance with section 29 CFR 1910.134 where employees are exposed above the permissible exposure limit. (*See chart below*)
- Provide protective clothing at no cost to employees.
- Provide change rooms where protective clothing is required.
- Comply with housekeeping standards (*See chart below*)
- Provide medical surveillance
- Communicate hazards
- Maintain records regarding exposure monitoring and medical surveillance

Quick Reference Fact Table:

Scope	All exposures to all Cr(VI) compounds except: 1) application as a pesticide (e.g., treated wood), which is covered by EPA rules; 2) Portland cement; 3) Activity cannot cause exposures of 0.5 µg/ m ³ (8-hr TWA) under “any expected conditions of use.”
Permissible exposure limit (PEL)	5.0 µg /m ³ (8-hr TWA)
Action level (AL)	2.5 µg /m ³ (8-hr TWA)
Exposure Monitoring	1. Initial (Unless the employer has qualifying “objective” or “historical” data.) 2. Every 3 mos. if > PEL 3. Every 6 mos. if > AL and < PEL 4. Discontinue if < AL
Regulated Areas Methods of Compliance to Achieve the PEL	Establish regulated areas where airborne concentrations are or are expected to be > PEL 1. Employee rotation may not be used as a control measure. 2. If an employee is exposed above the PEL < 30 days/year (12 consecutive months), then employ any effective control measure (except employee) rotation. 3. If an employee is exposed above the PEL > 30 days/year (12 consecutive months), then apply a hierarchy of controls approach to achieve the PEL: a. employ feasible engineering and work practice controls; and b. employ respiratory protection to reduce any residual ambient exposures down to the PEL.
Respiratory Protection	Provide respirators in accordance with 1910.134 where employees are exposed above the PEL
Protective Work Clothing and Equipment	When a hazard is present, or is likely to be present, from skin or eye contact with Cr(VI), provide appropriate PPE at no cost to employee
Hygiene Areas and Practices	Change rooms must be provided when protective clothing and equipment is required. Washing facilities must be provided for employees with eye or skin contact with Cr(VI). Special laundering and cleaning practices must be implemented where protective clothing or equipment is required. Certain activities (e.g., smoking, eating) are prohibited in “regulated areas” (General Industry only) or in areas where skin or eye contact occurs. Restrictions are imposed on eating areas.
Housekeeping	Keep surfaces free as practicable of accumulation of Cr(VI) & clean spills and releases of Cr(VI) materials promptly
Medical Surveillance	Medical assessment for employees who: Are exposed above the AL >30 days/year (initially and annually); Experience signs or symptoms associated with Cr(VI) exposure; Are exposed in an emergency
Communication of hazards to employees	Adequately mark regulated areas. Warning labels on containers with Cr(VI) contaminated wastes and clothing/ equipment per HazCom Standard Employee training requirements.
Recordkeeping	Exposure monitoring records. Medical surveillance records.
Effective Date	May 30, 2006
Compliance Deadlines	20 or more employees: All requirements except engineering controls: 11-27-2006 Engineering controls: 5-31-2010 19 or fewer employees: All requirements except engineering controls: 5-30-2007 Engineering controls: 5-31-2010



PERFORMANCE ALLIANCE

New York Shop Gets 15 Requests For Estimates And closes five

The Shop Locator Request an Estimate feature works – just ask Rob Scarpelli, Jr. Rob is director of information technology for Castle Collision, which has four locations in and around New York City. Three of the four shops are members of Performance Alliance™.

Within two days after the Request an Estimate feature was activated, the Castle Collision shop in Queens got three requests for estimates. As of press time, the shop had received a total of 15 requests and had closed on a third of them. Rob estimates that the jobs averaged about \$1500 each.

“Obviously, that’s something that was unexpected and very much appreciated because it was an avenue of business that before we just didn’t have,” he says. “And we appreciate it more because it’s direct to the customer type of relationship instead of through an insurance company or an agent. As soon as we got the email, we jumped on it.”

Castle Collision began with one shop, in Westbury, N. Y., in 1992. Today, Castle is a premier provider of collision repair and claims services in the five boroughs of New York City and Long Island. With the assistance of the Performance Alliance™ program, Castle plans to continue growing.



Rob Scarpelli, Jr.

Says Rob: “Performance Alliance™ is a great program and the Shop Locator is a great added value to the program.” ●

Now Car Owners Can Schedule Estimates from Consumer Site Shop Locator



Shop Locator makes it easy for car owners to search for shops in their area.

More and more people are going to the Internet first to find the services and products they want. The Performance Alliance™ program is keeping pace with the times through a new feature on the Alliance consumer website called “Request an Estimate.”

This new feature allows visitors to the Alliance’s Shop Locator to schedule an estimate from the Performance Alliance™ shop they select. **It’s fast and easy for the car owner... and the shop, too!**

Now, with just a click, a

consumer can schedule an estimate, and Alliance shops can accurately measure how much business they gain through the website—performancealliance.dupont.com.

What’s more, **traffic to the Performance Alliance™ Shop Locator has increased a whopping 99%** in first quarter 2006 over first quarter 2005. Every day hundreds of individuals use the shop locator—**now Performance Alliance™ shops can see exactly which estimate requests come through performancealliance.dupont.com**—and ultimately how many they convert to customers.

Here’s how “Request An Estimate” works:

- 1) The consumer visits the Shop Locator on performancealliance.dupont.com and enters his or her ZIP Code or address.
- 2) The consumer selects the Performance Alliance™ shop from which he or she would like to get an estimate.
- 3) The consumer completes and submits a short form to request an estimate time or a phone call from the Performance Alliance™ shop.
- 4) The consumer receives an instant notification and an email confirming the estimate request, *branded with the shop’s logo*.
- 5) The Performance Alliance™ shop receives an email and a fax of the estimate request.
- 6) Performance Alliance™ shops can log into the Alliance Hub and view all the referrals they receive from “Request an Estimate.”

Performance Alliance™ works! Want to know more? Contact your DuPont Refinish sales representative or call 1-877-DPC-Alliance. ●



DuPont™
PERFORMANCE ALLIANCE™

WEB POINTERS



Web-Based Tools Can Help Improve Your Shop's Performance And they're free

Key Performance Indicators (KPI) Report

	1st	2nd	3rd	4th	Year to Date	Projected Group Average	KPI Grade
Shop Labor Gross Profit	57.1%	60.1%	57.1%	50.0%	55.6%	61.5%	65-70%
Paint Labor Gross Profit	51.6%	50.1%	56.6%	49.3%	51.0%	61.2%	61-70%
Frame Labor Gross Profit	51.0%	50.1%	50.0%	50.0%	51.0%	47.8%	65-70%
Mechanical Labor Gross Profit	51.0%	50.1%	50.0%	50.0%	51.0%	51.4%	61-70%
Detail Labor Gross Profit	61.0%	60.1%	60.0%	50.0%	61.0%	51.6%	65-70%
Total Labor Gross Profit	55.7%	50.1%	56.7%	49.2%	51.0%	51.7%	61-70%
Parts Gross Profit	27.0%	25.4%	26.0%	25.4%	27.7%	27.0%	27-30%
S&M Gross Profit	22.7%	10.1%	26.7%	10.0%	32.8%	32.6%	25-30%
Finish Gross Profit	27.0%	22.7%	20.0%	23.2%	21.4%	15.0%	27-30%
Total Gross Profit	43.0%	45.2%	43.0%	45.6%	44.4%	43.2%	43-50%
Productivity	17.3%	135.1%	173.0%	175.0%	174.0%	147.1%	140-170%
Utilization	75.0%	83.1%	78.0%	83.3%	81.7%	87.1%	85-95%
Overall Efficiency	137.2%	146.1%	135.2%	146.7%	147.6%	127.2%	120-140%
Recovery Rate on Labor	\$69.29	\$70.14	\$69.29	\$71.14	\$69.73	\$68.31	\$69.39
Shop-Ate Conversion Rate	77.7%	67.7%	70.7%	77.7%	67.7%	67.0%	67-75%

As a Percentage of Total Sales

	1st	2nd	3rd	4th	Year to Date	12 Month Projected	Projected Group Average	KPI Grade
Hour	55.4%	56.7%	55.4%	56.0%	57.9%	55.9%	46.7%	45%
Parts	30.1%	29.1%	30.1%	29.0%	29.5%	29.5%	38.1%	40%
Paint	10.7%	0.7%	10.7%	0.5%	9.5%	9.5%	0.7%	10%
Sublet	3.5%	6.1%	3.6%	6.0%	4.8%	4.8%	3.5%	5%
Operating Expense	21.4%	21.4%	21.4%	21.4%	21.4%	21.4%	37.1%	30%
Net Profit	21.7%	24.2%	22.7%	24.2%	23.0%	23.0%	5.5%	12-17%

Sample KPI reports.

Proficient Repair Analysis area. It provides checkpoints for maintenance, safety, body repair, refinishing, and detail audits. It takes you through the entire refinishing process, from undercoats, color coats, clearcoat and detailing, enabling you to check the proficiency of your repair procedures.

The Business Analysis Tool allows the user to compare his numbers and Key Performance Indicators (KPIs) to Industry benchmarks and to group averages in which his shop participates. Shop owners can determine and compare gross profits, departmental sales as a percentage of total sales, average sale per repair order and per stall, employee efficiencies, etc. **ProfitNet™ users can also upload their numbers directly from ProfitNet™, thus eliminating data entry.**

To access the tools, go to www.performancecoatings.dupont.com, then click on the DPC Solutions link, then Business Management Tools. If you are a new user, click on the Register button and enter the required information to get set up. You will receive a secure user name and password once your information and valid membership is authenticated (usually within two business days). ●

New consulting tools located on the DuPont Refinish website can help you audit your shop's performance and pinpoint areas that need improvement. These web-based tools are absolutely free to Assurance of Quality™ members, Performance Alliance™ members, as well as those who use ProfitNet™. The tools include a Business Analysis Tool, a Process Auditing Tool, a Booth Capacity Tool, and many more. All are designed to help you measure your business and provide you with information to upgrade your shop's performance.

One of the most useful features of the tools is in the

Promoting Your Affiliation with the DuPont Refinish Brand Name



Refinish

Are you looking to promote your affiliation with DuPont and its top quality products? A new, faster and easier process has been developed for those who want to use a DuPont trademark or trademarked product name on your website, advertising, brochures or signage.

The DuPont oval and the DuPont Refinish Brand are recognized globally as symbols of quality, innovation and professionalism. These are valuable trademarks that we strive to protect, while at the same time provide our customers the ability to utilize them to build consumer awareness, trust and confidence in your business.

This association with a trusted brand and logo can give you a competitive advantage in the automotive industry.

To apply for use of a logo, log in to www.performancecoatings.dupont.com, click on the Marketing button at the top and Linking and Trademark Licensing on the left side. Then, follow the simple instructions to submit your request for a linking or licensing agreement. ●

... ProfitNet™
provides solutions
for the management
needs of a collision
repair facility.



THE LAST WORD

ProfitNet™: Measuring Today to Manage Tomorrow

Tom McGarry
Manager, Information Technology and Business Consulting Services
DuPont Performance Coatings, Refinish Systems

Please email comments to:
thomas.p.mcgarry@usa.dupont.com

As administration work loads increase in the collision repair business, it's become apparent that shop owners need a management system to track the huge amount of paperwork and dollars flowing through their business.

For more than 15 years, DuPont and YADA Systems have provided that system – ProfitNet™. Originally designed in DOS and then converted, updated, and continually enhanced in a Windows format, ProfitNet™ provides solutions for the management needs of a collision repair facility.

By listening to the many shop owners using the system over the years, DuPont and YADA have added enhancements to the application. The concept behind these upgrades and the system itself is simple: "You can't manage what you don't measure."

The software allows the manager to measure and manage his business before the month ends. Here's what ProfitNet™ provides:

- Estimating system interfaces from ADP ShopLink®, CCC Pathways, Mitchell UltraMate and Mitchell TruckEst.
- Dealership Management System (DMS) interfaces for ADP and Reynolds and Reynolds.
- Accounting interfaces for BusinessWorks and QuickBooks Pro.
- Electronic OEM parts ordering through OEConnection® CollisionLink®.
- Financial KPI interface to DPC Solutions Web Tools.

A CSI interface to Committed To Quality (CTQ) for easy transfer of customer information for their CSI service.

All of these interfaces provide an easy-to-use application that allows the ProfitNet™ user to manage every aspect of his business.

How? Let's count the ways:

1. Using the ProfitNet™ Appointment Module, estimators can **schedule customer** pick up and delivery, thereby improving customer retention, satisfaction, and estimator efficiency.
2. Once the estimate has been written and imported into ProfitNet™, the next step is to convert the estimate to a repair order. From this point on the RO is a **work in process document** until closed and billed.
3. Using the ProfitNet™ Scheduling Module, **the vehicle can be scheduled in**, based on the workload and capacity of the shop.
4. Once the vehicle is scheduled in, **parts are usually ordered using OEConnection® for OEM parts** through an

integrated CollisionLink® software, which sends the OEM parts order through the OEConnection® server directly into the dealer's parts screen. **This eliminates the Dealer parts department from having to enter every part number** and provides a part number scrubbing feature to ensure the correct part is shipped.

5. Next, using the Employee Scheduling Module enables the manager to **allocate labor based on available technicians**. As the vehicle moves through the repair process a Vehicle Tracker provides a one screen view of all work in process, including the location of all vehicles. They can be moved manually on the tracker screen or as labor is flagged. Printed out, the Vehicle Tracker screen is a great tool for production meetings.
6. A Task List or Best Practice SOPs can be used to **verify that quality work has been done** before closing the RO.
7. Marking the RO as Complete and Closed **allows information to go to the accounting system or the DMS system**.
8. Once the RO is closed the customer information can be uploaded to CTQ for **customer satisfaction follow up**.
9. ProfitNet users can also take advantage of the DPC Solutions Web Tools by uploading their monthly data to the Business Analysis Tool. This allows **shops to do benchmarking comparisons against industry Key Performance Indicators, other ProfitNet™ users, shops of similar size, or members of groups they may belong to, such as Business Councils™, Performance Alliance™ or AOQ**. This service is free to ProfitNet users!

That's an overview of the basic benefits ProfitNet™ delivers during the repair process. In addition, many reports are available to help monitor, measure, and manage the business. These include **Work in Process, Job Costing, Cycle Time, Profitability, Sales vs. Goals, Estimator Efficiency, Technician Efficiency**, etc. All of these can be filtered by Insurance Company, Estimator, Technician, etc. If you have several facilities, ProfitNet™ provides consolidated reporting for those multiple shops.

If you feel it's time to upgrade to the top management system in the collision repair industry, contact your local DuPont Refinish representative or distributor for more information or a demonstration of ProfitNet™. ●

To request an address change or subscription cancellation, please cut along the dotted line and return the bottom portion of this page, including your mailing label and new address or cancellation instructions, to:

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