



TT397: Original Equipment & Custom Painted Parts Repair

December 17, 2008



APPLIES TO	SYMPTOMS
All OE painted parts.	<ul style="list-style-type: none"> • Cosmetic Information

OE Paint

This Tech Tip is to serve as a reminder that your Service Department should be attempting to repair imperfections in the clear coat of OE painted parts prior to replacement of the part. Service Technicians should become familiar with the use of the Engman-Taylor 3M Paint Repair Kit (PN 160829) or the Finesse Paint Repair Kit (Kent-Moore) as these are the tools suggested to repair scratches, scuffs, dirt specs and other minor clear coat issues. Although many technicians are adept at repairing scratches, they also need to be aware that most scuffs, dull spots, dirt specs, small lines in the clear coat, and paint affected by brake fluid can be repaired with these tools as well.

Please be aware: Warranty claims for replacing painted parts that could have been repaired will not be accepted. The part will be repaired, returned to the dealership and the warranty claim will be rejected.

(See Dealer Communications dated July 10th, 2008 & October 24th, 2008, Warranty Bulletin W-134, PHD Video #136 & HDU Online course #PHD-O 136.01, Paint Repair)

This also applies to unfinished repairs. You must perform the **entire** buffing process to try to correct a defect in order to receive credit for your warranty claim. Only performing the first step of repair (sanding) will cause your part to be sent back to you and your claim rejected.

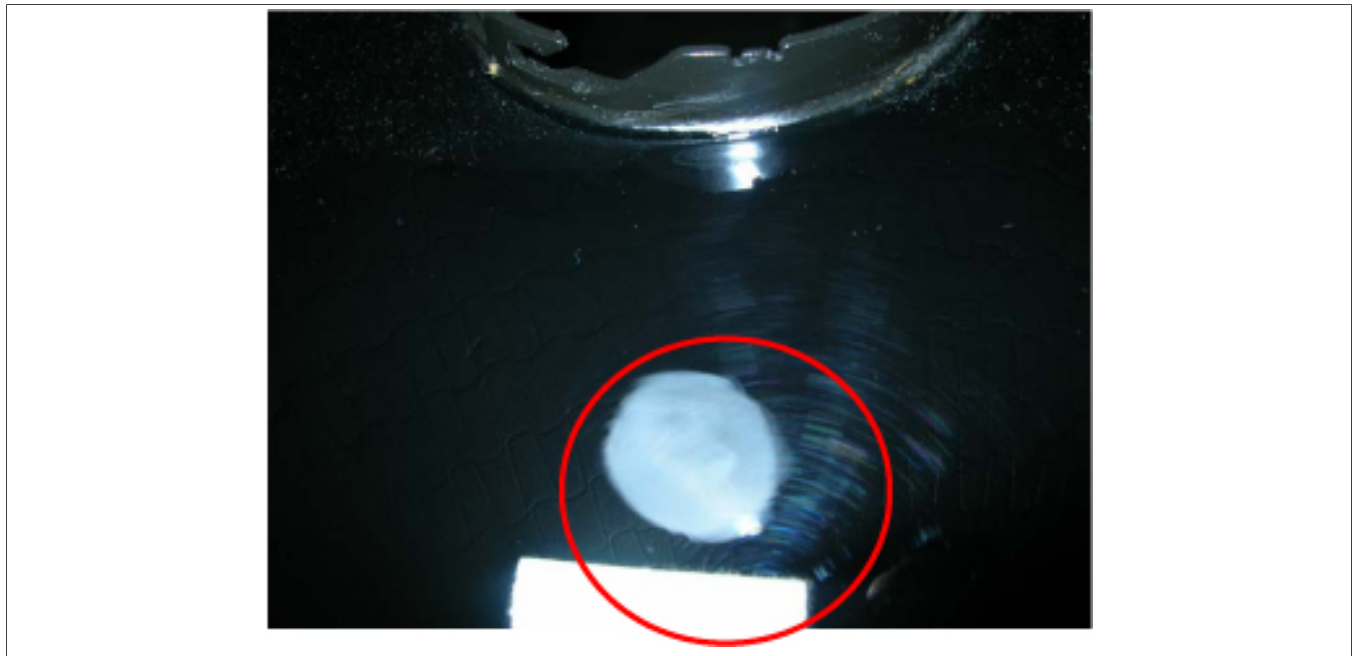


Figure 1. White area noted in red circle is area that has been sanded but not buffed.

In addition to scratches, scuffs and dirt, the following conditions should also be attempted to be repaired in the field:

Brake Fluid

When painted parts are exposed to DOT 4 brake fluid, staining can occur. This condition can usually be repaired using the paint repair process.

NOTE

If brake fluid is spilled on a part, immediately flush the spill with water, wash the area with soapy water, rinse thoroughly, and dry. Do not use a pressure washer or spray bottle on the spill.

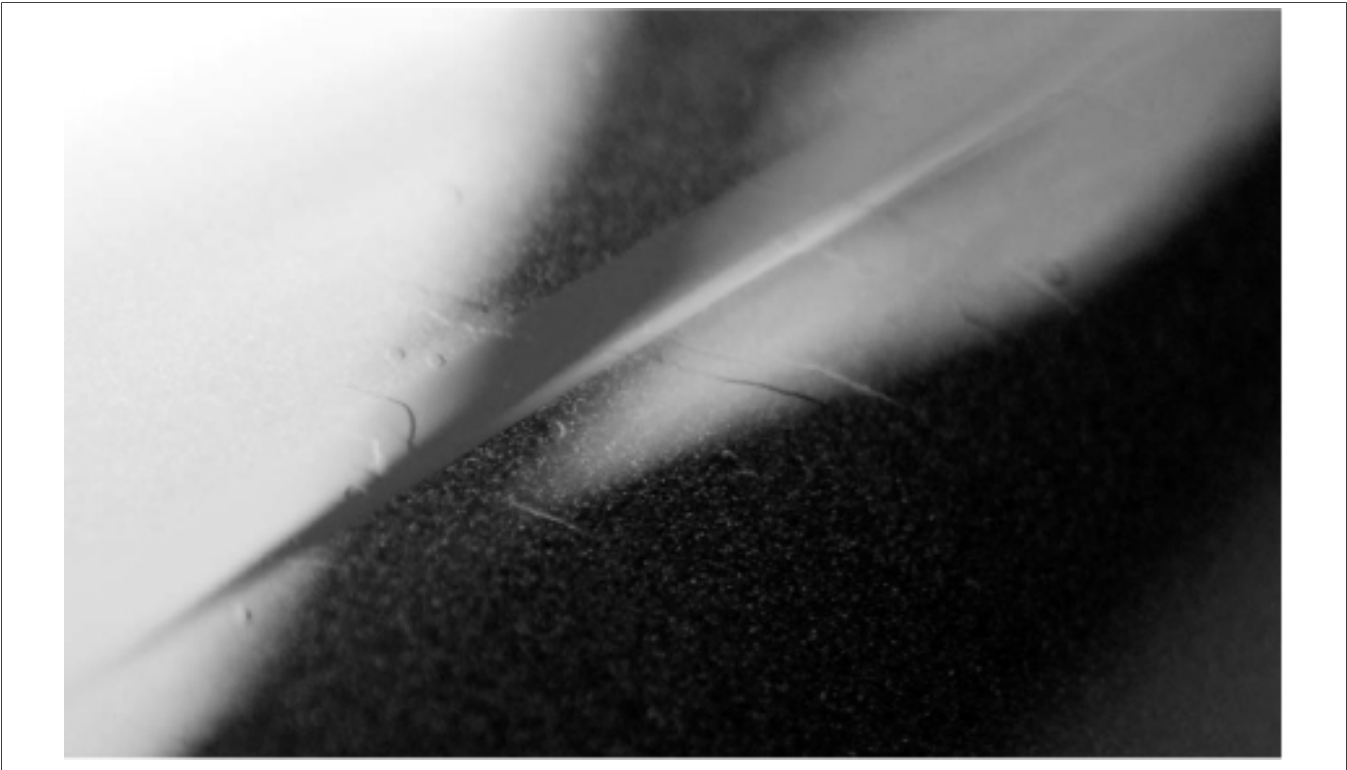


Figure 2. Brake Fluid Exposure

Incomplete Buff

If a hazy condition is present and looks like the picture below, this area was not buffed completely. This can be repaired.

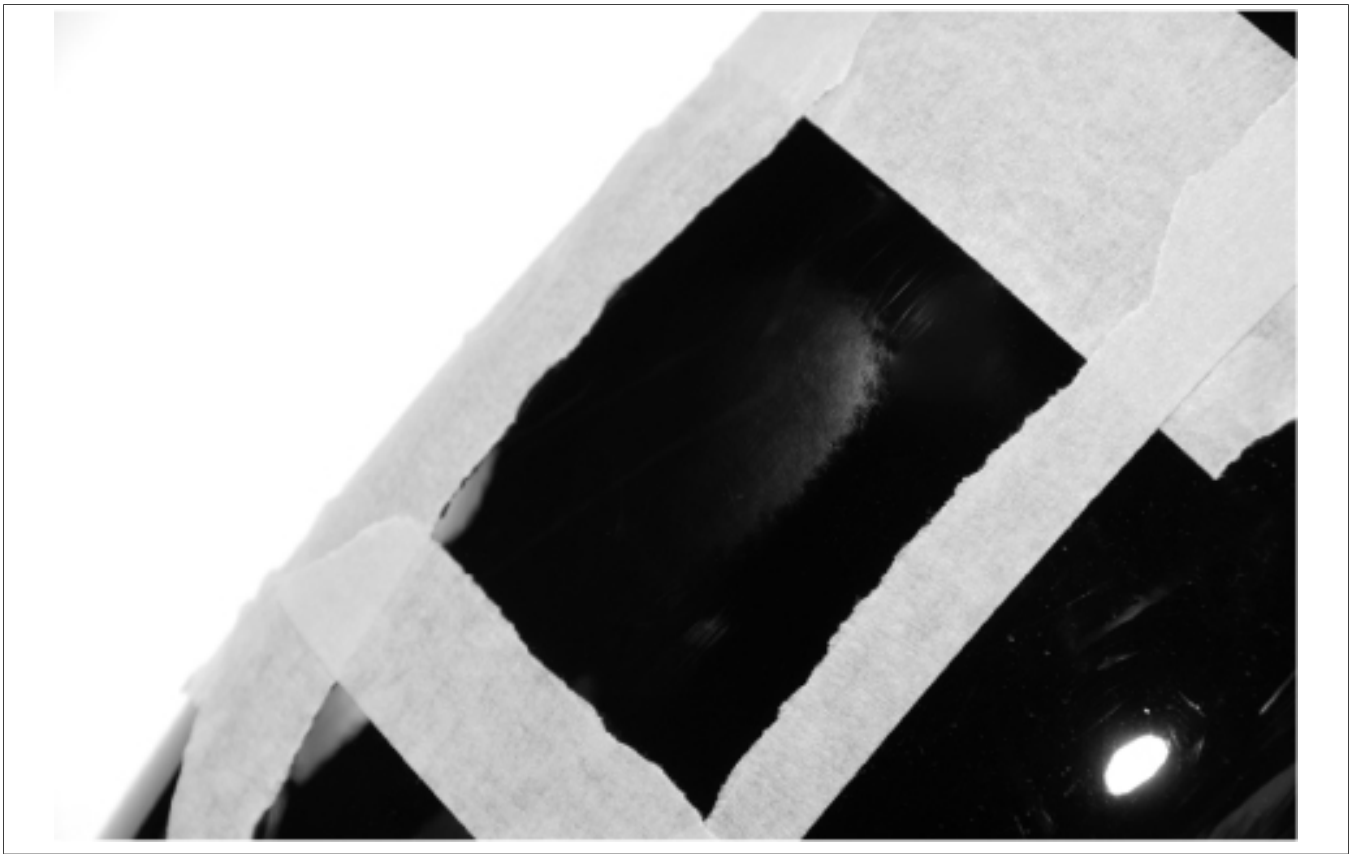


Figure 3. Incomplete Buff

Worming

Worming is a surface condition (on top of the clear coat) that appears to the dealer technician as watermarks that will not wipe off. After investigation, the root cause was determined to be packaging / protective tape remaining on the painted part surface in exposed sunlight. Furthermore, this condition was made worse by time in direct sunlight. Please remove all protective tapes prior to placing the product in direct sunlight.



Figure 4. Worming

NOTE

The above OE conditions DO NOT apply to custom paint.

Custom Paint

For new CUSTOM painted parts delivered to your dealership (**Calibre, Gunslinger, AJ's & Precision/Sterling**) some cosmetic concerns in the **clear coat only** can be repaired in the field. It is the dealership's responsibility to make your best attempt to repair any minor clear coat issues.

Parts can be buffed out if there are:

- Fine scratches in the clear coat
- Swirl marks in the clear coat
- Packaging marks in the clear coat

Please do not attempt repairs on Custom paint if there is any type of damage/defects **in the paint**.

Final Note

The information contained in this Tech Tip **does not cover all possible scenarios**, it is meant to be an informative bulletin addressing some of the most common warranty concerns that can be repaired.