

## Finishing First with the GM Paint and Refinish Training Process

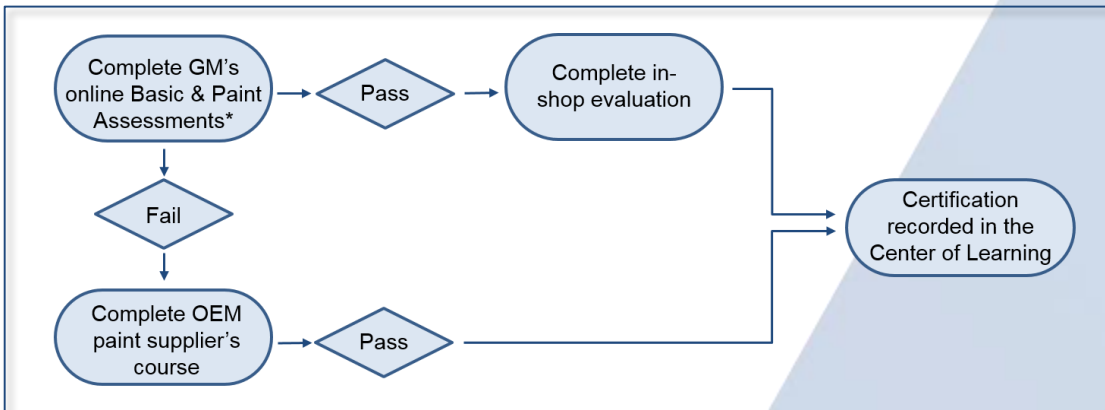
GM and our paint suppliers have developed a strong training relationship since joining forces. Our relationship enables us to implement the strict procedures necessary to consistently restore a vehicle's appearance to pre-accident or showroom condition after a paint repair. Our process ensures that painters are knowledgeable and skilled, and we work together to establish performance testing standards to ensure competency certification. Paint suppliers train the technicians while GM monitors adherence to the curriculum and performance standards.

Our process offer several benefits to learners:

- an expedited method for meeting GM Service Training Standards (STS) and achieving certification
- an easy way to evaluate a painter's knowledge level
- consistency in skills evaluation among peers

### The Path to Fulfilling the STS Requirement

The graphic below depicts our Paint and Refinish Training Process. A painter who successfully completes this process will earn credit for **GM Certified Paint/Refinish course number 22041.00** on their training record and dealership's STS Report. Please allow up to four weeks for the credit to appear in the Center of Learning.



\*Basic Paint Assessment 22042.00A plus the appropriate Product-Specific Paint Assessment 22044.XX.

### The Certification Process

Under the watchful eye of a paint supplier Instructor/Evaluator, technicians achieve paint certification by demonstrating their competency in:

1. Detailing: sand and polish dirt from a painted panel
2. Blending: blend the base coat to achieve a color match
3. Tinting: tint the color to a blend-able match
4. Applying paint: select, mix, reduce, and adjust spray gun to spray paint
5. Reading film: measure paint film thickness
6. Working safely: utilize safe personal protection during paint operations
7. Meeting national VOC compliances

## Responsibilities

PAINTERS	DEALERS / PAINT SUPPLIERS	GM COL	GM WHOLESALE
<ul style="list-style-type: none"> <li>Pre-qualify for certification program</li> <li>Complete online evaluation</li> <li>Schedule in-shop evaluation or enroll for OE courses, as applicable</li> <li>Attend in-shop evaluation or OE courses, as applicable</li> </ul>	<ul style="list-style-type: none"> <li>Schedule in-shop evaluation or enroll for OE courses, as applicable</li> <li>Perform in-shop evaluation for painters</li> <li>Send in-shop evaluation results to Paint Supplier Training Administrator</li> <li>Forward list of certified painters to GM COL</li> </ul>	<ul style="list-style-type: none"> <li>Upon receiving OE course and in-shop evaluation results from suppliers, post records to GM Center of Learning website</li> </ul>	<ul style="list-style-type: none"> <li>Monitor dealership's progress toward meeting Service Training Standards (STS) requirements by following this process</li> </ul>

## Getting Started

To begin the GM Paint and Refinish training process – and to qualify for the online Assessments – painters should have completed the previous GM Paint and Refinish curriculum **OR** have a minimum of one year of professional paint application experience **OR** have current ASE Paint Certification. The online Assessments are available at [www.centeroflearning.com](http://www.centeroflearning.com). To access the Assessment, click Browse Catalog > Body Shop. Then search the list of courses for 22042.00A or search for the course from the home page. When a painter passes the Basic Paint Assessment, a paint supplier-specific test will then be available. Choose the test for the product you apply from the list in the catalog or search for 22044. Painters have two opportunities to pass each online Assessment; the learner is locked out on the third attempt.

## Certification Timing

Painters must complete the GM Paint and Refinish training process within a six-month period once they begin; GM does not require re-certification. Since paint OEMs change their products and processes, they may require painters to re-certify. Please contact your paint manufacturer for re-certification details.

## Paint Manufacturer Courses and Contact Information

Paint manufacturers offer Basic and OEM training courses in conjunction with this process or as standalone courses. Painters who pass these courses will earn the same GM Paint and Refinish certification (Course #22041.00) that is available by completing the online and in-shop evaluations. To learn more about these courses, please contact your paint manufacturer at the number listed below.

PAINT SUPPLIERS	PHONE NUMBER	WEBSITE
Axalta/Spies Hecker/Standox/Cromax	(610) 358-5354	<a href="http://www.axaltacoatingsystems.com">www.axaltacoatingsystems.com</a>
AkzoNobel/Sikkens	(800) 656-2332	<a href="http://www.akzonobel.com">www.akzonobel.com</a>
BASF	(800) 201-1605	<a href="http://www.BASFrefinish.com">www.BASFrefinish.com</a>
PPG/Nexa	(800) 647-6050	<a href="http://www.ppgrefinish.com">www.ppgrefinish.com</a>
Sherwin-Williams/Martin-Senour	(630) 887-7516	<a href="http://www.sherwin-automotive.com">www.sherwin-automotive.com</a>
Valspar/DeBeer	(972) 595-8910	<a href="http://www.valsparautomotive.com">www.valsparautomotive.com</a>

## Questions?

If you have any questions about the Paint and Refinish Training Process, contact the Center of Learning Help Desk at (888) 748-2687.