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 trained, 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.

**Maintaining Quality Standards**

The training process includes two online evaluations required to begin the Paint and Refinish training:
1. a 30-question Basic Test
2. a 45-question Product & Color Test

These tests 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 skill level
- consistency in skills evaluation among peers

**The Path to Fulfilling the STS Requirement**

The graphic below represents the Paint and Refinish Training Process and identifies which person/area is responsible for each step. A painter who successfully completes this process will earn credit for Course #22041.00 on the training records and on their dealership’s STS Report.

**Pre-Qualify**
- Completion of Paint and Refinish courses
- OR one year professional paint application
- OR current ASE Paint Certification

**Online Evaluation**
- Test 1 Basic Training
- Test 2 OE Training Section A (Product) AND Section B (Color)

**Evaluation Scored**
- If a trainee fails Test 1 or one or more sections of Test 2, he/she is instructed to enroll in the applicable OE course(s)

**Attend OE Course(s)**
- Pass OE
- If a trainee fails Test 1 or one or more sections of Test 2, he/she is instructed to enroll in the applicable OE course(s)

**Schedule In-Shop Evaluation**
- Upon passing Test 1 and Test 2, the trainee is contacted to schedule an in-shop evaluation

**In-Shop Evaluation**
- A paint supplier representative conducts an in-shop evaluation
  1. System Review
  2. Observed Performance Evaluation

**Results Sent to Training Admin**
- The paint supplier representative sends the in-shop evaluation results to the paint supplier training administrator

**Results Sent to GM STC**
- The paint supplier OE forwards a compiled list of certified painters to GM Service Technical College

**GM STC Posts Records to COR**
- GM STC loads the list of certified painters into the GM Center of Learning training website

2/2/2015
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

<table>
<thead>
<tr>
<th>PAINTERS</th>
<th>DEALERS</th>
<th>PAINT SUPPLIERS</th>
<th>GM STC</th>
<th>GM WHOLESALE</th>
</tr>
</thead>
<tbody>
<tr>
<td>● Pre-qualify for certification program</td>
<td>● Schedule in-shop evaluation or enroll for OE courses, as applicable</td>
<td>● Perform in-shop evaluation for painters</td>
<td>● Upon receiving OE course and in-shop evaluation results from suppliers, post records to GM Center of Learning website</td>
<td>● Monitor dealership’s progress toward meeting Service Training Standards (STS) requirements by following this process</td>
</tr>
<tr>
<td>● Complete online evaluation</td>
<td>● Attend in-shop evaluation or OE courses, as applicable</td>
<td>● Send in-shop evaluation results to Paint Supplier Training Administrator</td>
<td>● Forward list of certified painters to GM STC</td>
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Getting Started

To begin the GM Paint and Refinish training process – and to qualify for the online evaluation – 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 evaluation is available at www.centerlearning.com. To access the test, click Testing-Service Technical-Paint Placement Assessment. Then click the link for the Basic Paint Assessment (22042.00A). When a painter passes the Basic Paint Assessment, a paint supplier-specific test will be available.

Certification Timing and Re-Certification

Painters must complete the Paint and Refinish training process within a six-month period once they begin. Painters must renew their paint certification every two years. For details on the re-certification process, please contact your paint manufacturer.

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.

<table>
<thead>
<tr>
<th>PAINT SUPPLIERS</th>
<th>PHONE NUMBER</th>
<th>WEBSITE</th>
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<tbody>
<tr>
<td>Axalta</td>
<td>(855) 6-AXALTA</td>
<td><a href="http://www.axalta.us">www.axalta.us</a></td>
</tr>
<tr>
<td>AkzoNobel/Sikkens</td>
<td>(800) 234-0965</td>
<td><a href="http://www.akzonobel.com">www.akzonobel.com</a></td>
</tr>
<tr>
<td>BASF</td>
<td>(800) 758-2273</td>
<td><a href="http://www.BASFrefinish.com">www.BASFrefinish.com</a></td>
</tr>
<tr>
<td>Cromax</td>
<td>(800) 3DUPONT</td>
<td><a href="http://www.pc.dupont.com">www.pc.dupont.com</a></td>
</tr>
<tr>
<td>Martin-Senour</td>
<td>(800) 526-6704</td>
<td><a href="http://www.martinsenour-autopaint.com">www.martinsenour-autopaint.com</a></td>
</tr>
<tr>
<td>PPG/Nexa Autocolor</td>
<td>(800) 647-6050</td>
<td><a href="http://www.ppgrefinish.com">www.ppgrefinish.com</a></td>
</tr>
<tr>
<td>Sherwin-Williams</td>
<td>(800) 798-5872</td>
<td><a href="http://www.sherwin-automotive.com">www.sherwin-automotive.com</a></td>
</tr>
<tr>
<td>Valspar Automotive</td>
<td>(800) 845-2500</td>
<td><a href="http://www.valsparauto.com/automotive/training.jsp">www.valsparauto.com/automotive/training.jsp</a></td>
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If you have any questions about the Paint and Refinish Training Process, contact the Center of Learning Help Desk at (888) 748-2687 or select the Help/Support icon on the www.centerlearning.com home page.