



Verifacts Presentation

Matte Paint & Carbon Fiber Update 2015

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Collision Responsible

Auburn Hills, MI

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FCA

FIAT CHRYSLER AUTOMOBILES

Matte Paint



VIPER



Matte Paint



Fiat500USA.com

HELLCAT



SATIN FINISH PROTECTION

Treating your satin finish paint regularly with paint protection will protect the finish, make it easier to keep clean, and prevent water spots from forming. Use products made specifically for satin paint such as *Swissvax Opaque Satin Paint Wax* and *Dr. Beasley's Satin Paint and Sealant*.

- Be sure to follow the manufacturer's recommendations. Always test the product in a hidden area before using in a visible area.
- Apply the product evenly with a minimum amount of wiping to prevent burnishing the satin finish.

Professional Tip: Lightly wipe the surface in a forward and backward motion; avoid circular motions, which can leave swirls in the finish.

AREAS THAT REQUIRE ADDITIONAL CARE

- Areas such as the hood, spoiler and fuel door that are touched regularly are more prone to texture changes. These areas will develop a shiny, smooth appearance due to polishing from repetitive contact. It is preferable to use clean gloves; otherwise, ensure hands are clean and free of oils or lotions.
- Gasoline will degrade the top coat of the satin finish. Spills and drips around the fuel door will result in shiny areas in the pattern of the contamination. Always use clean towels to protect the painted surface around the fuel door from inadvertent fuel drips or splashes.
- Water spots may form on the fuel door, hood and spoiler and will permanently change surface texture if allowed to repeatedly dry and leave mineral deposits. The deposits and efforts to clean the area will polish the surface and result in shiny lines.



**SATIN FINISH PAINT
CUSTOMER ACKNOWLEDGMENT**

I understand that I will need to take special care of the satin finish paint on my new SRT vehicle according to the recommendations in the *Satin Finish Paint Tip Card (attached)*. I understand that the maintenance of the satin finish is my responsibility.

By signing below, I acknowledge:

- Satin paint has special care requirements; I understood these requirements before purchasing this vehicle.
- SRT's *Anti-Perforation Limited Warranty* applies to defects in material and/or workmanship but does not cover the satin finish appearance.
- Commercial car wash facilities and products are likely to damage the satin finish of this vehicle.
- Satin paint must be hand washed and cared for following the instructions in the *Satin Finish Paint Tip Card (attached)*.
- Failure to follow the instructions in this guide may cause irreparable damage to the satin appearance.
- Contact with fabrics, bird droppings, road debris, and chemicals (including gasoline) can cause damage to the satin appearance. Drip lines left to air dry and repetitive hand contact can cause damage to the satin appearance. Unlike a high-gloss finish, damage to the satin texture is permanent and cannot be repaired or polished-out.
- The satin appearance is unique to every car. Each vehicle includes an element of mottling, ghost patterns and dust nibs. These cannot be modified and are part of the nature of the finish.

YOUR PAINT FINISH AND WARRANTY

- Please note that while the standard SRT Paint Warranty applies to defects in material and/or workmanship, it does not cover the vehicle's satin finish appearance.

See your *"Owner's Manual and Warranty Information Supplement"* for further information.

Maintaining the satin appearance is solely the responsibility of the vehicle owner. After reading this tip card, if you have further questions about maintaining your vehicle's satin paint appearance, please visit the SRT Owner's website at <https://www.driveSRT.com> or contact your dealership's Service Department.



This document must be reviewed and signed by the customer at purchase.

Sales Consultant _____ Date _____

Sales Manager _____ Date _____

Customer _____ Date _____

Email _____

This insert must be signed at the time of vehicle sale. A signed copy must be kept in the sales jacket, attached to the sales contract.



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SPECIAL PRODUCTS



SATIN FINISH CARE RESOURCES

Here is a list of products for satin finish paint maintenance. Your dealer may have additional recommendations.

- Swissvax brand Opaque products
– www.swissvax.us/usa/matt-paint.html
- Dr. Beasley's brand Matte series
– www.drbeasleys.com/shop-drbeasleys/products/matte-car-care.html
- A water bucket with dirt separators (*grit guards*) can be purchased online, from auto detailing supply shops or from janitor supply stores.
- Wash mitts, microfiber towels can be found at most major auto supply retailers or discount stores.
- *Mopar Windshield Washer Solvent, Mopar Total Clean and Mopar Glass Cleaner* can be purchased from your authorized dealer.
- *Meguiars M34 Mirror Glaze Final Inspection.*

SPECIAL CARE NEEDED

Satin paint is a unique exterior treatment that gives your Challenger SRT Hellcat a distinctive appearance. The information on this satin finish tips card provides the proper way to care for the satin finish that will keep your vehicle looking great.

Satin finishes are different from other automotive paints and need special care to maintain their appearance. Typical gloss paints use a high gloss clear-coat finish that reflects light and gives a shiny appearance. A satin finish uses a different coating that defuses light, providing a unique “flat” finish. Unlike a typical high gloss clear coat, damage to the satin coating (such as scratches or wear from aggressive cleaning) cannot be polished or buffed out. Once an area is damaged or becomes shiny, the “flat” appearance cannot be restored.

Pre-washing/Washing

Inspect the entire vehicle for areas with heavy soiling or spots, and if necessary, treat these areas first.

Professional Tip: Always test cleaning products in a hidden area before using in a visible area.

PRE-WASH EQUIPMENT/SUPPLIES

(see satin finish care resources)

- Car wash soap made specifically for satin paint.
- Soft car wash mitt, wash pad or microfiber sponge.
- Two buckets with dirt separators (grit guards) at the bottom.



- Tar remover, wax remover or other solvent suitable for the type of debris on the paint.

Optional: Prewash or heavy soil remover for satin paint.

- Hose and sprayer with shut-off nozzle.

Optional: Pressure washer with 45 degree or larger fan tip and pressure less than 1200 psi held at least 12 inches from the paint.

- Microfiber soft cloth.



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WASHING CONT.



PRESSURE WASHING

(see satin finish care resources)

- Pressure washing (*with pressure no greater than 1200 psi*) is the best way to remove heavy soiling before washing your vehicle. Use a 45 degree or larger fan tip and hold it at least 12 inches from the paint.
- For more stubborn stains, see Spot Cleaning section and follow procedures to remove any spots on your vehicle's finish prior to washing it.
- Pre-rinse the vehicle with a hose or pressure washer to cool it and to remove large pieces of dirt that can scratch the paint.

Professional Tip: Keep the hose handy for frequent rinsing.

- Prepare one bucket (with dirt separator grid at the bottom) with satin paint car wash solution and water, according to manufacturer's recommendations.
- Fill a second bucket with clean water for rinsing the wash mitt. When washing the vehicle, always rinse the wash mitt to ensure it is clean before placing it into the wash solution.
- Soak the soft car wash mitt, wash pad or microfiber sponge in the wash solution.
- Wash the vehicle lightly, working in small sections from the top to the bottom.
- Wash a section of the vehicle then rinse completely before moving to another section.
- Continue washing each section and repeat the rinse, wash and rinse steps until the car is clean.

Drying: For best appearance use a clean sponge cloth or microfiber towel to dry your vehicle before it air dries. If the paint surface is starting to air dry, dampen the areas that you are not drying. Water blades are not recommended for drying the satin finish

Professional Tip: Keep the clean sections wet as you finish the next section. This thoroughly rinses any remaining soap residue and prevents water spots from forming.

Wheels

- If you plan to clean the wheels, do this before washing the car. Use a Mopar Tire and Wheel Cleaner developed for cleaning coated alloy wheels. Do not drive the vehicle until the product has set to prevent it from contacting the satin finish. Follow the manufacturer's instructions.
- Due to the high performance nature of the brake system, the wheels will get coated with brake dust. It is recommended that Mopar® Wheel Cleaner be used on your wheels to avoid any possible damage to the finish, except if equipped with Dark Vapor or Black Satin Chrome wheels, then you must only use mild soap and water and a soft cloth. Please see your Owner's Manual for further information.

Wash Procedure

- Pre-rinse the vehicle with a hose or pressure washer to cool it and to remove large pieces of dirt that can scratch the paint.

Professional Tip: Keep the hose handy for frequent rinsing.

- Prepare one bucket (with dirt separator grid at the bottom) with satin paint car wash solution and water, according to manufacturer's recommendations.
- Fill a second bucket with clean water for rinsing the wash mitt. When washing the vehicle, always rinse the wash mitt to ensure it is clean before placing it into the wash solution.
- Soak the soft car wash mitt, wash pad or microfiber sponge in the wash solution.
- Wash the vehicle lightly, working in small sections from the top to the bottom.
- Wash a section of the vehicle then rinse completely before moving to another section.
- Continue washing each section and repeat the rinse, wash and rinse steps until the car is clean.

Drying: For best appearance use a clean sponge cloth or microfiber soft cloth to dry your vehicle before it air dries. If the paint surface is starting to air dry, dampen the areas that you are not drying. Water blades are not recommended for drying the satin finish.



FIAT CHRYSLER AUTOMOBILES

MAINTENANCE TIPS



GENERAL MAINTENANCE TIPS

To maintain your vehicle's satin paint appearance for many years to come, please refer to the following care and maintenance tips:

DO NOT:

- Do not use commercial car wash facilities or their shine enhancement products. Most car wash brushes, large mechanized towels and shine enhancement products can damage satin paint.
- Do not use wax, detail spray, Armor All® or any products made for high gloss paint. Only use products specifically developed for satin finish paint.
- Do not use products that are even mildly abrasive, such as polishes, glazes or rubbing compounds.
- Do not use mechanical cleaners or polishers.
- Do not use terrycloth, cloth or paper towels.
- Do not rub the finish vigorously. This will burnish the paint finish, causing a permanent shiny spot. Shiny spots cannot be removed.
- Do not wipe the vehicle in a circular motion; lightly wipe the surface in a forward and backward motion.
- Do not use any products that are not listed under the satin finish care resources area of this tips card.

DO:

- Remove foreign substances such as insect remains, tar and road debris using a soft applicator and a mild solvent; saturate and soak area before cleaning — rub lightly.
- Hand-wash with a soft wash mitt and mild cleaning products safe for satin paint (see *Satin Finish Care Resources*).
- Use microfiber cleaning cloths with alcohol-based and ammonia-free window cleaner for basic surface clean-up.



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SPOT CLEANING



SPOT CLEANING EQUIPMENT/SUPPLIES

(see satin finish care resources)

- Alcohol-based window cleaner (not vinegar or ammonia-based), satin paint cleanser or a solution of 50% alcohol/50% deionized water.
- Tar remover or road debris solvent, if needed.
- Microfiber soft cloth suitable for satin paint.

GENERAL SPOT CLEANING PROCEDURE

- Apply window cleaner or satin paint cleaner to a cloth and surface to be cleaned; do not wipe a dry towel on paint finish — a dry towel will damage the finish.
- Soak the spot and allow it to soften.
- Lightly wipe the surface in a forward and backward motion; avoid circular motions, which can leave swirls in the finish.
- Rinse with water so cleaning product does not remain on finish.
- Repeat if necessary.



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SPOT CLEANING CONT.



REMOVING NATURAL STAINS AND ROAD DEBRIS

- Spray the stained area with water to remove any loose debris.
- Spray the area with an alcohol-based window cleaner, satin paint cleanser, or a solution of 50% alcohol/50% deionized water.
- In a controlled indoor environment apply tar remover to damp microfiber soft cloth and follow manufactures recommendations.
- Wipe car finish lightly to remove debris.
- Dry with a clean, damp microfiber soft cloth.
- Lightly wipe the surface in a forward and backward motion; avoid circular motions, which can leave swirls in the finish.

REMOVING TAR OR TREE SAP

- Spray the affected area with water to remove any loose debris.
- Dampen remaining debris with tar remover and allow it to soak.
- Apply tar remover to a damp microfiber soft cloth.
- Lightly wipe the surface in a forward and backward motion to remove debris; avoid circular motions, which can leave swirls in the finish. Minimize rubbing and let the solvent do the work.



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SPOT CLEANING CONT.



- Once debris is removed, wash with satin paint finish soap, using a damp microfiber soft cloth, then rinse well with water.
- Dry with a clean, damp microfiber soft cloth.

Professional Tip: Saturate a microfiber soft cloth with tar remover and place it on the debris to soak for five minutes before washing.

HAND WASH FOR BEST RESULTS

For hand washing, park the vehicle in a cool shaded area out of direct sunlight. Read the following procedures thoroughly and prepare your equipment and supplies before soaping up the car.

Vehicles with Matte Finish

- What is a matte finish?
- A matte finish is a common base coat clearcoat paint system with a twist. Depending on the paint company the clearcoat may be a special matte clearcoat or the clearcoat may have a matte flattening agent floating in the clearcoat. Either way use the paint companies material that was OEM on the vehicle. Get in contact with the area rep of the paint company for tips on the process.
- The Dodge Hellcat uses Axalta paint system
- A letdown panel is required to match this color system as it acts as a tri-coat instead of a simple basecoat coat system.
- Viper uses Akzo Nobel as the OEM coating. The refinish material that should be used is Akzo Nobel as they would have the best color match for this finish.
- The Fiat 500x matte color uses PPG as there OEM and 'Global' refinish color system.

AR4C SPYDER





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CARBON FIBER UPDATE



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General Q & A



Backup