

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:

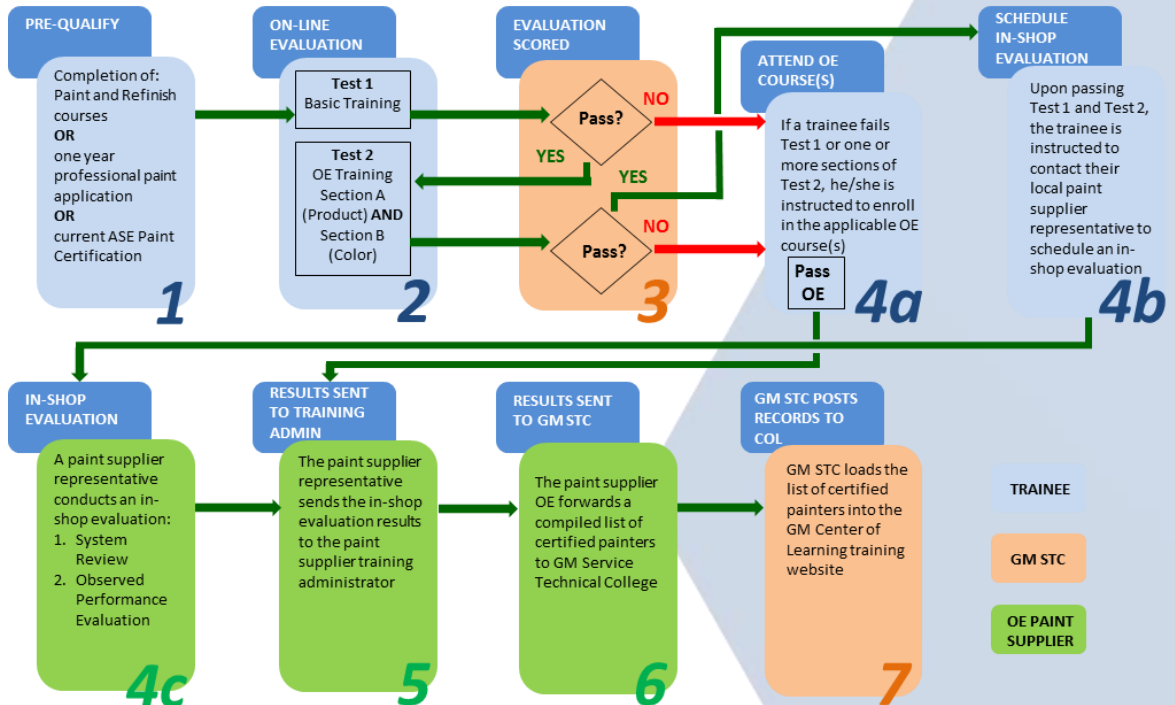
1. a 30-question Basic Test
2. a 45-question Product & Color Test

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.



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

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.

PAINT SUPPLIERS	PHONE NUMBER	WEBSITE
Axalta	(855) 6-AXALTA	www.axalta.us
AkzoNobel/Sikkens	(800) 234-0965	www.akzonobel.com
BASF	(800) 758-2273	www.BASFrefinish.com
Cromax	(800) 3DUPONT	www.pc.dupont.com
Martin-Senour	(800) 526-6704	www.martinsenour-autopaint.com
PPG/Nexa Autocolor	(800) 647-6050	www.ppgrefinish.com
Sherwin-Williams	(800) 798-5872	www.sherwin-automotive.com
Valspar Automotive	(800) 845-2500	www.valsparauto.com/automotive/training.jsp

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.