



Volkswagen Collision Repair Standards Position Statement

Refinish Procedures for Clearcoat Application Applicable to All Volkswagen Models

To promote and maintain its rigorous standards of quality and safety, Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. (VWoA), provides collision repair centers with critical information pertaining to collision repair and parts replacement on Volkswagen vehicles.

Volkswagen continually enhances vehicle styling, which includes precise aerodynamic designs and the highest quality paintwork. In order to maintain these factory engineered standards, Volkswagen is providing collision repair centers with critical information pertaining to collision repair/parts replacement on Volkswagen vehicles.

“Solvent blending” is a method that in the past was commonly used to blend within an exterior body panel.

This type of repair procedure cannot be used on the OEM applied finishes on vehicles today. The reason is simple: The bond between the OEM finish and the newly applied refinish paint cannot “blend” or “melt” into one another.

Additionally, the following problems are directly related to “solvent blending”:

- Lack of adhesion and/or delamination of the OEM finish and the refinish coating.
- Visible paint lines and defects are caused by polishing, buffing, or detailing a thin “solvent blended” area.

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Official VW Repair Procedures

All vehicle repairs should be made following VW repair procedures obtained directly from erWin (erwin.vw.com) or ElsaPro (for VW dealers).

erWin and ElsaPro are online applications that contain the most up-to-date VW repair and service information developed and provided by Volkswagen Group of America.

Using VW Repair Procedures

Departure from VW instructions provided in erWin or ElsaPro, including alternate repair methods or the use of substitute components, risks compromising crash safety.

Failure to follow these instructions may adversely affect structural integrity and crash safety performance, which could result in serious personal injury to vehicle occupants in a crash.

Parts

Recycled, salvaged, aftermarket, and reconditioned parts (including body parts, wheels, and safety restraint components) are not authorized by VWoA.

Contact

VWCollision@vw.com

- "Solvent blending" products are not recommended or guaranteed by the paint companies that manufacture them. For a paint manufacturer guarantee, clearcoat must always be sprayed to the edge of the panel.

- "Solvent blending" products are volatile organic compounds (VOCs). Many states have established regulations prohibiting the use of VOCs.

NOTE: "Solvent blending" is not an acceptable method of repair on any Volkswagen vehicle.

Volkswagen recommends the following procedure for refinishing exterior body panels in order to restore the vehicle to a pre-accident condition; this procedure is based on Volkswagen's concern about our customers as well as our environmental responsibility:

- Remove moldings from the subject panel as well as any adjacent panel.

- Mask the vehicle as usual to prevent overspray.

- Chemically clean the vehicle prior to any spray application.

- Sand/prep panel appropriately based on paint manufacturer's recommendations.

- Apply base color coat to the repair area only.

- Spray into the adjacent panel as necessary for an undetectable color match.

- Apply the first coat of urethane clearcoat to the repair area only.

- For a two-clearcoat system, spray only the second coat to the end of the panel.

- For a three-clearcoat system, spray only the final coat to the end of the panel.

Spraying the final full coat of urethane clear ensures maximum adhesion and ultra-violet sunlight protection and is environmentally safer. Over-reducing clearcoat, which is required during the "solvent blending" process, does not provide the same level of surface film build needed to provide a high quality repair.