



Meeting the Future Training Needs of our Industry; Buyers and Sellers

Salt Lake City

July 20, 2011

CIC Training and Education Committee

Committee Members



Bob	Keith	CARSTAR
Gene	Lopez	I-CAR
John	Bosin	Fix Auto
Rudy	Aranda	I-CAR
Dominic	Brusco	PPG Industries
Rod	Enlow	CCAR
Jim	Evans	DuPont
Fred	Iantorno	CIECA
Scott	Kruger	Collision Repair Education Foundation
Tony	Molla	ASE
Jeff	Peevy	I-CAR
Richard	Perry	Chief Automotive Systems
Jeannie	Silver	CARSTAR
Rick	Tuuri	Audatex, a Solera Company



CIC Education and Training Committee

A shared vision....

...that every person in the collision industry, current and future, has the necessary knowledge and skills relevant to their position to achieve a complete and safe repair.

-Inter-Industry Conference on
Auto Collision Repair
(I-CAR)

CIC Education and Training Committee



Mission Statement:

Identify and create awareness of existing education and training resources for the collision industry, and identify additional needs and possible areas for expansion that will enable a complete and safe repair.



CIC Education and Training Committee

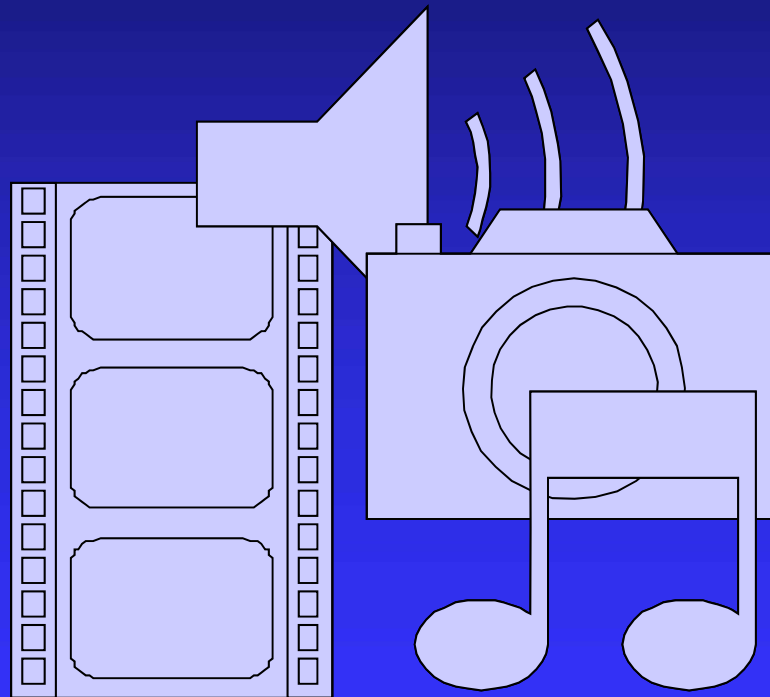
Format:

- Six panelist
 - Insurers ; Nationwide, Progressive, St Farm
 - Repairers; ABRA, CARSTAR, Collision Solutions
- Three presentations
 - OEM; Chrysler, Ford
 - Trainers; CCAR, I-CAR
 - Equipment and Material manufacturers; Chief Automotive, DuPont, PPG



CIC Education and Training Committee

Play Video:



Ford and Chrysler



- **Steve Nantau**, Ford Motor Company, Product Strategy Manager
- **Doug Craig**, Chrysler, Collision Repair Manager, Service Engineering



New Vehicle Technology Requires On-Going Training

◆ Crash Avoidance

- ◆ Autonomous cruise control
- ◆ Lane departure warning
- ◆ Blindspot monitoring
- ◆ Park assist
- ◆ Night vision
- ◆ Heads up displays
- ◆ Adaptive front lighting
- ◆ Driver drowsiness

◆ CAFE Standards

- ◆ Potential future standard of 56.2 mpg
- ◆ New designs for structural components
- ◆ Light weight materials
- ◆ New manufacturing processes

◆ Hybrid/Electric Vehicles

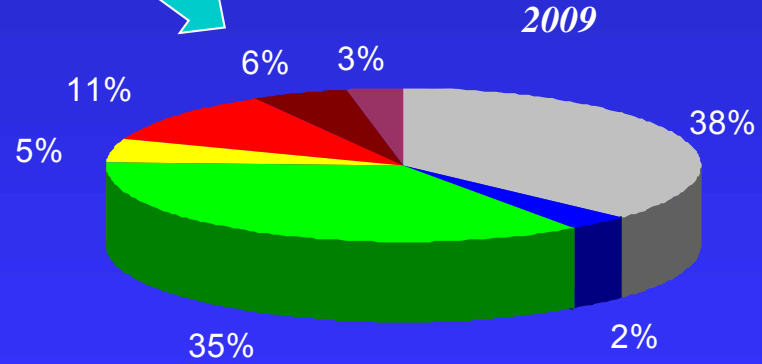
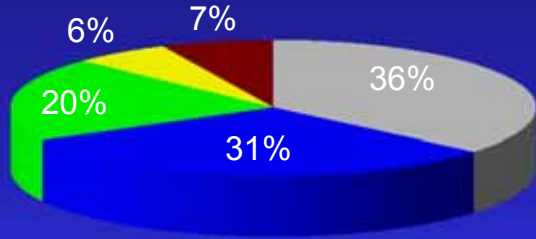
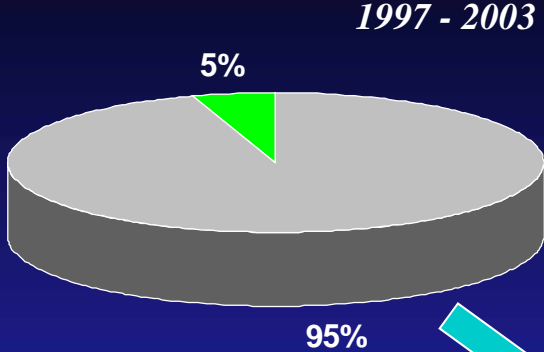
Model/Material Complexity



- Number of OEMs in US - 21
- Number of vehicle brands - 42
- Number of models - 242
- 30 -Types of steel
- 40 -Types of Plastic
- Repair recommendations-35 Sites on OEM One Stop

The logo for OEM1STOP.COM, featuring a stylized arch above the text 'OEM1STOP.COM' in a bold, sans-serif font.

Material Usage



Yield Strength

- 140 MPa
- 180 - 250 MPa
- 300 - 350 MPa
- 350 - 400 MPa
- 400 - 500 MPa
- 500 - 1000 MPa
- 1000 + MPa



Technical Training Support from OEMs

- Most OEMs do not provide basic technical training
- Some OEMs have co-op programs with community colleges and trade schools for entry level technicians
- OEMs have a financial interest in assuring technicians are properly trained (warranty repairs).



Technical Training Support from OEMs

- OEMs provide technical training information on vehicle specific technologies
 - ◆ Direct training to dealer personal
 - ◆ Input into I-CAR and other training organizations
- In most cases, vehicle specific materials, and procedures are published in Repair Shop Manuals



Technical Training Support from OEMs

I-CAR OEM Training

- Audi
- Chrysler
- Ford
- GM
- Jaguar
- Lexus
- Porsche
- Toyota
- Volvo
- VW



OEM1STOP.COM

 | OEM One Stop TechInfo Site

Presented by [National Automotive Service Task Force \(NASTF\)](#) --- Email: [Mary Hutchinson](#)

 ACURA	 Audi	 BMW	 Buick®	 Cadillac
 CHEVROLET	 CHRYSLER	 DODGE	 Ford	 GMC
 HONDA	 HUMMER	 HYUNDAI	 INFINITI	 ISUZU
 Jeep	 KIA	 LEXUS	 LINCOLN	 mazda
 Mercedes-Benz	 MERCURY	 MINI	 MITSUBISHI	 NISSAN
 Oldsmobile	 PONTIAC	 PORSCHE	 SATURN	 SCION
 SUBARU	 SUZUKI	 TOYOTA	 VW	 VOLVO



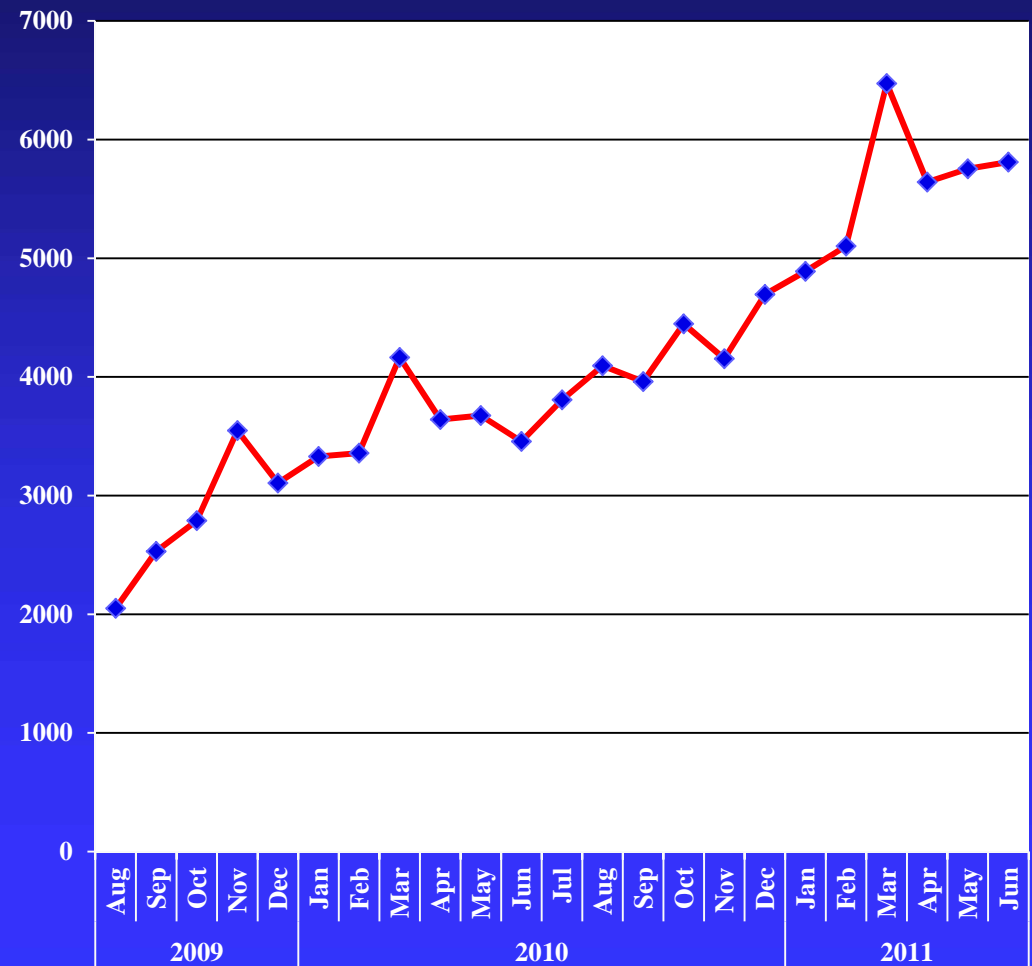
The logo for OEM1STOP.COM features the text 'OEM1STOP.COM' in a white, sans-serif font. Above the '1' is a stylized white arc resembling a car's headlight or a signal. The logo is set against a dark blue rectangular background.

- Site was launched at NACE 2007
 - ◆ Automakers' proactive response to industry call for easier access to OEM repair information
- Currently includes 35 vehicle makes
- 100+ industry sites link to it
- Operates in conjunction with National Automotive Service Task Force
 - ◆ Monitors, responds to inquiries through site



Monthly Site Visits

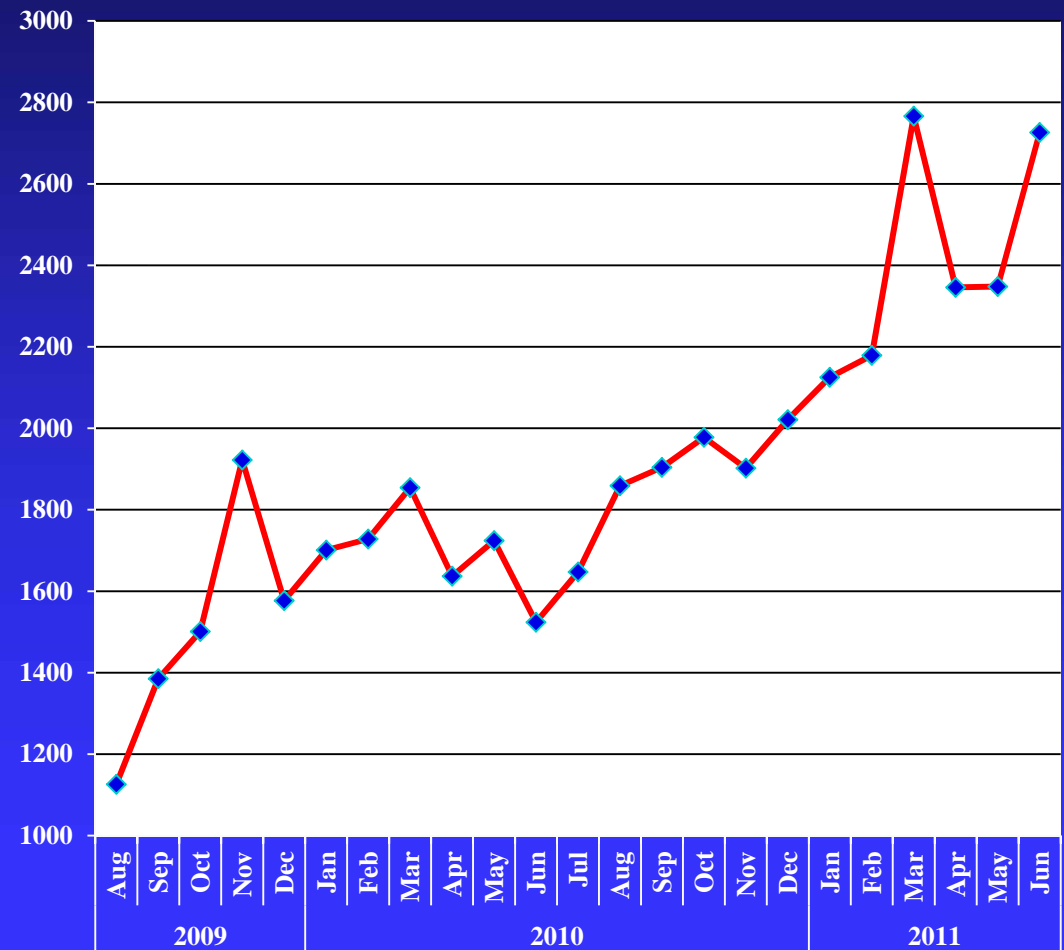
- 5,811 Visits in June
 - ◆ Up 68% from June '10
- 2011 Avg. Monthly Visits – 5,611.
 - ◆ Up 56% from 2010





Unique Site Visitors

- 2,726 Unique Visitors in June
 - ◆ Up 79% from June '10
- 2011 Unique Visitors – 11,799
 - ◆ Up 43% from 2010





Chrysler Reality

- Basic industry training via trade school or apprentice program
- OEM expects detailed training to be via I-CAR.
- OEM also expects validation and testing of knowledge to be primarily an I-CAR responsibility.
 - ◆ Post-training testing
 - ◆ Equivalence testing

Chrysler Future



- Continue to leverage I-CAR for all collision repair training
- Continue releasing information through I-CAR, ETI, body repair manuals, and Collision Repair Bulletins (new)
- Work with other OEMs in an attempt to communize repair processes and procedures where possible
- Work to eliminate “recommended” methods and “equivalent” materials by precisely identifying “required” methods and job tested materials



Thank you

Steve Nantau

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Doug Craig

drc28@chrysler.com



Re-Skilling the Industry



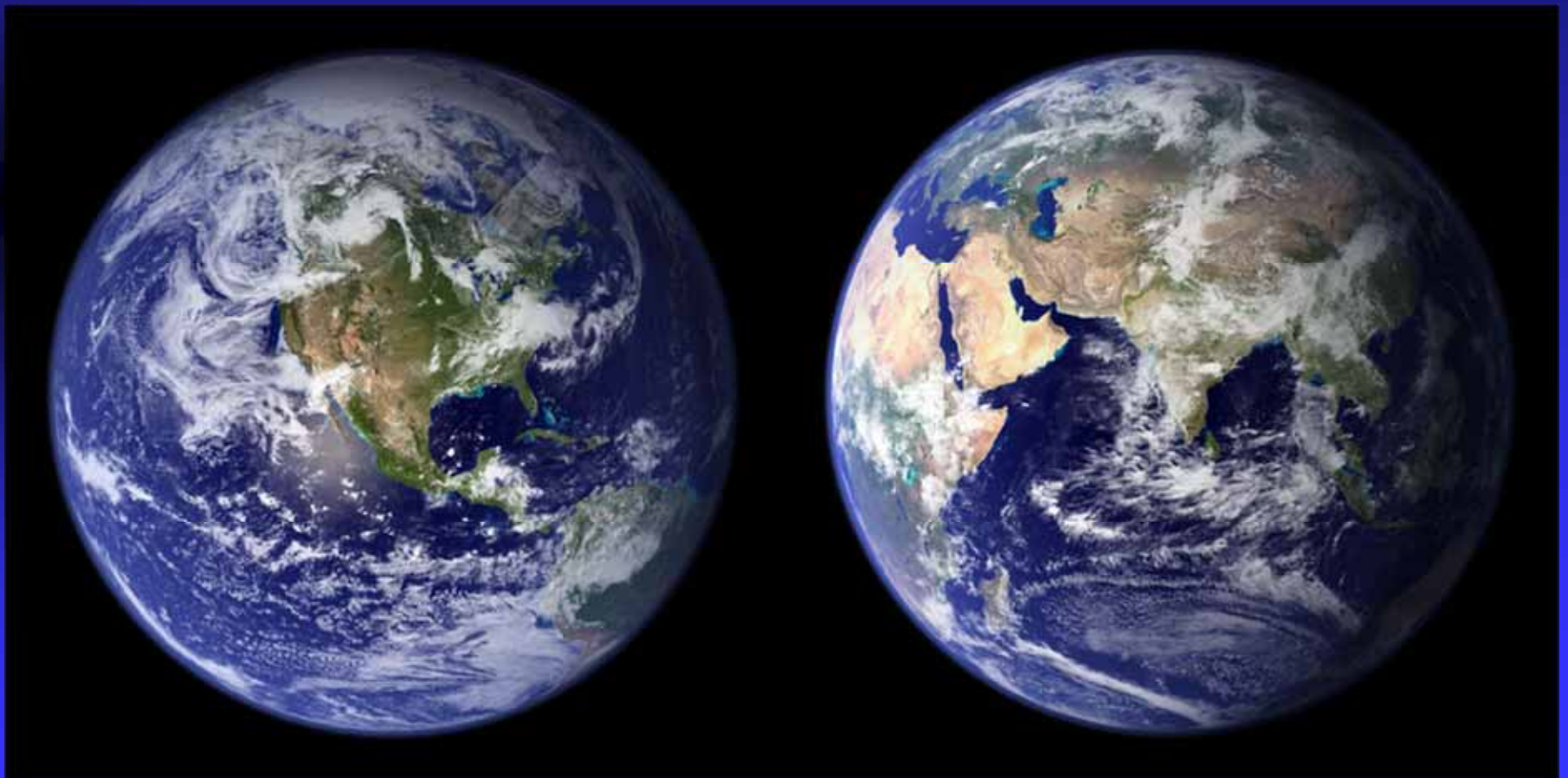
The Key to a Sustainable Future

Rodney K. Enlow – VP Auto Industry Relations
Coordinating Committee for Automotive Repair
(CCAR)

Our Fragile Planet



Earth Photos by
Astronaut Sunita Williams, USN



Swiss Alps



Straits of Gibraltar



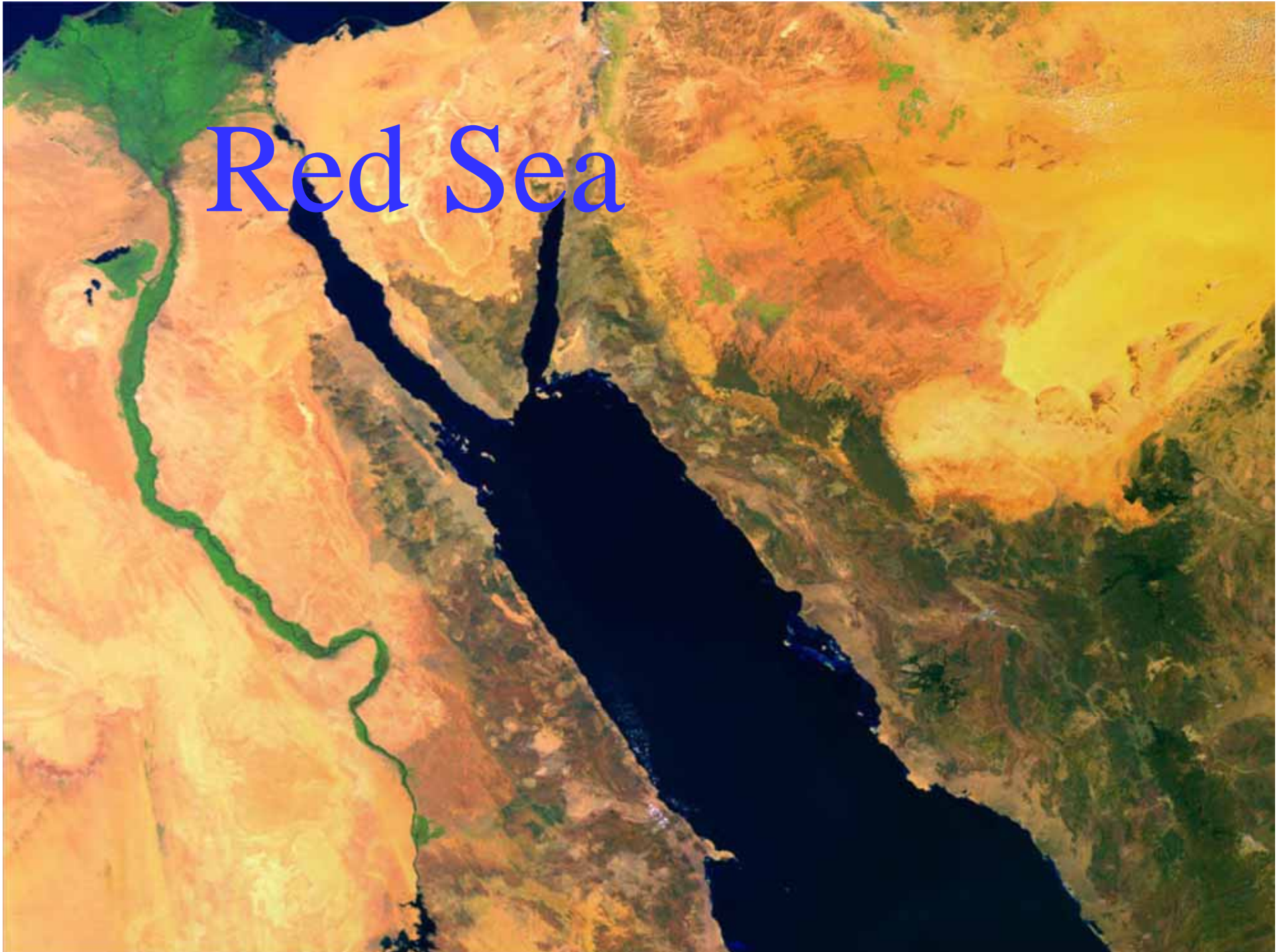
Iceland



Black Sea



Red Sea



The Americas





Still
daylight in
California.

Chicago

The biggest concentration
of lights (from top to
bottom) are the cities of
Boston, New York,
Philadelphia and
Washington.

San Antonio

Houston

Miami

Puerto Rico

Eastern Hemisphere



NOW !!!



What kind of a world is waiting for our new Body and Paint techs joining the Collision Repair industry?



Our Fragile Planet

Collision Industry Version



These are actual photos taken during some of the CCAR audits requested by Collision & Mechanical Repair Shops in the U.S.

Paint Mixing Rooms Like This?



Waste Oil entering Ground Water Supplies?



Air Quality Like this?





Water Quality Like this?





Our Legacy?

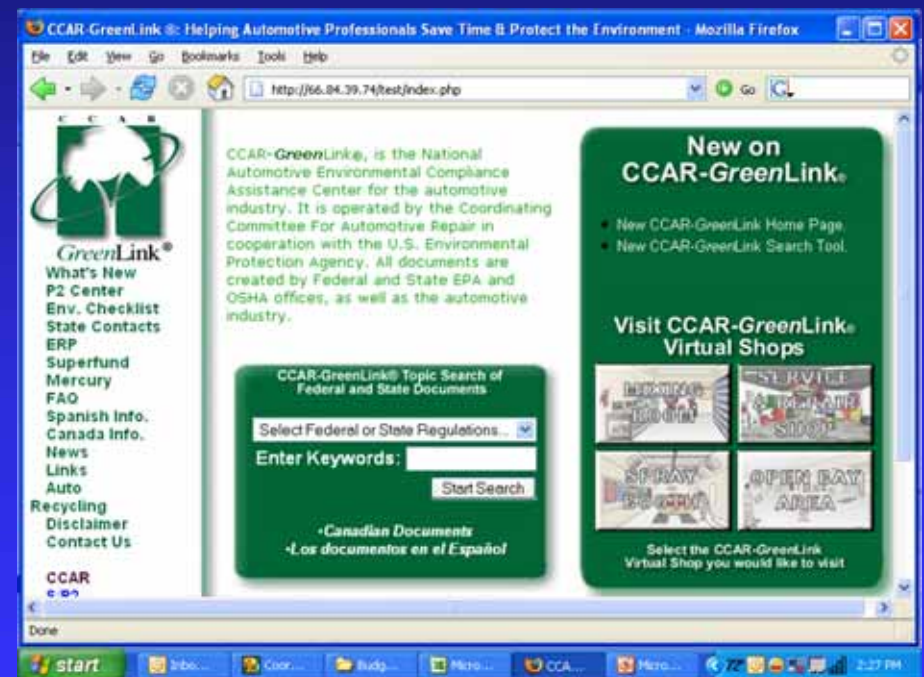
- By using or operating Shops such as these, are you silently “embracing” and “endorsing” conditions like this for all who enter these workplaces?





Who is CCAR-GreenLink®?

- One of 16 Compliance Assistance Centers established and funded by the U.S. EPA.
- Free Internet-based service providing environmental compliance assistance and best practices information for the automotive industry.
- **THE** Center for Environmental Information for “service, repair, collision”
- More than 3,000 documents and links to federal and state information updated weekly.

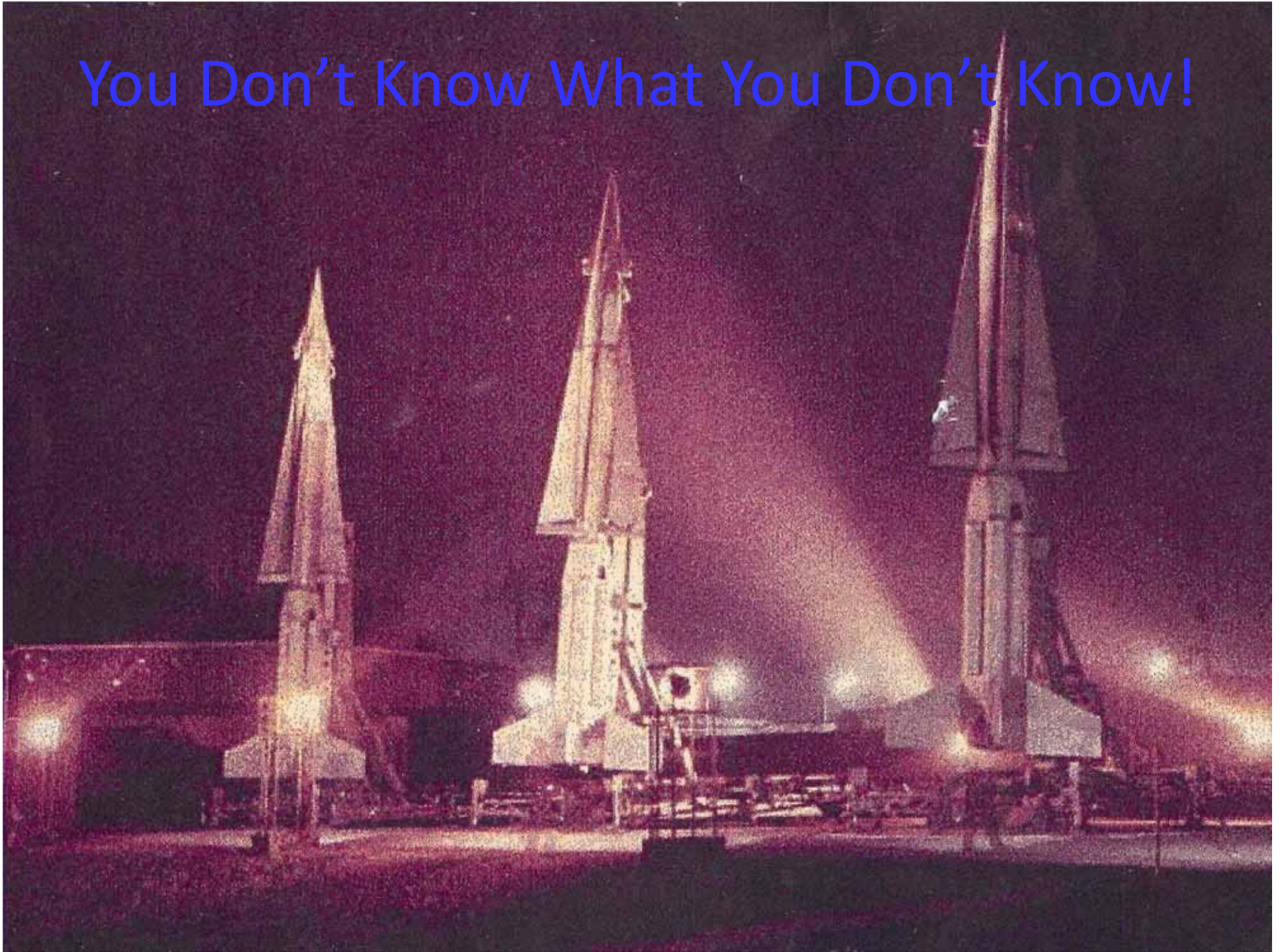


Why Isn't There More Compliance?

- Low priority for many shop owners & managers
- Front-line technicians simply don't know



You Don't Know What You Don't Know!



What We Do is S/P2



S/P2
Safety and
Pollution Prevention



Why was S/P2 Created?

- “S/P2,” e-learning program in Safety and Pollution Prevention for auto repair, introduced in 2002 and now used in 4000+ facilities and 2000+ schools
- CCAR develops online training; content reviewed by industry and government
- Environmentally friendly – no throw-away paper books and CDs





S/P2[®]

- “S/P2[®],” e-learning in Safety and Pollution Prevention for auto repair industry, introduced in 2002, now used in 4,500+ facilities
- Over 7 million tests
- Internet-based
- Available 7/24/365
- English or Spanish available at the click of a button





S/P2[®]

At present, three distinct versions exist:

1. Technical and Service Personnel
2. Collision Repair Personnel
3. Insurance Appraisers, Adjusters, and re-inspection Personnel





One of the Many U.S. Classes Taking S/P2



So What Can The Rest of Us Do About This?



- Now you can't say you don't know about it any longer.
- Determine what training sources are available in your state and make it a priority for the near term.



Thank you

Rod Enlow

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I-CAR[®]

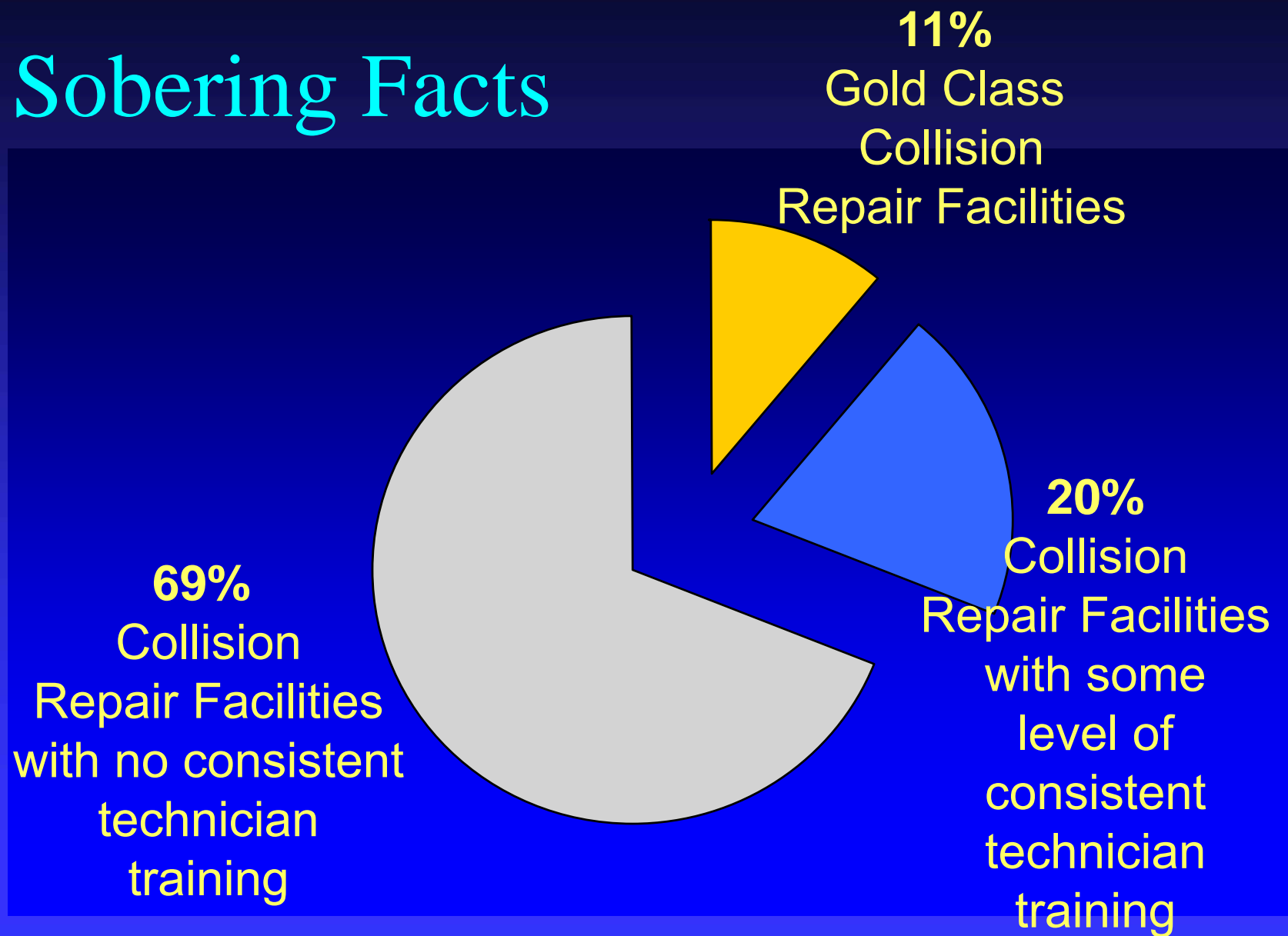
Inter-Industry Conference on Auto Collision Repair

Jeff Peevy

I-CAR Director of Field Operations



Sobering Facts





Sobering Facts

Fastest growing
repairers

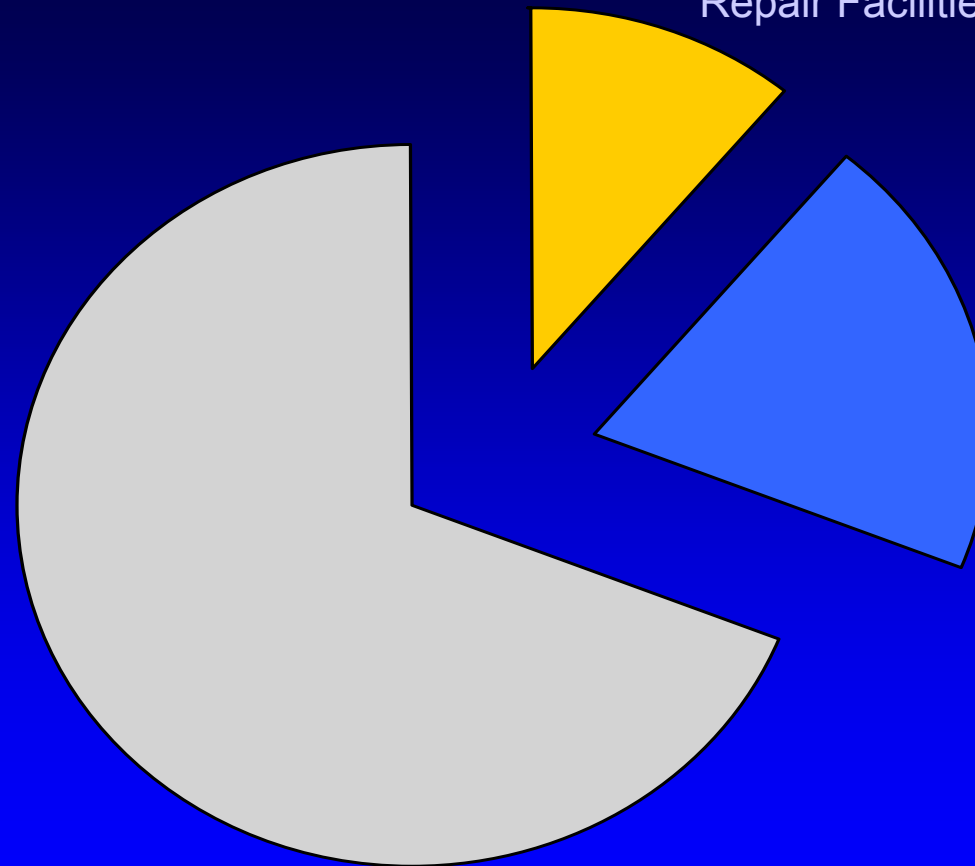
11%
Gold Class
Collision
Repair Facilities

20%
Collision
Repair Facilities
with some
level of consistent
technician
training

Repairers closing
at fastest rate



69%
Collision
Repair Facilities
with no consistent
technician
training



“Learning organizations” are growing organizations



The I-CAR Vision

Every person in the collision industry, current and future, has the necessary knowledge and skills relevant to their position to achieve a complete and safe repair.



I-CAR *Last Year*

- 9,937 instructor-led classes conducted
- 143,000 classroom seats filled
- 2,500 Qualification Tests conducted
- 12,478 online classes taken
- 64,000 unique individuals trained



I-CAR *Today*

- 4,300 Gold Class® Collision Repair Shops
- 32,000 individuals w/Platinum® designations
- Our industry data system
 - ◆ 200,000 individual training records
 - ◆ Accessible online
 - ◆ *MyI-CAR* (for individuals)
 - ◆ *Training Manager* (for businesses)



CAFE Standards

- Will drive vehicle design and material changes at an increasingly rapid pace





The I-CAR[®] Professional Development Program[™]

- Structured approach to business and employee development
- Framework for ROI of training
- Foundation for improved operational efficiencies
- Provide ability to work on new vehicles
- Eliminate assumption of knowledge



The I-CAR role to the industry

- Maintain timely / relevant training
- Provide reasonable access to training
- Provide industry recognition programs
- Maintain training records
- Assist industry in keeping pace



I-CAR Today and Beyond

Ability to provide....

- 15,000 instructor-led classes a year
- 5,000 Qualification Tests a year
- 50,000 proctored Equivalency Tests a year
- More advanced / hands-on experience
- Instructors to conduct non-English classes



I-CAR Today and Beyond

Online Capabilities....

- Robust Online course availability
 - ◆ Fundamentals Courses
 - ◆ ProLevel One Courses
 - ◆ More interactive, engaging and informative



I-CAR Today and Beyond

Online Capabilities....

- Improved training records
- Assist in training budgets



I-CAR Today and Beyond

OEM relationships....

- Provide network support
- Repairability consulting
- Provide technical development support
- Repairability Summit Events



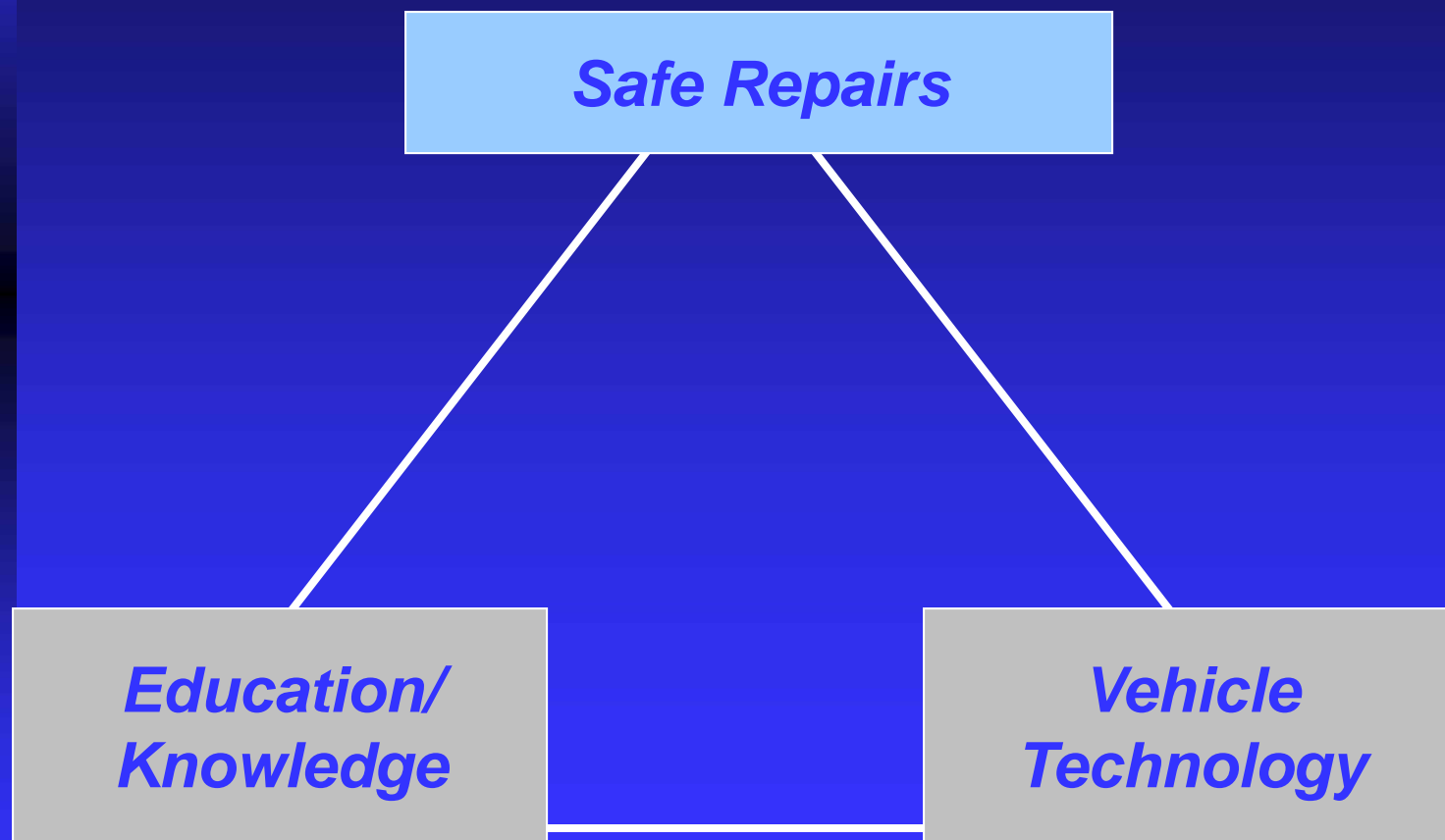
I-CAR Today and Beyond

Education Segment Enhancements...

- Solid strategies in place
 - ◆ Alignment to I-CAR Professional Development Program
 - ◆ School and instructor support
 - ◆ Deliver a more capable entry-level employee to industry

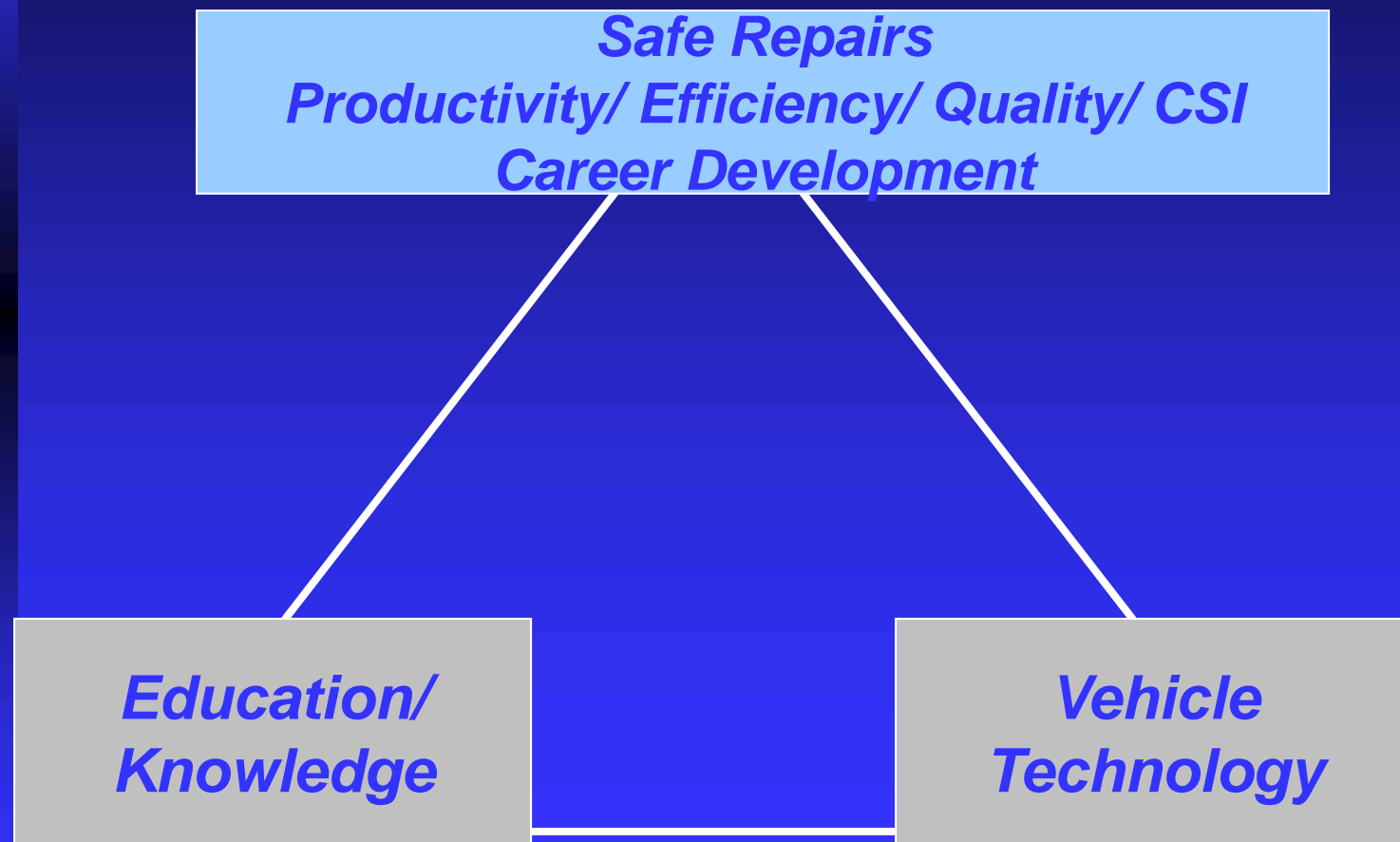


I-CAR Founding Vision 30 Years Ago





I-CAR... More Relevant in 2011 & Beyond





Thank you

Jeff Peevy

jeff.peevy@i-car.com

DuPont Performance Coatings



Paul Maiersperger
DuPont Training Manager



DuPont Performance Coatings

Mission

Our mission is the education and development of our customers and the creation of value and sustainability through continuing, outcome based education that changes behavior, enhances and measures knowledge, skill, productivity, profitability and expectations, enabling our customers to achieve their professional goals through the utilization of our brands and integrated offerings



DuPont Performance Coatings

Vision

To be a dynamic contributor to the success of our customers through the innovative creation, design, delivery and measurement of branded sustainable training solutions

DuPont Performance Coatings



Value Proposition

DuPont Performance Coatings provides branded technical training solutions designed to upgrade the skills and knowledge of your collision center employees resulting in improved shop productivity, efficiency and quality. Our Training Center programs use a “hands on”, process-oriented approach that helps you get cars through your collision repair center faster and keep your customers satisfied. Our instructors, designers, and staff are committed to enhancing your ability to be a competitive industry leader through the continuing education and development of your people.

DuPont Performance Coatings



- Training Philosophy / Methods
 - ◆ Outcome Based Education
 - ◆ define and measure expectations and outcomes for each training offering
 - ◆ Process Oriented Training
 - ◆ Train to the requirements of the work processes
 - ◆ Focus is on developing competencies
 - ◆ Easily adaptable to new technologies
 - ◆ Blended Learning
 - ◆ Combine instructor led training with a wide variety of learning modalities

DuPont Performance Coatings



- ◆ Training Methods
 - ◆ Instructor led skill development
 - ◆ Online course offerings
 - ◆ Web access via pc.dupont.com
 - ◆ Role based curriculums
 - support I-CAR methodology



DuPont Performance Coatings

Training Locations



DPC



Satellites





DuPont Performance Coatings

Training Languages

- Canada
English/French
- USA
English/Spanish on request

TDS/Systems Charts/Color Tools
available in Spanish



DuPont Performance Coatings



- ◆ Advanced materials needing training
 - ◆ New pigments, metallics
 - ◆ Matte OEM Clearcoats
 - ◆ Scratch Resistant Clearcoats
 - ◆ Multiple substrates on vehicles

Impact: New products, prep/application processes



DuPont Performance Coatings

- ◆ New metallic flake

- ◆ Mercedes Alubeam 047
- ◆ Nissan KAB



Requires special pigment and prep, ie. 1500-3000 grit vs 600-800
Both Nissan and Mercedes have scratch resistant clear as well.



- Matte OEM finishes

- Mercedes, Audi, Maserati, Smart
- More to come

Requires special clear. Need to match gloss, no polishing, Application sensitive



How can repairer's best position themselves to be ahead of the curve?

- Participate in training opportunities
- Partner with suppliers
- Value on-going education
- Hiring criteria
- Support learning at the work site
- Support technical, process and management training



DuPont Performance Coatings

Online training

- Twenty courses available on *eCareerTrack* LMS and growing
- Range of interests:
 - ◆ Technical
 - ◆ Safety
 - ◆ Human Resources management
- www.pc.dupont.com



DuPont Performance Coatings

Management Training

- Lean Processes
- Marketing your shop
- Estimating
- Operations/SOP's
- Business Councils
- Cycle Time



Thank you

Paul Maiersperger

paul.r.maiersperger@usa.dupont.co
m



PPG Industries

“Bringing Innovation to the Surface”

Bob Burgess

- ◆ Director:
 - ◆ U.S. Product Training
 - ◆ PPG Sales Force Development
 - ◆ Sales Director / Caribbean & Central America

- ◆ Headquarters: Strongsville, Ohio
- ◆ Home Base: Atlanta, Georgia
- ◆ 1975 Graduate Clemson University
- ◆ 36 years in PBE Industry



PPG Industries

“Bringing Innovation to the Surface”

Training Mission Statement:

The PPG Refinish Training Team is committed to continuous improvement and the highest standards in providing customer service, technical training, and sales support to all internal and external customers served by PPG’s Refinish Business Unit. We achieve this by creating and delivering continuously updated quality training programs to our distributor and collision center customers, PPG associates, and other industry personnel, thus insuring that these groups are provided with the latest relevant PPG and refinish industry information.



PPG Industries

“Bringing Innovation to the Surface”

Training Vision:

To provide quality training for our customers on a timely basis, in the most convenient geographic areas and at the lowest possible cost. This training will be achieved through the following way:

- ◆ at our own training centers
- ◆ at our distributor training centers
- ◆ at cooperative vocational institutions
- ◆ “on site” at end user locations (when feasible)
- ◆ “on-line”

We will maintain a staff of qualified instructors, contractors and consultants to support these means.



PPG Industries

“Bringing Innovation to the Surface”

Two Training Department “Groups”

- PPG “Business Solutions”: Jim Berkey / Director
 - ◆ Collision Center Development and Management Type Programs (Non-Product Related)

- PPG “Product and Sales Force Development”: Bob Burgess / Director
 - ◆ PPG Product Related Courses
 - ◆ PPG Sales Force Related Courses (New)



PPG Industries

“Bringing Innovation to the Surface”

Business Solutions / Overview

- Department Director: Jim Berkey
- Consultant Team: ~13 Members
- Training Events Per Year: ~200
- Students Trained Per Year: ~2000
- Variety of Classes: ~20
 - ◆ “Throughput Performance”
 - ◆ “Business Development”
 - ◆ “Collision Services” (Benchmarking / Layout, Design etc...)



PPG Industries

“Bringing Innovation to the Surface”

Product Training / Overview

- Department Director: Bob Burgess
- Training Team: ~30 Members
- Sales “Training” Team: ~50 Cross Trained TMs
- Consultants: 5 Retirees/Consultants
- 2010 Classes: ~1,400
- 2011 YTD Classes: ~700
- 2010 Students: ~14,000
- 2011 YTD Students: ~6,050



PPG Industries

“Bringing Innovation to the Surface”

Product Training: Overview

- Color Courses: Brand Specific
(Global, 2K, Envirobases, Aquabases, Deltron)
- Product Courses: Brand Specific
(Global, 2K, Envirobases, Aquabases, Deltron)
- All Brands are taught as “Systems”



PPG Industries

“Bringing Innovation to the Surface”

Product Training / Overview

- PPG Locations: ~10 Official Locations
- Distributor Locations: Various
- Vo-Tech Locations: Various
- “On Line” @ ppgrefinish.com
 - ◆ Must have been in one of our schools in system to sign on.
 - ◆ Short “application specific” 5-8 min modules
 - ◆ Metal surface prep
 - ◆ Flexible surface prep
 - ◆ Priming and Sealing



PPG Industries

“Bringing Innovation to the Surface”

Product Training / Overview

- Languages Available:
 - ◆ English
 - ◆ Spanish @ specific fixed locations but available as necessary geographically. Good access to Spanish due to Caribbean auto refinish position.
 - ◆ French thru our Canadian Group
 - ◆ Strongsville Ohio Headquarters Tech Service is available in English, Spanish and French.



PPG Industries

“Bringing Innovation to the Surface”





PPG Industries

“Bringing Innovation to the Surface”

Technology: OEM Color

- OEM's utilize styling engineers to select color.
- OEM's are “Prospects” for various pigment manufacturers.
- OEM color selection usually compliments current and future trends.
- OEM's sometime select challenging pigments for marketing purposes. A very good example:
 - ◆ New Audi LX7T “Prismasilber” (prizma-silver).
 - ◆ Special effect pigment gives metallics a “rainbow effect”.
 - ◆ 1000 cars per year beginning September 2011.
 - ◆ “Limited Use” Toners.
- All OEM color selection panels are submitted to paint companies. (PPG, DuPont etc...) for potential supply purposes.



PPG Industries

“Bringing Innovation to the Surface”

Technology: PPG OEM Color

- PPG OEM color styling department attend OEM manufacturer meetings.
- PPG OEM Dept. is responsible to present color back to OEM manufacturers for approvals.
- PPG OEM has the ability to match any of these colors from any pigment available globally.
- PPG OEM has standard set of pigments, but sometimes we have to go outside these to provide OE color. Creates challenges for Refinish. In Refinish, some of these pigments are “Limited Use”.



PPG Industries

“Bringing Innovation to the Surface”

Technology: Refinish Color

- PPG Goal is to have all OEM color matches available for all colors on the road today, no matter what the pigment.
- Approx 500 new colors are added yearly in US only. These 500 colors have to be matched in multiple brands. (e.g....Envirobase, Deltron, Global etc...)
- PPG Refinish works “hand in hand” with OEM, but it is challenging to add pigments as freely as the OEM Group does. Still, because we are connected to OEM, it is an advantage for us.
- Sometimes pigments are restricted due to:
 - ◆ termination of pigment (we have to match regardless)
 - ◆ limited use (could be low units or shelf life)
 - ◆ cost
- PPG Refinish strives to have best selection of pigments available to create adequate color match for current vehicles and back 25 years.



PPG Industries

“Bringing Innovation to the Surface”

Technology: Refinish Color

- Challenging to be competitive in all markets
 - ◆ VOC-Compliant markets
 - ◆ Non-Compliant markets

- Challenging to be competitive in all PPG Brands
 - ◆ Solvent brands 1,000's of formulas in each brand
 - ◆ Water brands 1,000's of formulas each in each brand

- Every technician is unique
 - ◆ Climate
 - ◆ Spray habits



PPG Industries

“Bringing Innovation to the Surface”

Technology: Refinish Waterborne Color

- Very good color success with Waterborne Color technology
 - ◆ New “State of the Art” Waterborne Color manufacturing facility in Delaware, Ohio.
 - ◆ Non stir technology / resists settling / consistent color.
 - ◆ Latest pigment selection / able to “start from scratch” vs. existing solvent systems.
 - ◆ Most OE’s have moved to water / with water you are spraying “like products”.
 - ◆ Easy to teach in training classes.
 - ◆ Works well with specific spray equipment (fluid nozzles etc...)
 - ◆ Minimal reduction, not a lot of room for color shift due to mixing.
 - ◆ Top shelf Waterborne Variant Deck System.
 - ◆ PPG Paint Manager / Rapid Match X5 Spectrophotometer.



PPG Industries

“Bringing Innovation to the Surface”

Technology: Refinish Waterborne Color Match

- Waterborne Variant Deck System
 - ◆ The best Variant Deck System PPG has ever produced.
 - ◆ Tight specifications on manufacturing.
 - ◆ Decks use identical material and spray technique as the painter.
 - ◆ Outstanding chip representation of “color in the can”.
- PPG / PaintManager-Rapid Match X5 Spectrophotometer System.
 - ◆ PaintManager is PPG’s most advanced color software.
 - ◆ RapidMatch searches and “rates” data base of Prime, Variants & Specials.
 - ◆ RapidMatch X5 Spectrophotometer.
 - ◆ Reads from 5 angles
 - ◆ Advanced Optics

PPG Strategy remains to have a color leadership position in both print tools, variant programs as well as in color spectrophotometry.



PPG Industries

“Bringing Innovation to the Surface”

Technology: Refinish Color

- What ever paint system you are using, learn the system. Don't jump around.
- Make sure you have the right spray equipment to get the most out of the color system you have selected.
- Make sure your color is fresh. Avoid opening color until you need it. Fresh color is normally good color.
- Ask the PPG Trainers about the equipment they are using and why. They have access to everything.
- Make sure you have attended all the training available for the system you have selected. The trainers usually know the shortcomings and strong points of any system. They get to “play” with the systems at no cost.
- Try and attend a water class just so you will know the facts. And, when you do:
 - ◆ come with an open mind and ready to learn...
 - ◆ leave all old ideas at the door and be ready to accept change...



PPG Industries

“Bringing Innovation to the Surface”

Technology: DC2000

Fast Air Dry Clearcoat

- Developed from PPG’s newest solvent based resin technology.
- Works especially well over Envirobase and Aquabase Water Basecoats.
- Our best speed clear over Waterborne Basecoat.
- Works also over Deltron Basecoat.
- No flash time between coats.
- Low overspray
- No baking required / resulting in energy savings.
 - ◆ Has a “Low Bake” option if desired.
- Can be sanded and polished under air dry conditions quickly.
- Excellent gloss and appearance.
- Very low overspray



PPG Industries

“Bringing Innovation to the Surface”

Technology: Complete Water System

- Regardless of brands, all paint manufacturers have basic product groups in order to build systems:
 - ◆ Cleaners
 - ◆ Primers
 - ◆ Primer Surfacers
 - ◆ Primer Sealers
 - ◆ Basecoat Color (BC)
 - ◆ Clearcoats



PPG Industries

“Bringing Innovation to the Surface”

Technology: Complete Water Systems

- Most all Water Systems were introduced with a mix of Water Basecoat and Solvent “Ancillary” (overs and unders) products.
- As usage increased, experience revealed that some Solvent Ancillary products worked better than others when combined with Water Basecoat.
- Further study of these products resulted in development of specific Envirobase and Aquabase Ancillary Products.
- These Envirobase and Aquabase specific Ancillary Products have resulted in a more environmentally friendly, reliable, productive system.



PPG Industries

“Bringing Innovation to the Surface”

Technology: Complete Water Systems

- The Envirobase and Aquabase “Water Basecoat / Solvent Ancillary Systems” meet regulations today and provide excellent all around results.
- Although these “Water Basecoat / Solvent Ancillary Systems” provide good results, technology development does not stop here. The goal is to provide a complete system of water based ancillary products.



PPG Industries

“Bringing Innovation to the Surface”

Technology: Complete Water Systems

- Where PPG stands today:
 - ◆ Cleaners / *Completed*
 - ◆ Primer / Surfacer / Sealer Systems
 - ◆ Basecoat Color / *Completed*
 - ◆ Clearcoats / *Completed*
- Although some items are completed, PPG is never finished. We are always trying to improve and provide our customers with the latest technology available.



Thank you

Bob Burgess

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Chief Automotive

Richard Perry

Chief Automotive

Training and Insurance Liaison Manager

Chief Automotive



■ Mission

To provide the collision industry with innovative and profit-generating business solutions that enable our customers to properly and efficiently repair collision-damaged vehicles.



■ Vision

Be the undisputed leader in every vehicle service market where we choose to participate. We will participate in markets where we can leverage our global infrastructure to provide synergy, service and products to our customer; drive growth above the market; and deliver top tier returns.

Chief Automotive



- ◆ Training methods
- ◆ Advanced Products and Equipment
- ◆ Measuring
- ◆ Straightening
- ◆ Analysis
- ◆ Alignment

(other advancements on AHSS, Aluminum,
or other advanced metals)



TM



Training methods

- Factory driven - focused on education
- Chief certified Contract trainers
- Classroom and Hands-on training
- Damaged Vehicles (New PV for each class)
- Partner with many Vo-Tech Schools
- Member of the I-CAR Industry Training Alliance
- CASE Certified training provider

CHIEF TRAINING CAREER PATHS

Structural Technician



NEW in 2010!! Design Based Repair Training (16 Hours)



Advanced Steering & Suspension Analysis (16 Hours)



Advanced Full Frame Repair (16 Hours)

Advanced Uni-body Repair (16 Hours)

Full Frame Analysis & Repair Planning (16 Hours)

Unitized Body Analysis & Repair Planning (16 Hours)

Computerized Measuring Training (16 Hours)

I-CAR Training (Recommended)

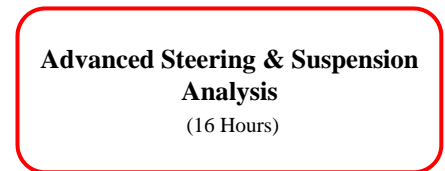
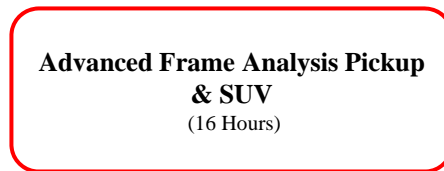


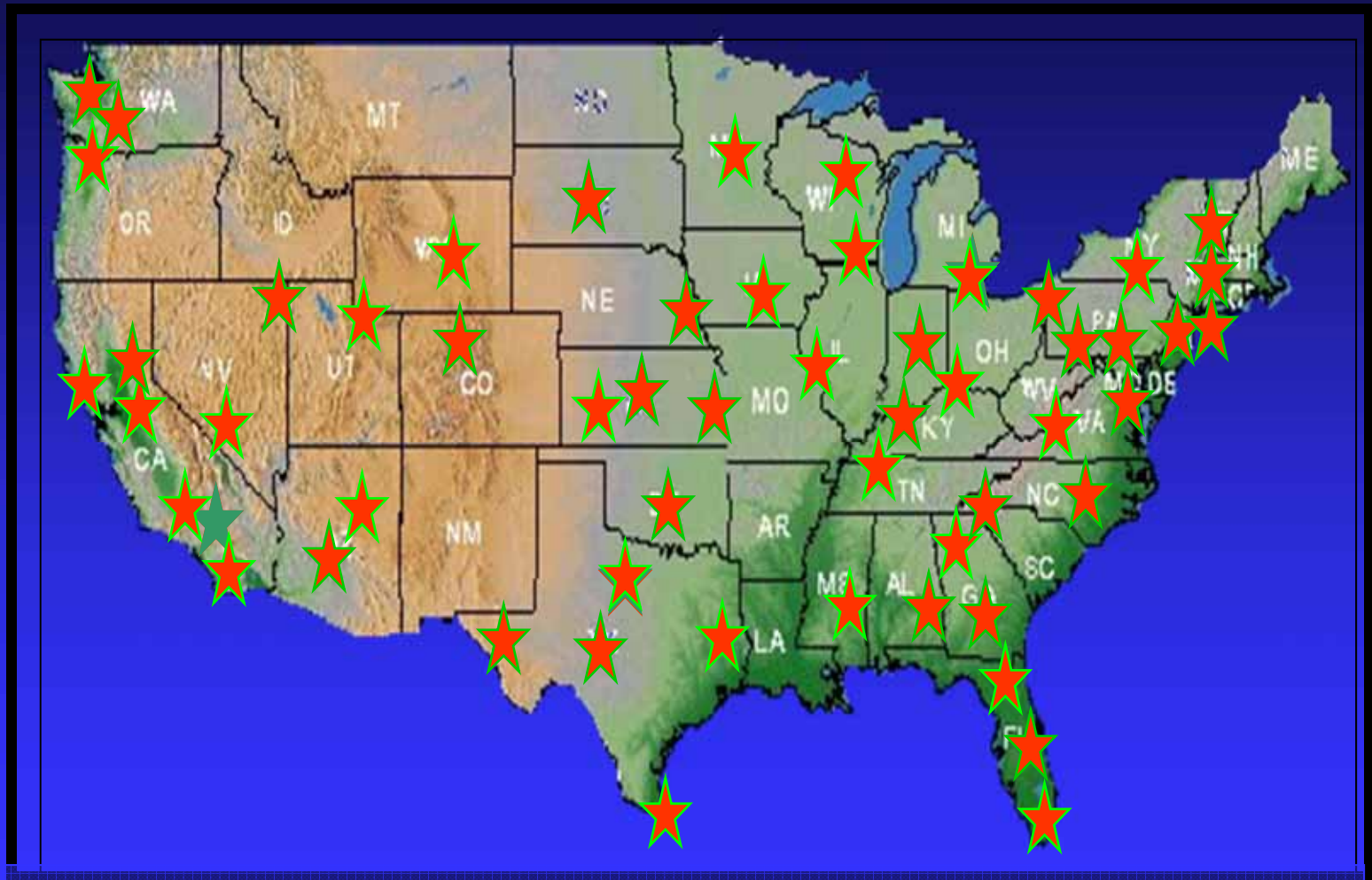
CHIEF TRAINING CAREER PATHS

Analysis Professional



NEW in 2010!! Design Based Repair Training (16 Hours)





More than 60 U.S. Cities



Advanced Products and Equipment

- ◆ Measuring
 - 3-Demensional
 - Multiple point
 - Multiple point monitoring
 - Real time



Advanced Products and Equipment

- ◆ Straightening
 - 10 Tons pulling at the hook
 - Simultaneous
 - Multiple point
 - Equalized Low Pressure pulling
- ◆ Reduces high pressures at localized areas that could cause damage to Advanced Steels



Advanced Products and Equipment

◆ Analysis

- Advanced training on new materials
- New Collision Theory
 - Understanding the Load paths





Advanced Products and Equipment

◆ Alignment

Working with the newer (HSS/AHSS):

- Measure Entire Vehicle
- Pull Structure Back Close to Specifications
- Cut (Low Speed Saw) the Damaged Piece Out
- Hold and Measure New Part On Vehicle
- Spot Weld, Rivet, or Glue the New Part
- Fit Repaired or Replacement Body Panels





Online training

- Chief offers three modules of online training
 - ◆ Computerized measuring
 - ◆ Collision theory
 - ◆ Damage Analysis



How can repairer's best position themselves to be ahead of the curve?

- **TRAINING** to understand new vehicle designs and the repairs specific to the manufacturer's recommended procedures

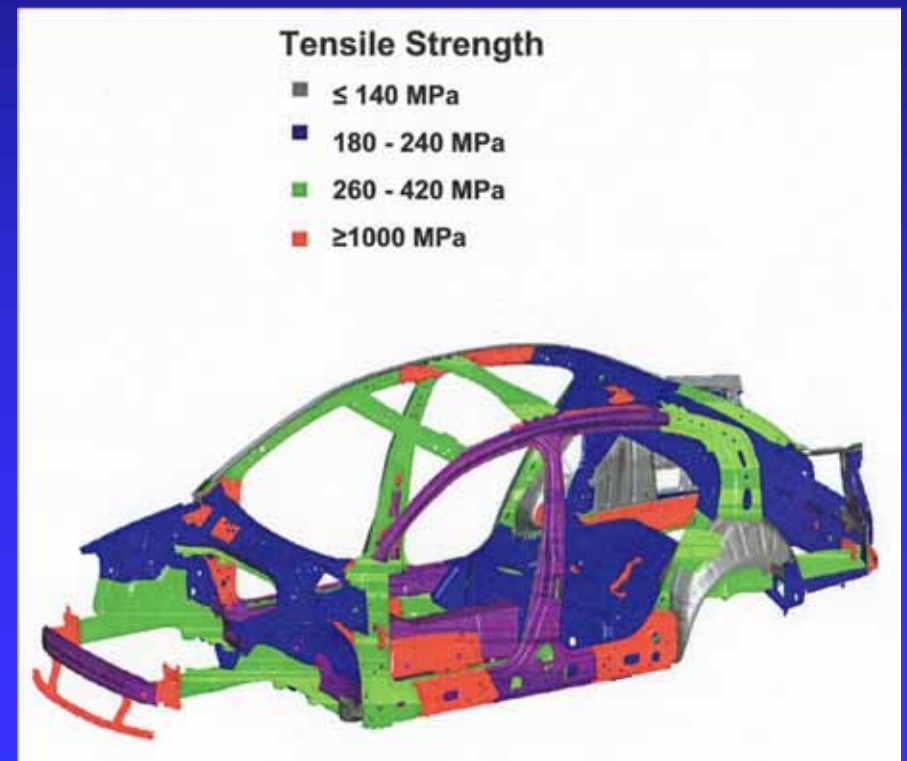




What is a Design Based Repair?

Definition

The process by which collision repair shops must know and understand how a vehicle was designed, and be aware of all special materials, systems and OEM repair processes to insure that vehicle is repair correctly and will function as designed in the event of a subsequent collision





Thank you

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