



3800 Hamlin Road
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Tel. 248/340-5000

Attention: Audi Dealer Principals, General Managers and Service Managers

In the interest of improving customer satisfaction as it relates to paint repairs, we have co-developed a comprehensive paint program with three North American paint suppliers consisting of DuPont, Spies Hecker, and Standox. This program is designed for professional automotive painters and is intended to do the following:

- Provide a higher level of technical support for each body shop direct from the paint suppliers
- Educate painters in the proper use of Audi approved materials
- Reinforce safe working practices
- Improve painter technical application skills
- Increase productivity within the body shop
- Provide appropriate recognition for technicians that have achieved certification
- Offer additional management programs tailored specifically to body shop operations

Our immediate goal is to have all technicians performing warranty paint repairs on Audi products certified through an approved training program. Furthermore, only products technically approved by Audi may be used for all paint repairs involving warranty payments from Audi. If your dealership does not have a body shop, please discuss this certification program with all facilities with which you sublet warranty paint repairs.

Our secondary goal is to have all Audi Dealer body shop, Audi A8 Body Repair Network and independent body shop technicians certified who perform non-warranty paint repairs on Audi vehicles.

A comprehensive program is available through these suppliers that involves CSI services, workflow process improvement, materials management, and other management consultation programs. Contact DuPont, Spies Hecker, or Standox for information about these services and requirements for participation.

In addition to the items listed above, Audi Product Support will work closely with these paint suppliers to insure that appropriate color support is available for all Audi products. A program is in place to conduct scheduled color audits at Audi Ports of Entry. This program should ensure that all Audi repair facilities receive timely color information in advance of actual need.

Contact information for the participating paint suppliers are as follows:

DuPont Automotive Finishes 800-338-7668

Spies Hecker, Inc. 888-371-3313

Standox North America, Inc. 800-551-9296

A representative from one of the above mentioned approved suppliers will soon be contacting you to conduct a short Body Shop related survey. If you have questions concerning the above, contact me at 248 340-5032.

Sincerely,

Mark Kadrovach
Audi of America
Product Support

July 27, 2000