

# OEM Approvals



## Exclusive collaboration extended

## Glasurit paint continues to supply Bentley Motors

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Glasurit, BASF's premium refinish paint brand, will continue its long-standing collaboration with Bentley Motors for another three years.

This global agreement means that Glasurit products will be recommended to Bentley's network of dealers for paint damage repair. In addition, all warranty repairs must be completed using the full Glasurit paint system.

Mike Hill, Glasurit Senior Key Account Manager for the UK & Ireland, collaborated closely with Bentley Motors. He said, "We're proud to have had the privilege to support Bentley's Global Paint and Body Program since 2006. With our technical expertise and the uniform product and services infrastructure throughout the world, we ensure that the program achieves its goals, and that Bentley owners all over the world can rely on high-level customer service that is outstanding and consistent no matter where."

Christoph Rieser, Global Key Account Manager, adds, "We are delighted to continue our successful collaboration with Bentley around the globe. Glasurit delivers premium quality products that are highly efficient as well as Advanced Business Solutions including training, consultancy and color support encouraging the growth and development of body shops around the world."

# Paint & Body Programme 2015

## Update

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We are pleased to announce a number of changes to the Paint & Body Programme for 2015. The changes will make it easier to fulfil your Paint & Body obligations and will streamline the audit process, simplifying the submission and reviewing of data for both you and your bodyshop partner.

This Communique provides full details of the Programme and the changes that are being made over the upcoming 12 months.

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## I. Overview

The Bentley Paint & Body Programme was introduced with the goal of ensuring that a customer who damages their Bentley car, irrespective of the level of damage or geographical location, can have it restored to its pre-accident condition through the Bentley dealer network. We appreciate that many Bentley dealers do not have their own body repair facilities, the programme therefore permits these dealers to nominate a suitable repair partner.

To ensure that repairs can be conducted in an effective manner we have developed a set of repair standards that each nominated bodyshop will be assessed against to ensure their compliance on **an annual basis**.

The repair standards are reviewed annually to ensure that they reflect the construction techniques and material content of our model line-up. As the materials and techniques used in the manufacture of our cars changes so do the standards, thereby ensuring that the repair network is always able to carry out bodywork repairs.

## 2. Dealer Responsibilities

It is a requirement of the Bentley Brand Standards that every dealer has a nominated Paint & Body repair partner who is compliant with the current standards.

The compliance can be met either by way of working with a single facility who completes the full vehicle repair, alternatively **the 'Paint' and 'Body' elements can be separated** and you can work with two separate repairers. In this case there is still the requirement for both parties to meet the necessary standards.

Wherever possible our preference would always be for dealers to work with a single repairer who would take care of the entire repair process.

Please note that in order to control repair quality and to meet our duty of care responsibilities **we will only release structural body panels to a dealer who has an accredited body repairer**.

Similarly we will also only **reimburse paint warranty claims to dealers who have an accredited paint repairer** and who are using the full Glasurit paint system.

### 3. Audit Standards 2015

The audit standards for 2015 are largely unchanged from previous years, they continue to address the following key areas within the bodyshop; **facility, tooling, equipment, personnel and process**. These requirements reflect the construction and repair methods of our current vehicle parc, which employ steel in all structural areas with aluminium and composites used only in closures.

In order to pass the audit the repairer must be able to demonstrate that they are capable of meeting the requirements. The audit will assess whether the facility is suitably equipped and capable of following the correct repair process to carry out a satisfactory repair to a Bentley.

A copy of the 2015 standards are available on request from; [Paintandbody.programme@bentley.co.uk](mailto:Paintandbody.programme@bentley.co.uk)

### 4. Audit Standards 2016

2016 will see the introduction of the new Bentley Bentayga. With this vehicle we will see for the first time a change in the basic construction techniques as we **move to a vehicle with aluminium within its body structure**.

This change necessitates a new approach to structural repairs as both the equipment required to complete a repair and the actual method of the repair will be different to those employed for traditional steel joints. In place of welded repairs we will see a large number of bonded and riveted joints. In order to perform these repairs the body repair facility will therefore need to be equipped with suitable tooling.

Additionally the use of a combination of both high strength steel and aluminium will also necessitate changes to the way in which repairs are approached. Particular attention will need to be paid in the preparation area as the aluminium and steel particles will need to be separately filtered to prevent the risk of explosion and panel contamination.

Please note that **in order to carry out structural repairs a bodyshop will need to have a dedicated aluminium/multi material repair area**. In addition to the tooling previously required to be compliant for the Bentley programme the following items will also be required;

- Pneumatic self-piercing rivet gun (VAS 6792) – circa £2.7k
- Pneumatic glue gun (VAG 2005B) – circa £0.3k
- Flow drill sockets (VAS 852 007 and VAS 6426) – circa £0.2k
- Dual dust extraction unit (VAS 6572/2)\* – circa £8.75k
- Aluminium dent removal tool (VAS 843 001)\*\* - circa £7.5k

Note that if your nominated repairer already has these tools through another manufacturer's programme we will not expect them to purchase additional tools to specifically repair Bentley vehicles. The indicative prices shown above are all at dealer net and exclude VAT.

\* The separation of aluminium and steel particles during the repair process is imperative to maintain a safe working environment; this cannot be achieved when using separate extraction units. VW Group tool VAS 6572/2 is suitable for this purpose and we anticipate that over the coming years this type of equipment will become far more prevalent within the repair industry and will be required in the repair of many new vehicles such as the 3<sup>rd</sup> generation Audi TT. A separate bulletin detailing the explosive dangers of grinding dust will be issued separately.

\*\* A commercially available alternative can be used but this must be able to weld on M4 and M5 studs.

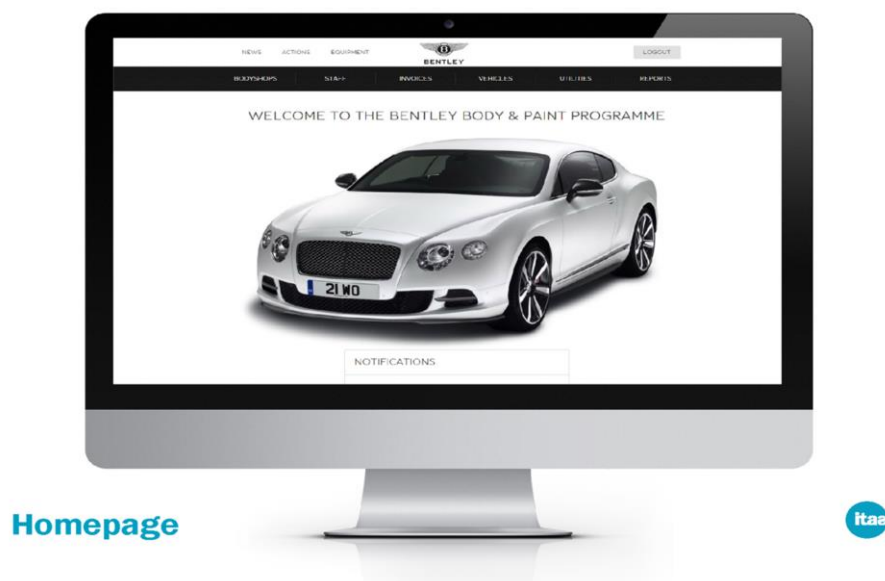
A copy of the 2016 standards are available on request from; [Paintandbody.programme@bentley.co.uk](mailto:Paintandbody.programme@bentley.co.uk)

## 5. Audit Process

Based on feedback received from the network we have reviewed the audit process and we will shortly be introducing a **new on-line process**. This will have numerous benefits over the previous manual system and will make the completion of the audit significantly quicker and easier to complete.

The assessment will be split into three areas; **Facility**, **Bodyshop** and **Paintshop**. A repairer who is nominated as a combined Paint & Body facility will need to complete all three elements, a Paint only repairer will need to complete Facility and Paintshop while a Body only repairer needs to complete Facility and Bodyshop.

Each of these areas will contain a number of elements some of which are mandatory and others are recommendations. The facility will be assessed only against the mandatory items and the repairer has to be able to demonstrate their compliance to our requirements. Some items will be a simple 'Yes / No' whilst others will require an image/service certificate to be uploaded and an expiry date entered. It would be appreciated if the repairer also completes the recommended elements in order that we can build up a more complete view of their operation.



For all time bound elements such as service records once an expiry date has been entered into the system you will be sent reminder emails advising that this date is approaching thereby allowing you to sufficient time to renew.

As the audit will now contain expiry dates we will be able to understand with greater accuracy the levels of compliance throughout the year. This also means that the bodyshop will be able to update all of the time bound elements throughout the year, and will therefore reduce the time spent to complete the annual audit.

As we get closer to the launch of Bentayga we will release the 2016 Audit Standards onto the system. The bodyshop will be requested to complete the on-line assessment.

## 6. Approved Programme Partner

We have recently extended our agreement with BASF as the Approved Paint Partner for the Paint & Body Programme. As part of this agreement BASF will continue to provide paint training and technical paint support. To fully support the programme we would strongly recommend that all compliant Paintshops have a Glasurit mixing scheme installed and utilise the full paint system on all Bentley repairs.

Please note that it is a Bentley stipulation that all warranty repairs must be completed using the full Glasurit paint system. Repairs completed with other paint products will not be reimbursed.





## 7. Next Steps

In September we will send 'log-in' details and a user guide to all dealers, we will also send 'log-in' information for your nominated repair partner. Once these have been issued we will require the bodyshop to log in and complete the 2015 assessment. We remind you that without a compliant bodyshop you will be unable to order any structural body panels.

We would encourage you to discuss the additional Bentayga tooling requirements with your nominated repairer to ensure that they understand the cost implications of the tooling. As all of the new tooling is common to VW Group we anticipate that repairers for these marques could already be suitably equipped and will not therefore need to invest further.

In October we will upload the additional Bentayga elements to the audit, we will advise you when this happens and request that your nominated partner completes the relevant assessment as soon as possible.

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## 8. Further Information

If you require further information regarding the Paint & Body Programme please speak to your Aftersales Regional Manager or alternatively email, [Paintandbody.programme@bentley.co.uk](mailto:Paintandbody.programme@bentley.co.uk)

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