



Service Bulletin

INFORMATION

Subject: Information on Crystal White Frost Matte Paint Finish

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	ATS-V Coupe	2016	2016				
Cadillac	ATS-V Sedan	2016	2016				
Cadillac	CTS-V	2016	2016				

Other	PRIMARY COLOR-EXTERIOR, ABALONE WHITE TRICOAT-LOW GLOSS (144X) (RPO G7V)
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Cadillac-V Low-Gloss Matte Paint Finish Description

A limited production run of 2016 CTS-V and ATS-V will feature a new Crystal White Frost low-gloss matte paint finish (RPO G7V).

Cadillac's Frost matte finishes are completely unique from other automotive paints. Typical gloss paints employ a durable clearcoat finish that reflects light, leaving a bright sheen. A matte finish, by contrast, uses a distinct coating, equally as durable, that diffuses and absorbs light, creating a unique "flat" finish. The result: an appearance that distinguishes your Cadillac as truly remarkable. While the clear topcoat chemistry is the same high quality clear used for the high gloss vehicles, however, special care must be taken to preserve it's unique low gloss appearance.

Care and Handling Information

The matte finish requires special care requirements during Pre-Delivery Inspection (PDI) as well as by customers in order to maintain its unique appearance. Dealerships that receive a Crystal White Frost CTS-V or ATS-V with the matte finish are required to have a sales and service point of contact to ensure the proper paint care requirements are followed.

A Crystal White Frost delivery packet will be shipped to the dealership that includes instructions for the PDI process and paint care and a Customer Care Guide. The paint care guidelines must be reviewed with the customer at the time of delivery.

Tip: To maintain appearance of the matte finish, do not rub the paint surface, only wipe lightly. Rubbing the finish will create bright spots and an uneven appearance. Refer to the updated PDI form before washing or servicing vehicles with the matte finish.

Liquid car wash soap and water as well as mild, non-abrasive bug/tar removers are the only cleaning materials that should be used to clean the Crystal White Frost low-gloss matte paint.

For these vehicles, **DO NOT:**

- Apply add-on paint coatings or sealant protective coatings.
- Wax or polish the low-gloss finish.
- Finesse polish or rub the paint surface with any type of cleaner, glaze, wax or rubbing compound.
- Use additional "clearcoat sealants" in automatic car washes.

Normal hand-washing or power-washing does not impact the low-gloss finish of the paint. Remind owners that touch-free car washes are the only safe automatic car washes to use. Commercial car washes with any types of brushes are not recommended. Also, do not use a liquid wax in any car wash system. Immediately remove foreign materials such as tar, tree sap, bugs and salt from the paint surface.

To remove the adhesive from shipping labels without forceful rubbing, use a mild solvent-based adhesive remover.

Scratches, rub marks and other damage to the painted surface can be touched up similar to other types of paint, but any paint surface imperfection that would normally be repaired by polishing on high-gloss paint must not be attempted on the matte finish.

Tip: If the matte finish is altered, the affected panels will have to be repainted to return it to the intended low-gloss appearance.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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