

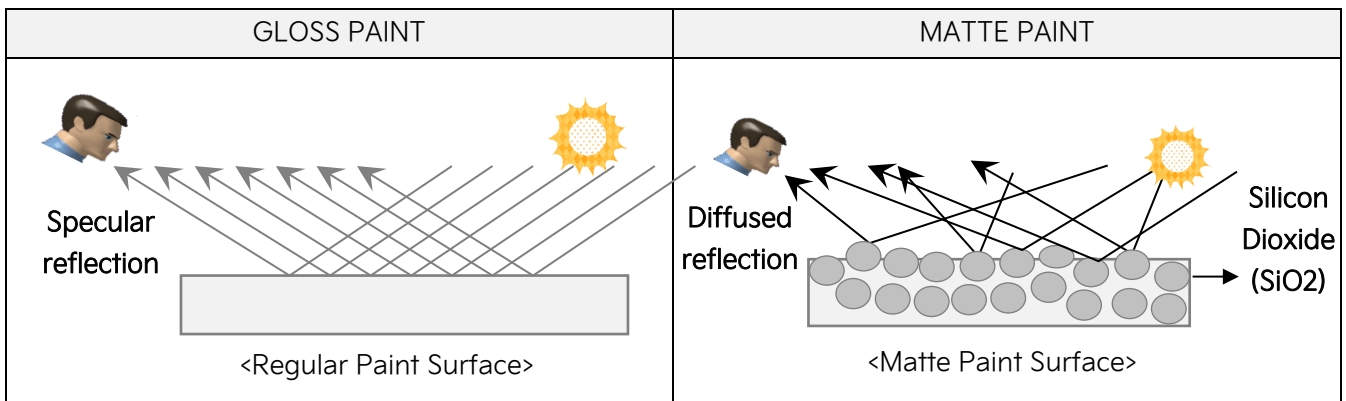


GROUP	MODEL
BOD	2022MY~ EV6 (CV) Sportage (NQ5)
NUMBER	DATE
305	January 2022

TECHNICAL SERVICE BULLETIN

MATTE PAINT FINISH CARE INSTRUCTIONS

This bulletin provides instructions regarding the matte paint finish on some 2022MY~ vehicles. Contrary to gloss paint, the painted surface has a unique matte finish with low gloss due to diffused light reflection. So, it requires different care (hand wash with special cleaners), to maintain it properly which preserves the matte appearance for years to come. The warranty does not cover the vehicle's matte finish appearance, if there is an issue with the matte finish at PDI, this should be reviewed with your DPSM prior to any repairs. Follow the instructions in this bulletin to hand wash and maintain the matte paint finish on the applicable vehicle models.



When surface element is damaged or worn, the matte grade appearance is reduced.

Gloss management standard based on the 60 degree method: EV6 (CV) and Sportage (NQ5): 20~30

A printed copy is for reference only; publication information can be updated at any time. Always refer to KGIS for the latest information. After logging in kdealer.com, the newest technical publications are listed in 'Service Releases' and has the latest service information that has been released.

Dealer Vehicle Arrival Inspection:

- The Paint Protection Film (PPF) should be removed, and the Matte paint should be inspected immediately upon arrival. Any damage from transportation must be noted and discussed with the delivery driver.
- If any factory defects are found, it must be noted on the PDI with proper documentation.
- If paint repairs are required, these need to be inspected and approved by your DPSM prior to any repairs or it may not be covered under warranty.

 **CAUTION**

Matte paint must not be rubbed with cloth or abrasive material that could polish the paint. Take care in using solvent cleaners and only use IF there is no rubbing and the cloths used are soft enough for use with matte finishes (some exceptions apply - so test very carefully).

After washing, dry the paint with a damp, clean chamois. Do not let water spots form. Pull the chamois across the paint with a light pressure.

Matte Paint Finish Care and Maintenance:Washing

It is REQUIRED to hand wash with soft wash mitts, dry with clean chamois, and use light pressure with a soft microfiber towel. Pre-rinse the paint prior to washing to remove coarse dirt that can scratch the paint.

DO NOT rub the paint with a dry towel or automatic car wash brushes to avoid any scratches on the paint, but pressure washing is OK. Keep the pressure under 2500 PSI, use a fan nozzle and a minimum of 10 inches between the nozzle and paint. Pressure washing hoses may cause damage to the paint if allowed to slide on the vehicle. Take care to carefully reposition your hoses as you move the pressure washing gun around the vehicle.

- Use a detergent* specially formulated for matte paint finishes.
- Spot treat heavy dirt accumulation with water and cleaner* formulated for matte paint finishes.
- Most solvent-based tar and bug remover products* may be used, followed by an alcohol/water or pain cleaner.

*Test all products on a hidden part (such as under the rocker sills) to make certain they do not alter the matte appearance before using a visible area.

 **CAUTION**

Be sure to minimize the use of high-pressure wash use. DO NOT rub matte paint surface repeatedly to minimize the risk of burnishing or spotting. Doing so will cause paint finish blemishes to show.

SUBJECT:

MATTE PAINT FINISH CARE INSTRUCTIONS



Click

For additional tips and information, click the icon or scan the QR code to watch Matte Paint Care video.

S
c
a
n

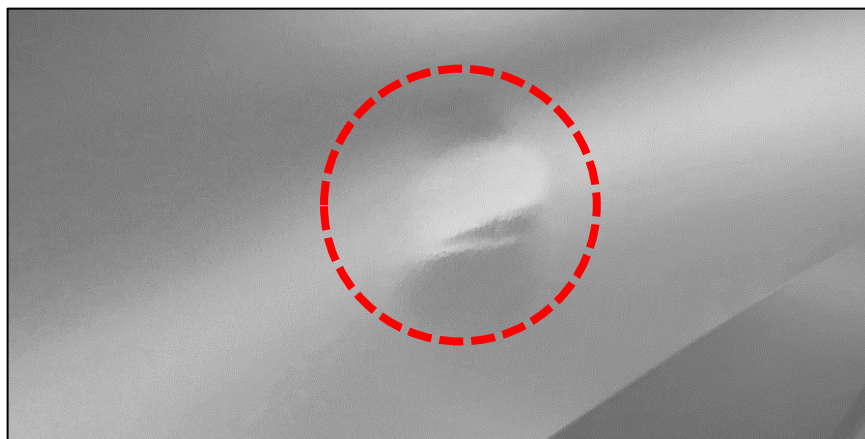
Maintenance

- DO NOT use gloss protective agents or equivalent products which protect the surface of paint.
- DO NOT use wax and sealer containing an abrasive, or paint cleaner for removing small scratches.

Use special waxes and sealers formulated for matte paint finishes that offer protection from insects, bird droppings, and contaminations which affect the appearance.

① IMPORTANT

When the paint is contaminated with insect, bird dropping, grease or oil, promptly and gently remove it using a damp microfiber cloth and special cleaner. Avoid parking vehicle under trees that release fruit or sap.



Note: Use of waxes and paint sealers not specifically formulated for Matte Paint will add gloss and be very difficult or impossible to remove after application.

Paint Repair

Rub marks, burnish marks, and shiny spots are likely to require repainting at a body shop trained and /or specialized in matte paint repair.

Touch-up repair is not recommended as it may require part to be replaced, and/or repaint the entire body.

