



GROUP

Body

MODEL

2022MY~
EV6 (CV)
Sportage (NQ5)
Stinger (CK)

NUMBER

PS746

DATE

MAY 2023

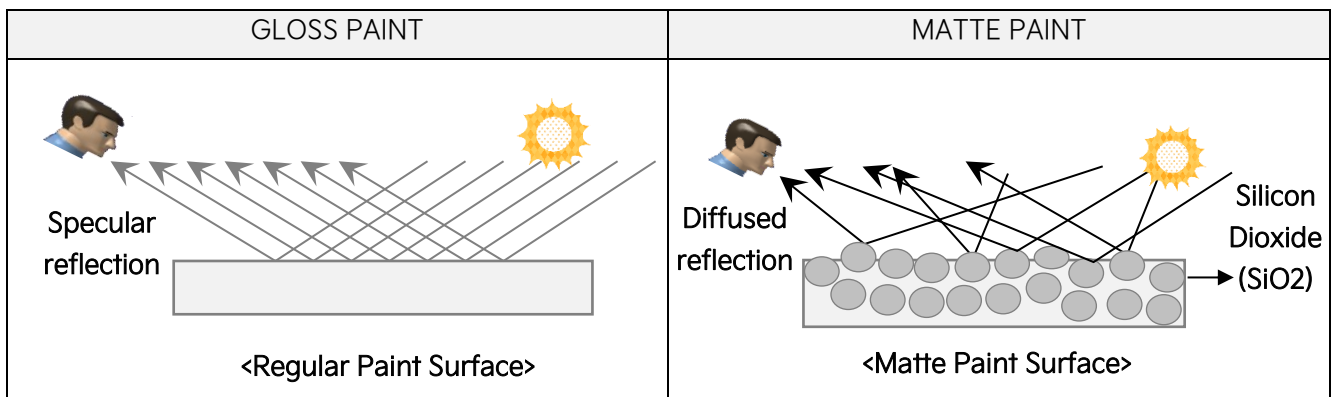


TECHNICAL OPERATIONS

SUBJECT:

MATTE PAINT FINISH CARE INSTRUCTIONS

This pitstop provides instructions regarding matte paint finish on some 2022MY~ vehicles. Contrary to gloss paint, matte painted surfaces have a unique finish with low gloss due to diffused light reflection. This requires different care (hand wash with special cleaners), to maintain and preserve the matte appearance. Warranty does not cover the vehicle's matte appearance. Issues with matte paint at PDI should be reviewed with DPSM's prior to any repairs. Follow the instructions in this pitstop to hand wash and maintain matte paint finishes.



When matte painted surfaces are damaged or worn, the appearance is reduced.

Gloss management standard based on the 60 degree method:

EV6 (CV), Sportage (NQ5) and Stinger (CK): 20~30

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 or defects found, must be noted, and discussed with the delivery driver and/or DPSM's prior to any repairs.

CAUTION

Cloths and/or abrasive material that could polish the paint must NOT be used.

Only use matte paint finish specific solvent cleaners if no excessive rubbing is required (some exceptions apply - test very carefully).

After washing, dry the paint with a clean damp chamois to not let water spots form. Pull the chamois across the paint with a light pressure. DO NOT use in a circular motion.

Matte Paint Finish Care and Maintenance:

Washing

Ensure to pre-rinse the vehicle prior to washing in order to remove coarse dirt that can scratch the paint.

Hand washing with soft wash mitts, drying with clean and damp chamois, and use light pressure with a soft microfiber towel is REQUIRED.

DO NOT use automatic car washes or rub the paint with a dry towel to avoid scratching. If using a pressure washer, keep the pressure under 2500 PSI, use a wide fan nozzle, and keep the tip at a minimum of 10 inches away from the paint. Pressure washing hoses may cause damage to the paint if allowed to slide on the vehicle. Carefully reposition hose(s) while pressure washing 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.
- Some solvent-based tar and bug remover products* may be used, followed by an alcohol/water or paint cleaner.

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

CAUTION

Minimize use of high-pressure washing. Use light pressure and a damp microfiber cloth when rubbing matte paint surfaces. Using excessive pressure can cause paint finish blemishes to show.



Click

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

S
c
a
n



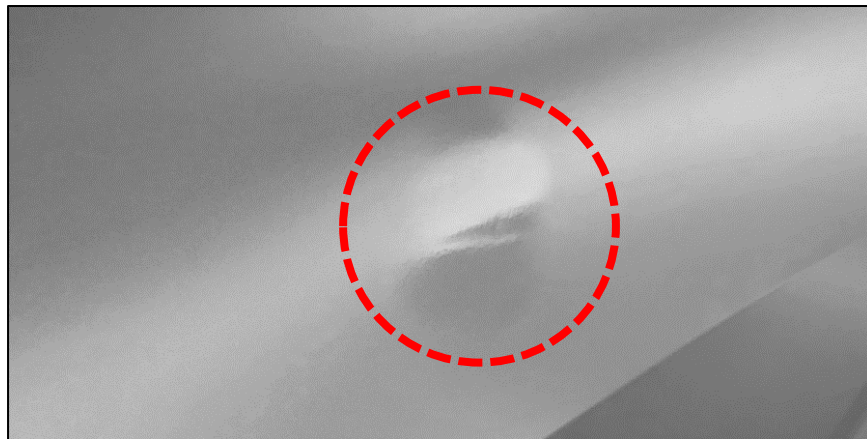
Maintenance

- 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.

ⓘ IMPORTANT

When the paint is contaminated with insect, bird dropping, grease or oil, promptly pre-rinse and if needed, 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/blemish marks, and shiny spots are likely to require repainting at a matte paint certified body shop.

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