

General

In order to ensure that paint repair work is done efficiently, the various working factors, from receiving the vehicle to returning it to the customer, must all be taken carefully into account. Given the differences in the way individual businesses are set up and run, the working plan proposed here is for guidance purposes only.

Reception: (customer service adviser)

Inspect the damage to the paintwork, bearing in mind the capabilities and limitations of spray technology (see the points in the chapter "Partial Paint Repair"). Inform the customer accordingly. Determine the work needing to be done, then prepare a cost estimate and work order. Read the AW catalogue carefully. Carefully fill in the work order. The bodywork mechanic must prepare the surface for painting so that the paintshop can carry out the necessary work in accordance with the relevant working regulations.

Paintwork (paintshop)

Read the work order carefully, examine the damaged areas, find out the type of paint used on the vehicle from the type plate, determine the paint format, co-ordinate the grinding tools to be used, select filler materials, decide on the paint format according to economic criteria and employ spray technology (see the points in "Partial Paint Repair" chapter).