



# 2016 CADILLAC V-SERIES CRYSTAL WHITE FROST FINISH

## Customer Care Guide

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### INTRODUCTION

#### **A Bold Statement of Luxury**

Congratulations on the purchase of your 2016 Limited Edition Cadillac V-Series with Crystal White Frost finish. This limited edition makes a statement that's as individual as its owner.

Cadillac's Crystal White Frost finish is 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, special care must be taken to preserve its unique low gloss appearance. This guide has been prepared to provide you with step-by-step instructions for preserving the vehicle's low gloss finish appearance for years to come.



## GENERAL MAINTENANCE

To preserve the condition of your Crystal White Frost finish, please follow these owner care recommendations closely.

### Guidelines

- Normal hand-washing or power-washing does not impact the low-gloss finish of the paint and is the preferred method to clean the vehicle.
- 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.
- Refrain from using wax, detail spray or any products made for normal paint.
- Products that possess any abrasive qualities - such as polishes, glazes or rubbing compounds - should not be used.
- Refrain from using mechanical cleaners or polishers.
- Avoid rubbing the finish vigorously; this will burnish the finish, creating bright spots and an uneven appearance.

## PRE-WASH SPOT CLEANING

Before washing your entire vehicle, thoroughly inspect your vehicle for areas of heavy soiling or spots. Wash these areas first by following these spot cleaning guidelines.

### Equipment/Supplies

- Alcohol-based window cleaner (non-vinegar or ammonia-based), matte paint cleanser, or a solution of 50% alcohol/50% deionized water
- Bug and tar remover or road debris solvent (if needed)
- Clean microfiber soft cloth
- **Optional:** Pressure washer with fan tip and pressure below 2500 psi (Pressure washing is the best way to remove heavy soiling before washing your vehicle. Use a wide fan tip and hold it at least 10 inches from the paint.)



## Recommended Spot Cleaning Procedure

1. Apply cleaner to cloth and surface to be cleaned (refrain from wiping a dry towel on the affected area, as this will damage the finish).
2. Soak the area to be cleaned.
3. Lightly wipe the surface in a light forward and backward motion; avoid circular motions, which can alter the finish.
4. Immediately rinse with water to thoroughly remove the cleaning product.

*Note: Always test products in a hidden area before applying to a visible area.*

## Removing Natural Stains and Road Debris

1. Spray the affected area with water to remove any loose debris.
2. Dampen remaining debris with tar remover and allow it to soak.
3. Apply tar remover to a damp microfiber towel.
4. Wipe vehicle finish lightly to remove debris.
5. Once debris is removed, wash with a matte paint finish soap using a damp microfiber cloth, then rinse well with water.

6. Dry with a clean, damp microfiber cloth.

## Removing Tar or Tree Sap

1. Spray the affected area with water to remove any loose debris.
2. Spray the area with an alcohol-based window cleaner or a solution of 50% alcohol/50% deionized water.
3. Spray cleaning product on damp microfiber towel.
4. Wipe car finish lightly to remove debris.
5. Dry with a clean, damp microfiber soft cloth.

## Equipment/Supplies

- Dedicated car wash product (made without added wax properties)
- Soft, clean car wash mitt or wash pad
- Two buckets with dirt separators (grit guards) at the bottom
- Hose and sprayer with shut-off nozzle
- Microfiber cloth
- Chamois cloth, for drying



## Tires and Wheels

If you wish to clean the tires and wheels, do this before washing your Cadillac. Follow these guidelines:

- Refrain from using the same wash mitt used to clean your Frost matte finish.
- Use separate microfiber cloths and products developed specifically for cleaning coated alloy wheels and tires; follow the manufacturer's instructions.
- Avoid applying any tire or wheel cleaner on the matte finish; if this happens, wash and rinse this area immediately.

## Wash and Dry Procedure

1. Park your vehicle out of direct sunlight in a cool, shaded area.
2. Prepare one bucket (with dirt separator grid at the bottom) with car wash solution and water, according to manufacturer's recommendations.
3. Prepare a second bucket with clean water, for use in rinsing the wash mitt. Always rinse the mitt first, placing only a clean mitt into the wash solution.

## Drying

For best appearance, dry your vehicle with a clean damp chamois or microfiber towel. Do not allow finish surface to air-dry, as air-drying will allow water spots to form. If finish surface starts to air-dry, continue dampening these areas until you are able to hand-dry.





*Cadillac*