

Classification:

BT17-005a

Reference:

ITB17-009a

Date:

November 29, 2017

WINDOW GLASS WARRANTY INFORMATION

This bulletin has been amended to apply to the latest models and model years, and warranty information on page 2 has been updated. No other changes have been made. Please discard previous versions of this bulletin.

APPLIED VEHICLES: All Infiniti

NOTE: For additional details on Windshield glass warranty, refer to ITB09-039

SERVICE INFORMATION

Nissan North America (NNA) is **not** responsible for damage to vehicle window glass that is a result of objects impacting, striking or scratching the glass, including damage caused by the installation of aftermarket window tinting. Damage of this type is **not** warrantable. Also, foreign material on the window glass surface is **not** a warrantable condition.

However, NNA is responsible for defects in materials or workmanship for issues such as bubbles, blisters, glass adhesion and cracks that are due to improper installation or damage to the glass during vehicle assembly.

Before damaged window glass is replaced under warranty, it should be carefully inspected to confirm:

- The damage **is not** caused by a strike to the window or a scratch caused by other means, such as the installation of aftermarket window tinting.
- The issue **is not** foreign material stuck on the glass.
- The damage **is** a manufacturing issue.

NOTE:

- Foreign material can be removed by using **clean** #0000 steel wool.
- Refer to ITB13-007 for additional information on cleaning foreign material.

Infiniti Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Infiniti retailer to determine if this applies to your vehicle.

Window Glass Warranty / Part Return Process Reminder

- Retailers are required to take at least two digital photographs that clearly identify the alleged glass defect prior to removing the glass from the vehicle.
- Digital photographs must be kept in retailer records.
- Retailers are required to mark returned glass that has “visible issues” using masking tape or other appropriate means (grease pen, etc.) to identify and highlight the area damaged. **Claim may be charged back if the part is not marked properly.**
- Window glass damage or issues caused by strikes, scratches, foreign material, or the installation of aftermarket window tinting will be charged back.
- The new glass warranty form must be completed and digital photograph files attached through ASIST for:
 1. Over DCAL Warranty Call Center pre-authorization
 2. Glass Part Return requests
- The claim will be subject to a claim debit if the part is not marked properly and/or missing the required digital photographs (via ASIST) to support identification of a warrantable defect.



NOTE:

- To best prepare for glass pre-authorization or glass part return request, please complete and send the “Glass Warranty Form” through ASIST before calling. By submitting this form before the required call, retailer staff can often make it a one call process for glass replacement confirmation and claim authorization.
- Refer to Section 2.37.6 of the Infiniti Assurance Products Reference Manual (APRM) for complete glass return details.