

Classification:

BT19-004

Reference:

ITB19-008

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Date:

April 2, 2019

EXTERIOR CLEANING INFORMATION

APPLIED VEHICLES: All Infiniti Vehicles

SERVICE INFORMATION

When cleaning the exterior of an Infiniti vehicle, damage may occur when using a cleaner with too high of an alkaline concentration.

- Always refer to the **Appearance and care** section of the related owner's manual.
- Not all cleaners are created equal.
- Many cleaners come in concentrated form.
- Alkaline cleaners (cleaners with a high pH value) can cause spots on paint and trim when not used as directed.
- Some commercial car washes use cleaners with a high pH value.
- When using cleaners that meet the conditions defined in the **Appearance and care** section, be sure to carefully follow the cleaner's directions.
- When finished cleaning/washing, rinse thoroughly with clean water.

IMPORTANT: Damage to paint, glass, bright metal, or any other exterior surface caused by using improper cleaning products is not covered under warranty. **Always** refer to the **Paint Incident Identification Manual (PIIM)** and **Assurance Products Reference Manual (APRM)**. Follow the guidelines in the PIIM and APRM for non-warrantable exterior body, glass, or painted surface quality issues.

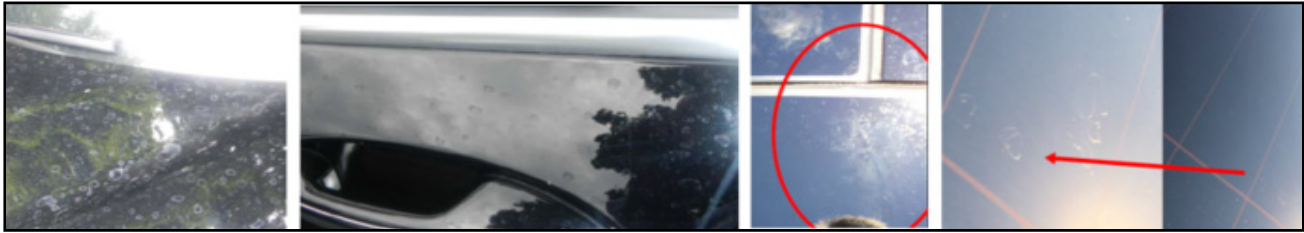
To access the PIIM and APRM, login to nnet.com:

- For the PIIM, select: **MY LINKS > Warranty > Paint Incident Identification Manual**
- For the APRM, select: **MY DOCUMENTS > Warranty > APRM**

See further information in this bulletin.

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.

Examples of Damage Caused by Harsh Cleaners



Painted surfaces and glass

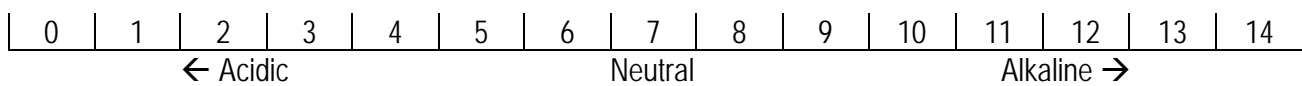


Exterior trim

Cleaning Product pH Information

- Exterior surfaces are susceptible to damage from alkaline cleaners with a high pH value.
- Cleaners should have a pH that is close to neutral (pH of 7). Cleaners with a neutral pH include mild soaps and general purpose dishwashing liquids.

The pH scale is from 0 to 14:



- The more a cleaning product deviates from a pH of 7 (or neutral) the harsher the cleaner is, and the more likely it is to cause exterior surface damage.
- The pH of a product can usually be found on the MSDS (Materials Safety Data Sheet) for a given product.
- See examples of pH information from the MSDS on the next page.

Examples of pH Information From MSDS

Example 1

SECTION 9 PHYSICAL AND CHEMICAL PROPERTIES
BOILING POINT: 212 F
MELTING POINT: NO DATA
VAPOR PRESSURE: 140 @ 130 F
SOLUBILITY IN WATER: COMPLETE
SPECIFIC GRAVITY: H2O= >1
pH: 1 - 2
ODOR: BUTYL
APPEARANCE: CLEAR LIQUID

pH of 1-2:
This is acidic
(harsh cleaner)

Example2

SECTION 9 PHYSICAL AND CHEMICAL PROPERTIES
BOILING POINT: 212 DEG F
MELTING POINT: NO DATA
VAPOR PRESSURE: NA
SOLUBILITY IN WATER: SOLUBLE
SPECIFIC GRAVITY: 1.0
pH: 7-8
ODOR: SWEET
APPEARANCE: CLEAR RED SOAPY LIQUID

pH of 7-8:
This is neutral
(mild cleaner – recommended)

Example 3

SECTION 9 PHYSICAL AND CHEMICAL PROPERTIES
BOILING POINT: 212 DEG. F
MELTING POINT: NO DATA
VAPOR PRESSURE: NA
SOLUBILITY IN WATER: SOLUBLE
SPECIFIC GRAVITY: 1.00
pH: 10-11
ODOR: LEMON ODOR
APPEARANCE: CLEAR LIQUID

pH of 10-11:
This is alkaline
(harsh cleaner)

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
April 2, 2019	ITB19-008	Original bulletin published