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# NISSAN BULLETIN

## 2014 Sentra Paint Buff Inspection

Reference: PM452  
Date: March 29, 2014

Attention: Dealer Principal, Sales, Service & Parts Managers

**\*\*\*\*\* Dealer Announcement \*\*\*\*\***

Nissan is conducting a Dealer Inventory Inspection to inspect the paint on the **hood** and **trunk lid** of certain specific **black color paint** 2014 Nissan Sentra vehicles currently in dealer inventory.

To ensure customer satisfaction, dealers are asked to perform the following inspection procedure prior to sale. After following the inspection procedure, if it is determined that a paint buff is not necessary, the inspection can be completed and the vehicle can be sold without further action.

If it is determined that a paint buff is needed for the vehicle, dealerships should not sell the vehicle until the body paint buffing procedure has been completed.

**\*\*\*\*\* Vehicle Identification – Dealer Inventory \*\*\*\*\***

**2014 Nissan Sentra vehicles** subject to this Dealer Inventory Inspection can be identified through two methods:

- **SERVICE COMM** – Beginning March 29th, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PM452** - to determine if a vehicle is subject to this Dealer Inventory Inspection.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected dealer inventory VINs by region, district, and Dealer Code.

**\*\*\*\*\* Dealer Responsibility \*\*\*\*\***

It is the dealer's responsibility to check SERVICE COMM – **I.D. PM452** – for the status on each vehicle which is currently in its inventory. Nissan requests dealers to perform this inspection, and paint buff where necessary, on any vehicles in their inventory before they are retailed to ensure customer satisfaction.

**\*\*\*\*\* Inspection Procedure \*\*\*\*\***

This inspection procedure will be available on ASIST and NNAnet.com.

- ASIST – Go to "Tech Support Info" on the left column of the ASIST opening page. Under "Tech Support Info", select "Inventory Vehicle Actions". A new window will open where you may access the technical procedures.
- NNAnet.com – Beginning Saturday, March 29th, this procedure can be found on NNAnet.com under My Documents in the following categories:
  - Sales>Campaigns>
  - Parts>Campaigns>
  - Service>Campaigns>

**NISSAN NORTH AMERICA, INC.**  
Aftersales DIVISION

## DEALER INSPECTION PROCEDURE

### CAUTION:

**The exterior surface of the vehicle must be clean and free of surface dirt/dust before starting this procedure.**

1. Park the vehicle outside in natural sunlight and inspect the **hood** and **trunk lid** paint for buff/swirl marks. **Any other light source, other than natural sunlight is NOT adequate for this inspection.**

### Note:

The PGF should have already been removed and the vehicle washed as part of PDI.

- If no buff swirl marks are found during paint inspection, then submit warranty claim with Op Code PM4520 and release the vehicle.
  - If buff/swirl marks are found then continue to Step 2.
2. Clean affected area/s with a Microfiber cloth.
  3. Apply two drops of 3M Finesse-IT Polish K211 to affected area/s.
    - Polish drops should be 15mm in size and should have 6" separation between them.

### CAUTION:

**Only 3M Finesse-IT K211 polish is approved. Any other polish may cause paint damage.**

4. Polish affected area/s with an obiter polisher and a 5 ¼" 3M orange foam pad.
  - Polish the affected area/s using a figure "8" pattern.
  - The orange foam pad must be fully seated on vehicle panel.

### Note:

When the orange foam pad is new it must be wetted with polish prior to use.

5. Rinse off buffed area/s and clean with Microfiber cloth, then reinspect for buff marks.
  - If buff marks are resolved, submit warranty OP Code PM4520 and release the vehicle
  - If buff marks still present, repeat steps 2-4 until resolved.

## PARTS INFORMATION

Nissan recommends only the following materials be used to properly complete the buffing procedure. Please follow the material manufacturer instructions during use.

- **3M FINESSE-IT POLISH K211** **PN: 28695**
- **3M FOAM BUFFING PAD 5-1/4 (ORANGE)** **PN: 02362**

## CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PM452

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PM452			
<b>Symptom:</b>	ZZ			
<b>Diagnosis:</b>	99			
<b>Description:</b>	<b>Op Codes</b>	<b>Flat Rate Time</b>	<b>Parts Required on claim</b>	<b>Expense Code Required</b>
Inspect paint on hood/trunk lid and if necessary polish to remove buff marks.	PM4520	0.5H	No	No