

Classification:

BT99-032g

Reference:

ITB99-043g

Date:

March 11, 2015

PAINT SWELL/STAIN/SPOT UNDER PAINT GUARD FILM

This bulletin has been amended to apply all current production models.
Please discard all previous versions.

APPLIED VEHICLES: All Infiniti Production Models with Paint Guard Film

SERVICE INFORMATION

NOTE: Failure to follow the procedures in this bulletin may result in the denial of a warranty claim.

In an effort to protect the paint finish, Paint Guard Film (PGF) is applied on many new Infiniti vehicles.

Paint Guard Film is a temporary white plastic protective film that is applied by the factory to the horizontal painted surfaces of the vehicle. The PGF protects the paint finish during vehicle handling, transportation and storage from harmful elements such as acid rain, iron particles, bird droppings, tree sap and other environmental contaminants.

NOTE: Paint Guard Film CANNOT remain on the vehicle for more than six months after the vehicle's manufacture date. PGF must be removed at the end of six months.

If an Infiniti vehicle exhibits swelling, stains or spots on the paint finish (which appear milky or whitish on dark colored vehicles and dark-shaded or coffee-colored on light colored vehicles) immediately after the PGF is removed, the cause may be moisture collection under pockets/creases of the PGF. The paint may absorb moisture which may cause the affected paint finish area to temporarily discolor.

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 dealer to determine if this applies to your vehicle.

The size of the swell, stain, or spot may range from a dime to a clinched fist and have an irregular shape and possibly a slightly raised surface.

This incident may occur anywhere under the PGF, but may be noted in particular to occur around the windshield fluid nozzle (see Figure 1) and on the deck lid. In any case, use the following service procedure to correct the incident.

IMPORTANT: If this condition occurs, do not rebuffer or initially attempt to repaint the affected area. Perform the following service procedure first.

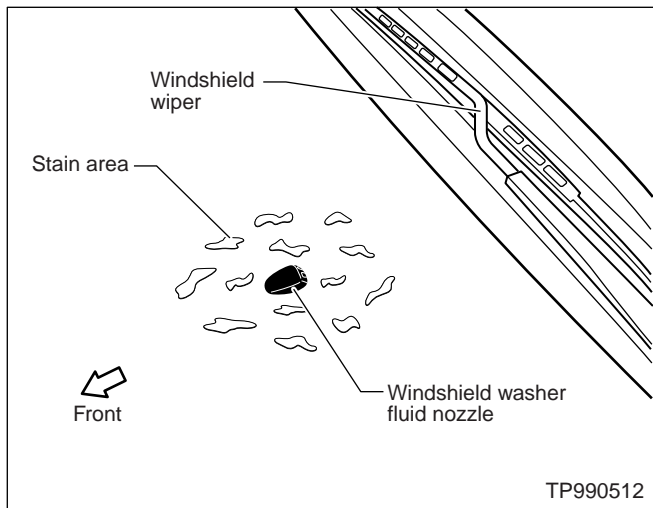


Figure 1

SERVICE PROCEDURE

Use one of the following procedures to remove the moisture from the affected area(s).

Place Vehicle in Sun Light (warm weather)

In warm weather, place the vehicle in the sun light. The paint condition should disappear in a few hours depending on the severity of the condition.

Place Vehicle Indoors (cold weather)

In cold weather, place the vehicle indoors at a temperature of approximately 70° F. The paint condition should disappear in about 8 to 12 hours depending on the severity of the condition.

Heat Lamp or Heat Gun

To speed up the recovery process of the condition, use a portable infrared heat lamp or a heat gun. Follow the "Important Points" listed below and on page 3 when using a heat lamp or a heat gun.

CAUTION: Only an experienced paint technician, who is familiar with paint temperature limitations, should use a heat lamp or heat gun. Also, do not use a heat lamp or heat gun on painted plastic body components (i.e., bumper covers, spoilers, etc.).

Important Points

- The maximum total bulb wattage for the infrared heat lamp should not exceed 750 watts.
- The heat gun wattage should be between 1200 and 1400 watts.

- Maintain the heat lamp/heat gun distance so the painted surface temperature is between 175° and 190° F (80° - 90° C). Affix a paper label thermometer on the paint surface, two inches away from the affected area (see Figure 2), to monitor the surface temperature.

NOTE: Paper label thermometers can be purchased from the company listed at the bottom of this page.

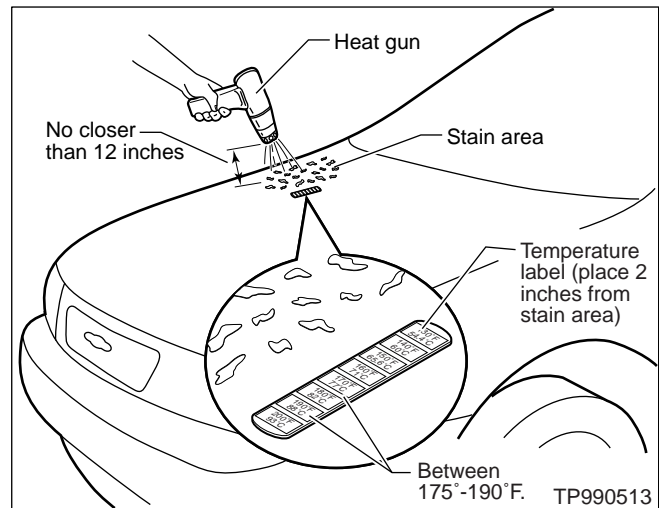


Figure 2

- Do not apply the heat gun for more than 5 minutes as permanent damage (i.e., bubbling, burns, etc.) can occur to the paint.
- Do not hold the heat gun closer than 12 inches from the paint surface. Also, do not hold the heat gun in one position, rather, move it continuously from side to side to heat the affected area evenly.
- Do not apply heat directly on to the paper label thermometer, as this will give a false temperature reading.

This repair is effective only if performed within a short time period after the PGF is removed from the vehicle, i.e., a few days in mild climates, or within a week in colder climates. This repair will not be effective beyond that time frame.

If the condition does not disappear after the above service procedures are performed, the condition may be permanent and the affected area may have to be re-painted.

Paper thermometers may be purchased from the company listed below.

NOTE: Equivalent paper thermometers may be used and are available from other local suppliers.

TIP Temperature Products
 340 W. Broad Street
 Burlington, NJ 08016
 Phone: 1-800-847-8367
 Fax: 1-609-239-1911
www.tiptemp.com

P/N TLCSEN023 (non-reversible, 10/pkg.)
 P/N TLCSEN006 (reversible, 10/pkg.)

CLAIMS INFORMATION

If further repairs necessitating buffing or repainting are needed and paint inspection is required, refer to Infiniti Warranty Bulletin IWB04-013 for the current paint approval process.

