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## REMOVING FOREIGN MATERIAL FROM THE WINDSHIELD

This bulletin has been amended to update the applied vehicles. No other changes have been made.

**APPLIED VEHICLES:** All Infiniti

### SERVICE INFORMATION

Windshield "foreign material" that is on the surface of the glass in some cases can be cleaned off with a very particular type and grade of steel wool.

- Most any foreign material on the surface of the Windshield can be cleaned off by using #0000 super fine steel wool.
  - The #0000 grade super fine steel wool can be found in most hardware stores.
- In most cases the glass cannot be damaged by manually rubbing (no power tools) too hard or too much and it is recommended not to use any cleaners with the steel wool.

Use **new** steel wool from an un-opened bag and store unused portion in a re-sealable container to prevent contamination.

- Do not use dirty or contaminated steel wool. Dirty or contaminated steel wool will scratch the glass. If the steel wool is dropped on the floor get a new piece of steel wool to clean the windshield.
- Clean (then dry) windshield first with soap and water to remove any abrasive dirt or grit that may be present before using steel wool.

**NOTE:** Always try and clean any windshield surface issue first with #0000 grade super fine steel wool before glass replacement is considered.

### CLAIMS INFORMATION

Foreign material on the windshield surface is **not** a warrantable condition.

Materials used to clean the windshield, such as the steel wool mentioned above, are considered a shop supply.

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.