

Classification:

BT20-005B

Reference:

ITB20-006B

COPYRIGHT© NISSAN NORTH AMERICA, INC.

Date:

November 18, 2021

## WINDSHIELD WIPER BLADE PERFORMANCE/DIAGNOSIS SERVICE INFORMATION

This bulletin has been amended. See **AMENDMENT HISTORY** on the last page.  
Please discard previous versions of this bulletin.

**APPLIED VEHICLES:** 2019-2022 Infiniti

### SERVICE INFORMATION

Dirt, dust, debris, ice, snow, and bugs can reduce the cleaning performance of a vehicle's windshield wiper blades, even with new wiper blades. Worn wiper blades can damage the windshield and impair driver vision. To determine if the wiper blades need replacement, follow the **DIAGNOSIS PROCEDURE** on the next page.

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.

## DIAGNOSIS PROCEDURE

1. Clean the outside of the windshield with a washer solution or a mild detergent.
2. Clean each wiper blade by wiping it with a cloth soaked in a washer solution or a mild detergent.
3. Rinse each wiper blade with clear water.
4. Spray the windshield with washer fluid using the washer switch while operating the windshield wipers.

### NOTICE

To avoid damage to the windshield or windshield wiper blades, do not operate the windshield wipers while the windshield is dry. Spray water onto the windshield using a garden hose or use the washer switch to spray the windshield washer fluid.

5. Grade the windshield wiper blade performance using the **Wiper Blade Performance Chart** below. Refer to Figure 2 through Figure 6 for examples of actual incidents.
  - If the wiper performance is graded at 4 or less, replace the windshield wiper blades.
  - If the wiper performance is graded at 4.5 or higher, the windshield wiper blades do not need to be replaced.

## Wiper Blade Performance Chart

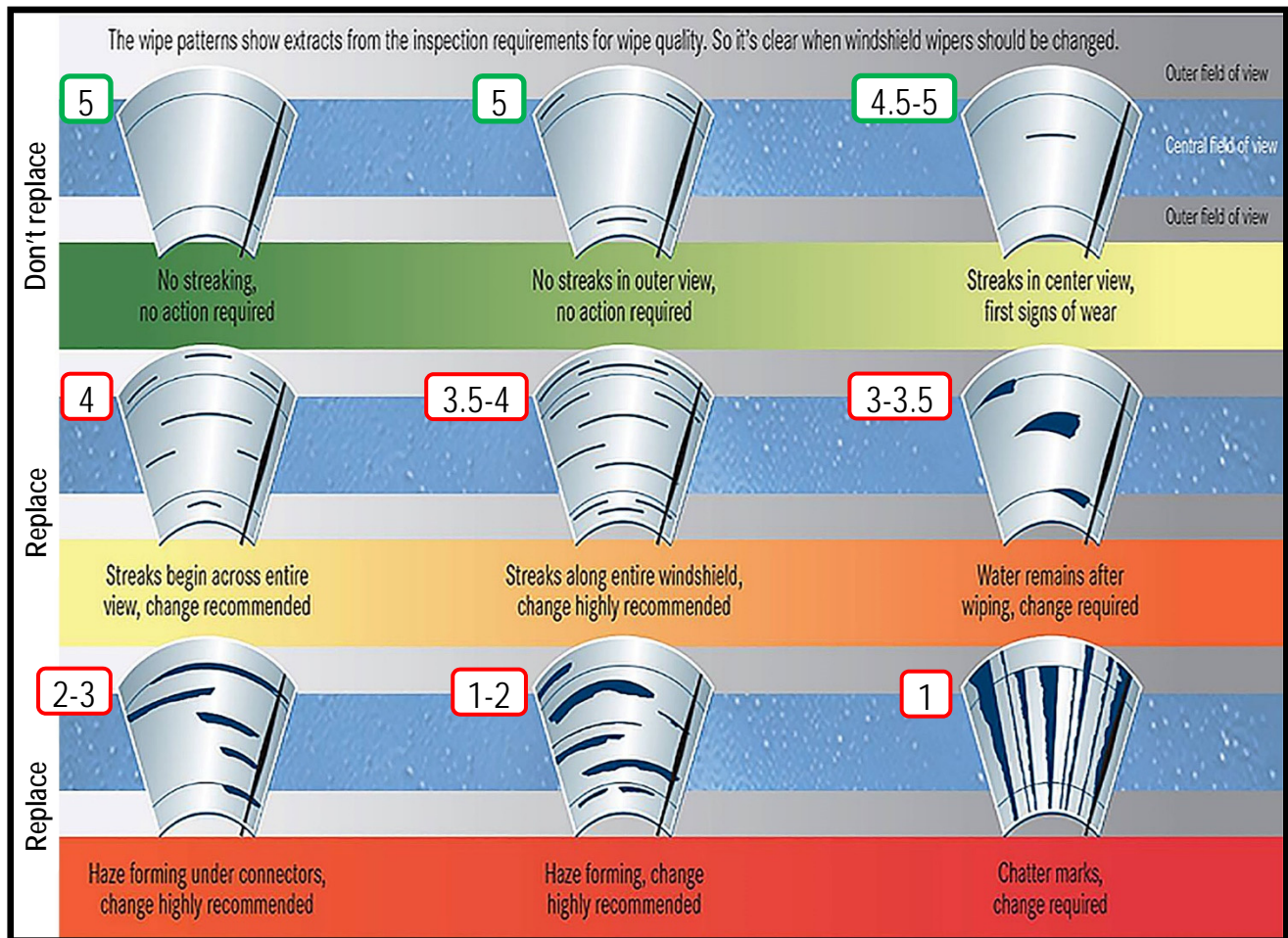


Figure 1

Examples of Wiper Blade Performance

One streak in the driver's field of view. The wiper blade should perform normally after cleaning the windshield and wiper blade. Grade 4.5-5 - Do not replace the wiper blades.



Figure 2

Streaks along the entire windshield. Grade 3.5 - Replace the wiper blades.

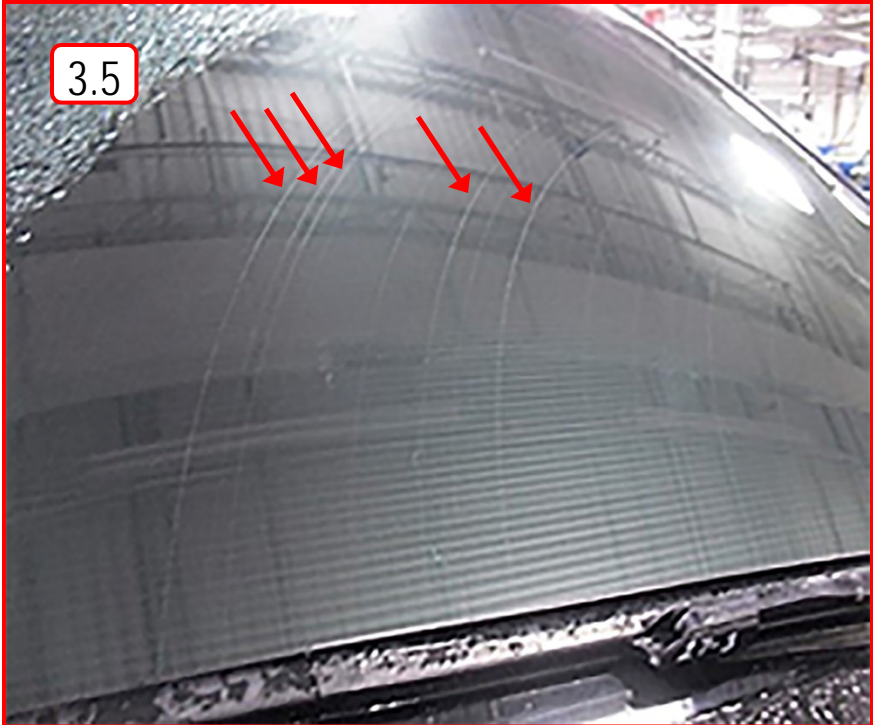


Figure 3



## Examples of Wiper Blade Performance (continued)

One unwiped area/water remains. Grade **3** - Replace the wiper blades.



Figure 4

Two or more unwiped areas/water remains. Grade **2** - Replace the wiper blades.



Figure 5

## Examples of Wiper Blade Performance (continued)

Wiper blade chatter. Grade 1 - Replace the wiper blades.



Figure 6

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 18, 2020	ITB20-006	Original bulletin published
December 17, 2020	ITB20-006a	<b>APPLIED VEHICLES</b> revised
November 18, 2021	ITB20-006B	<b>APPLIED VEHICLES</b> revised