



TECHNICAL SERVICE BULLETIN

Classification: BT23-009	Reference: NTB23-041	Date: May 10, 2023
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PAINT CONTAMINATION

APPLIED VEHICLES: 2023 ARIYA (FE0)
2023 Z (Z34)

SERVICE INFORMATION

If it is necessary to remove embedded contamination from surfaces of the vehicle that are not covered by the PGF, and the contamination cannot be removed during a standard car wash, use the referenced equipment and materials and follow the **SERVICE PROCEDURE** starting below.

SERVICE PROCEDURE

1. Prepare the vehicle.
 - a. Thoroughly rinse the vehicle, preferably in a shady area, to remove all surface dirt and/or dust.
 - If the vehicle is extremely dirty, wash the vehicle with soap and water consistent with Nissan car wash procedures.
 - b. Ensure the painted surfaces are dry, cool to the touch, and completely free of dust and water spots, before moving to step 2 on page 2.

IMPORTANT: If necessary, use a clay bar on surfaces with contamination to remove hard contaminants and prevent scratching those surfaces while buffing.

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 Nissan dealer to determine if this applies to your vehicle.

Removing Embedded Contamination Larger Than Fine Scratches

2. Apply masking tape to trim that might be damaged by the buffer.
3. Polish the vehicle using only an orbital **Dual Action Random Orbital Polisher** with a **3M™ Perfect-It Wool Compounding Pad** (see **PARTS INFORMATION**).
 - a. Spread the **3M™ Perfect-It EX AC Rubbing Compound** around with the **3M™ Perfect-It Wool Compounding Pad** on the surface to be polished.
 - o Removing embedded contamination requires a **3M™ Perfect-It Wool Compounding Pad** and an orbital **Dual Action Random Orbital Polisher**.

NOTICE

To avoid creating swirl marks on painted surfaces while polishing, do not use a rotary buffer. The uniform rotation of a rotary buffer can create swirl marks instead of removing them.

- b. While keeping the **3M™ Perfect-It Wool Compounding Pad** flat on the vehicle surface, turn ON the orbital **Dual Action Random Orbital Polisher**. Move it slowly, but continuously over the area while applying approximately 4lbs of downforce.
 - o Perform multiple checks during the process to avoid removing too much material.

Recommended speeds:

- o 1000-1200 rpm (Max)

NOTICE

To avoid overheating the painted surface while polishing, it is important to maintain a “wet” surface. Overheating the painted surface can damage the paint or underlying component.

- c. Use an overlapping pattern (Figure 1) to ensure an even polishing effort on all areas.

HINT: For isolated embedded contamination, polish the affected area of each panel (for example: hood, deck lid, door panel). For cases of more extensive embedded contamination, it may be necessary to polish the entire panel.

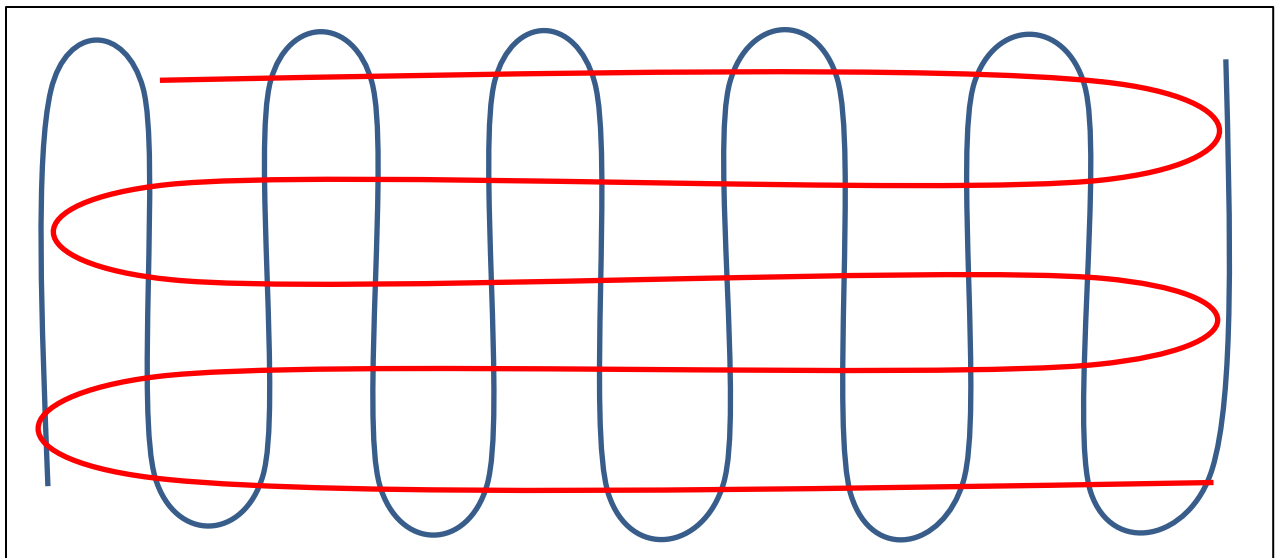


Figure 1

- d. Wipe off any excess rubbing compound material with a clean, seamless microfiber towel (Figure 2).

HINT: The thread used in microfiber towel seams can cause fine scratches.



Figure 2

- e. If necessary, repeat steps 3a-3d until the desired result is attained, and then proceed to step 4 on page 4.

HINT: To confirm that the embedded contamination has been removed, wipe away the rubbing compound residue with a mixture of water and alcohol (50/50 mixture), and then verify visually in either the direct sunlight, or with a light that replicates sunlight.

Removing Fine Scratches and Finish Polishing

4. Polish the vehicle using only a **Dual Action Random Orbital Polisher** with a **soft foam polishing pad** (see **PARTS INFORMATION** for Foam Pads).

a. Spread the **3M™ Perfect-It™ Ultrafine Machine Polish** around with the **soft foam polishing pad** on the surface to be polished.

- Removing fine scratches and finish polishing requires a **soft foam polishing pad** and a **Dual Action Random Orbital Polisher**.

NOTICE

To avoid creating swirl marks on painted surfaces while polishing, do not use a rotary buffer. The uniform rotation of a rotary buffer can create swirl marks instead of removing them.

b. While keeping the **soft foam polishing pad** on the vehicle surface, turn ON the **Dual Action Random Orbital Polisher**. Move it slowly, but continuously over the area while applying approximately 4lbs of downforce.

Recommended speeds:

- For 3" pad – 11,000 rpm (Max)
- For 5" pad – 10,000 rpm (Max)

NOTICE

To avoid overheating the painted surface while polishing, it is important to maintain a "wet" surface. Overheating the painted surface can damage the paint or underlying component.

c. Use an overlapping pattern (Figure 1 on page 2) to ensure an even polishing effort on all areas.

HINT: For isolated fine scratches, polish the affected area of each panel (for example: hood, deck lid, door panel). For cases of more extensive fine scratches, it may be necessary to polish the entire panel.

d. Wipe off any excess polish material with a clean, seamless microfiber towel (Figure 2 on page 3).

HINT: The thread used in microfiber towel seams can cause fine scratches.

e. If necessary, repeat steps 4a-4d until the desired result is attained.

HINT: To confirm that fine scratches have been removed, wipe away the polish residue with a mixture of water and alcohol (50/50 mixture), and then verify visually in either the direct sunlight, or with a light that replicates sunlight.

5. Apply **3M™ Ceramic Coating** to restore the shine.

- Follow the manufacturer's directions to apply the ceramic polish.

The following list of parts and materials are listed as a reference only. This list provides a minimum standard to properly perform this **SERVICE PROCEDURE**, and is not a recommendation or endorsement. Equivalent products may be used.

PARTS INFORMATION

DESCRIPTION		3M PART NO
3M™ Perfect-It EX AC Rubbing Compound (1)		PN36060 (2)
3M™ Perfect-It™ Ultrafine Machine Polish (1)		06068 (quart) (2)
3M™ Perfect-It Wool Compounding Pad (1)		PN05753
Soft Foam Polishing Pad	White – 3" 3M™ Perfect-It™ (1)	01963
	White – 5 ¼" 3M™ Perfect-It™ (1)	01912
Back Up Pad	3" – 3M™ Hookit™ (1)	20350
	5" – 3M™ Hookit™ (1)	84226
3M™ Ceramic Coating (1)		39901

- (1) Can be ordered from the 3M website https://www.3m.com/3M/en_US/p/c/compounds-polishes/
- (2) Additional size containers available from 3M

CLAIMS INFORMATION

Potential Paint Contamination - Transit Claim

This is a communication alert for potential paint contamination on specific **ARIYA** or **Z** units that shipped from the Los Angeles, CA and Tacoma, WA VPC's after April 7, 2023. The units were isolated to one vessel shipment.

If you identify a unit with paint contamination associated with above detail, file a claim for remediation of cleaning the unit, **DO NOT USE THE CLAIM PORTAL** for this incident.

Please forward your estimate and photos with the vehicle information to include model and VIN to Stephanie.Means@sedgwick.com and reference claim number – SMSIL0639881.

HINT: Any VINs claimed will be cross-referenced with the vessel manifest of VINs potentially impacted.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
May 10, 2023	NTB23-041	Original bulletin published