



Technical Service Bulletin

GROUP

Body

NUMBER

21-BD-001G

DATE

February, 2021

MODEL(S)

All

SUBJECT:

CLOUDED PAINT CORRECTIVE PROCEDURE

Description: Genesis applies a Paint Protection Film (PPF) on new vehicles before delivery to dealerships. It provides a barrier between the paint and contaminants, such as rail dust, acid rain, and industrial fallout. In rare cases, the paint can become clouded under the PPF. These spots are the result of moisture trapped between the PPF and the paint.



Applicable Vehicles: All Genesis models

CLOUDED PAINT SPOT REMOVAL PROCEDURE:

1. Remove all PPF from the vehicle.
2. Clean the vehicle. If the spots are still visible, use an infrared light, similar to the type used in a body shop, to heat the affected area. Most infrared lights can be set up about 2 feet from the paint surface to achieve a hot surface temperature, depending on the heat output. **Do not let the paint temperature exceed 180°F and do not allow nearby trim to overheat.**
3. Allow the infrared light to heat the vehicle for a minimum of 15 minutes or a maximum of 3 hours. Check the vehicle every 15 minutes to ensure it is not overly hot. You should be able to briefly touch the heated area, but it should be uncomfortably hot.

ADDITIONAL COMMENTS:

- Small spots can be removed with a heat gun. Hold the heat gun about 12-18 inches from the spot, keeping it moving. **Do not let the paint temperature exceed 180°F.**
- Applying heat for 10 to 15 minutes should remove the spot. If the spot persists after 15 minutes, switch to the procedure mentioned above.
- Before heating, wipe the spot with undiluted alcohol to accelerate the drying process. Do not apply alcohol to a heated panel or while heat is being applied.
- **CAUTION 1: Use the proper precautions when using alcohol near a heat source.**
- **CAUTION 2: During heating, anti-corrosive wax used on the back side of the metal panels may liquefy. Some may drain out of the drain holes.**

WARRANTY INFORMATION:

- PPF removal is part of Pre-Delivery inspection (PDI). No warranty applies for normal PPF removal.
- If clouded paint spots are present, submit the appropriate paint warranty claim using the appropriate paint nature and cause codes.

Circulate To: General Manager, Service Manager, Parts Manager, Warranty Manager, Service Advisors, Technicians, Body Shop Manager, Fleet Repair