

Classification:

GI09-001

Reference:

ITB09-016

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Date:

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## INFINITI; SUPPLEMENTAL PRE-DELIVERY INSPECTION

**APPLIED VEHICLES: New Unsold Infiniti Dealer In-Stock Units as listed:**

2008 EX  
2007-2009 FX  
2008-2009 G35/G37 Sedan  
2007-2009 G35/G37 Coupe  
2007-2009 M35/45  
2007-2009 QX56

**APPLIED VINS:**

EX vehicles built before: JNKAJ09(\*\*)8M 363296  
FX vehicles built before: JNR(\*)S18(\*\*)9M 201761  
G35/G37 Sedan vehicles built before: JNKCV61(\*\*)9M 353118  
G35/G37 Coupe vehicles built before: JNKCV64(\*\*)9M 653133  
M35/45 vehicles built before: JNK(\*)Y01(\*\*)9M 852700  
QX56 vehicles built before: 5N3AA08(\*\*)9N 903467

### SERVICE INFORMATION

It is imperative that all issues related to long storage of affected vehicles be resolved prior to a customer receiving their new vehicle.

To better ensure customer satisfaction, Infiniti has implemented a "Supplemental Pre-Delivery Inspection" (PDI). This PDI is in addition to the one currently used and is to be performed at the point of sale or as close to it as possible. It is understood that sometimes this may not be possible, but to promote customer satisfaction, it should be performed as close to the retail sale date as possible.

**NOTE:** This Inspection Procedure requires an extended test drive be performed. Ensure the vehicle has enough fuel on board to complete the Inspection Procedure.

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.

## CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

DESCRIPTION	"CM" I.D.	OP CODE	FRT
Supplemental Pre-Delivery Inspection	PB098	PB0980	0.8

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If needed on a separate repair line but the same work order

Submit a "CM" line claim using the following claims coding:

**"CM" I.D.: PB099 - Battery**

Refer to the GB section of the current Infiniti Warranty Flat Rate Manual and use appropriate claims coding to replace the Battery.

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If needed on a separate repair line but the same work order

Submit a "CM" line claim using the following claims coding:

**"CM" I.D.: PC001 - Tires**

Refer to the PW section of the current Infiniti Warranty Flat Rate Manual and use appropriate claims coding to replace tires as needed. Expense code: 592 AGED INVENTORY TIRE\*

\*Do not bill tires on claim use expense code, all tires should be billed on claim per APRM.

**NOTE:** Drill a hole in the sidewall of the removed tires and dispose of using practices in accordance with local regulations.

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If needed on a separate repair line but the same work order

Submit a "CM" line claim using the following claims coding:

**"CM" I.D.: PC002 - Brakes**

Refer to the PB and PD section of the current Infiniti Warranty Flat Rate Manual and use appropriate claims coding to repair brakes as needed.

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If needed on a separate repair line but the same work order

Submit a "CM" line claim using the following claims coding:

**"CM" I.D.: PC003 - Exterior Rubber**

Refer to the current Infiniti Warranty Flat Rate Manual and use appropriate claims coding to replace exterior rubber as needed

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If needed on a separate repair line but the same work order

Submit a "CM" line claim using the following claims coding:

**"CM" I.D.: PC004 - Paint**

Refer to the current Infiniti Paint Flat Rate Manual and use appropriate claims coding to repair Paint as needed as needed

**NOTE:** Paint warranty claims using this "CM" I.D. are limited to long storage issues and include **ONLY:**

- Iron Particle Removal
- PGF Residue Removal
- Bright Exterior Trim Parts
- PGF Paint Swelling Repairs

## INSPECTION PROCEDURE

1. Use the Midtronics GR-8 battery tester to inspect the battery condition. Reference ITB09-015. If the battery fails testing, replace the battery.

**NOTE:** In the above statement the battery **does not** fail testing if it only needed to be charged as determined by the GR-8.

- 2a. Start the vehicle and turn off all accessories. Operate (raise and lower or open and close) all door windows, sunroof, windshield wipers, hood, and trunk.
- 2b. Inspect & verify that the weatherstripping in any location is not sticking or torn and that all windows, sunroof, and windshield wipers operate properly.
3. Inspect the paint condition for any PGF-related paint swelling or residue.
  - To verify and treat PGF-related paint swelling reference the **PGF PAINT SWELLING / SPOTS** section of this bulletin.
  - To verify and treat PGF residue reference the **PGF RESIDUE** section of this bulletin.
4. Inspect all exterior trim parts and verify that parts are free of discoloration and corrosion. If cleaning is necessary reference the **BRIGHT TRIM CLEANING** section of this bulletin.
5. Inspect paint for foreign material (rail dust, metal chips, etc). If cleaning is necessary reference the **REMOVAL OF IRON PARTICLES** section of this bulletin.
6. Check the inflation pressure of all four tires and adjust to vehicle specifications (see vehicle tire placard).
7. Clean any possible corrosion off of the rotors:
  - At the time of sales drive and brake vehicle 10 times from 30MPH to 0MPH.
8. Evaluate for brake judder:
  - drive vehicle at 65MPH and brake to 50MPH and
  - then repeat from 30MPH to 0MPH.
  - Perform these operations 5 times each. Does the steering wheel shake from side to side? This is brake judder.
  - If judder exist after these operations, turn the rotors with the "On Car" brake lathe (remove no more than .010" (0.25mm) total).
9. After the evaluation for brake judder, determine if permanent tire flat spotting has occurred:
  - Drive on a smooth road legally between speeds of 60 and 70 MPH for 10 to 20 miles.
  - Occasionally make turns to check for low-level vibration in the steering and body.

If permanent tire flat spotting is suspected reference the **RADIAL FORCE VARIATION (RFV) MEASUREMENT PROCEDURE** section of this bulletin.
10. Repair or replace all items that were identified during the Supplemental P.D.I. Inspection Procedure.

## PGF PAINT SWELLING / SPOTS

If a vehicles paint finish exhibits swelling, stains, or spots immediately after the PGF (Paint Guard Film) is removed, the cause may be moisture collection under pockets/creases of the PGF. To resolve this incident, refer to the repair procedures in this section.

The paint under the PGF may absorb moisture which may cause temporary discoloration. Discoloration may appear as milky or whitish in color, or coffee stained (refer to the figures below for examples).



The size of the swell, stain, or spot may range from a dime to a clenched fist. It may have an irregular shape, and possibly a slightly raised surface. It may also have the appearance of streaks or lines. This incident may occur anywhere on horizontal and vertical painted surfaces under the PGF. In any case, use the following service procedure to correct the incident.

### IMPORTANT:

- If the condition(s) described above occurs, do not initially buff or attempt to re-paint the affected area. Perform the following service procedure(s) first.
- This procedure is most effective 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. The service procedure is most effective when performed within that time frame.
- Failure to follow these procedures may result in the denial of a warranty claim.

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

**NOTE:** For shortest recovery time of the condition, use the **Heat Lamp or Heat Gun** procedure noted further below.

### Place Vehicle in Sun Light (warm weather)

In warm weather, place the vehicle in 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.

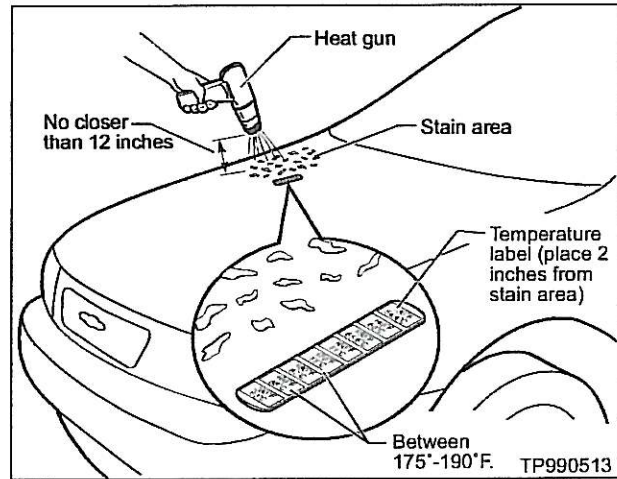
## Heat Lamp or Heat Gun

**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 not exceed 1400 watts.
- Affix a paper label thermometer on the paint surface two inches away from the affected area (see Figure 4 below) to monitor the surface temperature.

**NOTE:** Paper label thermometers can be purchased from the company listed in the Parts Information section below.



- Do not hold the heat gun closer than 12 inches from the paint surface. Also, do not hold the heat gun in one position. Move it continuously. Alternate between circular and side-to-side motions. This will heat the surface area more evenly.
- Maintain the heat lamp/heat gun distance so the painted surface temperature is between 175° and 190°F (80° - 90°C).
- 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 apply heat directly on the paper label thermometer, as this will give a false temperature reading.

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.

### PARTS INFORMATION

Description	PART #	Quantity
TIPTEMP Non-Reversible Temp Label	TIPTEMP P/N TLCSSEN023 *	As Needed **

\* These temp labels are available at:

TIP Temperature Products  
 415 Keim Blvd.  
 Burlington, NJ 08016  
 1-877-847-8367  
[www.tiptemp.com](http://www.tiptemp.com)

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

\*\* This item is considered a shop supply. Do NOT include it on your warranty claim.

## PGF RESIDUE

In some cases, thin lines or small patches of adhesive residue may be left on the painted body surfaces of vehicles after removing the paint guard film (PGF).



## PROCEDURE

While removing the residue, you must use care not to scratch or mar the paint. Use a clean, soft, cotton cloth and a solvent listed below or equivalent:

- 3M General Purpose Adhesive Cleaner, P/N 08984
- 3M Prep Solvent-70 [Low-V.O.C. (Volatile Organic Compounds)], P/N 08983

**NOTE:** Always use chemicals according to the manufacturers instructions and local regulations.

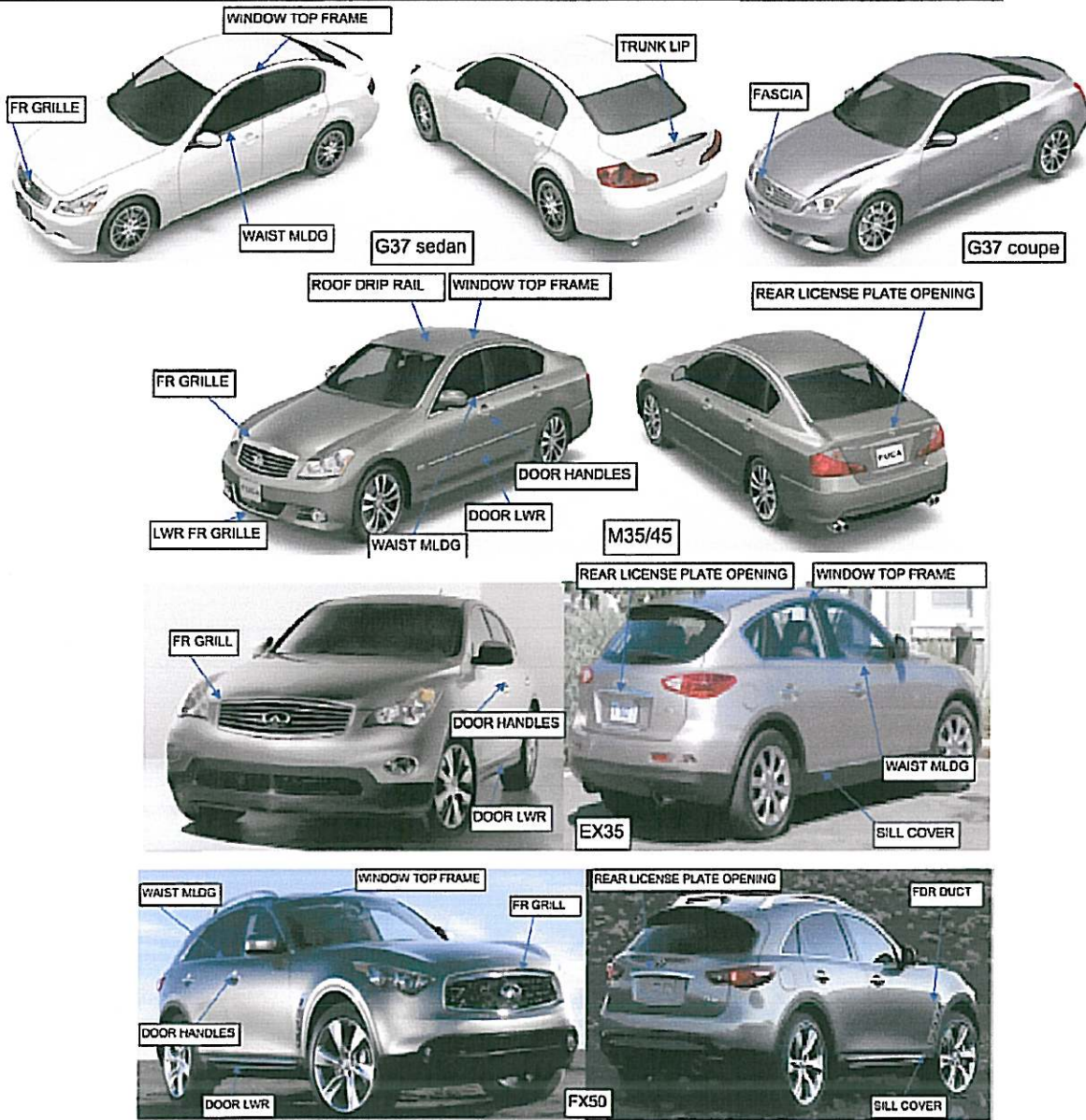
## BRIGHT TRIM CLEANING

If necessary clean trim using the guidelines in the chart below.

1 = Use 3M™ Finesse-it™ II Glaze P/N 05928 or equivalent. Do **NOT** rub for more than fifteen (15) seconds.

2 = Clean with a mild detergent and water.

	M35/45	G37 sedan	G37 coupe	EX35	FX50	QX56
Roof Drip Rail	1					
Window Top Frame	1	1		1	1	1
Waist Molding	1	1		1	1	1
Door Handles	1			1	1	1
Door Lower	1			1	1	1
Front Grille	2	2	2	2	2	2
Lower Front Grille	1					
Trunk Lip		1				
Rear License Plate Opening	1			1	1	1
Rear Fascia	1					

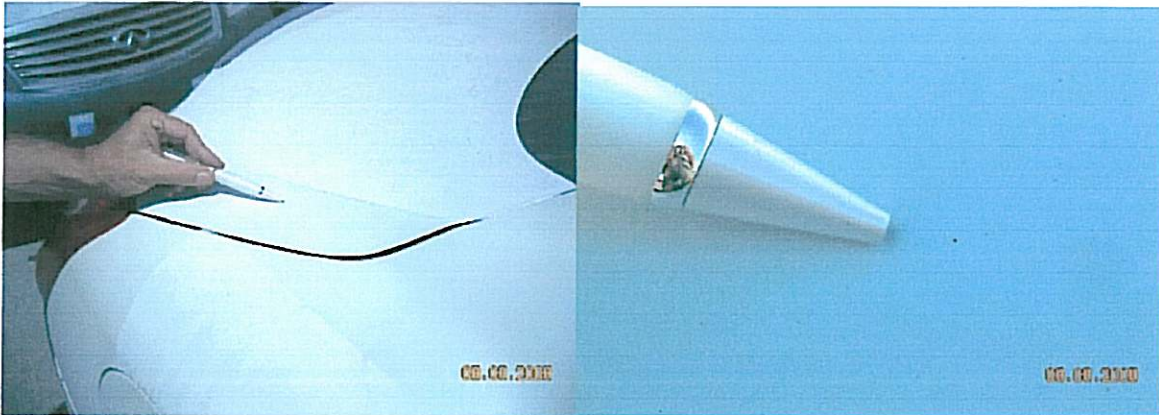


## REMOVAL OF IRON PARTICLES

Environmental iron particles (sometimes called "rail dust") can be identified as follows:

- On light-colored painted surfaces: Small rust/orange dots with black centers.
- On dark-colored painted surfaces: Small white or silver dots with a "rainbow hue" around the edge.

In both cases, the surface will feel rough or gritty to the touch.



### PROCEDURE:

1. Use a magnifying glass to check if iron particles are present.
2. Repair the paint damage (surface level only):

**NOTE:** There are two Steps of damage repair that should be completed in the order given.

- ▶ Start with **STEP A** first.
- ▶ Complete **STEP B** only if necessary.

#### **STEP A:** Light/Medium Damage

Remove the iron particles using: 3M™ Perfect-It™ III Cleaner Clay, P/N 38070, or equivalent.

#### **STEP B:** Medium Damage

Remove the iron particles using a chemical cleaning product such as ValuGard™ 3-Step Neutralization/Decontamination System by Automotive International, Inc., or equivalent.

**WARNING:** Read and follow the manufacturer's procedure before using the products listed above.



## RADIAL FORCE VARIATION (RFV) MEASUREMENT PROCEDURE

**NOTE:** Completing a proper road test procedure as listed in Step 9 on page 3 will "exercise" the tires and address any possible "cold" flat spotting that may have occurred due to extended vehicle storage or parking. It is also necessary to perform the road test to get an accurate **RFV Measurement**.

**Never** check RFV without first driving the vehicle as noted and exercising the tires. If the vehicle's tires are not exercised first, accuracy of RFV measurements can vary 2 or 3 times the actual values, even if the vehicle is parked / stored in one location for only a short period of time (20 minutes).

Perform the RFV measurement **immediately** after exercising the tires. If the RFV measurement cannot be performed immediately, lift all four wheels off the ground with a hoist or jack and stands to prevent measurement errors due to further flat spotting.

Use a Hunter GSP 9700 wheel balance machine to perform this procedure to identify tire / wheel assemblies with excessive RFV.

1. Ensure the inflation pressures of all four tires are set to vehicle specification.
2. Repeat the road test procedure:
  - Drive on a smooth road legally between speeds of 60 and 70 MPH for 10 to 20 miles.
  - Occasionally make turns to check for low-level vibration in the steering and body.
3. Follow the operation instructions of the Hunter GSP 9700 machine to measure RFV of all four tire / wheel assemblies.
4. Identify tires with excessive RH1 value using the following information:
  - For QX56 vehicles: 8.3 kg.
  - For all other vehicles: 7.5 kg.
5. Replace any tires with excessive RH1 values.
6. Use the Hunter GSP 9700 machine tire/wheel match mounting feature to achieve the best RFV fit.
7. Immediately inflate the tires to 50 PSI. Gradually deflate the tires to vehicle specification. See the vehicle tire placard
8. Repeat the road test procedure to verify the incident is resolved.