

Classification:

BT07-036d

Reference:

ITB07-047d

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Date:

September 3, 2013

PAINT REFINISH FOR SCRATCH SHIELD

This bulletin has been amended. The Service Information section has been updated.
Please discard previous versions.

APPLIED VEHICLES: All Infiniti vehicles equipped with Scratch Shield
(See example of Scratch Shield label, below)

SERVICE INFORMATION

Scratch Shield is a scratch-resistant clear coat which "heals" by itself when the vehicle gets a small scratch in the clear coat. If the scratch reaches the color base coat, however, it will not "heal". Scratch Shield was implemented for the first time in the U.S. with the 2008 EX35.

NOTE: Scratch Shield is applied to body panels and fascias only.

Scratch Shield Label

Vehicles equipped with Scratch Shield have a label (see Figure 1, below) which is typically located underneath the hood.

Vehicles that DO NOT have the Scratch Shield label shown in Figure 1 are **not equipped with Scratch Shield**.



Figure 1

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 dealer to determine if this applies to your vehicle.

Authorized Paint Suppliers

Infiniti is continuing to work with refinish paint vendors to develop approved materials and procedures for proper refinishing of vehicles with Scratch Shield.

To ensure proper color matching, adhesion, and long term wear characteristics, vehicles needing paint refinish work must be refinished with products that have been tested and approved by Infiniti.

If your paint system supplier does not have Infiniti approved Scratch Shield refinish products, specific technical advice can be acquired from the local distributor of the paint suppliers listed below. If your paint supplier is not approved and you need to obtain refinish materials from one of the approved vendors, you will also need to purchase the necessary primers, reducers, hardeners and base coat from that distributor. Current refinish materials are designed to work as a system and products from different vendors should not be mixed together.

SERVICE PROCEDURE

When repairing a panel with the Scratch Shield refinish products, follow the guidelines below.

- Edge to edge refinish for clear coat is recommended.
- Acceptable blending could occur in an area out of sight (ex: rocker area) and the upper portion of the quarter panel sail area (junction of roof and quarter panel) as part of a full quarter panel refinish. Thoroughly dry the blending part before polishing.
- Polish the refinished area as recommended by the paint supplier.

Technical Information and Material Availability

For specific technical advice, Material Safety Data Sheets (MSDS), or if you have any difficulty obtaining refinish materials, the paint suppliers can be contacted directly at the following numbers listed below.

Refinish Vendor	Technical Assistance Number
Axalta (formerly DuPont®)	1-855-629-2582
Axalta Canada (formerly DuPont® Canada)	1-800-668-6945
Spies Hecker	1-800-44-SPIES
Standex®	1-800-551-9296 (select option 4)
PPG	1-800-647-6050
Glasurit®	1-800-201-1605 (select option 2)
Sherwin-Williams	1-800-798-5872 (select option 2)