

Classification:

BT17-005

Reference:

ITB17-009

Date:

February 21, 2017

WINDOW GLASS WARRANTY INFORMATION

APPLIED VEHICLES All Infiniti

NOTE: For addition details on Windshield glass warranty, refer to ITB09-039

SERVICE INFORMATION

Nissan North America (NNA) is not responsible for damage to vehicle window glass that is a result of objects striking or scratching the glass; this includes damage caused by the installation of aftermarket window tinting. Damage of this type is not warrantable. Also, foreign material on the windshield surface is not a warrantable condition.

However, NNA is responsible for manufacturing issues such as distorted glass and cracks that are due to improper installation or damage to the glass during vehicle assembly.

Before damaged window glass is replaced under warranty, it should be carefully inspected to confirm:

- The damage is not caused by a strike to the window or a scratch caused by other means, such as the installation of aftermarket window tinting.
- The issue is not foreign material stuck on the glass.
- The damage is a manufacturing issue.

NOTE:

- Foreign material can be removed by using clean #0000 steel wool.
- Refer to ITB13-007 for additional information on cleaning foreign material.

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.

Window Glass Warranty / Part Return Process Reminder

- Prior to removal of any window glass, Infiniti retailers are strongly encouraged to take photographs of the damaged area.
- Infiniti retailers are required to mark returned glass that has “visible issues” using masking tape or other appropriate means (grease pen, etc.) to identify and highlight the area damaged. Claim may be charged back if the part is not marked properly.
- Additionally, copies of the photographs should be attached to any requested part returns.
- Window glass damage or issues caused by strikes, scratches, foreign material, or the installation of aftermarket window tinting will be charged back.
- Refer to Section 2.35 of the Assurance Products Reference Manual (APRM) for additional details.

