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# SERVICE BULLETIN

| Classification: | Reference: | Date: |
|---|---|---|
| BT13-006d | NTB13-028d | May 15, 2019 |

# REMOVING FOREIGN MATERIAL FROM THE WINDOW GLASS

**This bulletin has been amended. See AMENDMENT HISTORY on the last page.**
**Please discard previous versions of this bulletin.**

**APPLIED VEHICLES:** All Nissan

## SERVICE INFORMATION

"Foreign material" on the surface of the window glass in some cases can be cleaned off with a very particular type and grade of steel wool.

- Most any foreign material on the surface of window glass can be cleaned off by using #0000 super fine steel wool.
  - The #0000 grade super fine steel wool can be found in most hardware stores.
- In most cases the window glass cannot be damaged by manually rubbing (no power tools) too hard or too much, and it is recommended not to use any cleaners with the steel wool.

Use **new** steel wool from an un-opened bag and store unused portion in a re-sealable container to prevent contamination.

- Do not use dirty or contaminated steel wool. Dirty or contaminated steel wool will scratch the window glass. If the steel wool is dropped on the floor, get a new piece of steel wool to clean the window glass.
- Clean (then dry) the window glass first with soap and water to remove any abrasive dirt or grit that may be present before using steel wool.

**NOTE:** Always try to clean any window glass surface issue first with #0000 grade super fine steel wool before glass replacement is considered.

## CLAIMS INFORMATION

Foreign material on the window glass surface is **not** a warrantable condition.

Materials used to clean the window glass, such as the steel wool mentioned above, are considered a shop supply.

Nissan 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.

## AMENDMENT HISTORY

| PUBLISHED DATE | REFERENCE | DESCRIPTION |
|---|---|---|
| March 22, 2013 | NTB13-028 | Original bulletin published. |
| December 1, 2015 | NTB13-028a | Latest models and model years applied. |
| February 22, 2017 | NTB13-028b | Latest models and model years applied, and references to “windshield” were changed to “window glass”. |
| March 19, 2018 | NTB13-028c | Latest models and model years applied. |
| May 15, 2019 | NTB13-028d | Latest models and model years applied. |