

Classification:

BT20-005

Reference:

ITB20-006

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Date:

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WINDSHIELD WIPER BLADE PERFORMANCE/DIAGNOSIS SERVICE INFORMATION

APPLIED VEHICLES: All 2019-2020 Infiniti vehicles

SERVICE INFORMATION

Dirt, dust, debris, ice, snow, and bugs can reduce the cleaning performance of a vehicle's windshield wiper blades, even with new wiper blades. Worn wiper blades can damage the windshield and impair driver vision. To determine if the wiper blades need replacement, follow the **DIAGNOSIS PROCEDURE** on the next page.

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.

DIAGNOSIS PROCEDURE

1. Clean the outside of the windshield with a washer solution or a mild detergent.
2. Clean each wiper blade by wiping it with a cloth soaked in a washer solution or a mild detergent.
3. Rinse each wiper blade with clear water.
4. Spray the windshield with washer fluid using the washer switch while operating the windshield wipers.

NOTICE

To avoid damage to the windshield or windshield wiper blades, do not operate the windshield wipers while the windshield is dry. Spray water onto the windshield using a garden hose or use the washer switch to spray windshield washer fluid.

5. Grade the windshield wiper blade performance using the **Wiper Blade Performance Chart** below. Refer to Figure 2 through Figure 6 for examples of actual incidents.
 - If the wiper performance is graded at 4 or less, replace the windshield wiper blades.
 - If the wiper performance is graded at 4.5 or higher, the windshield wiper blades do not need to be replaced.

Wiper Blade Performance Chart

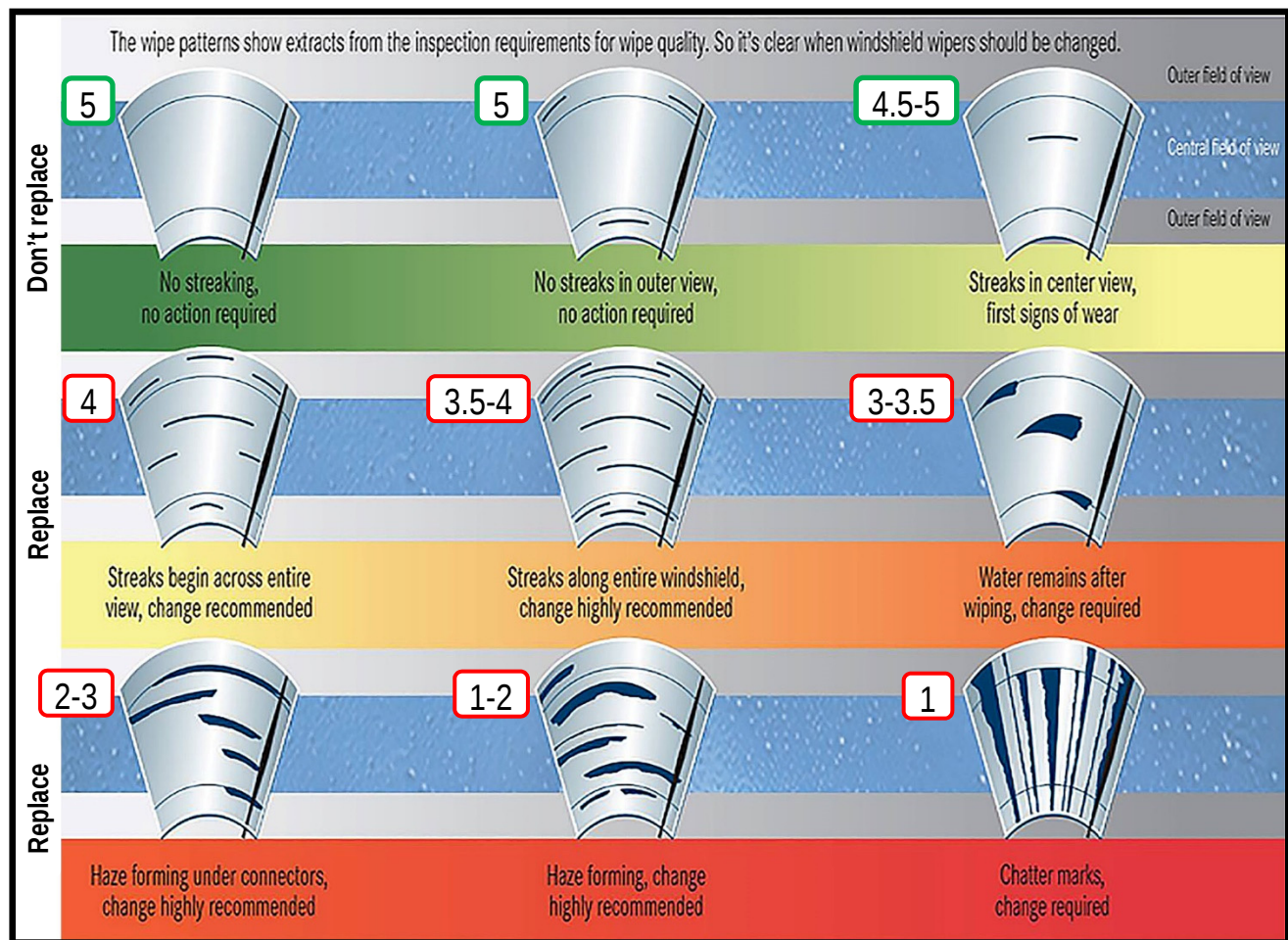


Figure 1

Examples of Wiper Blade Performance

One streak in the driver's field of view. The wiper blade should perform normally after cleaning the windshield and wiper blade. Grade **4.5-5** - Do not replace the wiper blades.

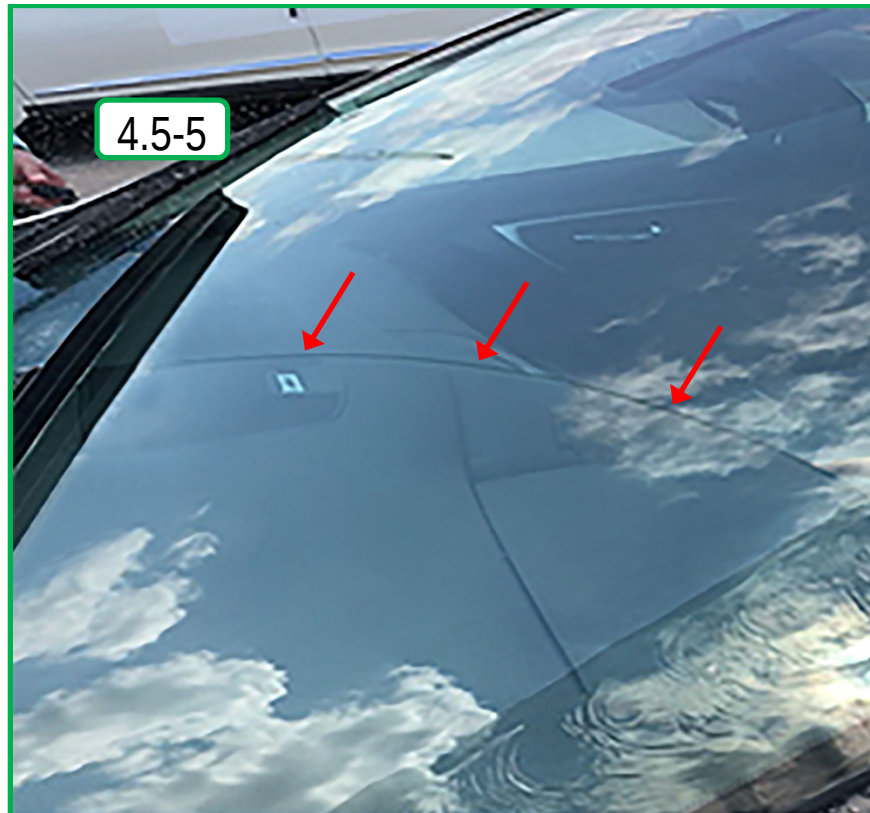


Figure 2

Streaks along the entire windshield. Grade **3.5** - Replace the wiper blades.



Figure 3

Examples of Wiper Blade Performance (continued)

One unwiped area/water remains. Grade **3** - Replace the wiper blades.



Figure 4

Two or more unwiped areas/water remains. Grade **2** - Replace the wiper blades.



Figure 5

Examples of Wiper Blade Performance (continued)

Wiper blade chatter. Grade 1 - Replace the wiper blades.



Figure 6

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 18, 2020	ITB20-006	Original bulletin published