



SERVICE BULLETIN

Classification:

BT18-001a

Reference:

NTB18-028a

Date:

December 17, 2020

RUNNING BOARD PROTECTIVE FILM RESIDUE

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

APPLIED VEHICLES: 2017-2021 Titan/Titan XD (A61)

SERVICE INFORMATION

To help protect the appearance of running boards during shipping, a plastic protective film (white or blue) is installed on the running board chrome strips at the factory.

This protective film and its adhesive residue (even if the residue is not visible) **must** be removed at the dealer:

- During the PDI cleaning of the vehicle, or
- Immediately after installing running boards.

Refer to General Cleaning Information on the next page.

Failure to clean adhesive residue leads to dirt collection on the residue, and possible running board chrome strip scratching when customers clean their running boards.



Figure 1

Dirt collected in adhesive residue may lead to misdiagnosis that a running board chrome strip is damaged, when in fact it is only dirt and residue that needs proper cleaning.

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.

SERVICE PROCEDURE

General Cleaning Information

1. Wash dirt off of the running boards with a wet sponge and plenty of water using a mild soap, a special vehicle soap, or general purpose dishwashing liquid, mixed with clean lukewarm (never hot) water.
2. Remove the protective film (white or blue).
3. Remove the protective film residue (even if the residue is not visible) with the appropriate cleaning product (listed below) and a clean soft cloth.

Appropriate Cleaning Product:

- 3M™ General Purpose Adhesive Cleaner, P/N 08984 (quart) *
- 3M™ General Purpose Adhesive Cleaner, P/N 08987 (20 oz. Aerosol) *

* For product availability, refer to the manufacturer's website.

CLAIMS INFORMATION

- The Nissan New Vehicle Limited Warranty does not cover incidents due to lack of vehicle maintenance and/or physical damage. Refer to the Nissan Assurance Products Resource Manual (APRM) for guidelines on warranty coverage. The vehicle owner's manual contains the complete details regarding the limited warranty.
- Running board claims for discoloration due to residual protective film adhesive is not warrantable and will be charged back to dealers.
- Running board claims for appearance due to damage caused by the use of inappropriate chemicals or cleaning products is not covered under warranty and will be charged back to dealers.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 22, 2018	NTB18-028	Original bulletin published
December 17, 2020	NTB18-028a	APPLIED VEHICLES revised

