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Classification:	Reference:	Date:
BT19-004a	ITB19-008a	February 12, 2021

EXTERIOR CLEANING INFORMATION

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

APPLIED VEHICLES: All Infiniti Vehicles

SERVICE INFORMATION

When cleaning the exterior of an Infiniti vehicle, damage may occur when using a cleaner with too high of an alkaline concentration.

- Always refer to the Appearance and care section of the related owner's manual.
- Not all cleaners are created equal.
- Many cleaners come in concentrated form.
- Alkaline cleaners (cleaners with a high pH value) can cause spots on paint and trim when not used as directed.
- Some commercial car washes use cleaners with a high pH value.
- When using cleaners that meet the conditions defined in the Appearance and care section, be sure to carefully follow the cleaner's directions.
- When finished cleaning/washing, rinse thoroughly with clean water.

IMPORTANT: Damage to paint, glass, bright metal, or any other exterior surface caused by using improper cleaning products is not covered under warranty. Always refer to the Paint Incident Identification Manual (PIIM) and Assurance Products Reference Manual (APRM). Follow the guidelines in the PIIM and APRM for non-warrantable exterior body, glass, or painted surface quality issues.

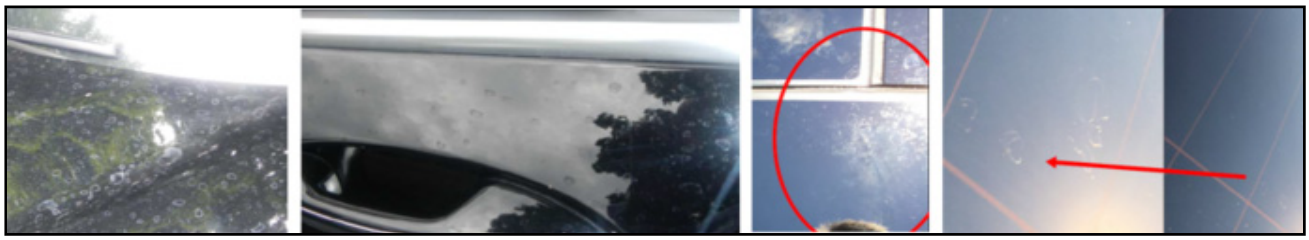
To access the PIIM and APRM, login to nnanet.com:

- For the PIIM, select: MY LINKS > Warranty > Paint Incident Identification Manual
- For the APRM, select: MY DOCUMENTS > Warranty > APRM

See additional information in this bulletin.

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.

Examples of Damage Caused by Harsh Cleaners



Painted surfaces and glass

Exterior trim

Cleaning Product pH Information

- Exterior surfaces are susceptible to damage from alkaline cleaners with a high pH value.
- Cleaners should have a pH that is close to neutral (pH of 7). Cleaners with a neutral pH include mild soaps and general purpose dishwashing liquids.

The pH scale is from 0 to 14:

0	1	2	3	4	5	6	7	8	9	10	11	12	13	14
		← Acidic					Neutral					Alkaline →		

- The more a cleaning product deviates from a pH of 7 (or neutral) the harsher the cleaner is, and the more likely it is to cause exterior surface damage.
- The pH of a product can usually be found on the MSDS (Materials Safety Data Sheet) for a given product.
- See examples of pH information from the MSDS on the next page.

Examples of pH Information From MSDS

Example 1

```
          SECTION 9 PHYSICAL AND CHEMICAL PROPERTIES
BOILING POINT:  212 F
MELTING POINT: NO DATA
VAPOR PRESSURE:  140 @ 130 F
SOLUBILITY IN WATER:  COMPLETE
SPECIFIC GRAVITY:  H20= >1
pH:  1 - 2
ODOR:  BUTYL
APPEARANCE:  CLEAR LIQUID
```

pH of 1-2:
This is acidic
(harsh cleaner)

Example2

```
          SECTION 9 PHYSICAL AND CHEMICAL PROPERTIES
BOILING POINT:  212 DEG F
MELTING POINT: NO DATA
VAPOR PRESSURE:  NA
SOLUBILITY IN WATER:  SOLUBLE
SPECIFIC GRAVITY:  1.0
pH:  7-8
ODOR:  SWEET
APPEARANCE:  CLEAR RED SOAPY LIQUID
```

pH of 7-8:
This is neutral
(mild cleaner – recommended)

Example 3

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          SECTION 9 PHYSICAL AND CHEMICAL PROPERTIES
BOILING POINT:  212 DEG. F
MELTING POINT: NO DATA
VAPOR PRESSURE:  NA
SOLUBILITY IN WATER:  SOLUBLE
SPECIFIC GRAVITY:  1.00
pH:  10-11
ODOR:  LEMON ODOR
APPEARANCE:  CLEAR LIQUID
```

pH of 10-11:
This is alkaline
(harsh cleaner)

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
April 2, 2019	ITB19-008	Original bulletin published
February 12, 2021	ITB19-008a	Publication date updated to include the latest models and model years