



SERVICE BULLETIN

Classification:

BT19-003C

Reference:

NTB19-028C

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December 7, 2021

VEHICLE EXTERIOR AND WHEEL CLEANING INFORMATION

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

When cleaning the exterior or the wheels of a Nissan vehicle:

- Always refer to the **Appearance and Care** section of the related owner's manual.
- Exterior damage may occur when using a cleaner with a high alkaline concentration.
- Wheel and wheel cover damage may occur when using acidic (harsh) cleaners.
- **DO NOT use Chrome Wheel Cleaner on Nissan wheels.** Many chrome wheel cleaners have acidic ingredients.
- 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 wheels, 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.

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.

Examples of Exterior Damage Caused by Harsh Cleaners

Painted surfaces and glass

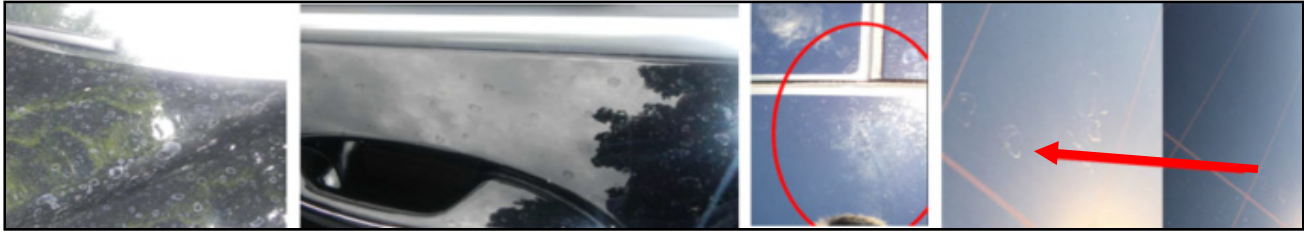


Figure 1

Exterior trim



Figure 2

Wheels



Figure 3

General Cleaning Information

- Wash dirt off the vehicle and wheels with a wet sponge and plenty of water.
- Clean the vehicle and wheels thoroughly using a mild soap, a special vehicle soap, or general purpose dishwashing liquid, mixed with clean lukewarm (never hot) water.
- Nissan recommends that the road wheels be waxed to protect against road salt in areas where it is used during winter.
- **Make sure to follow all instructions in the Appearance and Care section of the Owner's Manual.**

Wheel Mask Residue

- New vehicles are delivered to the dealer with wheel masks.
- When the wheel masks are removed, some adhesive residue may remain on the wheel. Sometimes this residue is not visible.
- **When wheel masks are removed, the wheel must be cleaned to make sure there is no residue left on the wheel (even if there is no visible residue).**
- To remove adhesive residue, use 3M™ General Purpose Adhesive Cleaner, P/N 08984 (quart) or a 50/50 mix of isopropyl alcohol and water. Gently remove the residue, using care not to scratch the wheel.
 - o For chemical availability, refer to the manufacturer's website.
- Failure to clean adhesive residue leads to dirt collection on the residue, and possible wheel scratch when customers clean their wheels.
- Dirt collected in adhesive residue may lead to misdiagnosis that a wheel is damaged, when in fact, it is only dirt and residue that needs proper cleaning.



Figure 4

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: H2O= >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

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	NTB19-028	Original bulletin published
February 12, 2021	NTB19-028A	Publication date updated to include the latest models and model years
April 16, 2021	NTB19-028B	Added wheel cleaning information from NTB15-043, publication date updated to include the latest models and model years
December 7, 2021	NTB19-028C	Publication date updated to include the latest models and model years

