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INFINITI

TECHNICAL SERVICE BULLETIN

Classification:	Reference:	Date:
BT01-011G	ITB01-024G	August 1, 2023

NEW PAINT GUARD FILM REMOVAL INFORMATION

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

APPLIED VEHICLES: New, unsold Infiniti vehicles with PGF in retailer stock

SERVICE INFORMATION

- Paint Guard Film (PGF) provides temporary paint finish protection. It protects the paint finish during vehicle handling, transportation and storage from harmful elements such as acid rain, iron particles, bird droppings, tree sap, and other environmental contaminants.
- The PGF Infiniti currently uses is supplied by American Biltrite Inc. and Kansai Paint Co. Ltd.

IMPORTANT: PGF CANNOT remain on:

- The vehicle bumper fascia for more than three (3) months after the vehicle's manufacture date.
- The vehicle body for more than six (6) months after the vehicle's manufacture date.

PGF must be removed at the end of these time periods.

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.

SERVICE PROCEDURE

Before PGF removal, thoroughly rinse the vehicle to remove dirt or dust. On very hot days (32°C/90°F or higher), it is extremely important to rinse the vehicle, preferably in the shade, to stabilize or lower the body panel/bumper fascia temperature. This will help prevent thin lines of PGF adhesive residue from remaining on the painted surfaces. These adhesive residue lines are most noticeable on darker or black painted vehicles.

If PGF adhesive residue lines remain after removal of PGF, immediately wipe them off with a clean, soft, cotton cloth and one of the appropriate cleaning products listed below.

HINT: The adhesive residue lines will become more difficult to remove the longer they are exposed to sunlight.

IMPORTANT: While removing the adhesive residue, you must use care not to scratch the paint.

Appropriate Cleaning Products

- 3M™ General Purpose Adhesive Cleaner, P/N 08984 (quart) *
- 3M™ General Purpose Adhesive Cleaner, P/N 08987 (20oz. aerosol) *
- 3M™ Specialty Adhesive Remover 38984 (quart, low VOC) *
- 3M™ Specialty Adhesive Remover 38987 (aerosol, low VOC) *
- Naphtha (low VOC) *

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

HINT: To optimize new vehicle presentation, it is important to remove any PGF adhesive residue prior to client delivery.

Before Removing the PGF

- To prevent scratches to the vehicle's painted surfaces, remove or cover watches, rings and belt buckles, as well as cover any buttons on your clothing.
- Rinse any accumulated dirt from the vehicle with water, and then dry with compressed air. Do not dry the painted surface with a towel.
- Dissipate any static electricity. A common method is to make contact between the vehicle body and the ground at the same time.
- Keep the painted surface's temperature at 10°C to 40°C (50°F to 104°F) to prevent adhesive residue.

HINT:

- Avoid hand washing and wiping as much as possible to prevent scratches.
- Do not use the iron powder remover with the PGF attached.

Removing the PGF

1. As shown in Figure 1, fold back one end of the PGF 120°, and then continue to pull the PGF in that same direction.

- If working on a surface that is hard to reach, remove as much of the PGF as possible from one side of the vehicle, and then continue to remove the PGF in the same direction from the other side of the vehicle.
- Do not rest or leverage your elbows against the vehicle's body. When pulling the PGF, stabilize your legs/waist, and pull with your arms only.

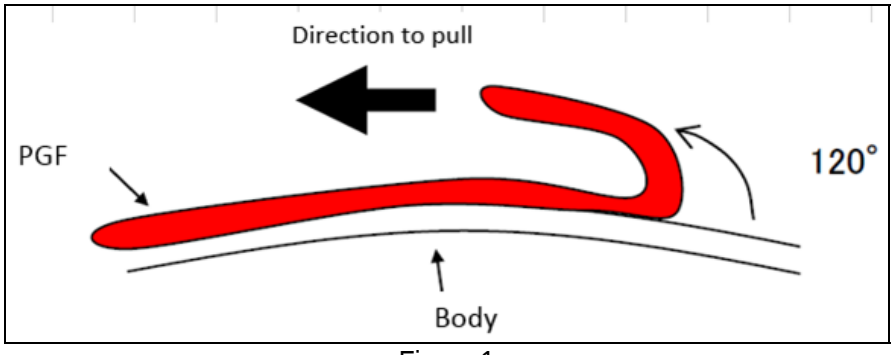


Figure 1

Inspect the Painted Surfaces After Removing the PGF

Check for the following:

- Adhesive residue.
- Swelling and whitening of the coated surface.
  - For details on paint swell recovery procedures, refer to Technical Service Bulletin ITB99-043, “Paint Swell/Stain/Spot Under Paint Guard Film.”
- Swirls in paint.
  - For details on swirl (fine scratches, buff/polish marks) removal procedures, refer to Technical Service Bulletin ITB22-024, “Removing Swirls from Infiniti Paint”.

HINT:

- Since the adhesive residue is transparent and difficult to see, it is advised to change viewing angles. After adjusting viewing angle, the adhesive residue is visually recognized as a portion of a convex shadow (Figure 2).
- If the reflected light is too bright to see the adhesive residue shadows, adjust the lighting so that the shadow can be seen.

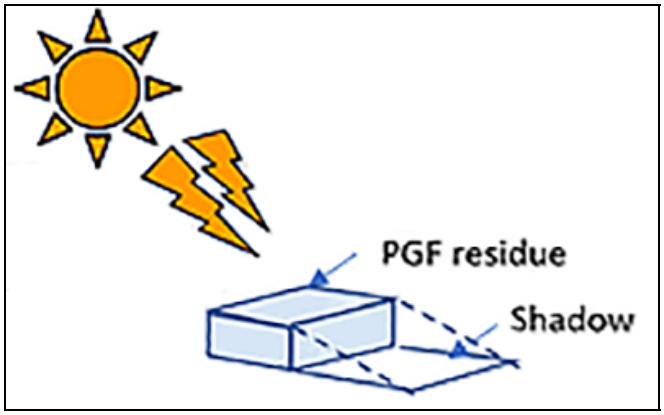


Figure 2

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
May 9, 2001	ITB01-024	Original bulletin published
September 30, 2011	ITB01-024a	Amended Applied Vehicles, Service Information
November 8, 2012	ITB01-024b	Amended to instruct removal of PGF from bumper fascia 3 months after production
April 1, 2015	ITB01-024c	Bulletin amended to include latest models
September 20, 2016	ITB01-024d	Amended for new model years
April 4, 2018	ITB01-024e	The publication date has been revised to include the latest models and model years
November 19, 2021	ITB01-024F	The publication date has been revised to include the latest models and model years, and changes were made to the body of the bulletin
August 1, 2023	ITB01-024G	Publication date revised to include the latest models and model years, “NOTE” references changed to “HINT”, and Inspect the Painted Surfaces After Removing the PGF revised