



# TECHNICAL SERVICE BULLETIN

Classification:	Reference:	Date:
BT19-004E	ITB19-008E	August 24, 2023

## 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 Infiniti vehicles

### SERVICE INFORMATION

Note the following when cleaning the exterior or the wheels of an Infiniti 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 Infiniti 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, log in to [nnanet.com](http://nnanet.com) (NNAnet2.0).

- For the PIIM, select: **MY LINKS > Warranty > Paint Incident Identification Manual**
- For the APRM, select: **MY LINKS > Warranty > Warranty Resource Website > 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 Exterior Damage Caused by Harsh Cleaners

Painted surfaces and glass

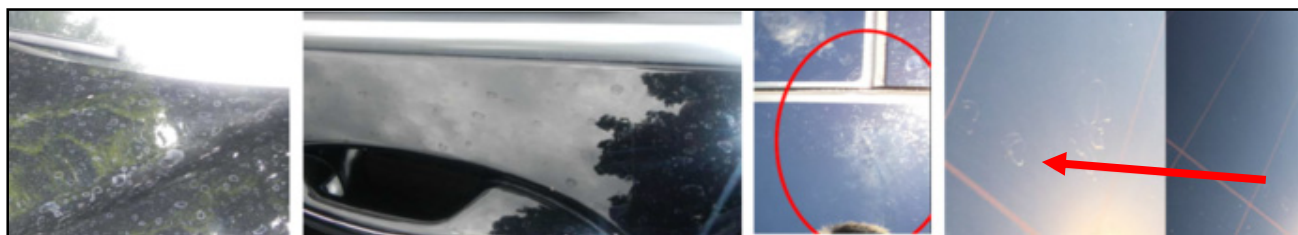


Figure 1

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.
- Infiniti 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 retailer 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.
  - 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 clients 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

## Wheel Water Spot Residue

- New vehicles are delivered to the retailer with wheel masks.
- Wheel masks are sometimes installed on vehicles that sit prolonged periods for rotor rust prevention.
  - Ensure wheels are completely dry before applying any type of wheel mask or the water can absorb into the clearcoat of the wheel and leave a white mark that may not come out with normal cleaning.
- To remove water spot residue in the clearcoat of a wheel, refer to **Heat Lamp or Heat Gun** on the next page.
- Water spot residue may lead to misdiagnosis that a wheel is damaged, when in fact it is only water spot residue that needs proper removal.

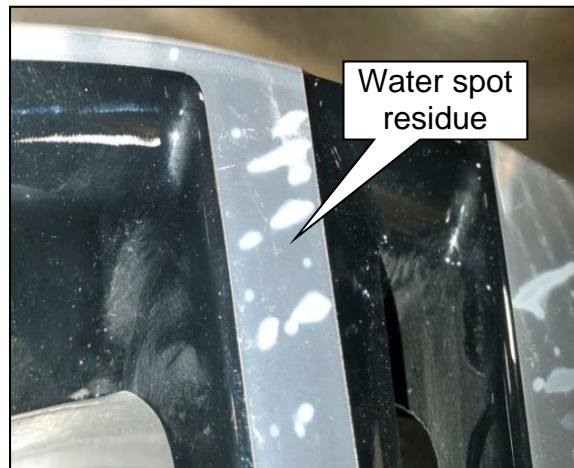


Figure 5



Figure 6

## Heat Lamp or Heat Gun

To speed up the recovery process of the condition, use a portable infrared heat lamp or a heat gun.

### NOTICE

To avoid damage to the vehicle, only an experienced paint technician, who is familiar with paint/clearcoat temperature limitations should use a heat lamp or heat gun.

### IMPORTANT:

- This repair is effective only if performed within a short time period after the PGF/wheel mask is removed from the vehicle, i.e., a few days in mild climates, or within a week in colder climates. This repair will not be effective beyond that time frame.
- The maximum total bulb wattage for the infrared heat lamp should not exceed 750 watts.
- The heat gun wattage should be between 1200 and 1400 watts.
- Do not apply the heat gun for more than 5 minutes as permanent damage (i.e., bubbling, burns, etc.) can occur to the clearcoat.
- Do not hold the heat gun closer than 12 inches from the clearcoat. Also, do not hold the heat gun in one position, rather, move it continuously from side to side to heat the affected area evenly.
- Maintain the heat lamp/heat gun distance so the clearcoat surface temperature is between 80° - 90° C (175° - 190° F).
  - Affix a paper label thermometer on the clearcoat surface, two inches away from the affected area to monitor the surface temperature.
- Do not apply heat directly on to the paper label thermometer, as this will give a false temperature reading.
- Paper label thermometers can be purchased from the company listed on the next page.
- If the condition does not disappear after the above service procedures are performed, the condition may be permanent and the wheel may have to be replaced.



Figure 7



Paper thermometers may be purchased from the company listed below.

**HINT:** Equivalent paper thermometers may be used and are available from other local suppliers.

TIP Temperature Products  
340 W. Broad Street  
Burlington, NJ 08016  
Phone: 1-800-847-8367  
Fax: 1-609-239-1911  
[www.tiptemp.com](http://www.tiptemp.com)

P/N TLCSEN023 (non-reversible, 10/pkg.)  
P/N TLCSEN006 (reversible, 10/pkg.)

## 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)

### Example 2

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	ITB19-008	Original bulletin published
February 12, 2021	ITB19-008A	Publication date updated to include the latest models and model years
April 16, 2021	ITB19-008B	Added wheel cleaning information from ITB15-020, publication date updated to include the latest models and model years
December 7, 2021	ITB19-008C	Publication date updated to include the latest models and model years
April 29, 2022	ITB19-008D	Changes throughout
August 24, 2023	ITB19-008E	Publication date updated to include the latest models and model years, page 1 revised, and "NOTE" references changed to "HINT"

