



I N F I N I T I

# TECHNICAL SERVICE BULLETIN

Classification: BT17-005H	Reference: ITB17-009H	Date: April 29, 2024
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## WINDOW GLASS WARRANTY 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

**HINT:** For additional details on windshield glass warranty, refer to ITB09-039.

### SERVICE INFORMATION

Nissan North America (NNA) is not responsible for damage to vehicle window glass that is a result of objects impacting, striking or scratching the glass, including damage caused by the installation of aftermarket window tinting. Damage of this type is not warrantable. Also, foreign material on the window glass surface is not a warrantable condition.

NNA is responsible for defects in materials or workmanship – issues such as bubbles, blisters, glass adhesion and cracks that are due to improper installation or damage to the glass during vehicle assembly.

Before damaged window glass is replaced under warranty, it should be carefully inspected to confirm:

- The damage is not caused by a strike to the window or a scratch caused by other means, such as the installation of aftermarket window tinting.
- The issue is not foreign material stuck on the glass.
- The damage is a manufacturing issue.

**HINT:**

- Foreign material can be removed by using clean #0000 steel wool.
- Refer to ITB13-007 for additional information on cleaning foreign material.

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.

## Window Glass Warranty / Part Return Process Reminder

- Retailers are required to take at least two (2) digital photographs that clearly identify the alleged glass defect prior to removing the glass from the vehicle.
- Digital photographs must be kept in retailer records.
- Retailers are required to mark returned glass that has “visible issues” using masking tape or other appropriate means (grease pen, etc.) to identify and highlight the area damaged. **Claim may be charged back if the part is not marked properly.**
- Window glass damage or issues caused by strikes, scratches, foreign material, or the installation of aftermarket window tinting will be charged back.
- The new glass warranty form must be completed and digital photograph files attached through ASIST for:
  1. Over DCAL Warranty Call Center pre-authorization
  2. Glass Part Return requests
- **The claim will be subject to a claim debit if the part is not marked properly and/or missing the required digital photographs (via ASIST) to support identification of a warrantable defect.**

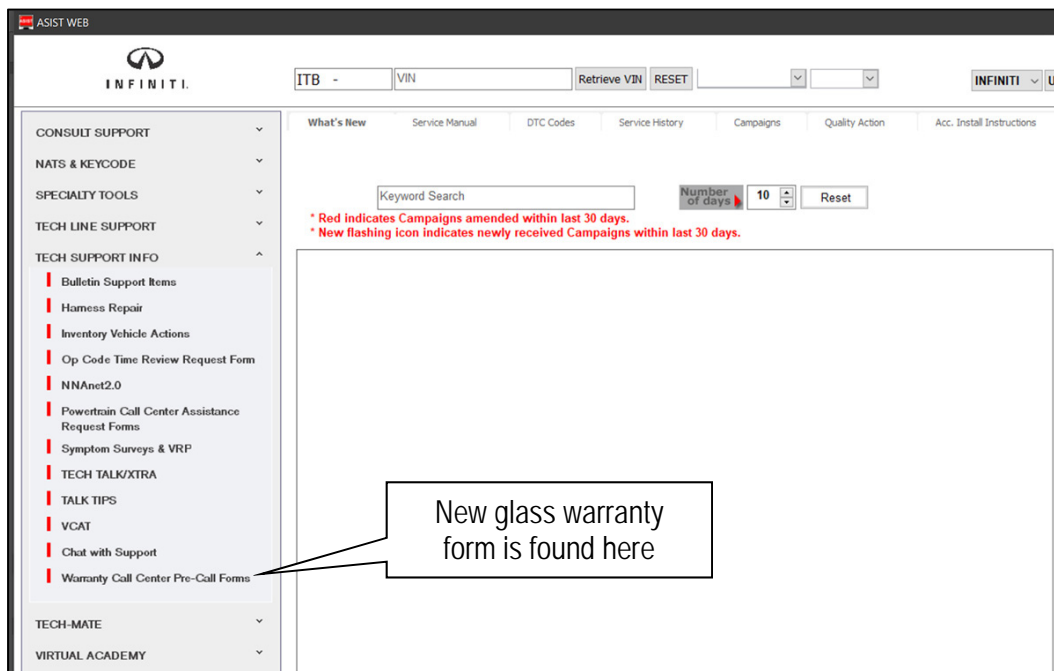


Figure 1

### HINT:

- To best prepare for glass pre-authorization or glass part return request, please complete and send the “Glass Warranty Form” through ASIST before calling. By submitting this form before the required call, retailer staff can often make it a one-call process for glass replacement confirmation and claim authorization.
- Refer to the Glass Part Return section of the Infiniti Assurance Products Reference Manual (APRM) for complete glass return details.

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 21, 2017	ITB17-009	Original bulletin published
November 29, 2017	ITB17-009a	Publication date updated to include the latest models and model years, and warranty information on page 2 revised
April 9, 2018	ITB17-009b	Publication date updated to include the latest models and model years
May 15, 2019	ITB17-009c	Publication date updated to include the latest models and model years, and APRM reference on page 2 revised
December 17, 2020	ITB17-009d	Publication date updated to include the latest models and model years
November 18, 2021	ITB17-009E	Publication date updated to include the latest models and model years, and APRM reference on page 2 revised
February 17, 2022	ITB17-009F	Publication date updated to include the latest models and model years
March 20, 2023	ITB17-009G	Figure 1 updated, updated reference to APRM on page 2, and publication date updated to include the latest models and model years
April 29, 2024	ITB17-009H	Figure 1 updated and publication date updated to include the latest models and model years

