

**Reference: IPSB/18-285**  
**December 18, 2018**

**TO: COLLISION REPAIR INDUSTRY**

**POSITION STATEMENT: Raw Bumper and Other Precautions for Plastics**

**FRANKLIN, TN**—INFINITI utilizes a variety of plastic components that vary throughout the vehicle. These include parts that have different heat resistance, solvent resistance, and other precautions needed when handling. Any replacement bumper fascia shipped from INFINITI will be raw plastic when received. Other items, such as mirror covers, may come in this state as well. This will require the repair facility to take additional preparation steps before any paint application. These necessary steps help provide a long-lasting finish on the new replacement bumper or other plastic replacement parts.

To reduce and release the compounds from the plastic or other chemicals used during production, the bumper will need to be washed, dried, scuffed, re-cleaned, and inspected prior to any paint procedure. Repeat this step as needed until the new bumper (or other replacement part) is ready for paint. Appropriate cleaners, adhesion promoters, and flex additives recommended by the paint manufacturer should be used to provide the proper paint adhesion.

Refer to the Electronic Service Manual (ESM) to confirm locations and precautionary measures needed for all plastic components. These can be found under the "Handling Precautions for Plastics" section of the ESM.

**Parts Warranty**

INFINITI Americas New Vehicle Limited Warranty and Limited Warranty on replacement parts does not apply to any parts other than Genuine INFINITI replacement parts. INFINITI will not be responsible for any subsequent repair costs associated with a vehicle and/or part failure caused by the use of parts other than new Genuine INFINITI replacement parts.

For additional collision information: [collision.infiniti.com](http://collision.infiniti.com).

Refer to the Electronic Service Manual (ESM) prior to any repair or replacement being performed. Information specific to each model may be found at <https://www.infiniti-techinfo.com>.