

Reference: ISPB/20-418
December 9, 2020

TO: COLLISION REPAIR INDUSTRY

POSITION STATEMENT: OEM Repair Procedures and Guidelines

FRANKLIN, TN—INFINITI strives to produce vehicles with top safety and driving performance for our customers. New technology, body composition, and other advancements are increasing at a faster rate than ever before. Advanced systems require inspections and validated repair procedures approved by the vehicle or system designers.

All post-collision repairs, safety inspections, diagnostic trouble code resolution, and system calibrations for each model and year can be found at INFINITI TechInfo in the Electronic Service Manual (ESM). It is recommended to refer to the ESM prior to any repair or replacement to ensure that the proper inspection and repair guidelines are being performed by a qualified technician. The ESM contains information approved and validated by the INFINITI engineering team responsible for each component and/or body structure. Failure to adhere to these repair guidelines could result in an improper and, in some instances, an unsafe repair. Failure to adhere to the ESM guidelines constitutes an unauthorized repair or inspection method.

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.

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>.

