

Reference: IPSB/18-283
December 18, 2018

TO: COLLISION REPAIR INDUSTRY

POSITION STATEMENT: New Part Seam Sealing Procedures

FRANKLIN, TN—INFINITI may ship a variety of new Genuine INFINITI replacement parts with or without seam sealer applied during the production process. These parts may include hoods, deck lids, or doors and can vary by model or model year. In order to return the vehicle to a pre-loss condition and promote corrosion protection, it may be necessary for the repair facility to apply seam sealer in the specified locations on the new replacement part.

While the seam sealer location serves as a protective barrier, it is also indicative that a part may have been replaced when subjected to a post-repair inspection. The absence of seam sealer can contribute to premature part failure due to moisture or corrosion. Applying the seam sealer should match the factory materials and application closely to meet customer expectations. This process is an additional step of necessary parts replacement and should be completed during the repair process.

For seam sealer applications and specifications, consult the Electronic Service Manual (ESM) under the "Body Sealing" section. Please follow the seam sealer manufacturer's directions for specific preparation and application processes.

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>.