

TO: COLLISION REPAIR INDUSTRY

POSITION STATEMENT: INFINITI Structural Repairs/ September 15, 2016/ Reference: IPSB-16-404

FRANKLIN, TN- INFINITI recommends that if structural repairs are needed on a vehicle, they only be performed by an experienced professional with proper tools, while using a current INFINITI body repair manual for reference. Component replacement should be accomplished only along factory seams where sectioning is appropriate and approved within the body repair manual. Failure to adhere to this recommendation can result in a number of problems, including improperly fitting parts, noises, excessive tire wear, and most importantly, changes in the way the vehicle reacts in subsequent crashes.

The repair of reinforcements (such as side members) by heating is not recommended since it may weaken the component. When heating is unavoidable, do not heat high-strength steel parts above 550°C (1022°F). Additionally, application of heat can alter or destroy material coatings utilized for corrosion protection and may not be restorable in some cases. Using adhesives in place of welding for component replacement is not an authorized INFINITI repair method.

"Clipping", which refers to cutting two damaged vehicles through the windshield pillars, the rocker panels, and across the floor pan and joining the undamaged portions from these vehicles to make the repair, is strictly prohibited by INFINITI. Improper vehicle repairs such as these are not covered under INFINITI factory or extended warranties.

For questions on body repair, please reference service manual section "BRM".

Parts Warranty

INFINITI's New Vehicle Limited Warranty, and Limited Warranty on replacement parts do not apply to any parts other than genuine original equipment 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 genuine replacement parts.

For additional collision information: <http://collision.infinitiusa.com/>