

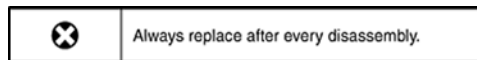
Reference: IPSB/18-287
December 18, 2018

TO: COLLISION REPAIR INDUSTRY

POSITION STATEMENT: Single-Use Parts Replacement

FRANKLIN, TN—INFINITI vehicles are designed with safety as a top priority. Although parts may not be damaged or appear to need replacement during the repair process, many are single-use items. Designated single-use parts are designed for installation-only purposes and should be discarded once removed. While these parts may be absent of related damages, the reuse of such parts may cause repair issues and compromise the quality and safety of the vehicle. Items may have this designation for reasons of fit and finish, safety, or other quality concerns important to the vehicle owner.

Prior to any repair process, it is necessary to consult the Electronic Service Manual (ESM) to identify these single-use parts. Stationary glass, safety restraint systems, mechanical components, emblems or nameplates, fasteners, clips, bolts, screws, or interior trim pieces may fall into this category. Any adhesive or adhesive tape should be replaced when separated from the original part. Removal of these adhesives may warrant parts replacement entirely. Items can be listed in a precautionary statement in the ESM or have a special identifier in the diagram. Any item labeled with by a black circle and a white "X" must be replaced after removal. See example below.



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>.