

Reference IPSB/18-282
December 18, 2018

TO: COLLISION REPAIR INDUSTRY

POSITION STATEMENT: Frame and Unibody Pulling

FRANKLIN, TN—INFINITI vehicles, whether constructed on a framed or unibody platform, require different techniques to correct body alignment issues after a collision, incident, or loss. Repairs requiring any structural or alignment corrections are the first step in the restoration process and the basis of a safe and quality repair.

To ensure that a vehicle is repaired and restored to factory specifications, measurements should be taken both before and after a frame or structural repair. This ensures proper body alignment that could affect safety or mechanical systems. Measurements can be found in the Electronic Service Manual (ESM) taken from a variety of control points during production. INFINITI has not validated any alternative measurements provided by a third party vendor and refers all collision repair professionals to the ESM measurements. Removal of vehicle components, panels, or exterior trim may be necessary to perform accurate measuring during the repair process. Initial damage measurements will also be helpful in repair-versus-replace scenarios.

Proper anchoring techniques should be used during body alignments and may vary depending on the alignment system being used. Recommended anchoring techniques can also be found in the Electronic Service Manual (ESM) for each model. Corrective push/pull methods will be outlined there as well and should be used in conjunction with machine manufacturer's guidelines. Any protective coating (seam sealer, stone guard, undercoating, corrosion protection, etc.) removed for initial setup or damaged in the repair process should be restored accordingly.

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>.
