



SERVICE BULLETIN

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ALL NISSAN; REMOVAL OF ENVIRONMENTAL IRON PARTICLES FROM PAINT AND SPRAY- ON BEDLINER

This bulletin has been revised to include vehicles equipped with the original equipment spray-on bedliner. Please discard paper copies of all earlier versions.

APPLIED VEHICLE: All Nissan Vehicles

IF YOU CONFIRM:

There are environmental particles in the paint.

NOTE: Environmental particles can be identified as follows:

- On light-colored painted surfaces or on the Bedliner: Small rust/orange dots with black centers.
- On dark-colored painted surfaces: Small white or silver dots with a "rainbow hue" around the edge on dark colored surfaces.

In both cases, the surface will feel rough or gritty to the touch.

ACTION:

Perform the steps in the Service Procedure.

NOTE: The steps in the Service Procedure have been found effective in most cases for removing environmental iron particles (sometimes called "rail dust") from a vehicle's painted surfaces.

Refer to the Claims Information section on page 2 of this bulletin for important claims information concerning environmental claims.

IMPORTANT: The purpose of **ACTION** (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire Service Procedure (starting on page 2) as it contains information that is essential to successfully completing this repair.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

CLAIMS INFORMATION

Section 1 of the Assurance Products Resource Manual (under "Environmental Damage") states, Since Environmental Damage is generally excluded from the Nissan's New Vehicle Limited Warranty, **repairs for such damage do not generally qualify for reimbursement as warranty expense.**

SERVICE PROCEDURE

CAUTION: In most cases these environmental iron particles can be easily removed. However, the longer they are left untreated, the more damage they can create, and the harder they are to remove. In rare, more severe cases, spots of paint blistering can occur.

1. Use a magnifying glass to check if iron particles are present.
2. Wash the vehicle with soap and warm water. Completely dry the vehicle.

NOTE:

- There are 3 Steps of damage repair possible that should be completed in the order given.
 - Start with **Step A** first.
 - Complete **Step B** if necessary.
 - Go to **Step C** only if iron particles are not removed in Steps A and B.
- If the environmental particles are on an original equipment spray-in **Bedliner**, go straight to **Step B**, Medium Damage (surface level only).

3. Repair the paint damage.

Step A. Light/Medium Damage (surface level only)

Remove the iron particles using a clay bar such as Clay Magic™ by Auto Wax Company, Inc., SPC40 Overspray Clay by PPG, a "clay like" surface cleaning material such as Eraser™ by K.E. L. Mfg., or equivalent.

WARNING: Read and follow the manufacturer's procedure before using the chemicals listed above.

Step B. Medium Damage (surface level only)

Remove the iron particles using a chemical cleaning product such as:

- An industrial fallout remover (i.e. oxalic acid) such as Zep Industrial Fallout Remover™ X-20472 by Zep Manufacturing Company or equivalent; or
- A chemical neutralization system such as ValuGard™ 3-Step Neutralization/Decontamination System by Automotive International, Inc., or equivalent .

NOTE: To remove iron particles from the bedliner use only ValuGard™ . It's a 3 step system by Automotive International.

WARNING: Read and follow the manufacturer's procedure before using the chemicals listed above.

Step C. Heavy Damage (deep into the clear and/or color coat)

This step will require wet sanding and/or repainting. Contact your local paint refinish supplier for recommended procedures such as BASF Corporation Rail Dust repair procedure, Sherwin-Williams Ultra 7000 Basecoat System or equivalent.

CAUTION: Only an experienced paint technician, who is familiar with proper refinishing techniques should perform the above repair.

For more information on identifying and diagnosing iron particles and other paint issues, refer to the Nissan/Infiniti Paint Incident Identification Manual, P/N 5PII00. Call Resolve Corporation: 1-800-247-5321 for a copy of the Nissan/Infiniti Paint Incident Identification Manual, P/N 5PII00.
