

Reference: IPSB-20-022
Date: March 30, 2020

TO: COLLISION REPAIR INDUSTRY

POSITION STATEMENT:

Cleaning and Disinfecting Guidelines for Infiniti Touchscreens and Radios

As many collision centres and repair facilities are now taking extra precaution and care when cleaning customers' vehicles, Infiniti is issuing the following proper procedures for cleaning and disinfecting touchscreens and radios in our vehicles:

1. Using a mixture of **~70% Ethanol and ~30% water**, spray a small amount of solution onto a lint-free microfiber cloth, such as one used for cleaning glass, and gently wipe the contact surfaces of the touchscreen. It is also OK to wipe painted surfaces such as buttons and knobs.
 - a. Note: Do **NOT** spray the solution directly onto the display or radio, as liquid could enter the unit and cause damage.
2. After Step 1, using a new dry cloth, gently go over all contact surfaces again to remove any remaining residue.

The following materials should not be used:

- Acids (hydrochloric acid, sulfuric acid, vinegar, etc.) causes damage to the coating layer.
- Any kind of alkaline surfactant (soap, detergent, etc.) causes damage to the coating layer.
- **DO NOT** use organic solvents other than ethanol.
- Be careful when wiping not to scrub too vigorously, which could deteriorate the paint and coatings.

Thank you for taking care of our customers and their vehicles during this extraordinary time.

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>.

For additional collision repair information: <http://www.oemrepairinfo.ca/>



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