

TO: COLLISION REPAIR INDUSTRY

POSITION STATEMENT: Bumper Fascia Replacement with Sonar/ September 15, 2016/
Reference: IPSB-16-396

FRANKLIN, TN– As INFINITI Safety Shield Technologies are incorporated into more of our vehicles, we want to bring to your attention important information about how these systems function, and how to properly handle repairs regarding this technology.

Many electronic sonar sensors in front and rear bumper fascia are considered to be part of this INFINITI Safety Shield Technology. These sensors are engineered to be in very exact positions within the bumper fascia, and if not properly installed, may not function as originally intended. For this reason, INFINITI **does not** approve of the use of aftermarket, reconditioned, or recycled bumper fascia.

In contrast with genuine OEM bumper fascia, aftermarket bumper fascia may:

1. In some cases, non-OEM fascia come with no pre-drilled holes for the sensors, relying on the shop technician to cut the holes using a rough template. This may lead to instances where the non-OEM bumper does not match the genuine OEM bumper holes.
2. In some cases, build specifications are slightly different on aftermarket bumper fascia than on genuine OEM fascia, which may also cause issues with sensor alignment or performance.

In addition, reconditioned fascia, which was once damaged, may also be out of specification to the original undamaged OEM bumper fascia, which may cause sensor alignment issues. There is currently no industry standard process for knowing the history/quality of recycled bumper fascia, so this is also not recommended to be used on INFINITI vehicles. We ask that the general repair industry adhere to these guidelines immediately.

For additional information, please see service manual section "SN".

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.

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