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# SERVICE CAMPAIGN BULLETIN

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Reference:

NTB12-005

Date:

January 12, 2012

## VOLUNTARY SERVICE CAMPAIGN 2011 JUKE FRONT DOOR LATCH

**CAMPAIGN I.D. #:** P1264

**APPLIED VEHICLE:** 2011 Juke (F15)

### INTRODUCTION

Nissan is conducting a voluntary service campaign on certain 2011 Juke vehicles to apply seals and special grease to help prevent the front outside door handle latch assembly from freezing. This procedure will be performed at no charge for parts and labor to the customer.

### Eligible Vehicles

Certain 2011 Juke vehicles in dealer inventory and vehicles registered in the following states at the time the campaign is launched are eligible for this service campaign:

Alaska	Iowa	Minnesota	Massachusetts	Vermont
Connecticut	Maryland	Nebraska	Michigan	Wisconsin
Delaware	Missouri	North Dakota	Pennsylvania	West Virginia
Illinois	Maine	New Jersey	Rhode Island	New Hampshire
Indiana	Ohio	New York	South Dakota	District of Columbia

Check Service Comm to confirm campaign eligibility. Vehicles registered in the States not listed above at the time the campaign is launched are not eligible. The door lock warranty on these vehicles will be extended. Owners will be notified of the warranty extension by mail and receive a sticker to place in their warranty booklet explaining the extended warranty coverage.

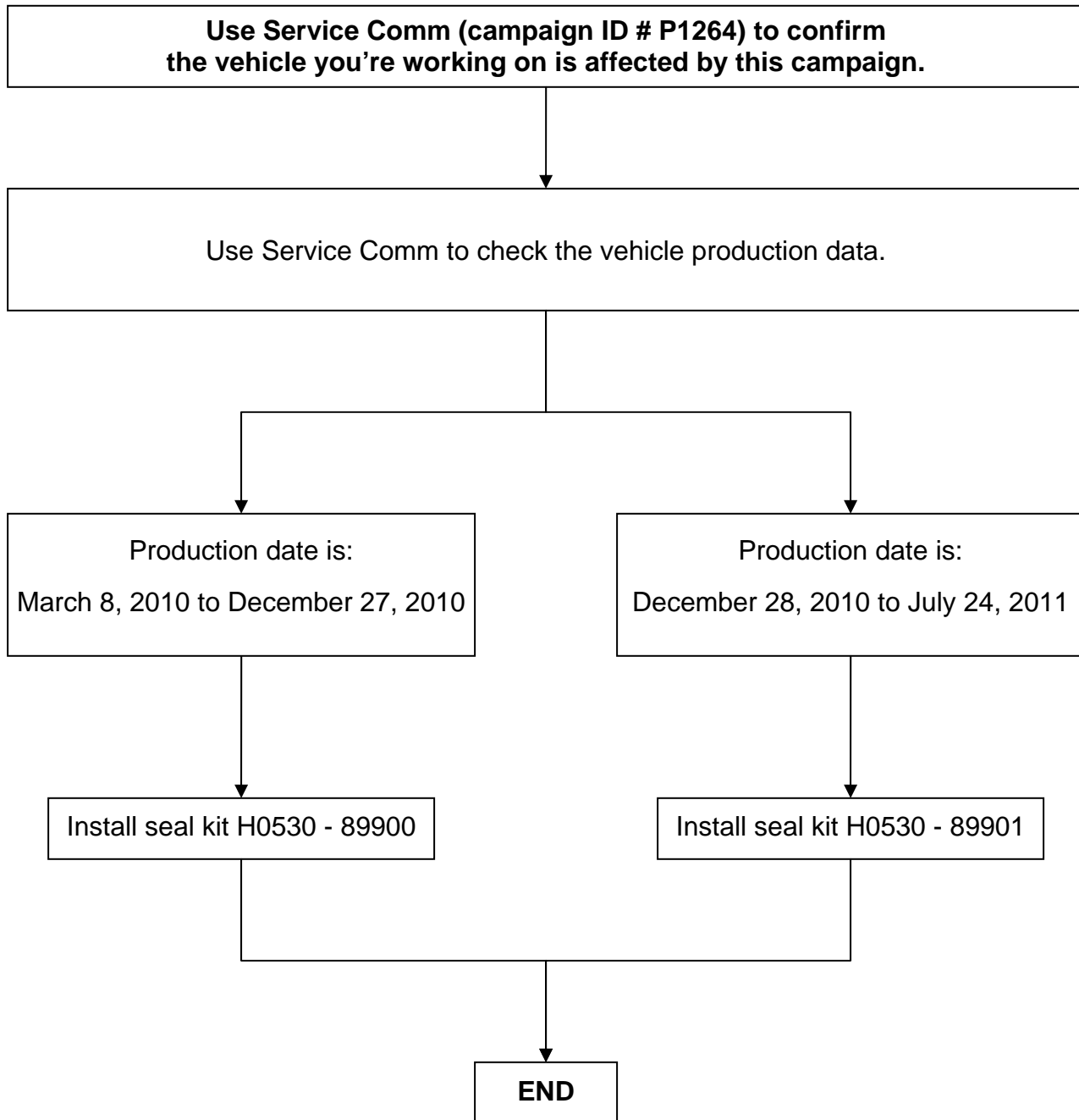
### IDENTIFICATION NUMBER

Nissan has assigned identification number P1264 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

### DEALER RESPONSIBILITY

Dealers are to correct each vehicle falling within the range of this campaign that enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory.

## REPAIR OVERVIEW



## SERVICE PROCEDURE

### NOTE:

- This procedure must be performed on both front doors.
- The photos in this procedure are of the right side (passenger side) door. The left side (driver side) door is similar.

1. Turn the ignition ON.
2. Fully close (raise) the door window.
3. Turn the ignition OFF.

4. Snap loose and remove the door mirror corner cover.
  - Use a plastic trim tool (A) as needed.

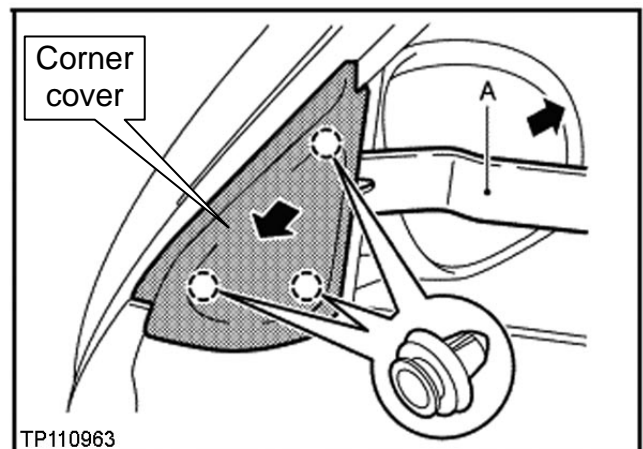


Figure 1

5. Remove the screw cap from the door pull handle.
6. Remove the screw from the door pull handle.

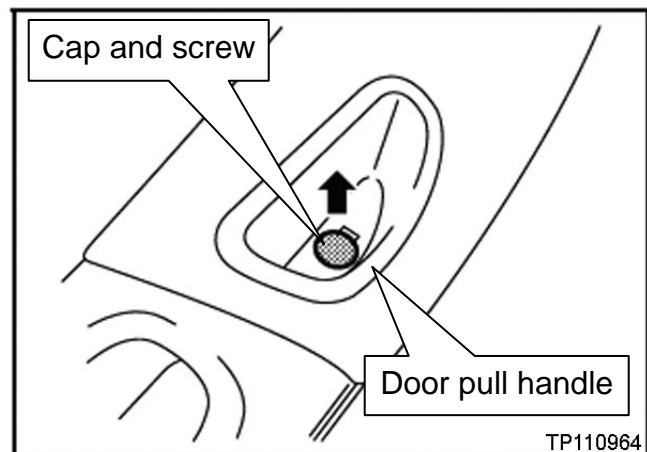



Figure 2

7. Remove the door pull handle.

- Lift up the pull handle while rotating it in the direction indicated by the arrow.
- Disengage all pawls.

 : pawl

- Use a plastic trim tool if needed.

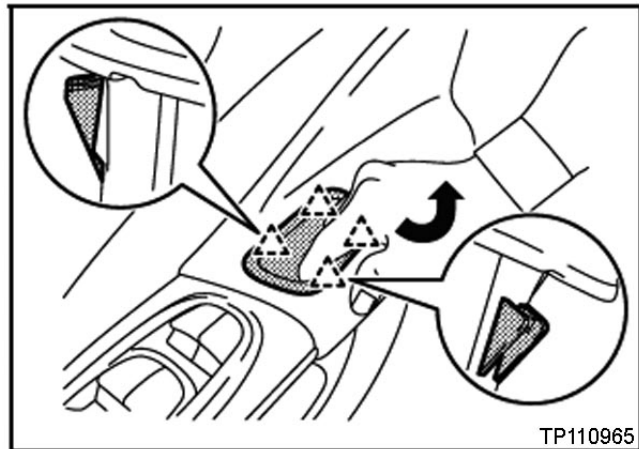




Figure 3

8. Remove the door finisher.

- a. Use a plastic trim tool (A).
- b. Disengage all clips.

 : Clip

 : Metal clip

- c. Remove the finisher as shown by arrows 1 and 2.

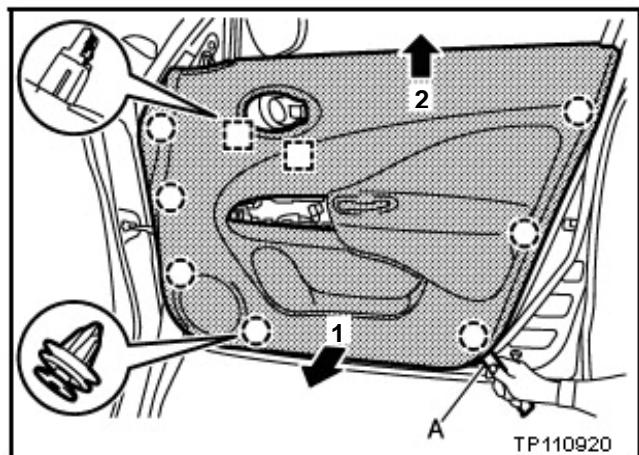


Figure 4

- d. Disconnect the electrical connector from the power window switch.

- e. Place the finisher in a clean safe area.

- Carefully pull back the vapor barrier enough to access the door lock assembly.

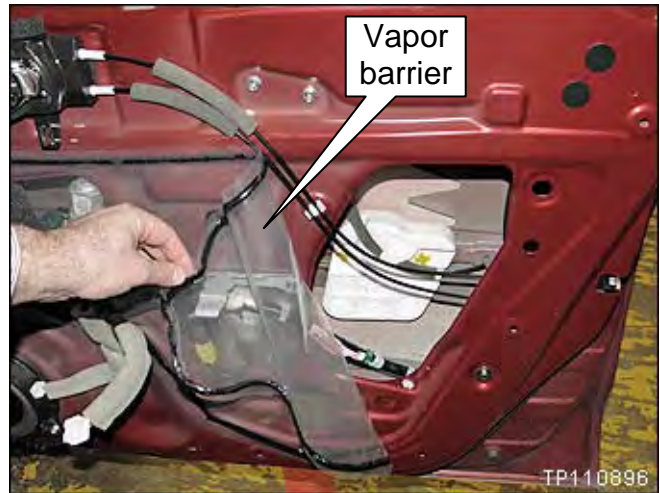


Figure 5

- Remove the mounting bolt for the rear window channel.

**NOTE:** Removing this bolt will allow the window channel to be moved out of the way while removing the door lock assembly.



Figure 6

- Disconnect the electrical connector from the door lock assembly.

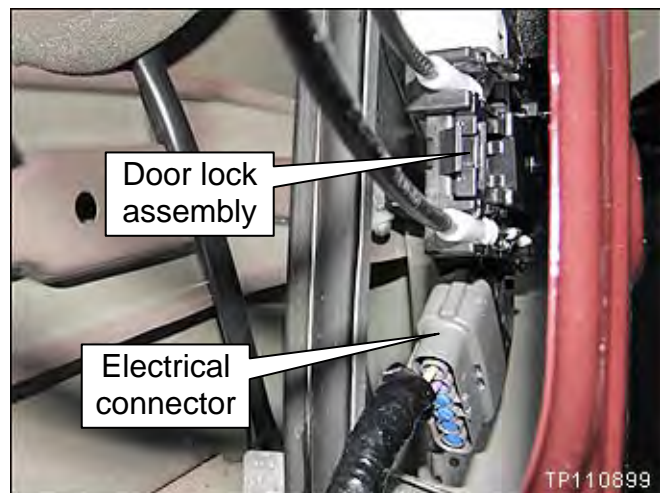


Figure 7

- For Juke driver side only: disconnect the key cylinder rod from the assembly.

13. Remove the 3 bolts from the door lock assembly shown in Figure 8.

- Discard these bolts; they will be replaced with new ones.



Figure 8

14. Leave the cables connected to the door handles.

15. Carefully maneuver the door lock assembly from the door.

16. Set the door lock assembly on a raised clean working surface, such as a rag and cardboard on a cart.

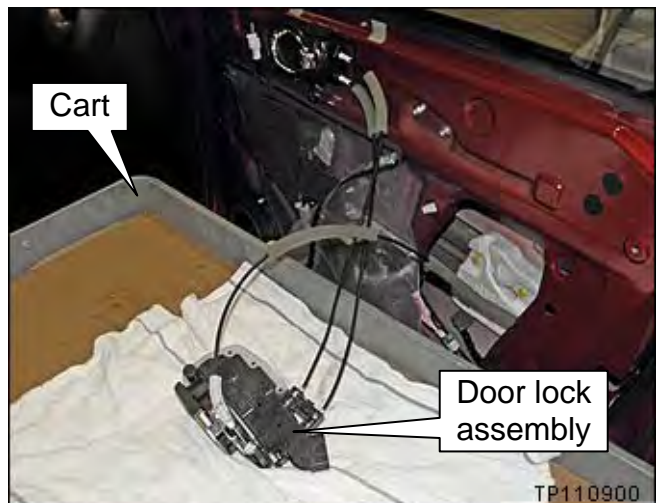


Figure 9

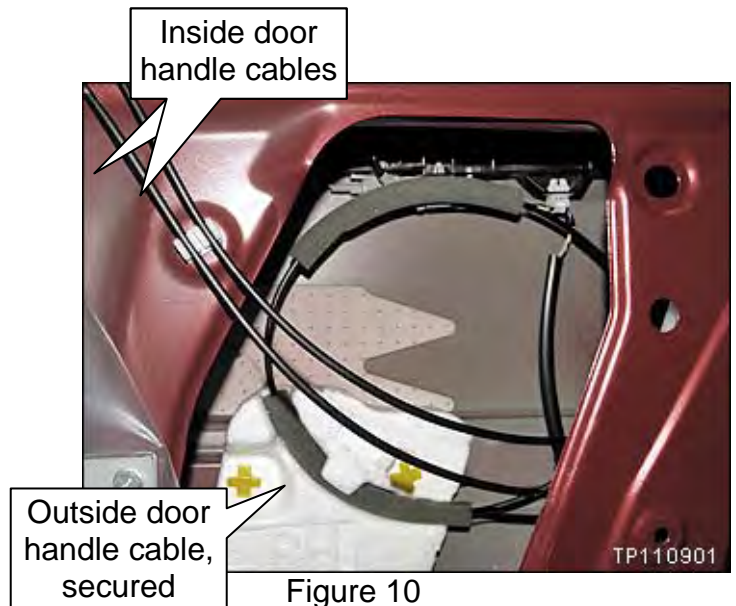
17. Apply the seal kit and grease (see pages 8 -16).

- Production date is March 8, 2010 to Dec. 27, 2010 - Install seal kit H0530-89900
  - This kit includes seals **A**, **B**, **C**, **D**, and **E**, special grease, and bolts.
- Production date is Dec 28, 2010 to July 24, 2011 - Install seal kit H0530-89901
  - This kit includes seals **D** and **E**, and bolts.
- See pages 8 -15 for kit and grease application instructions.

18. After the seal kit and grease are installed / applied, reinstall the door lock assembly into the door in reverse order of removal.

Note the following during installation:

- Make sure the cable for the outside door handle is looped as shown and secured in the foam.
- Make sure the cables for the inside door handle are secured in the mounting clips.
- Reinstall the door lock assembly with new bolts.
  - Bolts torque: 5.8 N•m (0.59 kg-m, **51 in lb**)



19. Make sure the doors open/close correctly, manual door lock knobs work correctly, and the power door locks work correctly.

## Install Seal "A" (part of kit H0530-89900 only)

- Seal size (12 mm x 13 mm x 80 mm) - from the seal kit.

**NOTE:** Before beginning, it is recommended that you read all of seal **A**'s installation steps (1a through 1f) and examine Figure 11.

1. Apply EPT seal **A** onto the outside handle cable as follows:
  - a. Remove the self adhesive backing from seal **A**.
  - b. Position the seal 10 mm from the cable end cap as shown.
  - c. Wrap the seal around the cable as shown.
  - d. Make sure the ends of seal **A** are facing away from the door lock assembly.
  - e. Make sure the seal is pressed / stuck to the cable all the way around the cable.
  - f. Staple the ends of seal **A** together 15 mm from the ends of the seal.
    - Use a standard size office stapler. Staple length must be less than 12 mm (1/2 inch).

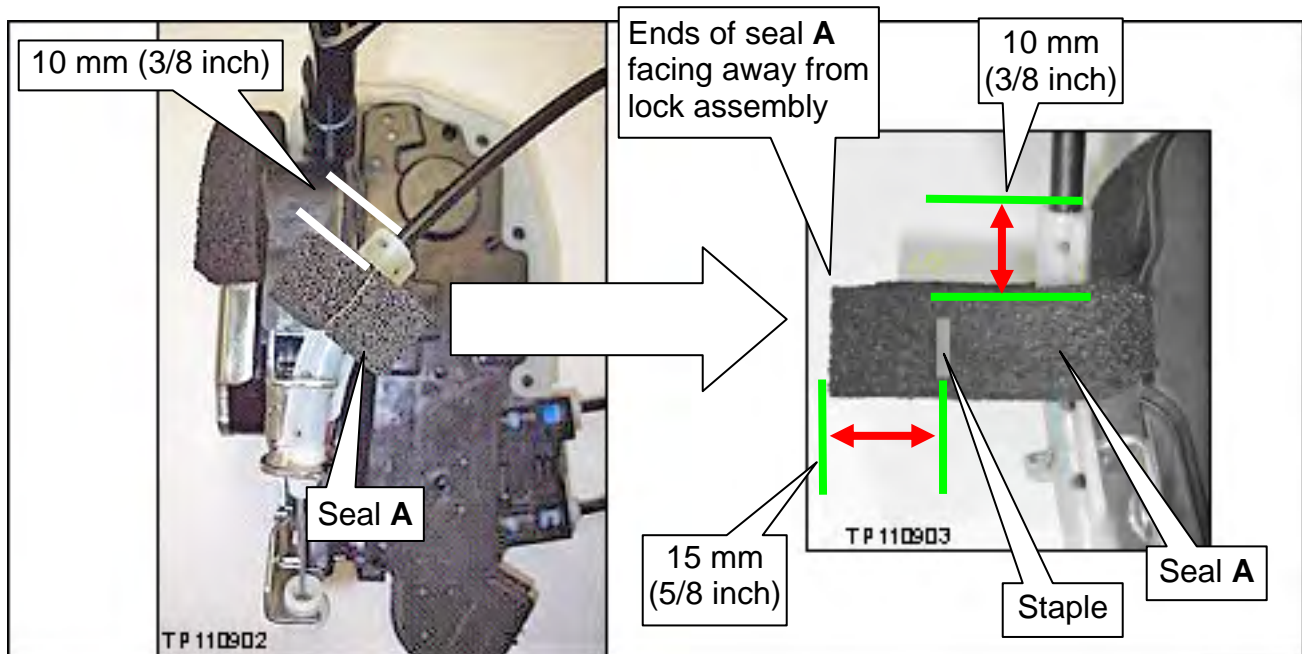


Figure 11



**Install Seal "B"** (part of kit H0530-89900 only)

- Seal size (5 mm x 5 mm x 95 mm) – from the seal kit.

**NOTE:** Before beginning, it is recommend that you read all of seal **B**'s installation steps (1a through 1c) and examine Figure12.

1. Apply EPT seal **B** as follows:

- a. Remove the self adhesive backing from seal **B**.
- b. Start application of the seal at the metal bracket.
- c. At the opposite end of the seal, curve (bend) the seal slightly to match the curve of the lock assembly.

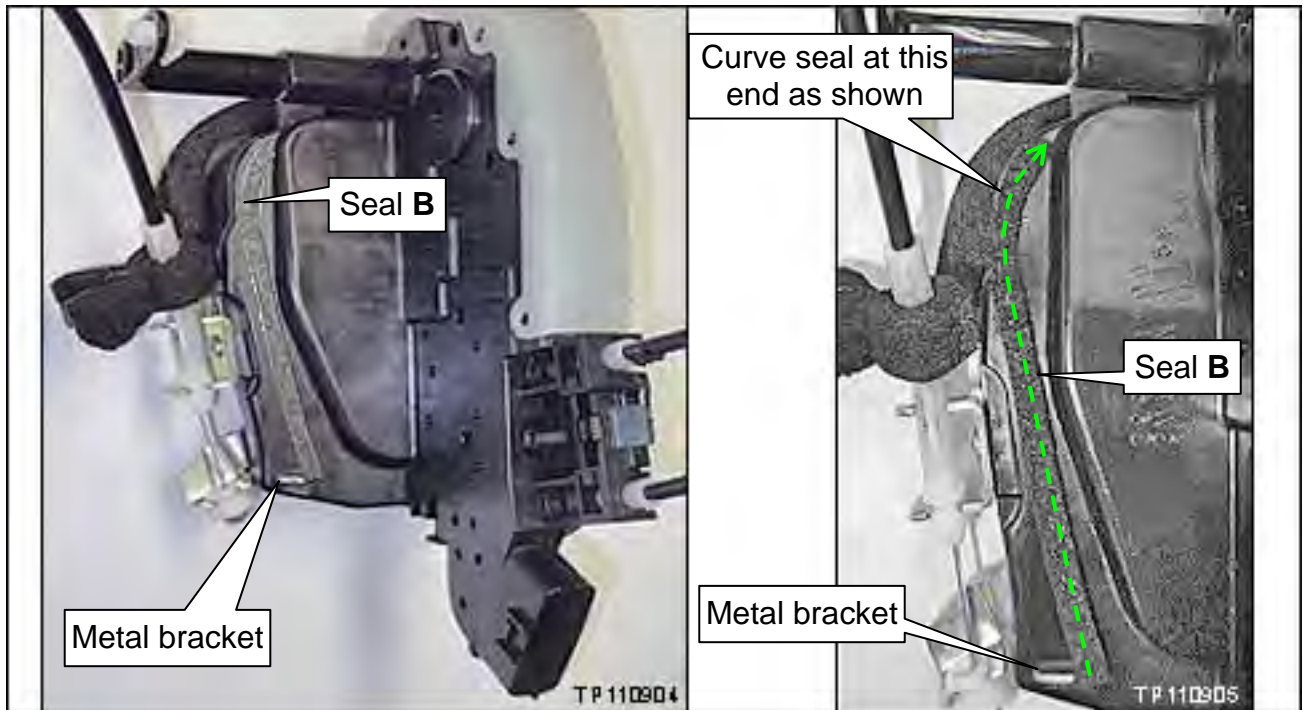


Figure 12

## Install Seal C (part of kit H0530-89900 only)

- Seal size (12 mm x 13 mm x 50 mm)

**NOTE:** Before beginning, it is recommended that you read all of seal **C**'s installation steps (a through d) and examine Figure 13.

### 1. Apply EPT seal **C** as follows:

- Remove the adhesive backing from seal **C**.
- Apply the seal as shown.
- Attach one end so it is 5 mm (3/16 inch) away from the metal cable holder.
- Attach the corner of seal **C** to seal **B** as shown.

- **IMPORTANT:** Squeeze seal **C** and seal **B** together as shown. Make sure they are securely stuck together.

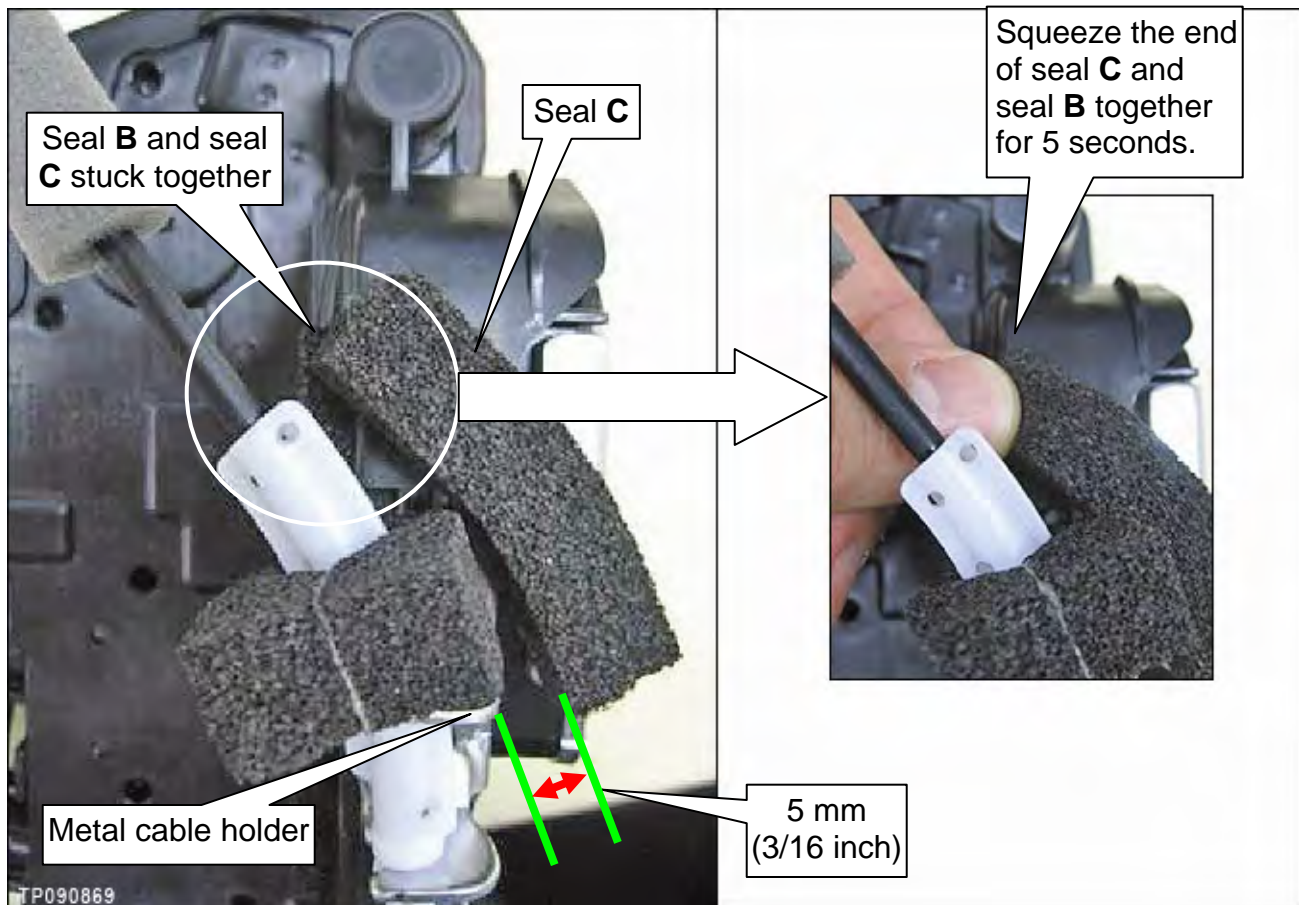


Figure 13

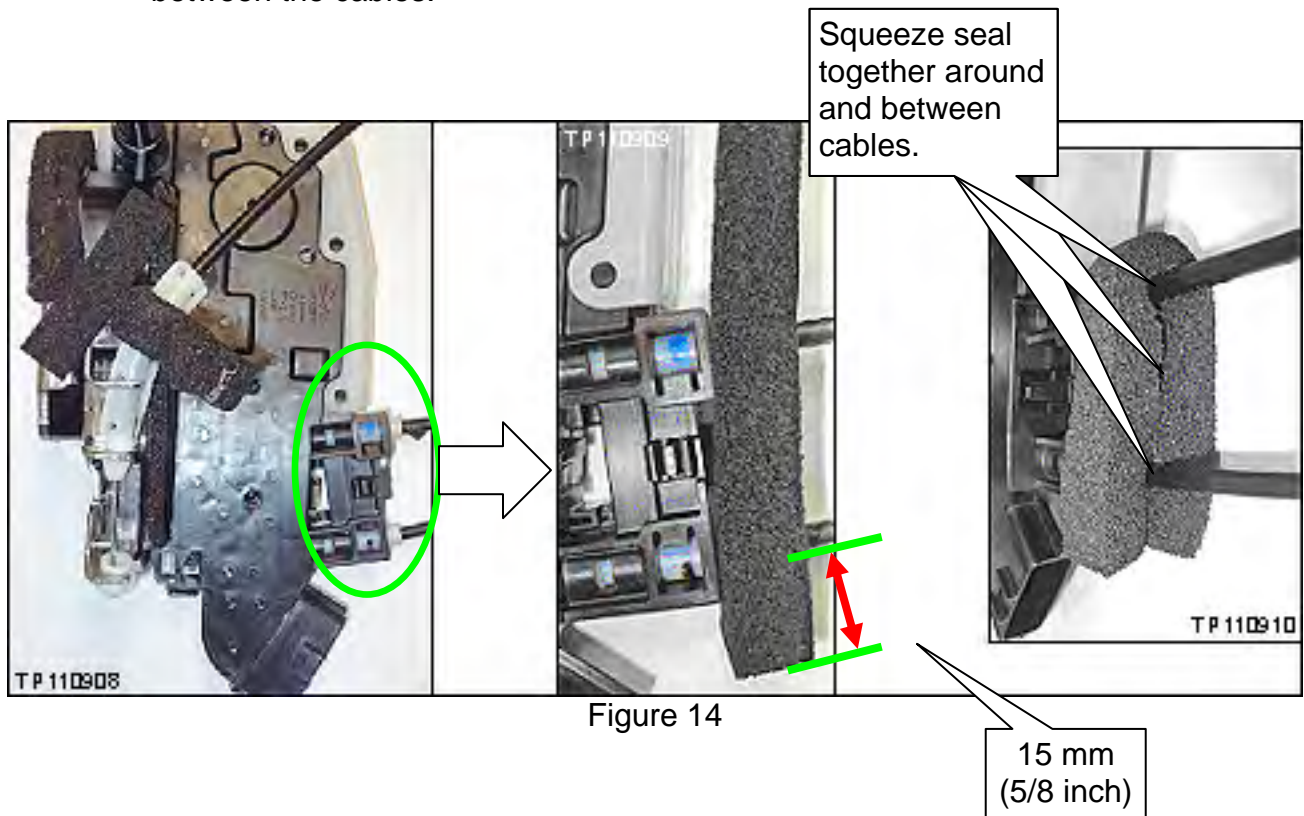
## Install Seal D (part of both kits)

- Seal size (12 mm x 13 mm x 120 mm)

**NOTE:** Before beginning, it is recommend that you read all of seal **D**'s installation steps (1a through 1d) and examine Figure 14.

### 1. Apply EPT seal **D** as follows:

- a. Remove the adhesive backing from seal **D**.
- b. Position the seal as shown in Figure 14.
  - Make sure the seal is positioned against the assembly.
  - Make sure the seal extends 15 mm below the cable.
- c. Wrap the seal around the cables.
- d. Press the seal together so it is stuck all the way around each cable and to itself between the cables.



## Install Seal E x 2 (part of both kits)

- Each kit has two **E** seals.
- Seal size (22 mm x 23 mm x 160 mm)

**NOTE:** Before beginning, it is recommend that you read all of seal **E**'s installation steps (1a through 1d) and examine Figure 15.

1. Apply EPT 1<sup>st</sup> seal **E** as follows:
  - a. Remove the adhesive backing from seal **E**.
  - b. Position the seal as shown.
    - Position the end of the seal at the holes located at the edge of the assembly body.
    - Bend and stick the seal so it goes around the cable opening as shown.
  - c. Wrap the seal around the assembly body (go to next page, Figure 16).

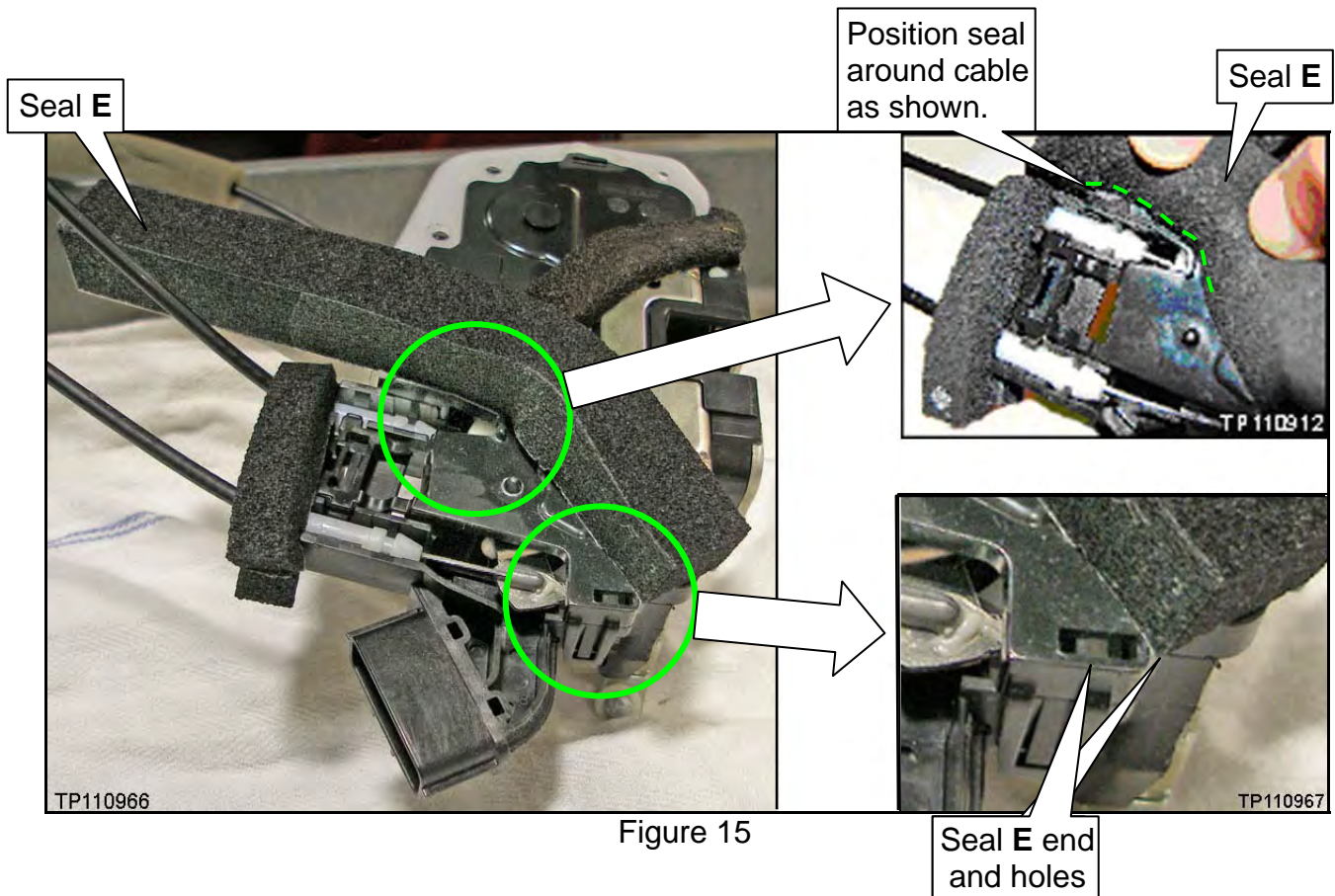


Figure 15

d. Wrap seal **E** around the assembly body and position as shown.

- Make sure seal **E** is touching seal **D**.
- Don't cover the area shown with dotted line.

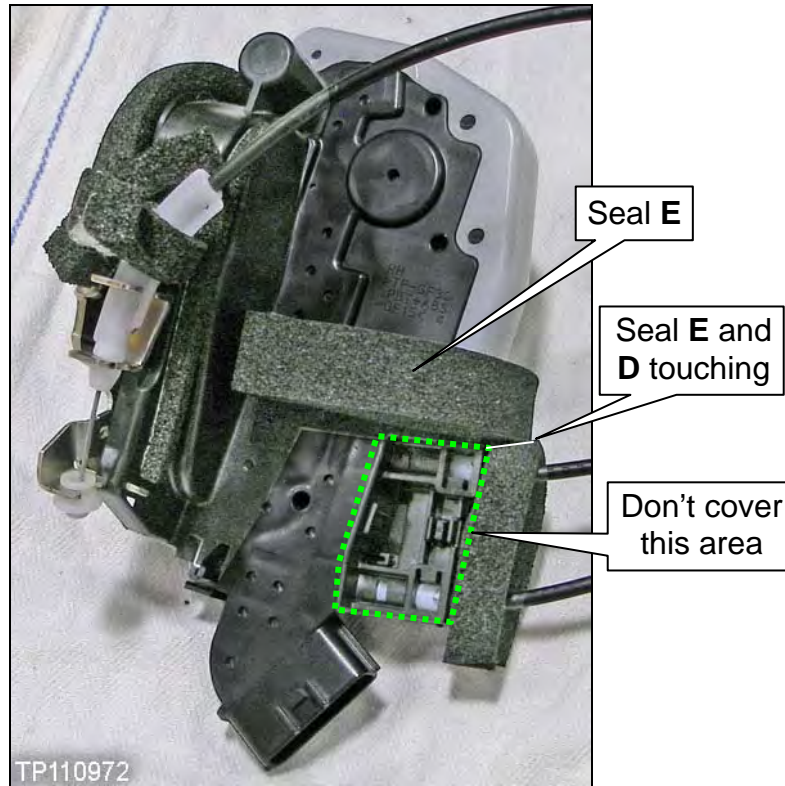


Figure 16

2. Apply EPT 2<sup>nd</sup> seal **E** as follows:

- a. Remove the adhesive backing from seal **E**.
- b. Position the seal as shown.
  - Make sure seal **E** is touching the existing seal.

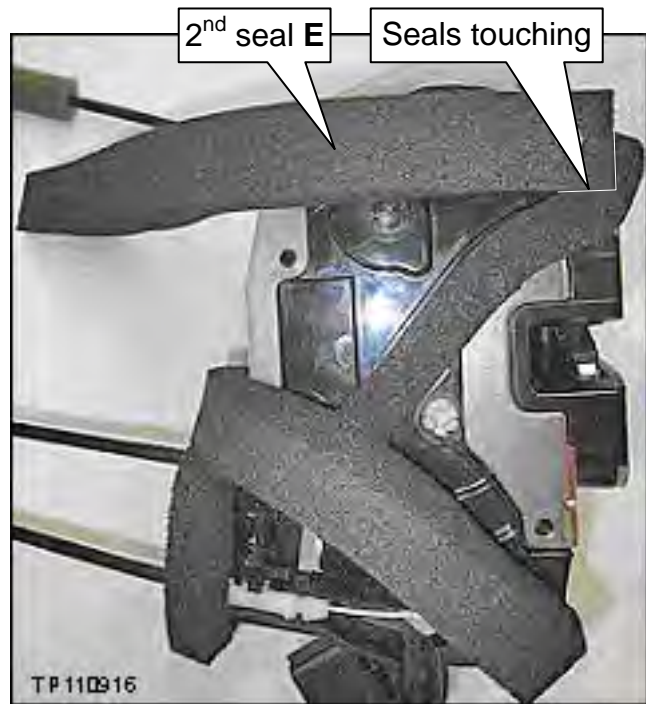


Figure 17

c. Wrap seal **E** around the assembly body as shown.

d. Position the seal so it is partially covering the hole in the body.

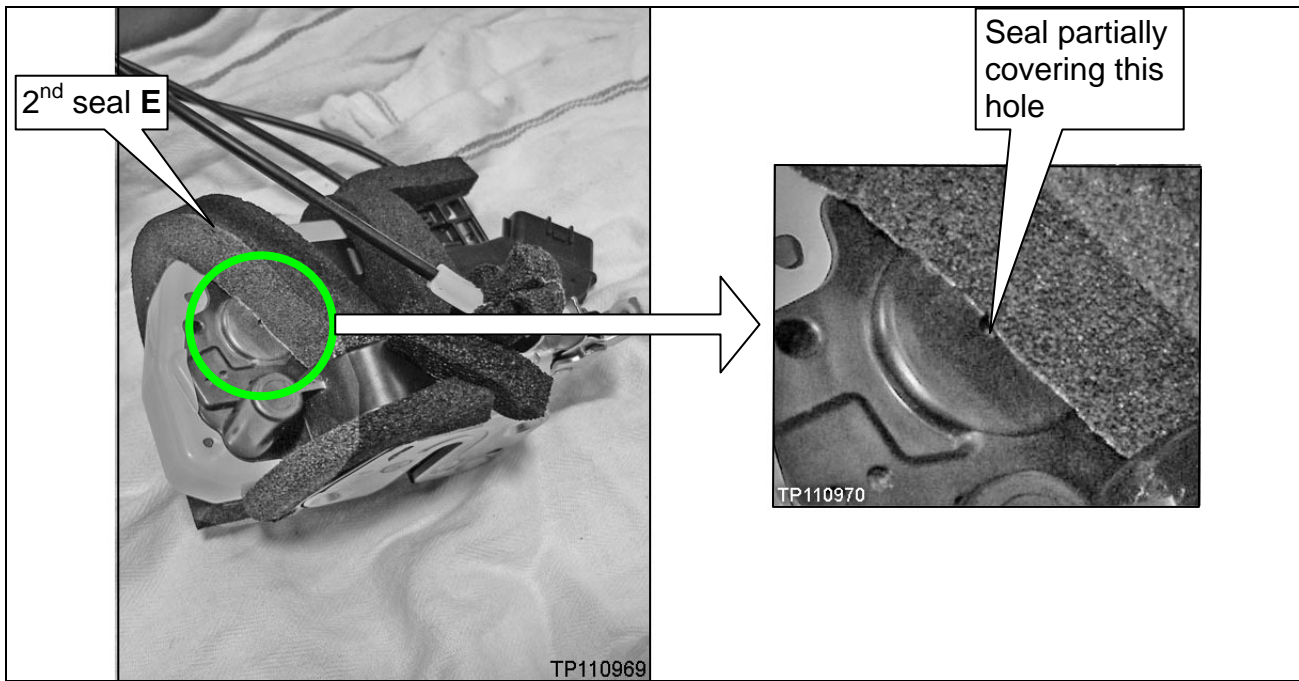
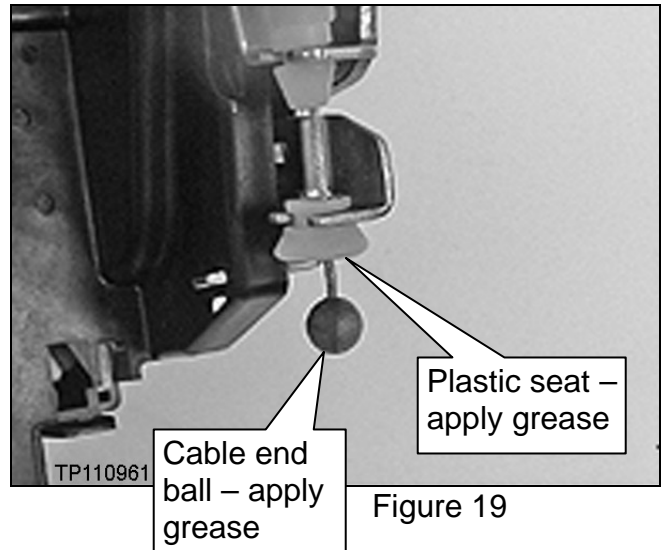


Figure 18

**NOTE:** Step 3 below is for vehicles built from March 8, 2010 to December 27, 2010 and using P/N H0530-89900 only.

3. Apply grease to the cable end ball as follows:
  - a. Pull the ball away from its plastic seat.
  - b. Apply a small amount of grease to the entire surface of the cable end ball and its seat.
    - Use only the grease included with seal kit H0530-89900.



## PARTS INFORMATION

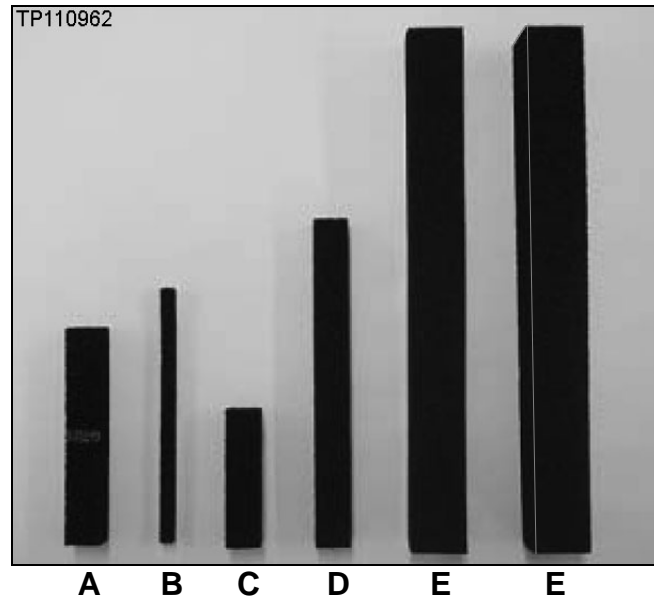
DESCRIPTION	P/N	QTY	KIT PARTS	KIT PARTS QTY
Kit – Sealing Rubber	H0530-89900 <b>(a)</b>	1	Seal <b>A</b>	2
			Seal <b>B</b>	2
			Seal <b>C</b>	2
			Seal <b>D</b>	2
			Seal <b>E</b>	4
			Grease	1
			Bolts (80599-AX00E)	6
Kit – Sealing Rubber	H0530-89901 <b>(b)</b>	1	Seal <b>D</b>	2
			Seal <b>E</b>	4
			Bolts (80599-AX00E)	6

**(a)** For vehicles built from March 8, 2010 to December 27, 2010.

**(b)** For vehicles built from December 28, 2010 to July 24, 2011.

**NOTE:** This Service Procedure requires the use of a standard office stapler with staples that are less than 12 mm (½ inch long).

SEAL	SEAL LENGTH
<b>A</b>	80 mm
<b>B</b>	95 mm
<b>C</b>	50 mm
<b>D</b>	120 mm
<b>E</b>	160 mm



## CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding:

Campaign (CM) I.D #	DESCRIPTION	OP CODE	FRT
P1264	Install Kit, both sides (Seals <b>A-E</b> , grease)	P12640	1.6 hrs
	Install Kit, both sides (Seals <b>D</b> and <b>E</b> )	P12641	1.5 hrs



## **OWNER'S LETTER**

Dear Nissan Juke Owner:

Nissan is committed to providing the highest levels of product quality and customer satisfaction. With that in mind, we want to bring to your attention important information regarding your 2011 Nissan Juke vehicle.

### **REASON FOR SERVICE CAMPAIGN**

In freezing weather conditions, if water enters the front door lock assembly on 2011 Nissan Juke vehicles, it could freeze and malfunction making it difficult to open or properly close the front door. According to our records, your vehicle is currently registered in a state where weather conditions may, in rare circumstances, cause this to occur.

### **WHAT NISSAN WILL DO**

To assure your continued satisfaction and confidence in your Nissan Juke, Nissan is conducting a voluntary service campaign to add foam seals to the door lock assembly and apply a special lubricant to help prevent the front door lock mechanism from freezing. This repair will be performed free of charge for parts and labor.

### **WHAT YOU SHOULD DO**

Contact your Nissan dealer at your earliest convenience to arrange an appointment. This service, free for parts and labor, should take about two hours to complete, but your Nissan dealer may require your vehicle for a longer time based upon the workshop schedule. To minimize your inconvenience, it is important that you have an appointment before bringing your vehicle to the Nissan dealer for service. Please bring this notice when you keep your service appointment. Instructions have been sent to your Nissan dealer.

Should you have any questions or concerns, please contact your Nissan dealer or the National Consumer Affairs Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261).

Thank you for providing us an opportunity to ensure your on-going satisfaction with your Nissan Juke.

