

2015 Sentra and Versa Note Door Latch  
Dealer Inventory Inspection

Reference: PC383  
Date: July 1, 2015



Innovation  
that excites

Attention: Dealer Principal, Sales, Service & Parts Managers

\*\*\*\*\* Detailed Information \*\*\*\*\*

**A STOP SALE CONDITION IS IN EFFECT.**

On June 24<sup>th</sup>, 2015, Nissan announced a quality hold for certain 2015 Sentra and Versa Note vehicles for a possible left side front and rear door latch issue. At this time, Nissan is providing inspection instructions to determine if these vehicles can be released for sale. Dealers are requested to inspect the Julian date and cavity code on the left front and left rear door latches on the subject vehicles identified in SERVICE COMM.

If the date and cavity code are within the affected range, the **VEHICLE MUST BE PLACED ON HOLD AND CANNOT BE RETAILED.**

\*\*\*\*\* What Dealers Should Do \*\*\*\*\*

**PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS:**

1. Verify if newly arriving vehicles or vehicles currently in dealer inventory are affected by this dealer inventory inspection using Service Comm I.D. **PC383**
2. If inspection shows that the Julian date and cavity code on the left front and left rear door latches are not within the affected range, submit the warranty claim and release the vehicle without further action.
3. If inspection shows that the Julian date and cavity code on the left front and/or left rear door latches **are** within the affected range:
  - Order the part via the order form.  
**NOTE:** Once ordered, please allow up to 7 weeks for parts to arrive.
  - **Hold** the vehicle until the part shipment arrives.
  - Once the part arrives, repair the vehicle using the attached procedure, submit the warranty claim, and release the vehicle.

\*\*\*\*\* Vehicle Identification – Dealer Inventory \*\*\*\*\*

A total of **2,397** 2015 Sentra and Versa Note vehicles **are** subject to this dealer inventory inspection and can be identified through two methods:

- **SERVICE COMM** –Dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PC383** - to determine if a vehicle is subject to this Dealer Inventory Inspection.

- **VIN List** – As a courtesy, posted with this announcement is a list of affected dealer inventory VINs by region, district, and dealer code.

**\*\*\*\*\* Dealer Responsibility \*\*\*\*\***

It is the dealer's responsibility to check SERVICE COMM – **I.D. PC383** – for the status on each affected vehicle currently in inventory. Nissan requests dealers to perform this inspection on vehicles in inventory prior to being retailed to ensure customer satisfaction.

**\*\*\*\*\* Inspection Procedure \*\*\*\*\***

This inspection procedure will be available on ASIST and [www.NNAnet.com](http://www.NNAnet.com).

- ASIST – Go to "Tech Support Info" on the left column of the ASIST opening page. Under "Tech Support Info", select "Inventory Vehicle Actions". A new window will open where you may access the technical procedures.
- NNAnet.com – This procedure can be found on NNAnet.com under My Documents in the following categories:
  - Parts>Campaigns>
  - Sales>Campaigns>
  - Service>Campaigns>
    - **PC383**

**Thank you for your prompt attention to this matter.**

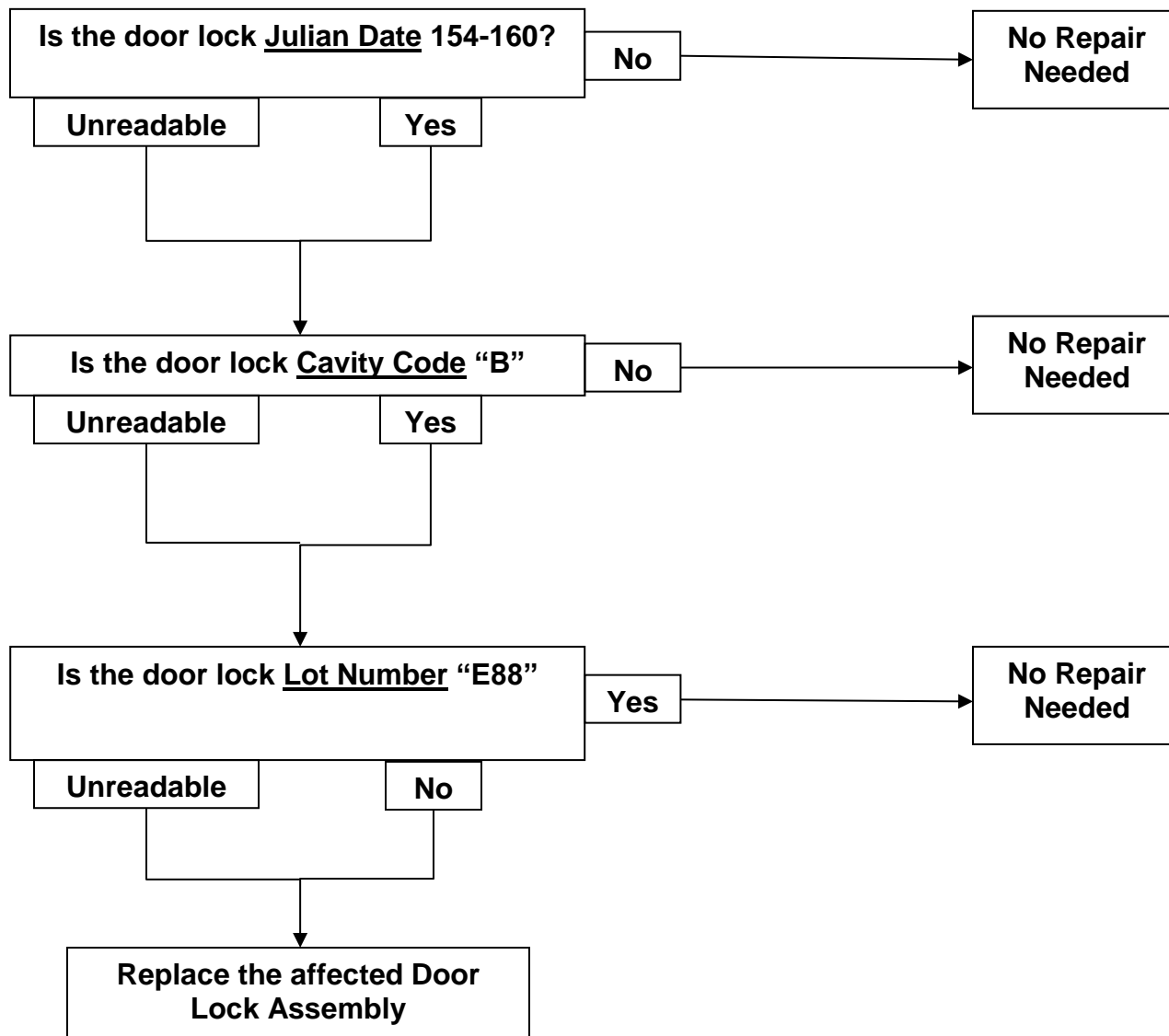
**NISSAN NORTH AMERICA, INC.**  
Aftersales DIVISION



# Door Latch Inspection Procedure

## 2015 Sentra/Versa Note and Rogue

### REPAIR OVERVIEW



## SERVICE PROCEDURE:

1. Locate door latch Julian Date on applicable vehicle door/s listed below.

- **Sentra/Versa Note:**  
Left Front and Left Rear Doors
- **Rogue:**  
Left Rear Door ONLY

2. Inspect first three digits of the above model specified door latch/s Julian Date. Refer to Figure 2.

- If the first three Julian date digits **ARE** within (including) **154-160 or Unreadable**, continue to Step 3.
- If the first three Julian date digits are **NOT** within (including) **154-160**, then submit claim and release the vehicle.

3. Remove the Door Finisher of the door/s with a suspect latch identified in Step 2.

- Verify door window is in the full up position.
- Refer to the applicable Electronic Service Manual (ESM). Section INT-Interior, for removal procedures.



Figure 1



Figure 2

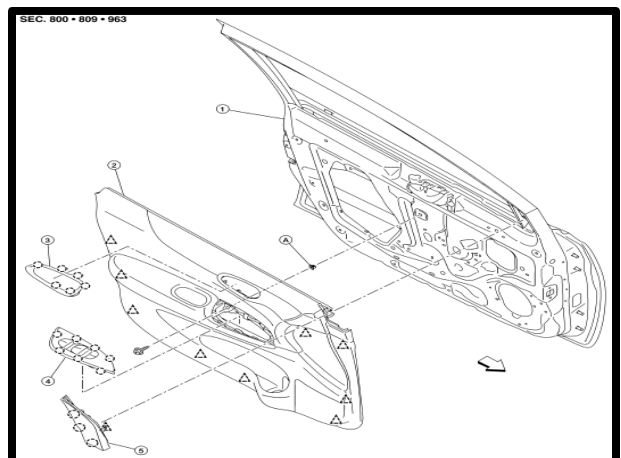


Figure 3

4. Working from the rear of the door, partially peel back the vapor barrier from door panel.



Figure 4

5. Front Doors ONLY:

Disconnect the key rod at the door lock assembly.

- Open yellow key rod holder (1) by pulling downward and separate key rod (3) from door lock assembly (2). See Figure 5.
- Use care to not damage yellow key rod holder as it must be reused.

**Front Door ONLY**

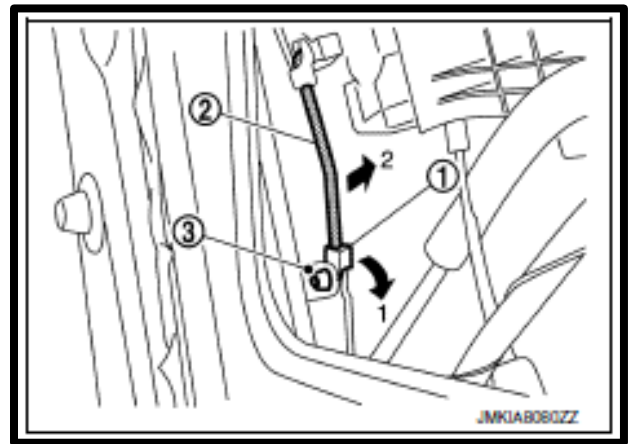


Figure 5

6. Vehicles Equipped With Power Door Locks:

Disconnect door lock harness retainer from the door.

- Pinch clips on both sides of the harness retainer while pushing the retainer into the door (Figure 6).

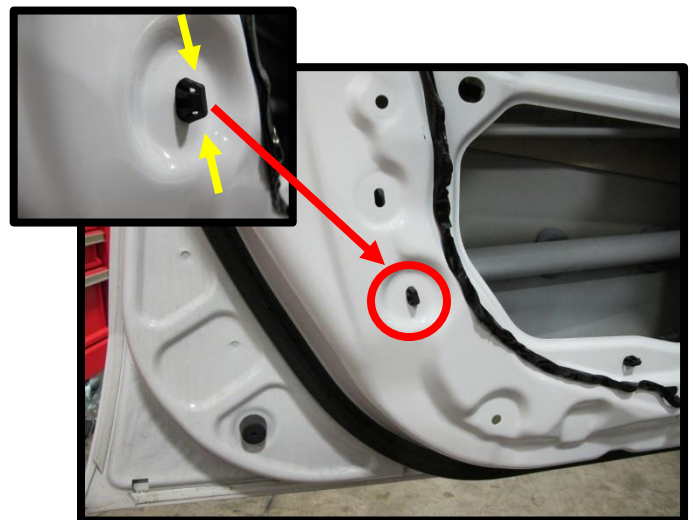


Figure 6

7. Remove the rear window run from the door.

**All Except Sentra Left Rear Door.** See Figure 7.

- Remove the (2) 10mm run channel retaining bolts.
- Slide rear window run channel down and remove it from the door.

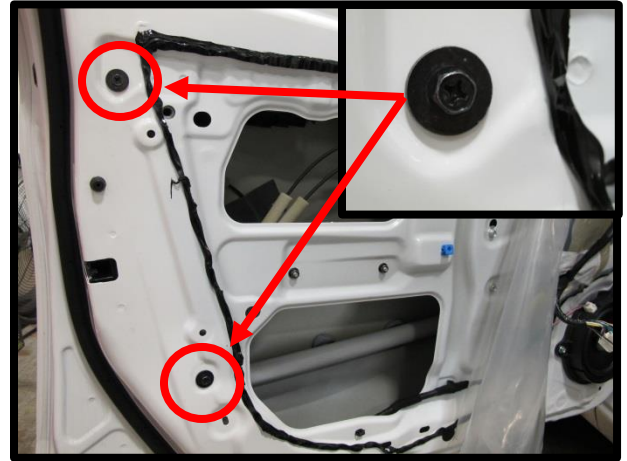


Figure 7

**Sentra Left Rear Door ONLY.** Refer to Figure 8.

- Remove the (1) 10 mm run channel retaining bolt.
- Push the bottom of rear window run back providing clearance to remove the door lock assembly.
- Do NOT attempt to remove the run channel as it is attached to the door at the top and could cause run channel damage.

#### **Sentra Left Rear Door**

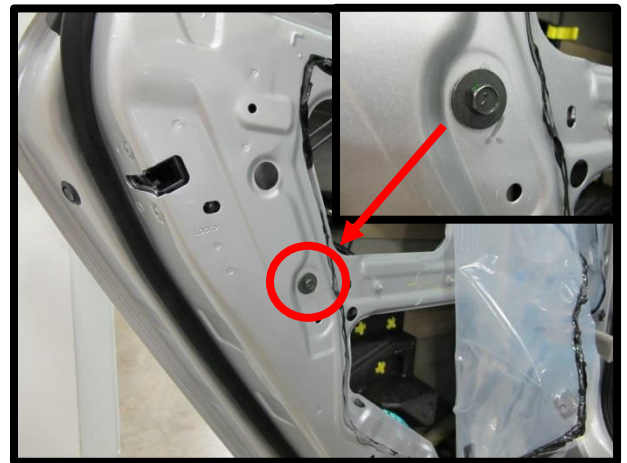


Figure 8

8. Remove door lock assembly retaining bolts.

- Remove the (3) T-27 Torx head bolts and discard (**Do NOT reuse**). See Figure 9.
- During door lock assembly installation, tighten door lock screws to 5.8 Nm (51 in-lb).

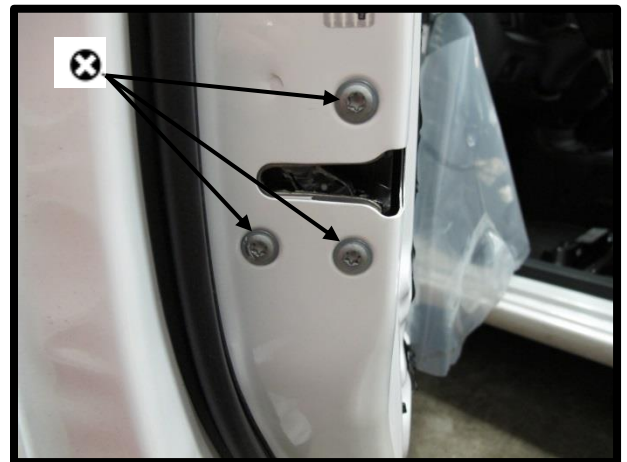


Figure 9



9. Vehicles Equipped With Power Door Locks:

Disconnect the door lock harness connector.



Figure 10

10. Pull the door lock assembly out of the door.

- Do not kink the door lock cables or disconnect them from the door handles.



Figure 11

11. Inspect door lock assembly for Cavity Code stamped on plate edge.  
See Figures 12 & 13.

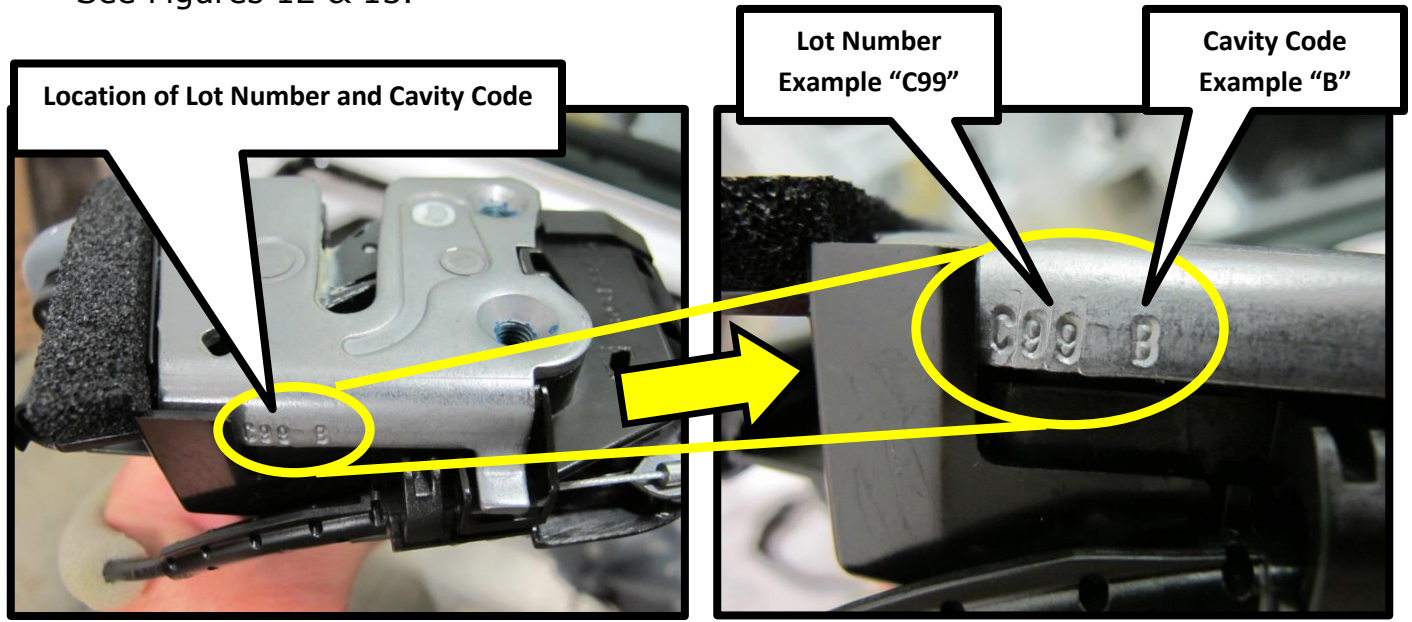


Figure 12

Figure 13

- If the Cavity Code stamped on the plate edge is "**NOT** a "B", then reassemble the vehicle, submit claim and release vehicle.
- If the Cavity Code stamped on the plate edge **IS** a "B", then proceed to Step 12.
- If the Cavity Code **Cannot be Determined**, then, proceed to Step 12.

12. Inspect door lock assembly for Lot Number stamped on plate edge. See Figures 12 & 13.

- If the Lot Number stamped on the plate edge **IS** an "E88", then reassemble the vehicle, submit claim and release the vehicle.
- If the Lot Number stamped on the plate edge is **NOT** an "E88", then replace the affected door lock assembly. Refer to the applicable Electronic Service Manual (ESM). Section DLK-Door & Lock, for replacement procedures.
- If the Lot Number stamped on the plate edge **Cannot be Determined**, then replace the affected door lock assembly. Refer to the applicable Electronic Service Manual (ESM). Section DLK-Door & Lock, for replacement procedures.



**PARTS INFORMATION:**

Description	Part #
Door Lock Assembly	Order Through Normal Nissan Parts Order System
Screw (3 per lock required)	80599-AX00E

**CLAIMS INFORMATION:**

**NOTE: All inspection and door lock replacements pertain to the Driver (Left) side ONLY.**

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT	VEHICLE APPLICATION
PC382	Inspect Julian Date ONLY	PC3820	0.2H	Rogue
PC382	Inspect Julian Date, R&R Rear Door Finisher	PC3821	0.3H	Rogue
PC382	Inspect Julian Date, Replace Rear Door Lock	PC3822	0.3H	Rogue
PC383	Inspect Julian Date ONLY	PC3830	0.2H	Sentra & Versa
PC383	Inspect Julian Date, R&R (1) Door Finisher	PC3831	0.3H	Sentra & Versa
PC383	Inspect Julian Date, R&R (2) Door Finishers	PC3832	0.5H	Sentra & Versa
PC383	Replace Front Door Lock, Inspect Rear Julian ONLY	PC3833	0.3H	Sentra
PC383	Replace Front Door Lock, Inspect Rear Julian ONLY	PC3834	0.5H	Versa
PC383	Replace Rear Door Lock, Inspect Front Julian ONLY	PC3835	0.4H	Sentra & Versa
PC383	Replace Front Door Lock, R&R Rear Door Finisher	PC3836	0.5H	Sentra
PC383	Replace Front Door Lock, R&R Rear Door Finisher	PC3837	0.7H	Versa
PC383	Replace Rear Door Lock, R&R Front Door Finisher	PC3838	0.6H	Sentra & Versa
PC383	Replace Both Front & Rear Door Locks	PC3839	0.6H	Sentra
PC383	Replace Both Front & Rear Door Locks	PC383A	0.8H	Versa