



## SERVICE BULLETIN

<b>Classification:</b> BT15-011	<b>Reference:</b> NTB15-039	<b>Date:</b> April 27, 2015
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### 2015 MURANO; FRONT DOOR WILL NOT OPEN WITH OUTSIDE HANDLE

**APPLIED VEHICLE:** 2015 Murano (Z52)

#### IF YOU CONFIRM:

Or the customer reports, one or both front doors will not open with the outside handle under the following conditions:

- After attempting to unlock the doors with the Intelligent Key, key fob, and mechanical key,
- AND**
- The vehicle has been in below freezing temperatures for an extended period,
- AND**
- Door(s) open normally after the vehicle has warmed (vehicle left in the sun, moved indoors, or driven for several minutes).

#### ACTION:

1. Check the condition of the foam in the front door outside molding of the door that would not open (see Figure 1, 2 and 3 on the next page).
2. If the foam does not fit properly (as shown on the next page), replace the front door outside molding.
  - Refer to the Electronic Service Manual (ESM), **section EXT – Exterior**, for front door outside molding replacement.

**NOTE:** Do not replace a front door lock (latch assembly) if the front door opens normally after the vehicle has warmed as described above.

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.

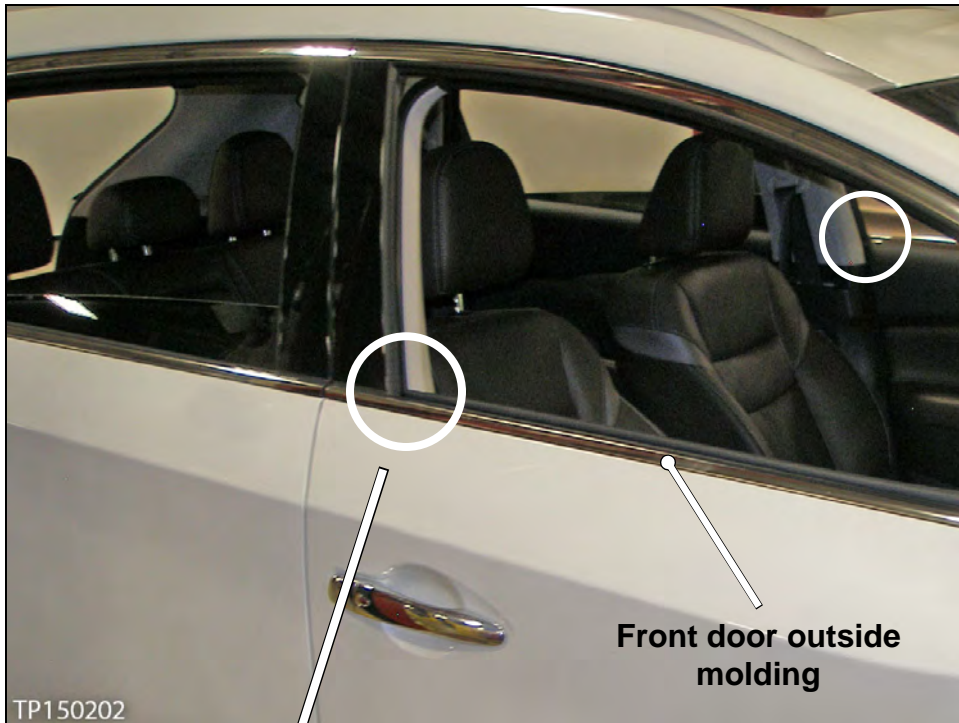


Figure 1

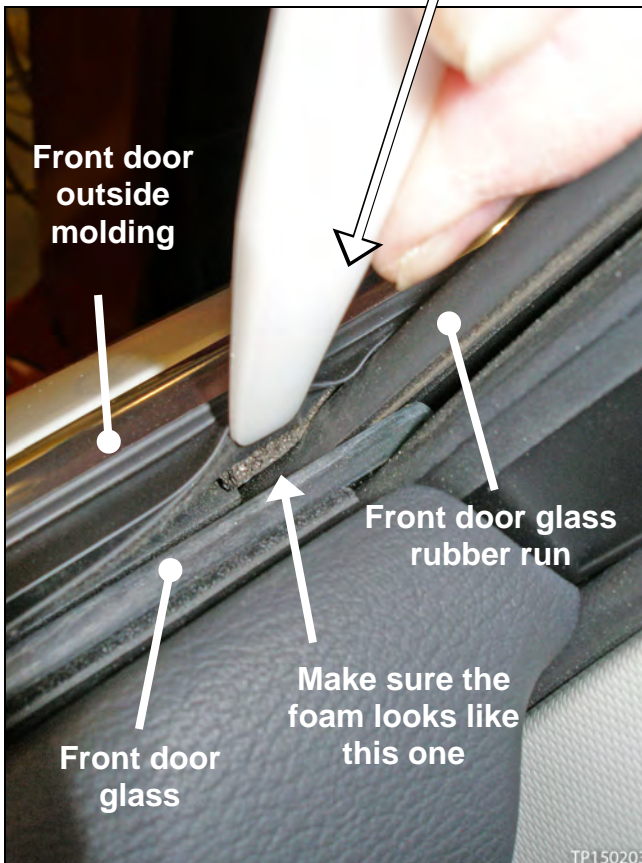


Figure 2

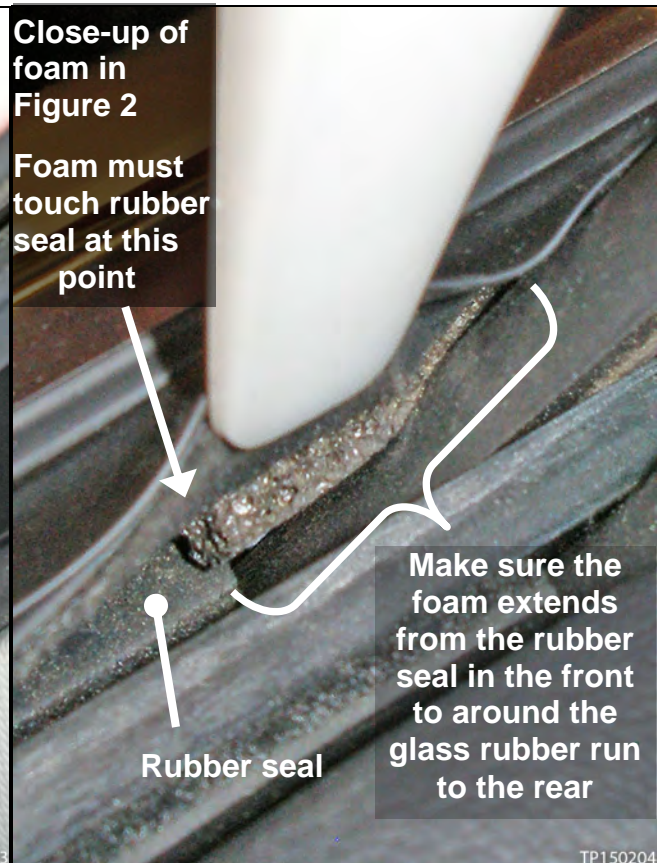


Figure 3

**PARTS INFORMATION**

DESCRIPTION	PART NUMBER	QTY
MOLDING ASSY-FRONT DOOR OUTSIDE, <b>LH</b> (Front Door Outside Molding, <b>LH</b> )	80821-5BC0A	1; if needed
MOLDING ASSY-FRONT DOOR OUTSIDE, <b>RH</b> (Front Door Outside Molding, <b>RH</b> )	80820-5BC0A	1; if needed

**CLAIMS INFORMATION**

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace One Molding	(1)	UH16AA	ZE	32	(1)

- (1) Refer to the Parts Table and use the appropriate part number as the PFP.
- (2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated flat rate time.