



SERVICE BULLETIN

Classification: BT15-011a	Reference: NTB15-039a	Date: March 4, 2016
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2015-2016 MURANO; SIDE DOOR WILL NOT OPEN OR SIDE DOOR WILL NOT LATCH

This bulletin has been amended. Changes have been made on all pages.
Please discard all previous versions of this bulletin.

APPLIED VEHICLE: 2015-2016 Murano (Z52)
2016 Murano Hybrid (Z52)

IF YOU CONFIRM:

The following incident, or the customer reports this incident:

- The vehicle has been parked (not running) in below freezing temperatures for an extended period (such as overnight).

Then

- The Intelligent Key, key fob, or mechanical key is used to perform door unlock.

Then

- When attempting to open the door, the door will not open (using either outside or inside handle, or both), **or** the door will open, but will not latch when closed.

Then

- The door lock and latch functions normally when the vehicle has warmed up (vehicle left in the sun, moved indoors, or driven for several minutes).

NOTE: The above incident, if it should occur, could be confirmed or reported for one or more of the four side doors.

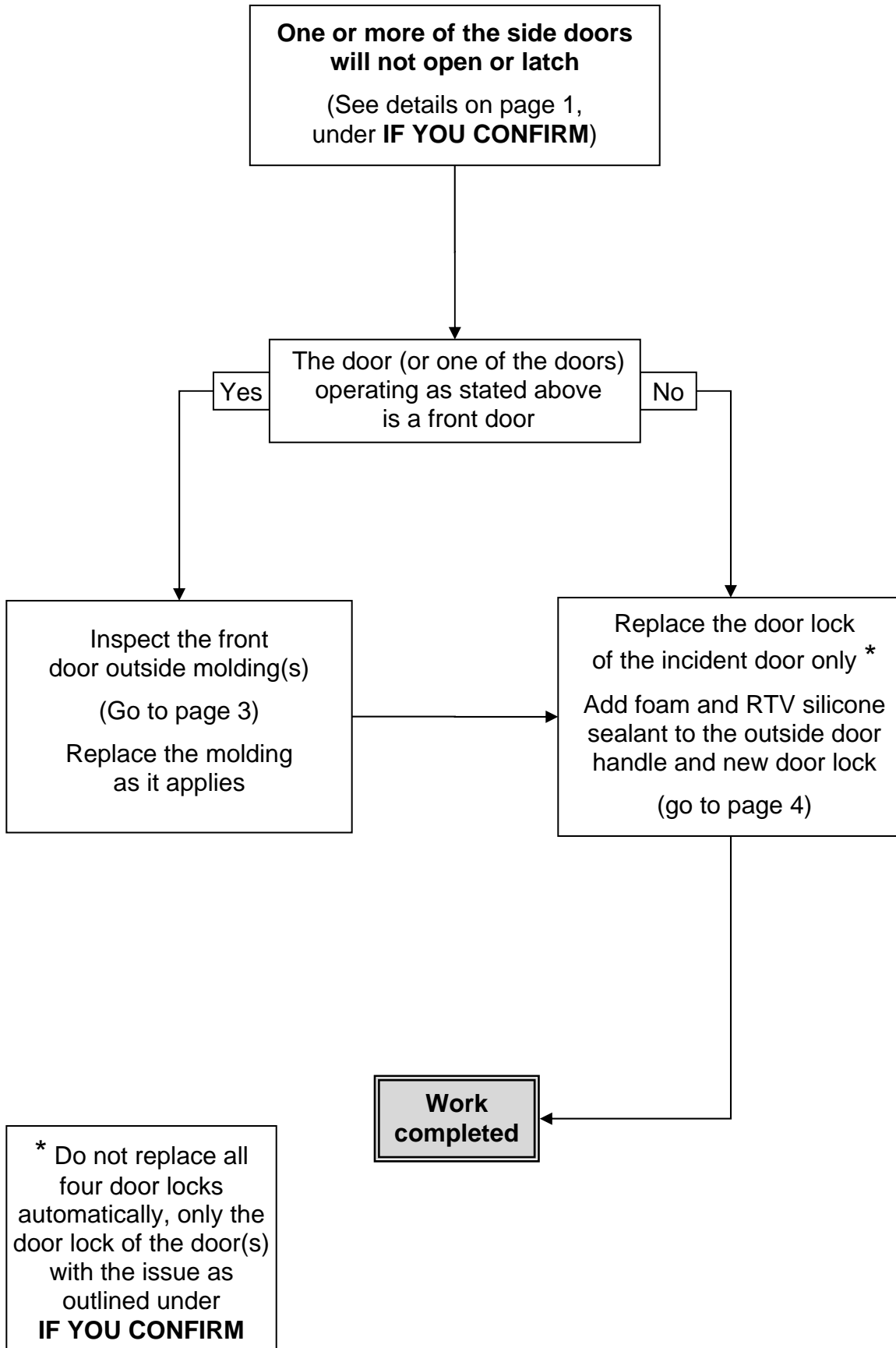
ACTION:

Refer to the **REPAIR FLOW CHART** on page 2.

IMPORTANT: The purpose of **ACTION** (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire **SERVICE PROCEDURE** as it contains information that is essential to successfully completing this repair.

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.

REPAIR FLOW CHART



SERVICE PROCEDURE

For Front Doors Only

NOTE: Perform this procedure only if the issue described under **IF YOU CONFIRM** on page 1 applies to one or both front doors.

1. Inspect the outside door molding of the incident door(s). See Figure 1A, 1B, and 1C.
 - a. If the inspection result is OK, skip to page 5, **Outside Handle Bracket and Door Lock**.
 - b. If the inspection result is NG, replace the outside door molding(s).
 - Refer to the ESM, section **EXT – Exterior**, for front door outside molding replacement.
 - After replacement, go to page 5, **Outside Handle Bracket and Door Lock**.

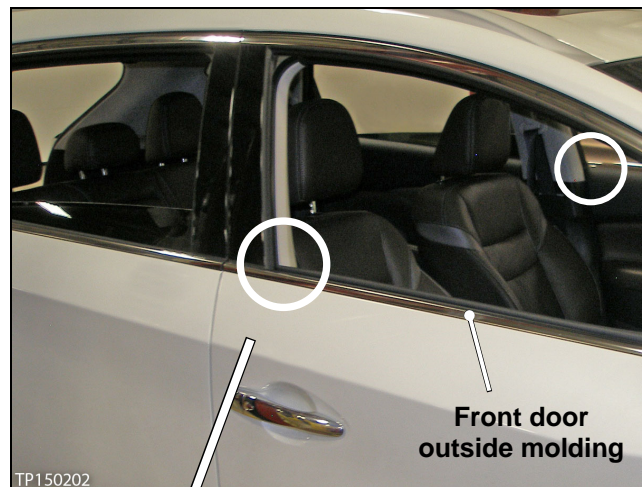


Figure 1A

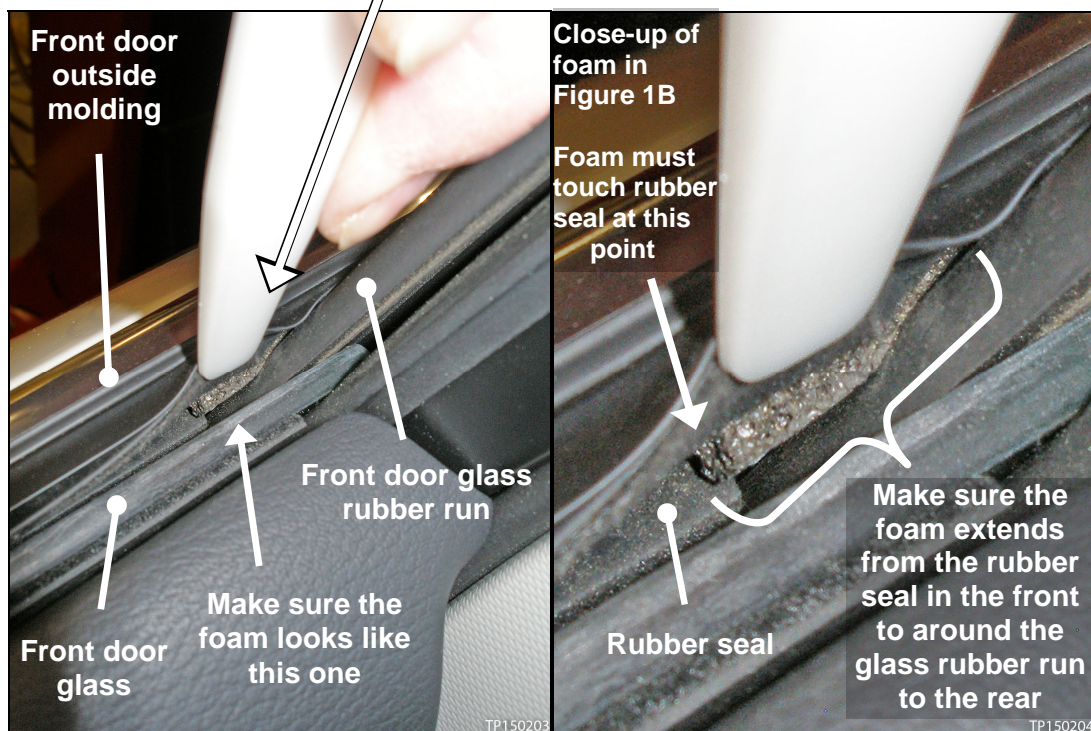
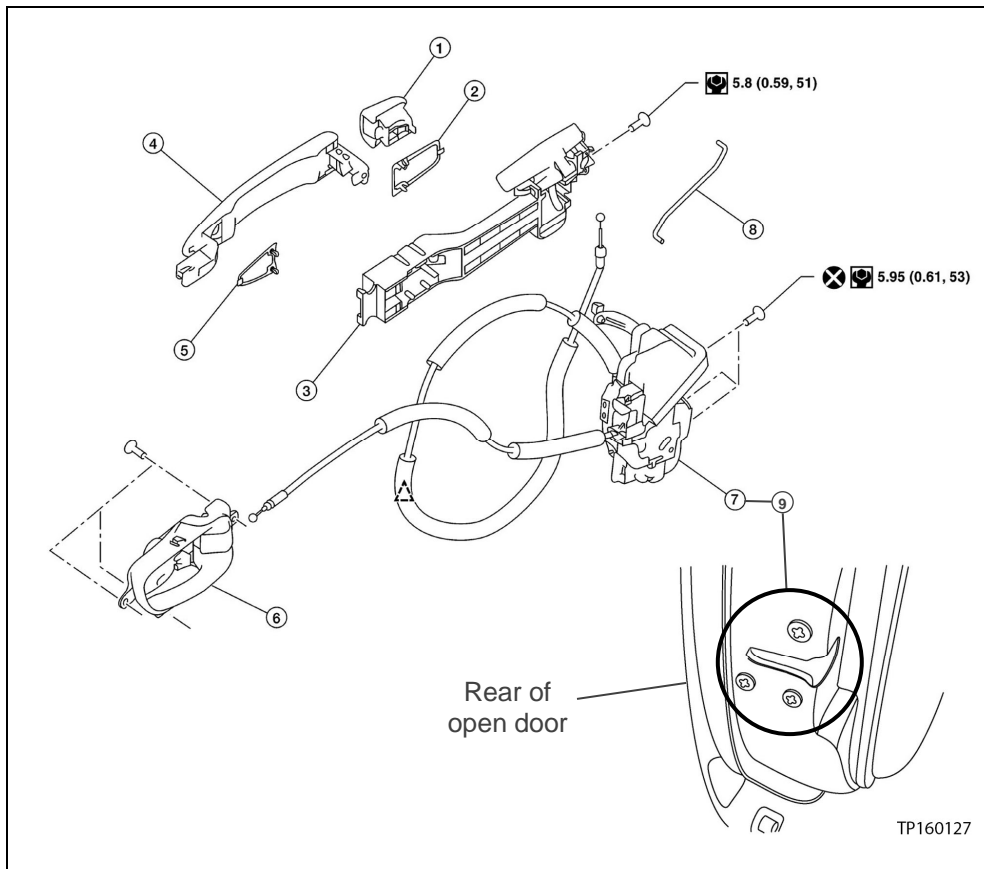


Figure 1B

Figure 1C

Exploded view of example door mechanism (your door mechanism may not match exactly)



- | | | |
|---|--------------------------|---------------------------|
| 1. Outside handle
escutcheon/door key
cylinder (driver door only) | 2. Rear gasket | 3. Outside handle bracket |
| 4. Outside handle | 5. Front gasket | 6. Inside handle |
| 7. door lock | 8. Door key cylinder rod | 9. Location of door lock |

: Clip

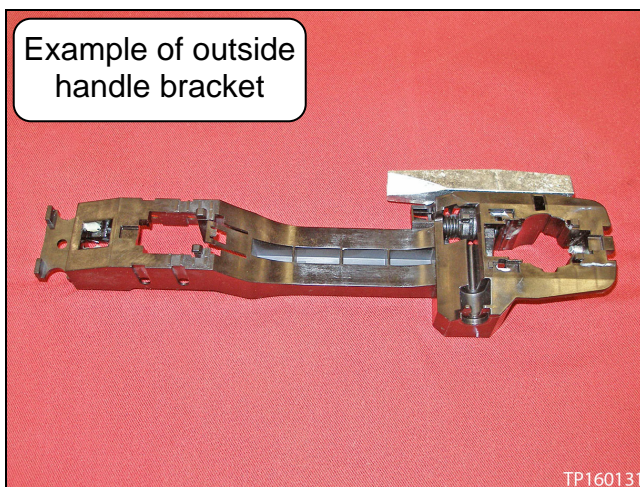


Figure 2

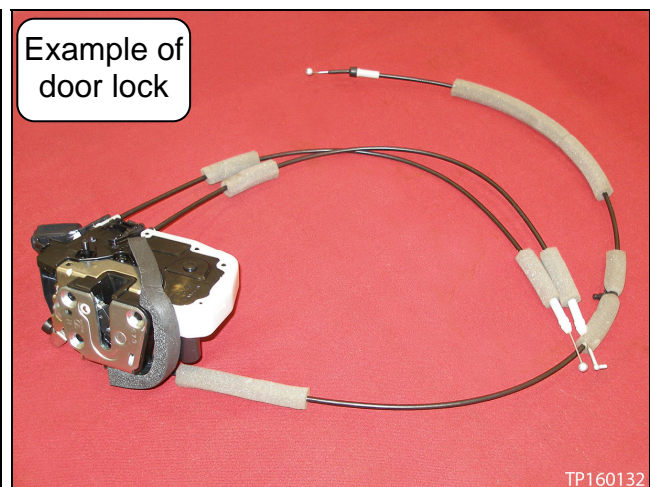


Figure 3

Outside Handle Bracket and Door Lock

NOTE:

- For the door(s) that will not open or latch with the conditions stated on page 1 under **IF YOU CONFIRM**, the outside handle bracket will be reused and the door lock will be replaced.
- Adjustments, given in the procedure below, will need to be performed to both the existing outside handle bracket and new door lock before reinstallation/replacement.

1. Remove the outside handle bracket and door lock of the door(s) that will not open or latch.

- Refer to the Electronic Service Manual (ESM), section **DLK – Door & Lock**, for outside handle bracket and door lock removal.

NOTE: The photos of the outside handle bracket and door lock throughout this bulletin are examples and may not exactly match the ones you are working on.

2. For the outside handle bracket: Cut two (2) pieces of foam:

- Use only EPDM Semi Closed Cell (J-50397-1) type foam in this area (see **PARTS INFORMATION**).
- Foam dimensions (both pieces): 5 x 45 mm (see Figure 5).

CAUTION: Do not use J-50397-12 PVC foam in place of J-50397-1 EPDM Semi Closed Cell foam, or vice versa.

3. Apply both pieces of foam:

- a. Make sure the areas where the new foam is being applied is clean and dry.
- b. Apply the vertical piece on the angled surface as shown in Figure 4 and 5.

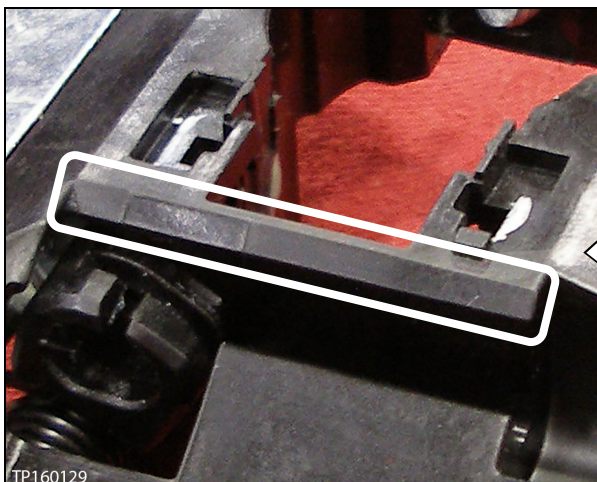


Figure 4

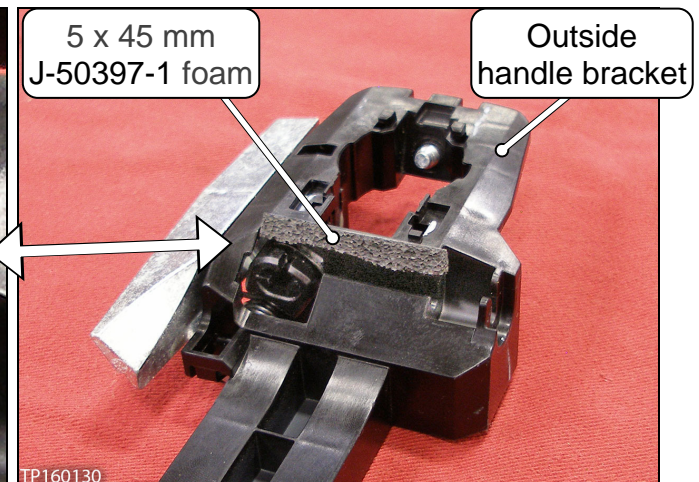


Figure 5

- c. Make sure the horizontal piece starts where shown in Figure 6.
- d. Apply the horizontal piece making sure there is no gap between both pieces of foam (see Figure 6).

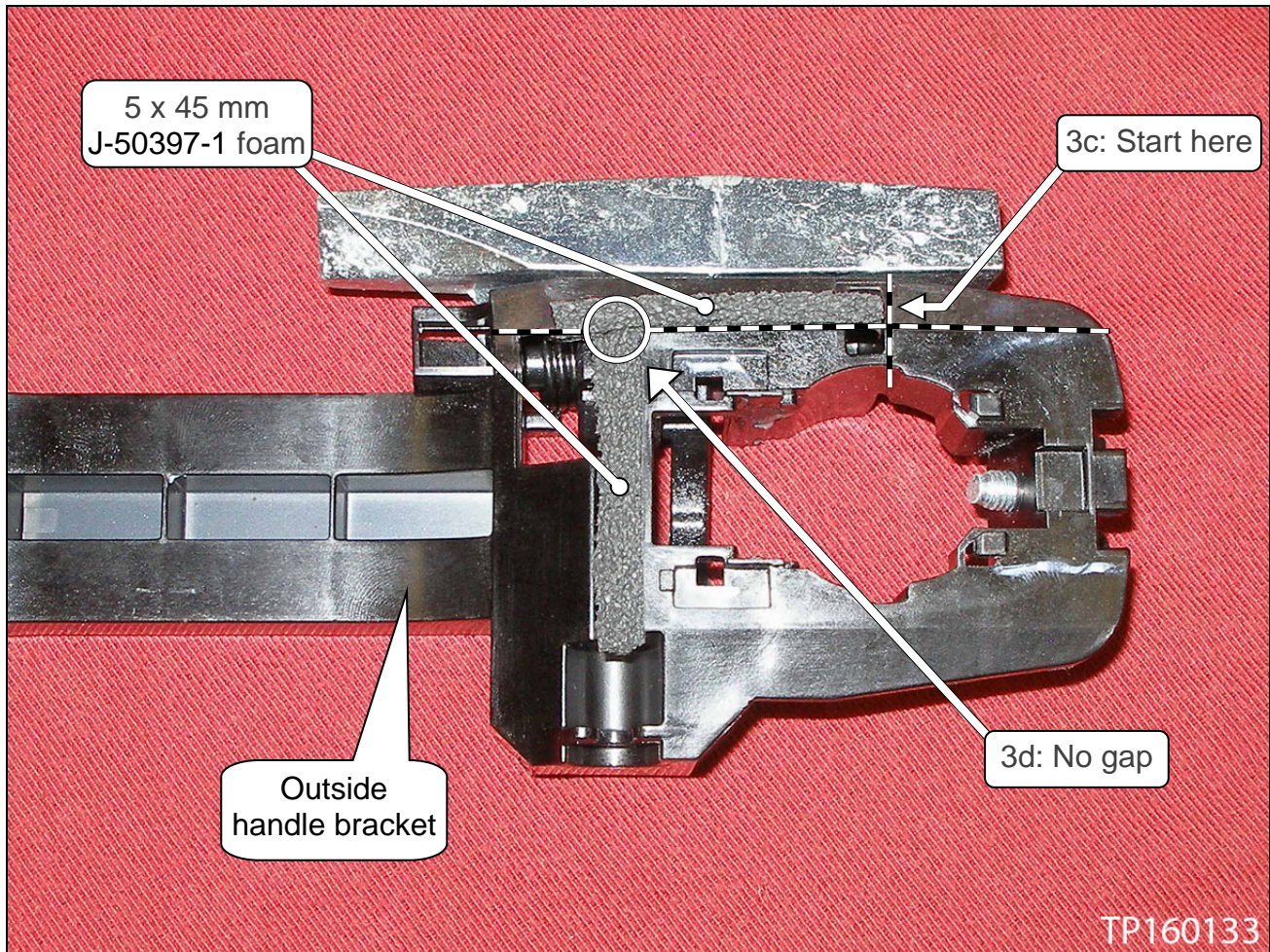


Figure 6

4. New door lock: Inspect the gap between the one end of the existing foam and the lip shown in Figure 7.
 - a. The gap should be approximately 10 mm.
 - b. If the proper gap does not already exist, cut off the end of the foam as needed to create a 10 mm gap.

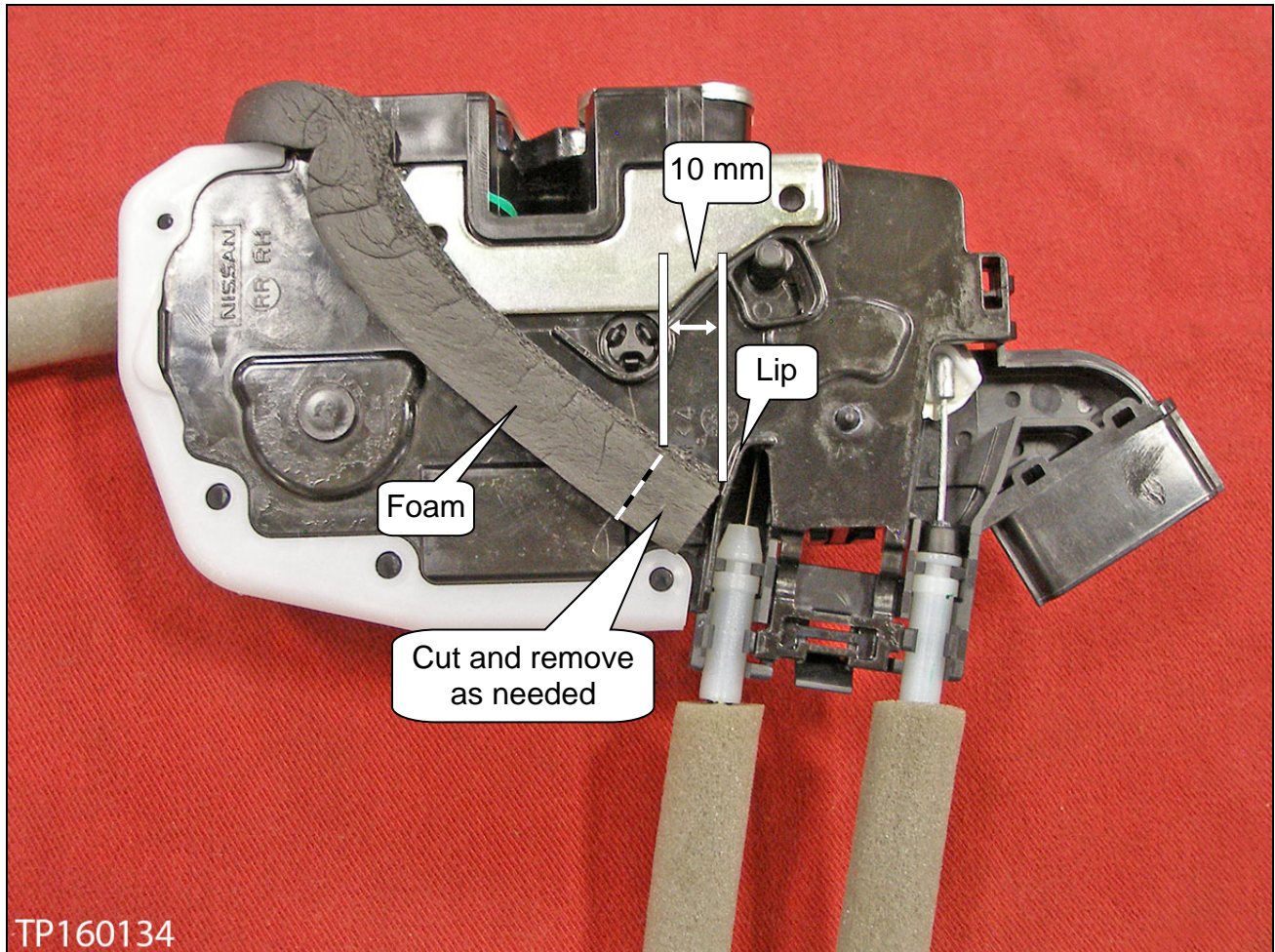


Figure 7

5. On the opposite side of the door lock: Fill in the cavity(ies) with RTV silicone sealant where shown in Figure 8 and 9.

- For RTV silicone sealant, see **PARTS INFORMATION**.
- Make sure the cavity(ies) are filled up with no gaps or holes, so water cannot get through).

NOTE: Some door locks have only one cavity to fill.

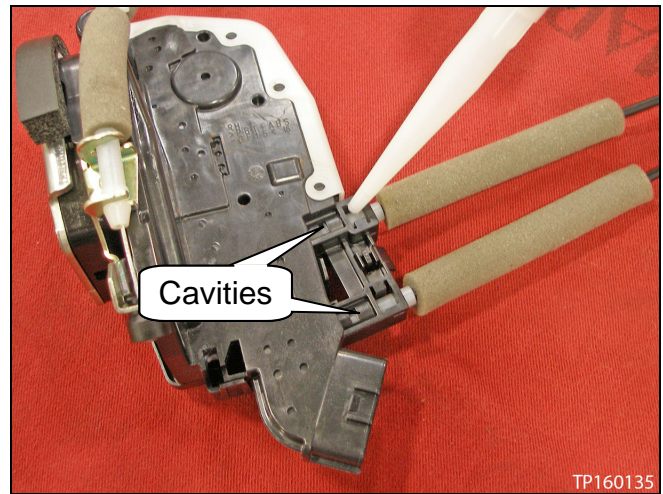


Figure 8

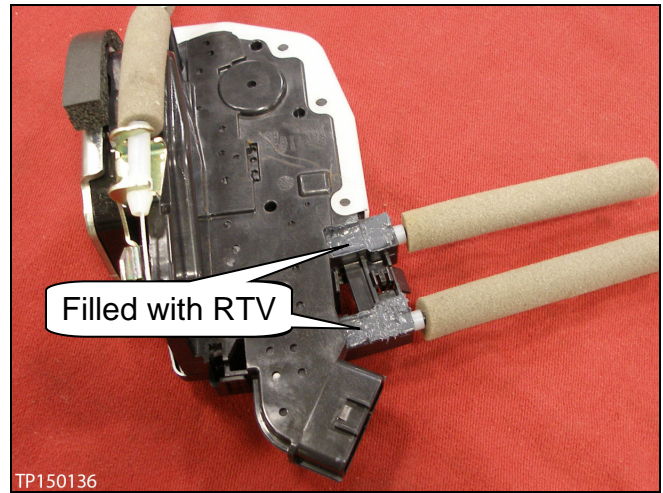


Figure 9

CAUTION: Do not allow any RTV silicone sealant to get on the cable wires or in their cavities.

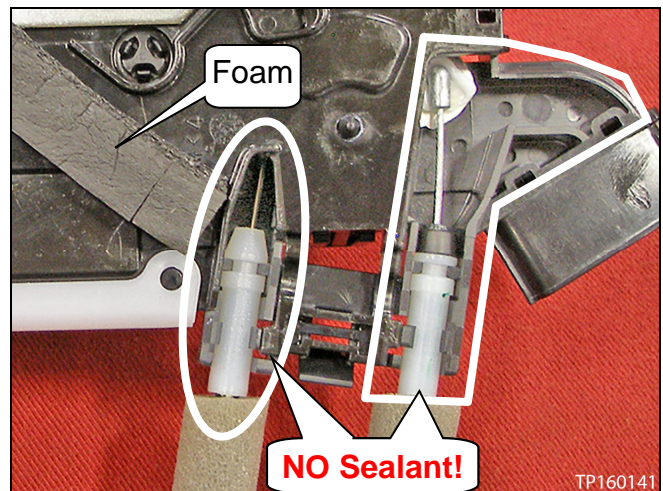


Figure 10

6. Fill in the gap between the white cover and black door lock body with RTV silicone sealant (see Figure 11 and 12).



Figure 11



Figure 12

7. Cut one (1) piece of foam:
 - Use only PVC Foam (J-50397-12) in this area (see **PARTS INFORMATION**).
 - Foam dimensions: 8 x 40 mm
8. Apply the foam as shown in Figure 13 and 14.
 - Before applying, make sure the area is clean and dry, and the RTV silicone sealant has cured sufficiently.

CAUTION: Do not use J-50397-1 EPDM Semi Closed Cell foam in place of J-50397-12 PVC foam, or vice versa.

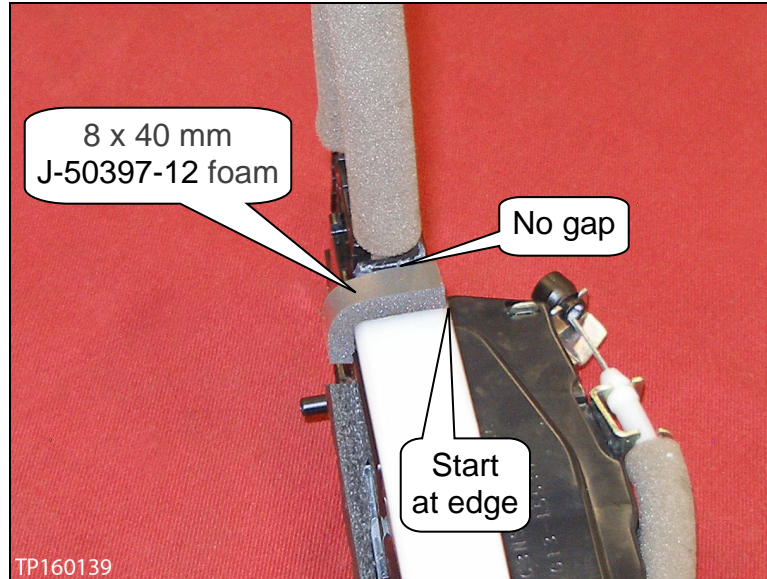


Figure 13

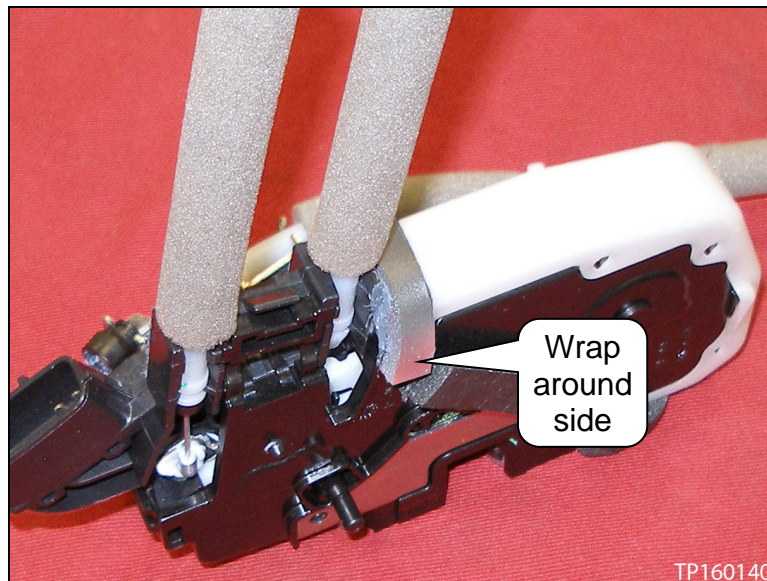


Figure 14

9. Reinstall the outside handle bracket and install the new door lock.
 - Refer to the ESM, section **DLK – Door & Lock**, for outside handle bracket and door lock installation.

NOTE: The screws that fasten the door locks are one-time use and will also need to be replaced (see **PARTS INFORMATION**).

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QTY
LOCK & REMOTE CONTROL ASSY-FRONT DOOR, LH (door lock)	80501-5AA0A	1 (a)
LOCK & REMOTE CONTROL ASSY-FRONT DOOR, RH (door lock)	80500-5AA0A	1 (a)
LOCK & REMOTE CONTROL ASSY-REAR DOOR, LH (door lock)	82501-5AA0A	1 (a)
LOCK & REMOTE CONTROL ASSY-REAR DOOR, RH (door lock)	82500-5AA0A	1 (a)
MOLDING ASSY-FRONT DOOR OUTSIDE, LH (LH Front Door Outside Molding)	80821-5BC0A	1 (a)
MOLDING ASSY-FRONT DOOR OUTSIDE, RH (RH Front Door Outside Molding)	80820-5BC0A	1 (a)
SCREW (for door lock)	80599-AX00E	(b)
ThreeBond Gasket Maker – RTV	999MP-1217FPP	(c)
EPDM SEMI CLOSED CELL (foam)	J-50397-1	(d)
PVC FOAM	J-50397-12	(d)

- a. As needed.
- b. Three (3) per door lock, as needed.
NOTE: These screws are one-time use only.
- c. Shop supply. This part is recommended, but an equivalent product may be used. ThreeBond Gasket Maker can be ordered through the Nissan Maintenance Advantage program: Phone: 877-NISNMA1 (877-647-6621). Website order via link on dealer portal: www.NNAnet.com and click on the “Maintenance Advantage” link.
- d. This part is included in Squeak & Rattle Kit J-50397. These parts can be restocked by ordering through Tech•Mate online: www.nissantechmate.com, or by phone: 800-662-2001.



Figure 15

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Repair Front Door Handle or Lock Assy (one side)	(1)	BX5PAA	ZE	32	0.5
Repair Rear Door Handle or Lock Assy (one side)		BX6PAA			0.6

(1) Reference the Parts Information Table and use the applicable LOCK & REMOTE CONTROL ASSY Part Number as the Primary Failed Part.

NOTE: If a second front door lock or a second rear door lock needs the above repair, claim each door on a separate repair line.

AND

Only if a Molding Needs Replacement:

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	(2)

(1) Reference the Parts Information Table and use the applicable MOLDING ASSY-FRONT DOOR OUTSIDE Part Number as the Primary Failed Part.

(2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated Flat Rate Time (FRT).

NOTE: If both moldings need the above repair, claim each molding on a separate repair line.

