



## SERVICE BULLETIN

Classification:	Reference:	Date:
BT17-007a	NTB17-056a	January 8, 2018

### 2016-2018 TITAN AND TITAN XD; DOOR WILL NOT OPEN OR DOOR WILL NOT LATCH

This bulletin has been amended. The **APPLIED VEHICLES** have been updated and the **SERVICE PROCEDURE** now includes the addition of foam to the outside handle bracket. Please discard previous versions of this bulletin.

**APPLIED VEHICLES:** 2016-2018 Titan (A61)  
2016-2018 Titan XD (A61)

#### 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 doors.

#### ACTION:

For each door that will not open or latch:

1. Apply foam to the outside handle bracket.
2. Replace the door lock.
  - Do not replace all door locks automatically, only replace the door lock of the door(s) with the issue as outlined under **IF YOU CONFIRM**.

**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.

## SERVICE PROCEDURE

**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.

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.
  
2. For each outside handle bracket: Cut two (2) pieces of foam:
  - Use only EPDM Semi Closed Cell (J-50397-1) type foam (see **PARTS INFORMATION**).
  - Foam dimensions (both pieces): 5 x 45 mm (see Figures 2 and 3).

3. Apply both pieces of foam:
  - a. Make sure the areas where the new foam is being applied are clean and dry.
  - b. Apply the vertical piece on the angled surface as shown in Figures 1 and 2.

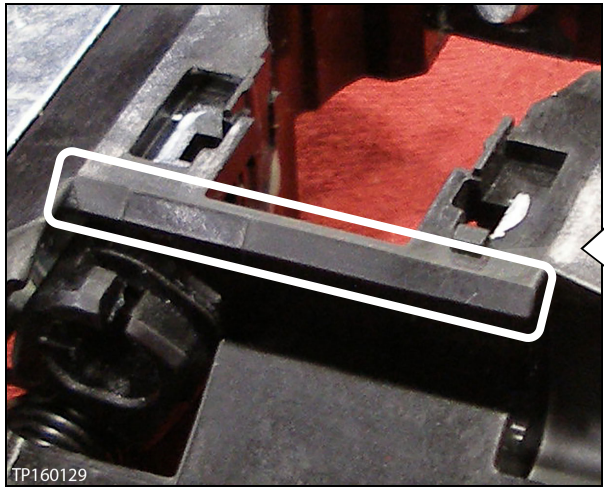


Figure 1

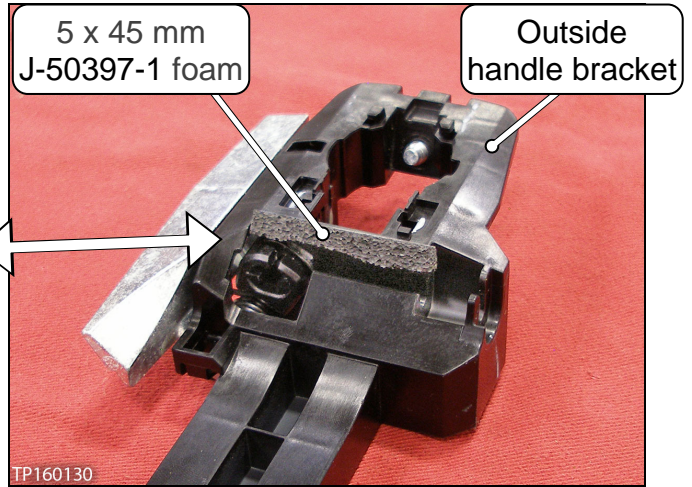


Figure 2

- c. Make sure the horizontal piece starts where shown in Figure 3.
  - d. Apply the horizontal piece making sure there is no gap between both pieces of foam (see Figure 3).

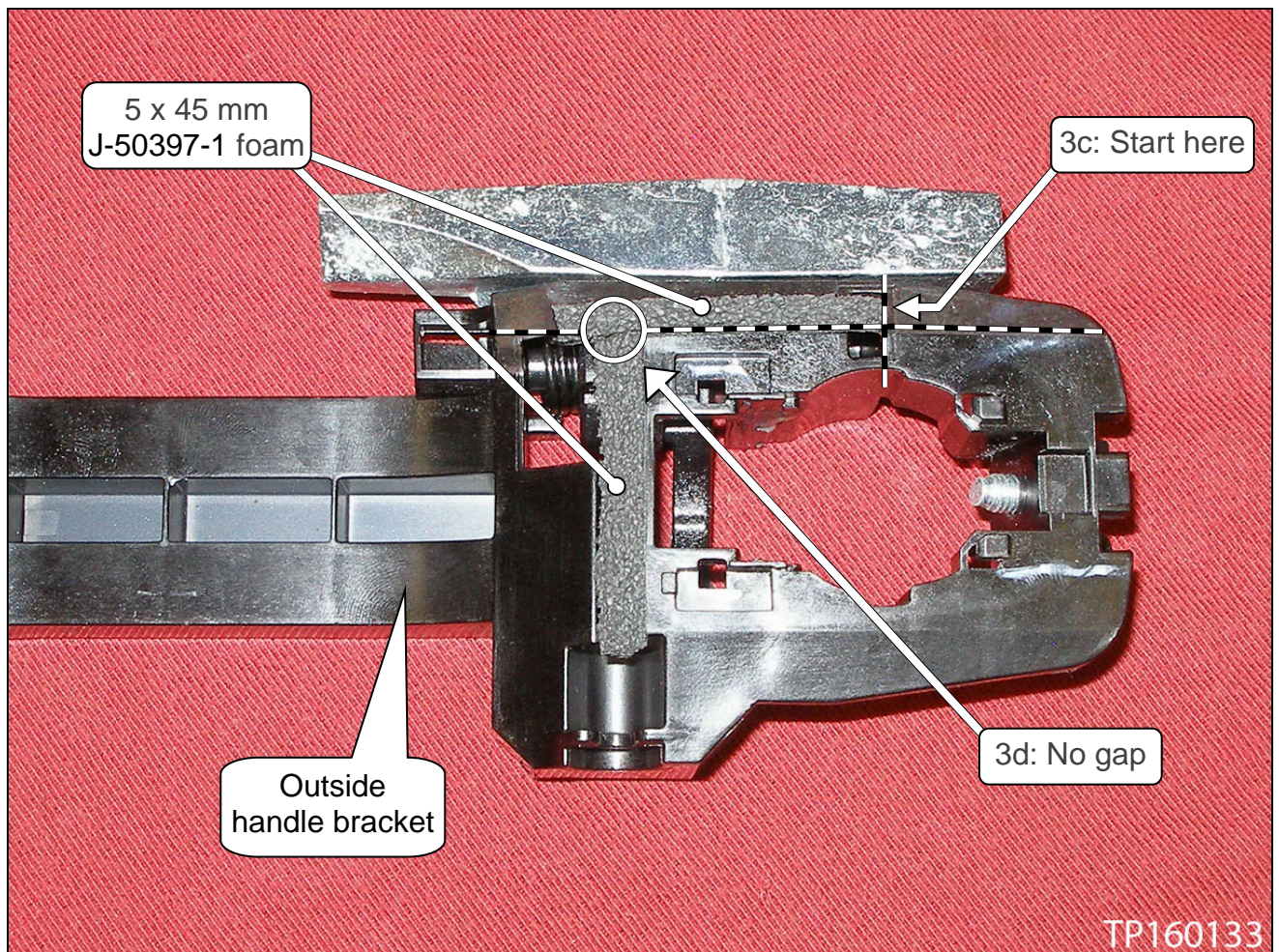


Figure 3

4. Install / reinstall all door lock parts.

- Refer to the ESM, section **DLK – Door & Lock**, for 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**).

Example of  
door lock

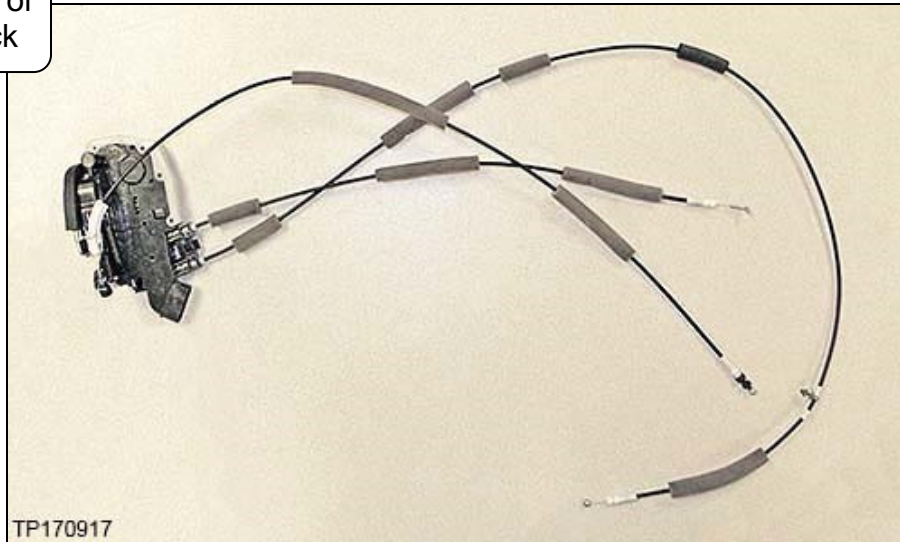


Figure 4

Front door lock

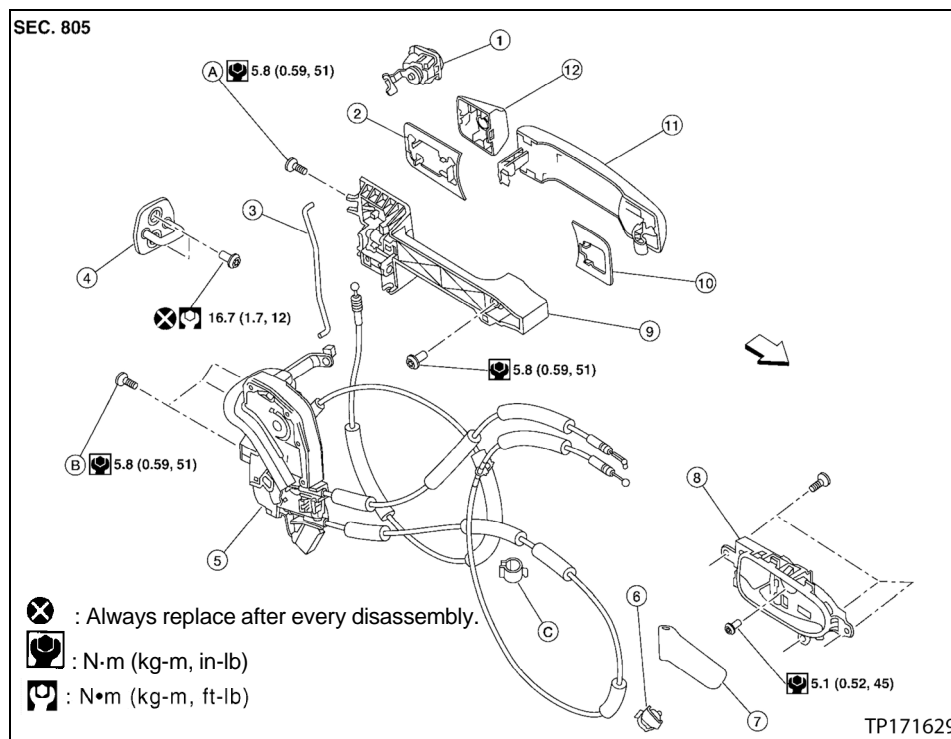


Figure 5

- |                                  |                    |                               |
|----------------------------------|--------------------|-------------------------------|
| 1. Door lock cylinder            | 2. Rear gasket     | 3. Door key cylinder rod      |
| 4. Striker                       | 5. Door lock       | 6. Cable clip                 |
| 7. Inside door handle escutcheon | 8. Inside handle   | 9. Outside handle bracket     |
| 10. Front gasket                 | 11. Outside handle | 12. Outside handle escutcheon |
| A. Outside handle bracket bolt   | B. Door lock bolt  | C. Cable clip                 |

## Rear door lock

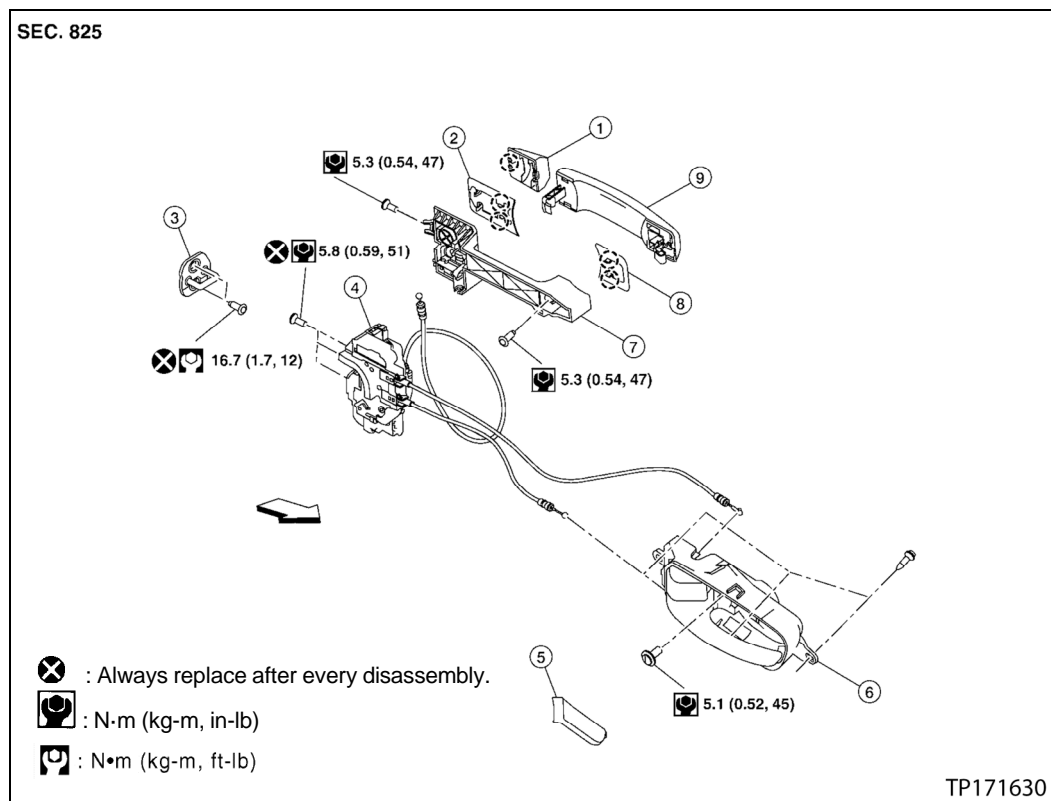


Figure 6

- |                              |                                  |                   |
|------------------------------|----------------------------------|-------------------|
| 1. Outside handle escutcheon | 2. Rear gasket                   | 3. Striker        |
| 4. Door lock                 | 5. Inside door handle escutcheon | 6. Inside handle  |
| 7. Outside handle bracket    | 8. Front gasket                  | 9. Outside handle |

## PARTS INFORMATION

DESCRIPTION	PART NUMBER	QTY
LOCK & REMOTE CONTROL ASSY-FRONT DOOR, <b>LH</b> (LH door lock)	80501-EZ00B	1 (a)
LOCK & REMOTE CONTROL ASSY-FRONT DOOR, <b>RH</b> (RH door lock)	80500-EZ00B	1 (a)
LOCK & REMOTE CONTROL ASSY-REAR DOOR, <b>LH</b> (LH door lock)	82501-EZ00B	1 (a)
LOCK & REMOTE CONTROL ASSY-REAR DOOR, <b>RH</b> (RH door lock)	82500-EZ00B	1 (a)
SCREW (for door lock)	80599-AX00E	(b)
EPDM SEMI CLOSED CELL (foam)	J-50397-1	(c)

- As needed.
- Three (3) per door lock, as needed. (These screws are one-time use only.)
- This part is included in Squeak & Rattle Kit J-50397. These parts can be restocked by ordering through TechMate online: [www.nissantechmate.com](http://www.nissantechmate.com), or by phone: 800-662-2001.

## 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)	BX6KAA	ZE	32	0.5
Repair Rear Door Handle or Lock Assy (one side)	(1)	BX6LAA			0.4

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

**NOTE:** If more than one door lock needs to be replaced, claim each door lock on a separate repair line.

