



SERVICE BULLETIN

Classification: BT19-010	Reference: NTB19-058	Date: July 23, 2019
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2018 – 2019 NV; SLIDING DOOR DIFFICULT TO OPEN

APPLIED VEHICLES: 2018 – 2019 NV (F80) High roof only

IF YOU CONFIRM

Customer complains that the sliding door is difficult to open from the inside OR outside of the vehicle.

ACTION

Adjust the sliding door rear striker **UPPER** as shown in Figure 1, below, and in the **SERVICE PROCEDURE** starting on the next page.

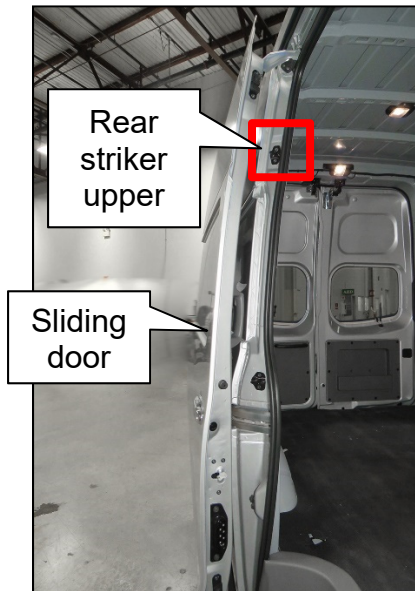


Figure 1

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

1. Use a non-permanent marker, grease pencil or equivalent to outline the rear striker upper.

NOTE: Make a reference mark at the top center of the striker.

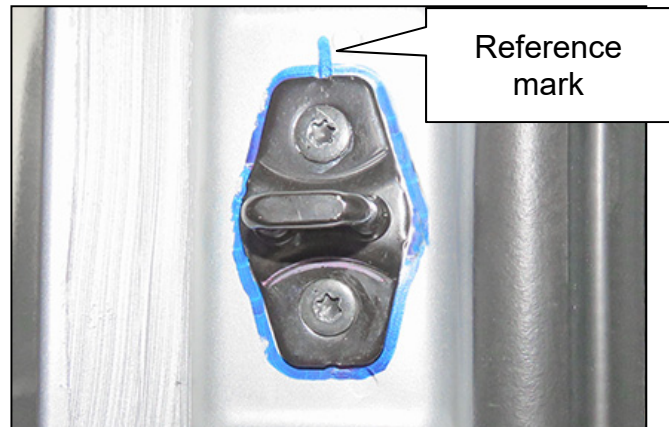


Figure 2

2. Loosen the T40 rear striker upper bolts enough to move the striker (about 2 turns).



Figure 3

3. Adjust the rear striker upper 1 mm toward the **OUTSIDE** of the vehicle.
 - It may be necessary to use a mallet or hammer to move the rear striker upper.

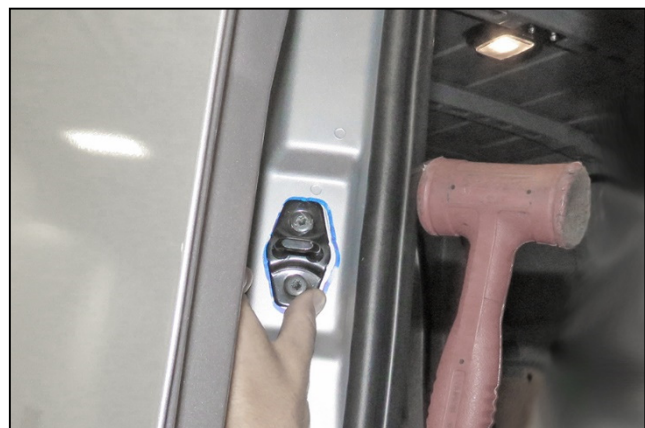


Figure 4

4. Torque the rear striker upper bolts to 22.0 N·m (2.2 kg·m, **16 ft-lb**).
5. OPEN and CLOSE the sliding door to verify that it operates normally.
 - Repeat steps 2 - 4 until the sliding door opens normally from the inside and outside door handles.
6. With the sliding door CLOSED, verify the sliding door is:
 - Flush with the side panel of the vehicle,
AND
 - No rattles or abnormal noises are present.

NOTE: If you are unable to retain body flushness after adjustment, refer to the ESM for further diagnostic information.

 - Refer to the ESM section BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > DOOR & LOCK > REMOVAL AND INSTALLATION > SLIDE DOOR LOCK.
7. Clean all non-permanent marker / grease pencil marks from the rear striker upper and surrounding area.

CLAIMS INFORMATION

Submit a Primary Operation (PO) type line claim using the following claims coding:

DESCRIPTION	PRIMARY OP	OP CODE	SYM	DIA	FRT
Adjust sliding door rear striker upper	WH14AA	WH14AA	*	*	*

*Review WFRM 'WH' section for Symptom Code, Diagnosis Code and Flat Rate time.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
July 23, 2019	NTB19-058	Original bulletin published