



SERVICE BULLETIN

Classification: BT19-016	Reference: NTB19-100	Date: November 7, 2019
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2019-2020 ALTIMA; FOAM OUT OF POSITION AND VISIBLE AT LEADING EDGE OF INSTRUMENT PANEL

APPLIED VEHICLES: 2019-2020 Altima (L34)

APPLIED VIN: 2019 Altima - All
2020 Altima - Canton built before 1N4(*)L4(***)LN309393
2020 Altima - Smyrna built before 1N4(*)L4(***)LC181927

APPLIED DATE: 2019 Altima - All
2020 Altima - All built before October 17, 2019

IF YOU CONFIRM

There is foam out of position and visible between the leading edge of the instrument panel and the bottom of the windshield (Figure 1 shows foam out of position as viewed from outside the vehicle on the passenger side).

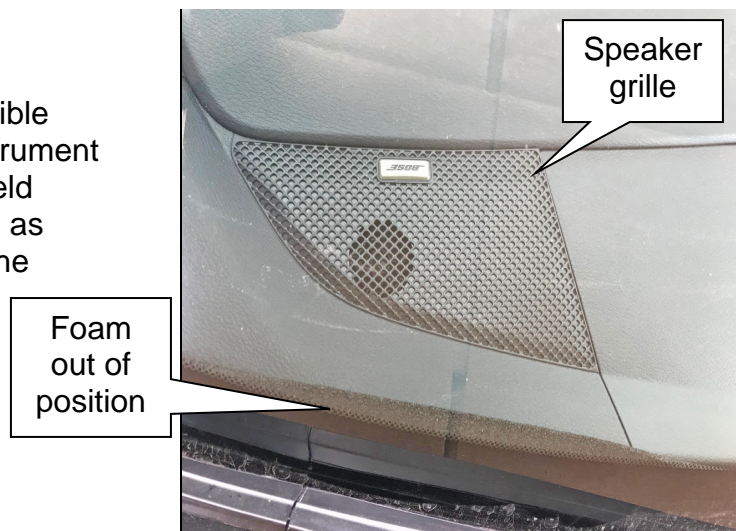


Figure 1

ACTION

Remove the foam following the **SERVICE PROCEDURE** on the next page.

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. Reference Figure 2 and locate any foam that is out of position and visible between the leading edge of the instrument panel and the bottom of the windshield.

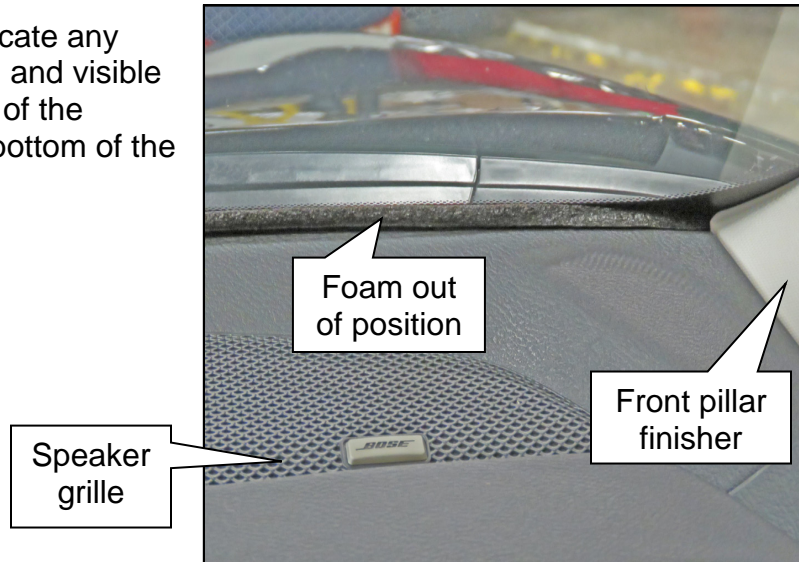


Figure 2

2. Partially remove both front body side welts (Figure 3 shows the passenger side, the driver side is a mirror image).

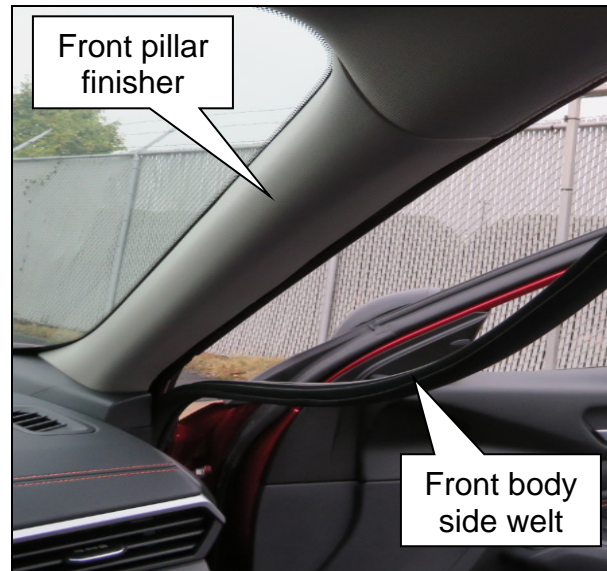


Figure 3

3. Loosen but do NOT remove, both front pillar finishers.

- Using a suitable tool, release only the metal clip near the top of both front pillar finishers (indicated with a green box in Figure 4).
- DO NOT release the tether clip near the center of the front pillar finishers (indicated with a red triangle in Figure 4).
- Pull the front pillar finishers upward to release the pawls located at the base of each finisher (indicated with a green circle in Figure 4).

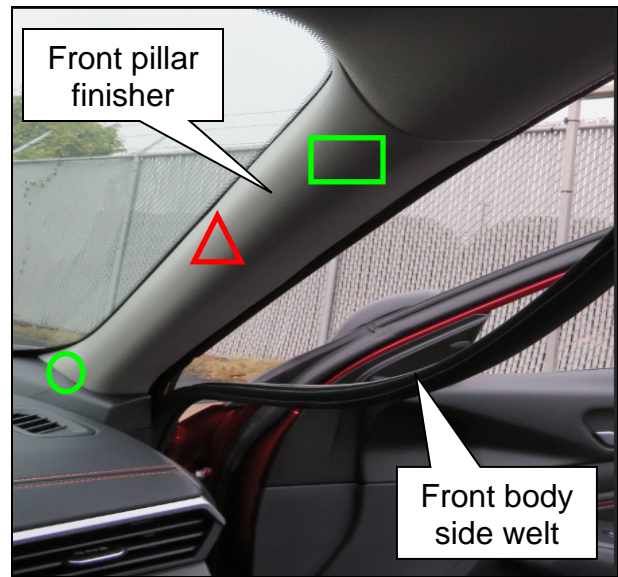


Figure 4

4. Allow the finishers to hang by the tethers (Figure 5 shows the passenger side, the driver side is a mirror image).

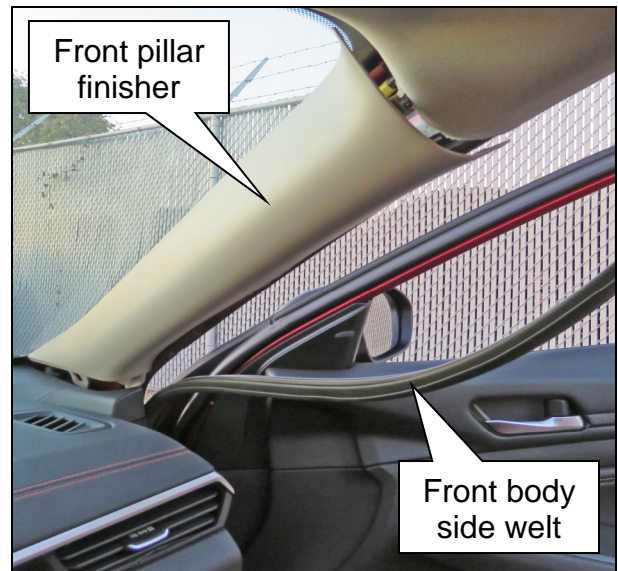


Figure 5

5. Carefully grab the foam where it is most easily accessible, and pull all of the foam strip out (Figure 6).

NOTICE

To avoid damaging the instrument panel, use care during foam removal.



Figure 6

6. Remove any remaining residual foam, adhesive or fingerprints that may be visible on the instrument panel or windshield.
7. Reinstall both front pillar finishers.
 - Guide the lower portion of the front pillar finishers into the pawls (Figure 4).
 - Snap the front pillar finishers upper metal clips into place.
8. Reinstall both front body side welts.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Remove Instrument Seal (Foam Strip)	(1)	VX5MAA	ZE	32	0.3

- (1) Reference the electronic parts catalog and use the Instrument Seal (68232-*****) as the Primary Failed Part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 7, 2019	NTB19-100	Original bulletin published

