



SERVICE BULLETIN

Classification: BT20-003	Reference: NTB20-014	Date: February 28, 2020
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FRONT DOOR GLASS MOVES SLOWLY

APPLIED VEHICLES: 2017-2018 Murano (Z52)

IF YOU CONFIRM

When raising or lowering the front left or front right door glass, it moves slower than the door glass on the other side, or moves slower when compared to a known good vehicle.

ACTION

1. Replace the front door glass run rubber on the affected side.
2. Recheck the front door glass movement. If the condition as described above has not been resolved, refer to ASIST and the Electronic Service Manual (ESM) for further diagnosis.

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. Remove the front door glass.
 - Refer to the ESM: **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > GLASS & WINDOW SYSTEM > REMOVAL AND INSTALLATION > FRONT DOOR GLASS**
2. Replace the front door glass run rubber.
3. Reinstall all parts in the reverse order of removal.
4. Initialize the power window control system.
 - Refer to the ESM: **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > POWER WINDOW CONTROL SYSTEM > BASIC INSPECTION > SYSTEM INITIALIZATION**
5. Recheck the front door glass movement. If the condition as described above has not been resolved, refer to ASIST and the ESM for further diagnosis.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
GLASS RUN-FR DOOR (RH)	80330-5AA0C	1
GLASS RUN-FR DOOR (LH)	80331-5AA0C	1

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace One Window Glass/Run	(1)	UH22AA	ZE	32	(2)

(1) Reference the electronic parts catalog and use the appropriate Front Door Glass Run as the Primary Failed Part (PFP).

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

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 28, 2020	NTB20-014	Original bulletin published

