



SERVICE BULLETIN

Classification: BT18-008b	Reference: NTB18-042b	Date: January 21, 2021
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KICKS, LEAF, SENTRA AND VERSA; FRONT DOOR WILL NOT OPEN

**This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Please discard previous versions of this bulletin.**

APPLIED VEHICLES: 2018-2020 Kicks (P15)
2018-2021 LEAF (ZE1)
2020 Sentra (B18)
2020 Versa Sedan (N18)

IF YOU CONFIRM

One or both front doors of an **APPLIED VEHICLE** will not open with the inside and/or outside door handle,

AND

The door handles, cables, and latch are in good working order,

AND

There is no damage to the door.

ACTION

Inspect, and adjust as necessary, the gap between the lever on the latch and the tab of the stiffener.

Refer to the vehicle specific **SERVICE PROCEDURE:**

- Kicks.....Step 1 on page 2
- LEAF.....Step 9 on page 6
- Sentra.....Step 16 on page 9
- Versa Sedan.....Step 24 on page 13

CAUTION: Do not bend the stiffener tab up or down only to adjust the gap. Follow the steps in this bulletin for proper adjustment.

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 complete 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

Kicks – Inspection/Adjustment: Latch Lever-to-Stiffener Tab Gap

1. Remove the front door finisher of the affected door.
 - Refer to the Electronic Service Manual (ESM); section **BODY INTERIOR > INTERIOR > REMOVAL AND INSTALLATION > FRONT DOOR FINISHER.**
- NOTE:** It may be intermittent that the door will not open. Attempt to open the door multiple times with both handles. If the door does not open normally, follow normal repair procedures for consequential damage during front door finisher removal.
2. Connect the power window switch, and then close (roll up) the door glass.
 3. Remove the door glass front run.
 - Refer to the ESM; section **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > GLASS & WINDOW SYSTEM > REMOVAL AND INSTALLATION > FRONT DOOR GLASS.**

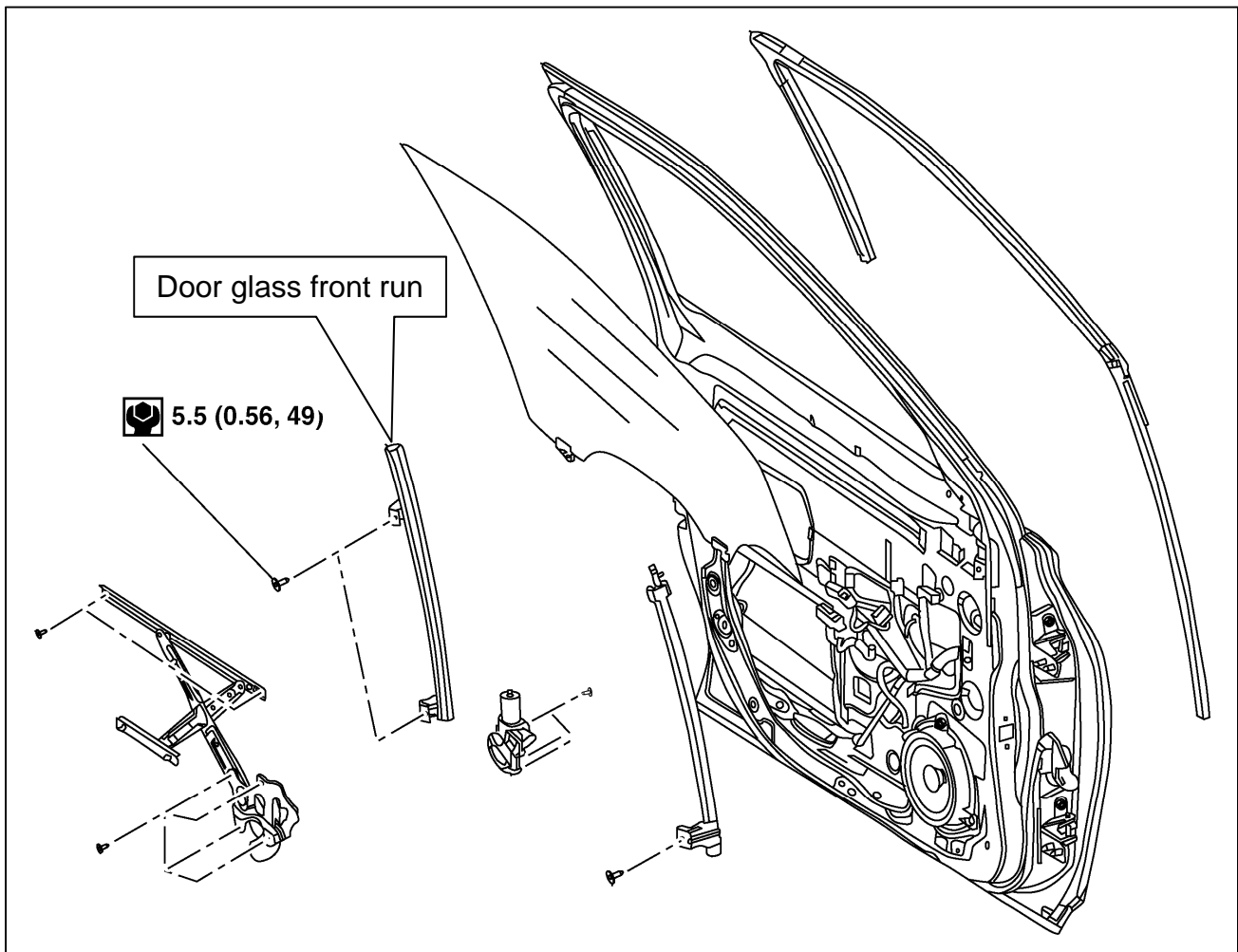


Figure 1

4. Access the tab stiffener and door latch lever.
 - Refer to Figure 2 below, and Figure 3 on the next page.

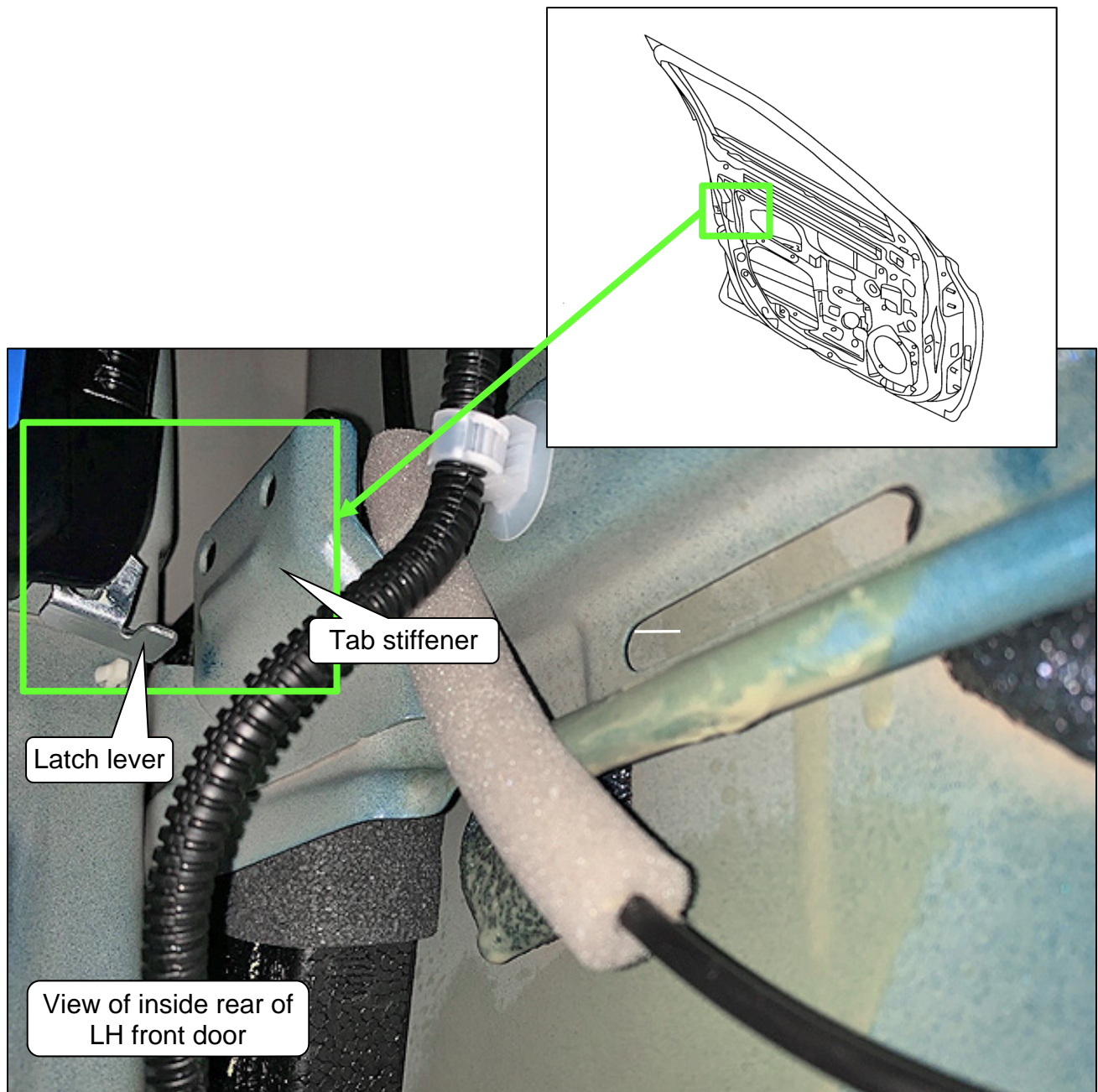


Figure 2

5. Move the latch lever on the door latch until it is level with the tab.
 - Move the latch lever by pulling the outside door handle outward.
6. With the latch lever and tab still level with each other (Figure 3), measure the gap between the latch lever and the tab.
 - The gap should be between a minimum of 1.7 mm (0.067 inch), and a maximum of 5.7 mm (0.224 inch).

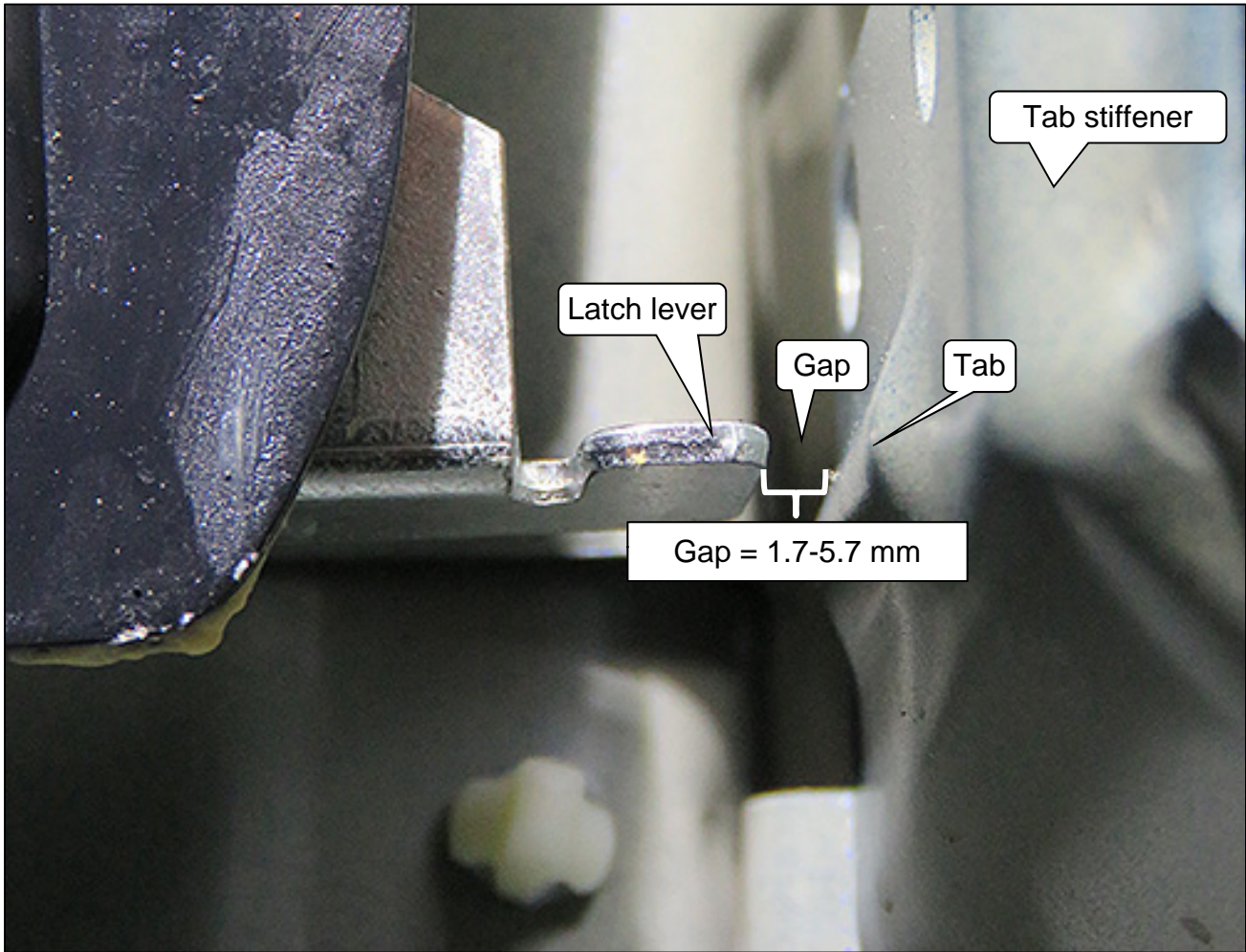


Figure 3

7. If the gap is not within the specification in step 6, adjust the tab stiffener to correct the gap.
 - Using a small hammer and a long flat ended tool, gently adjust the gap by bending the tab stiffener away from latch lever (see Figure 4).
 - After adjusting the gap, confirm that the latch lever moves freely (see Figure 4).



Figure 4

8. Reinstall the door glass front run, and the front door finisher.
 - Refer to the ESM sections:
 - **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > GLASS & WINDOW SYSTEM > REMOVAL AND INSTALLATION > FRONT DOOR GLASS.**
 - **BODY INTERIOR > INTERIOR > REMOVAL AND INSTALLATION > FRONT DOOR FINISHER.**

LEAF – Inspection/Adjustment: Latch Lever-to-Stiffener Tab Gap

9. Remove the front door finisher of the affected door.
 - Refer to the Electronic Service Manual (ESM); section **BODY INTERIOR > INTERIOR > REMOVAL AND INSTALLATION > FRONT DOOR FINISHER**.

NOTE: It may be intermittent that the door will not open. Attempt to open the door multiple times with both handles. If the door does not open normally, follow normal repair procedures for consequential damage during front door finisher removal.
10. Connect the power window switch, and then close (roll up) the door glass.
11. Access the tab stiffener and door latch lever.
 - Refer to Figure 5 below, and Figure 6 on the next page.

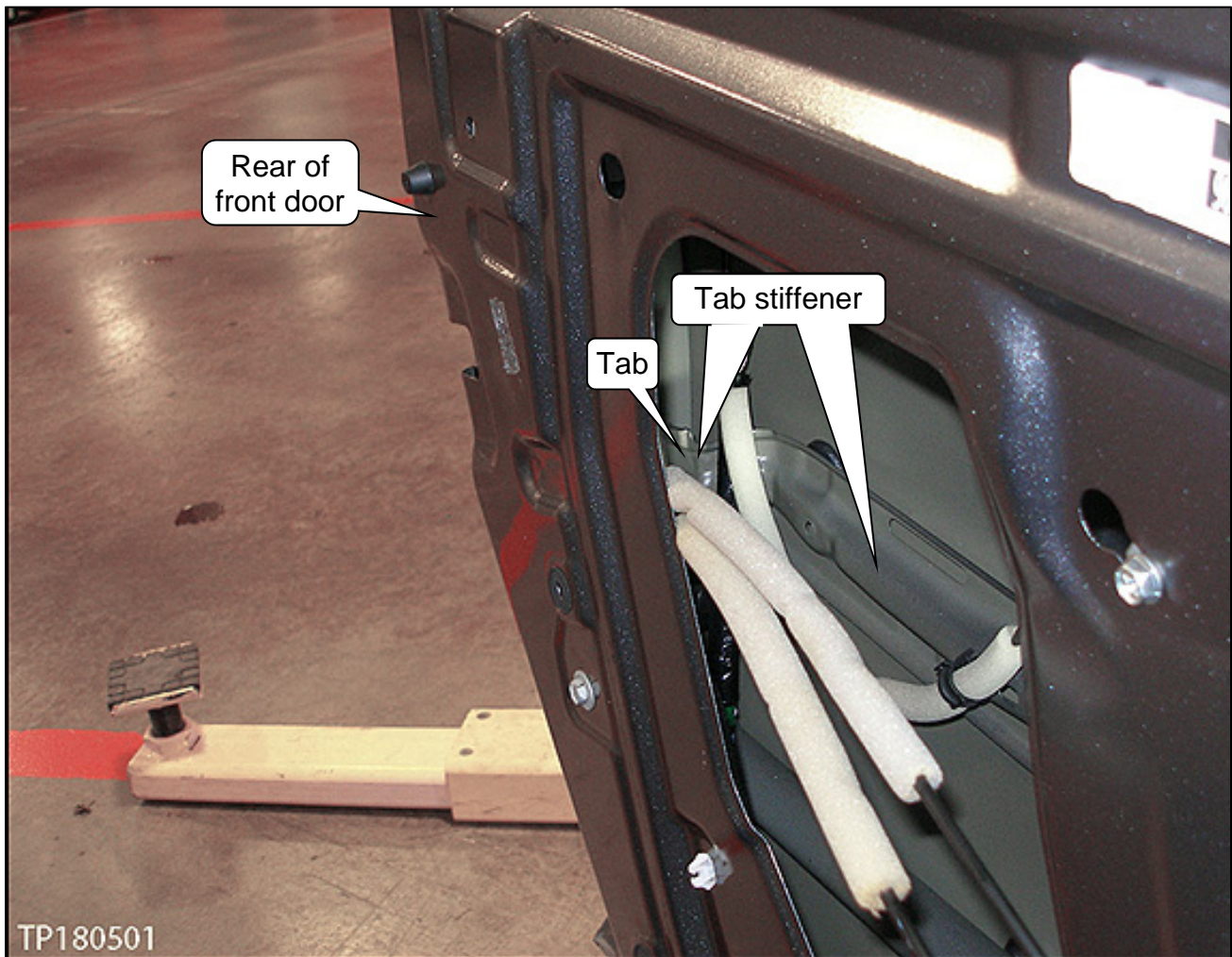


Figure 5

12. Move the latch lever on the door latch until it is level with the tab.
 - Move the latch lever by pulling the outside door handle outward.

NOTE: The door latch is hidden behind the door glass rubber run.
13. With the latch lever and tab still level with each other (Figure 6), measure the gap between the latch lever and the tab.
 - The gap should be between a minimum of 3 mm (0.118 inch), and a maximum of 5 mm (0.197 inch).

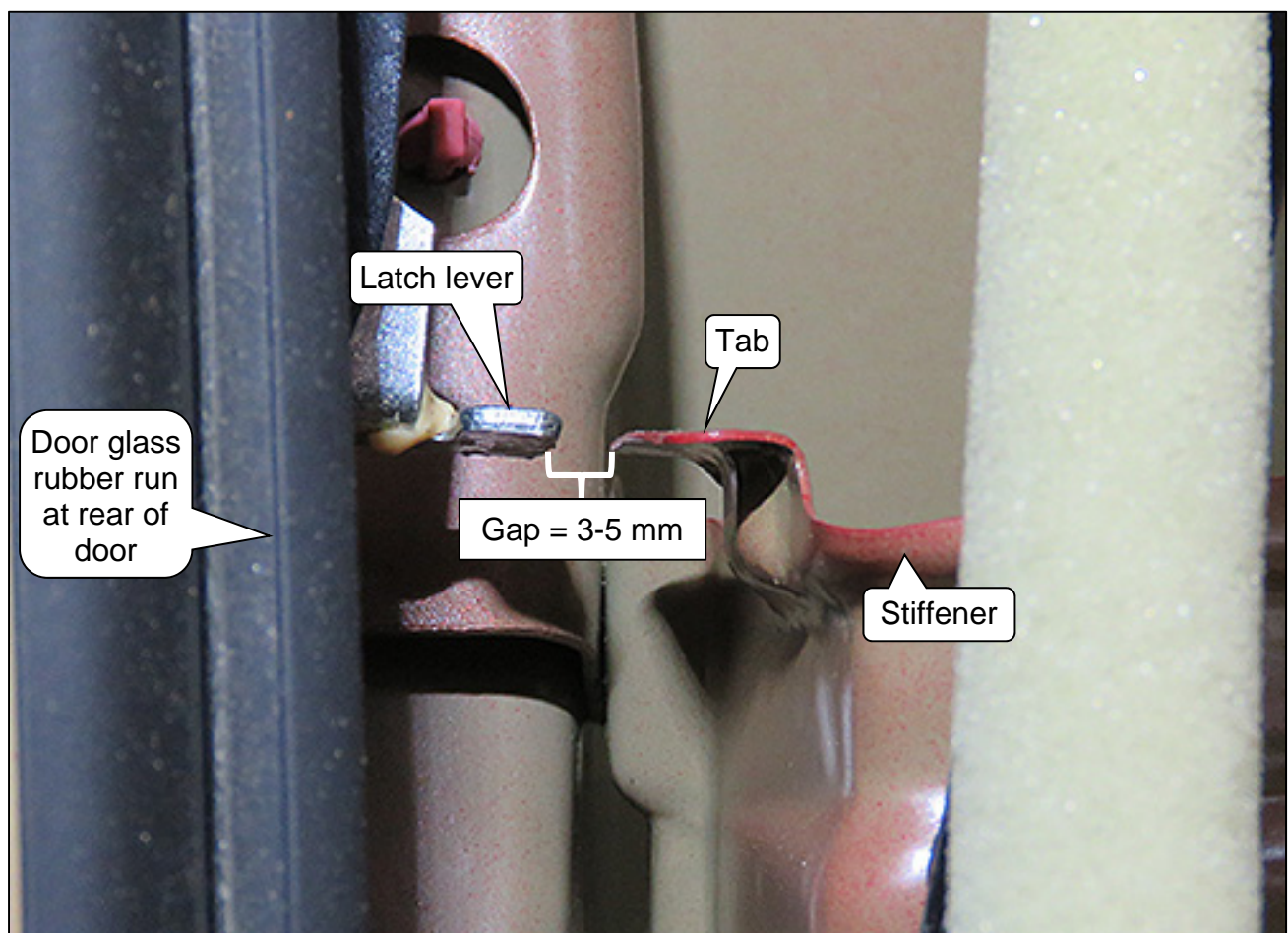


Figure 6

14. If the gap is not within the specification in step 13, adjust the tab stiffener to correct the gap.
- Using a suitable pair of pliers, adjust the gap by bending the tab stiffener horizontally along the dashed line (see Figure 7).
 - After adjusting the gap, adjust the tab as necessary to a level position (see Figure 7).

CAUTION: Do not adjust the gap by bending the tab stiffener up or down only.

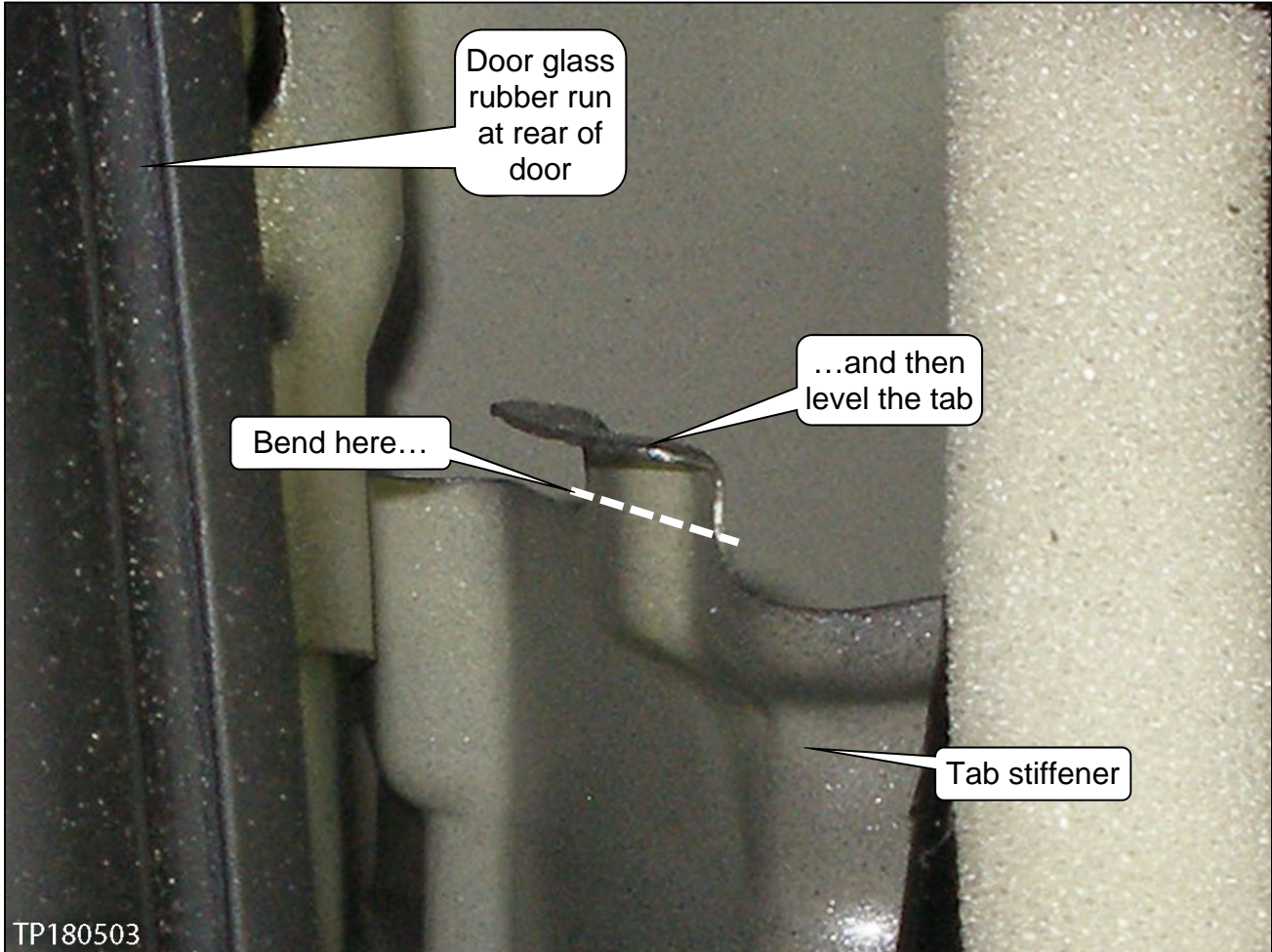


Figure 7

15. Reinstall the front door finisher.
- Refer to the ESM; section **BODY INTERIOR > INTERIOR > REMOVAL AND INSTALLATION > FRONT DOOR FINISHER.**

Sentra – Inspection/Adjustment: Latch Lever-to-Stiffener Tab Gap

16. Remove the front door finisher of the affected door.

- Refer to the Electronic Service Manual (ESM); section **BODY INTERIOR > INTERIOR > REMOVAL AND INSTALLATION > FRONT DOOR FINISHER.**

NOTE: It may be intermittent that the door will not open. Attempt to open the door multiple times with both handles. If the door does not open normally, follow normal repair procedures for consequential damage during front door finisher removal.

17. Connect the power window switch, and then close (roll up) the door glass.

18. Remove the front door glass rear run.

- Refer to the ESM; section **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > GLASS & WINDOW SYSTEM > REMOVAL AND INSTALLATION > FRONT DOOR GLASS.**

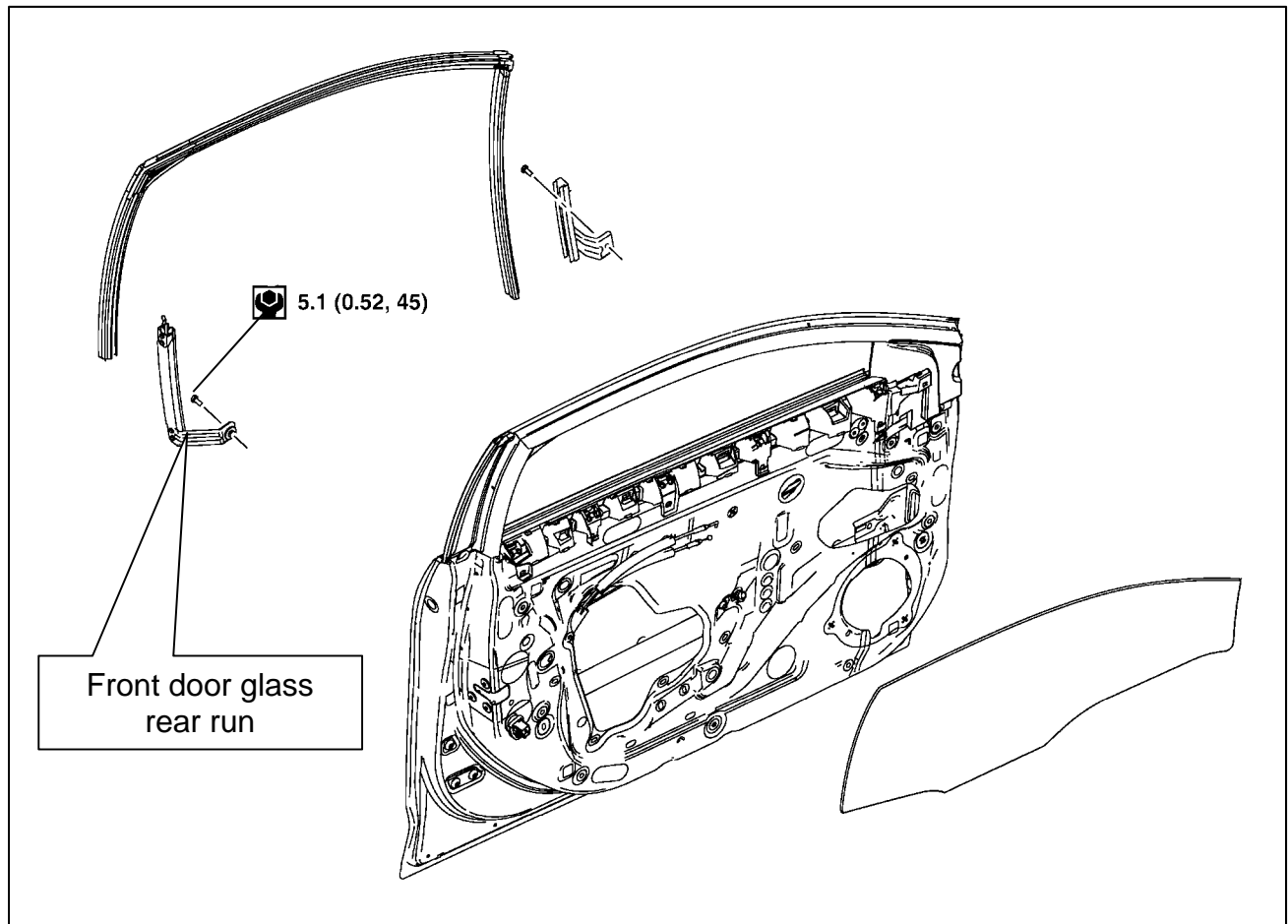
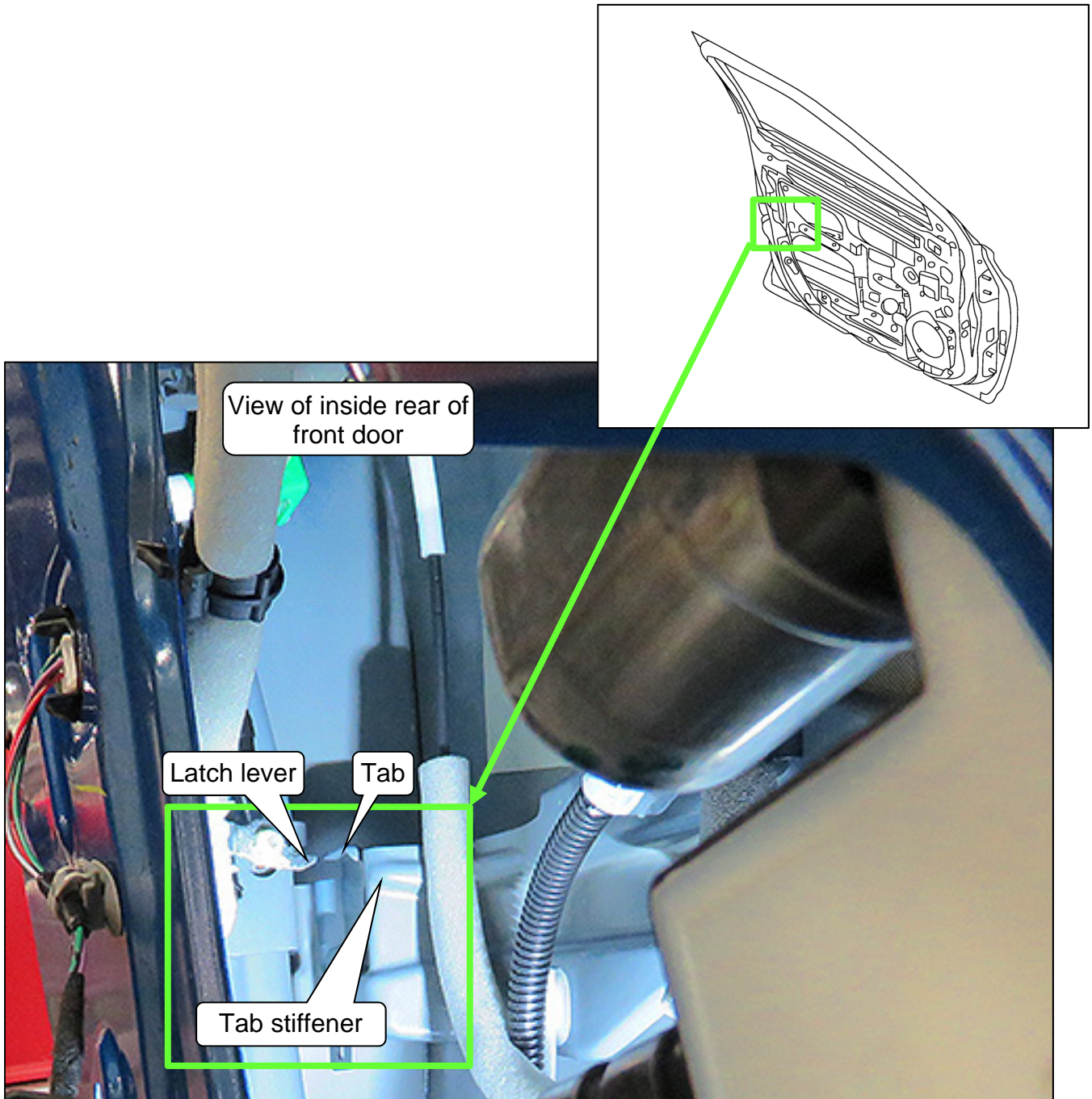


Figure 8

19. Access the tab stiffener and door latch lever.
- Refer to Figure 9 below, and Figure 10 on the next page.



20. Move the latch lever on the door latch until it is level with the tab.
 - Move the latch lever by pulling the outside door handle outward.
21. With the latch lever and tab still level with each other (Figure 10), measure the gap between the latch lever and the tab.
 - The gap should be between a minimum of 2.8 mm (0.11 inch), and a maximum of 6.2 mm (0.224 inch).

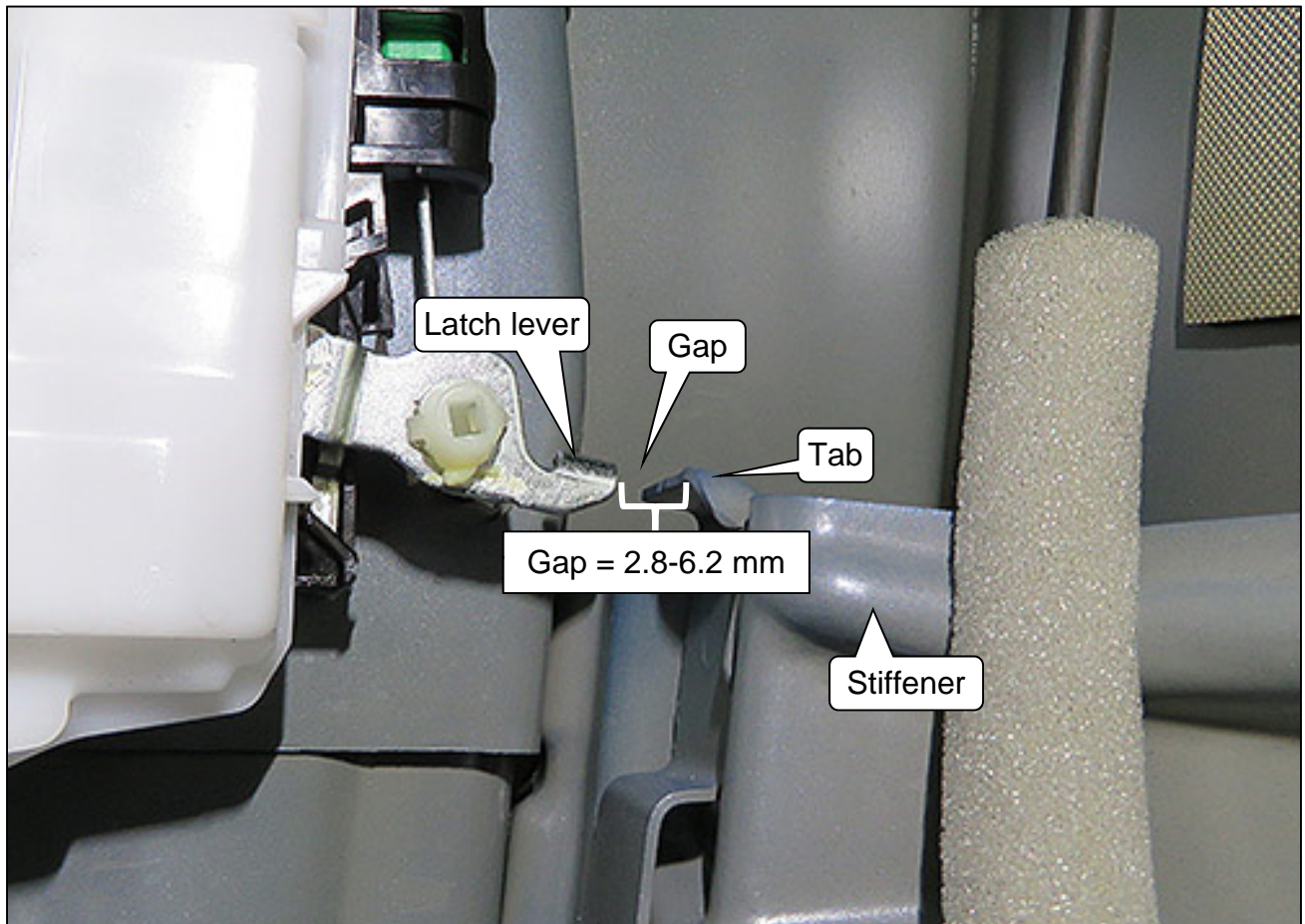


Figure 10

22. If the gap is not within the specification in step 21, adjust the tab stiffener to correct the gap.
- Using a small hammer and a long flat ended tool, gently adjust the gap by bending the tab stiffener away from latch lever (see Figure 11).
 - After adjusting the gap, confirm that the door lock lever moves freely (see Figure 11).

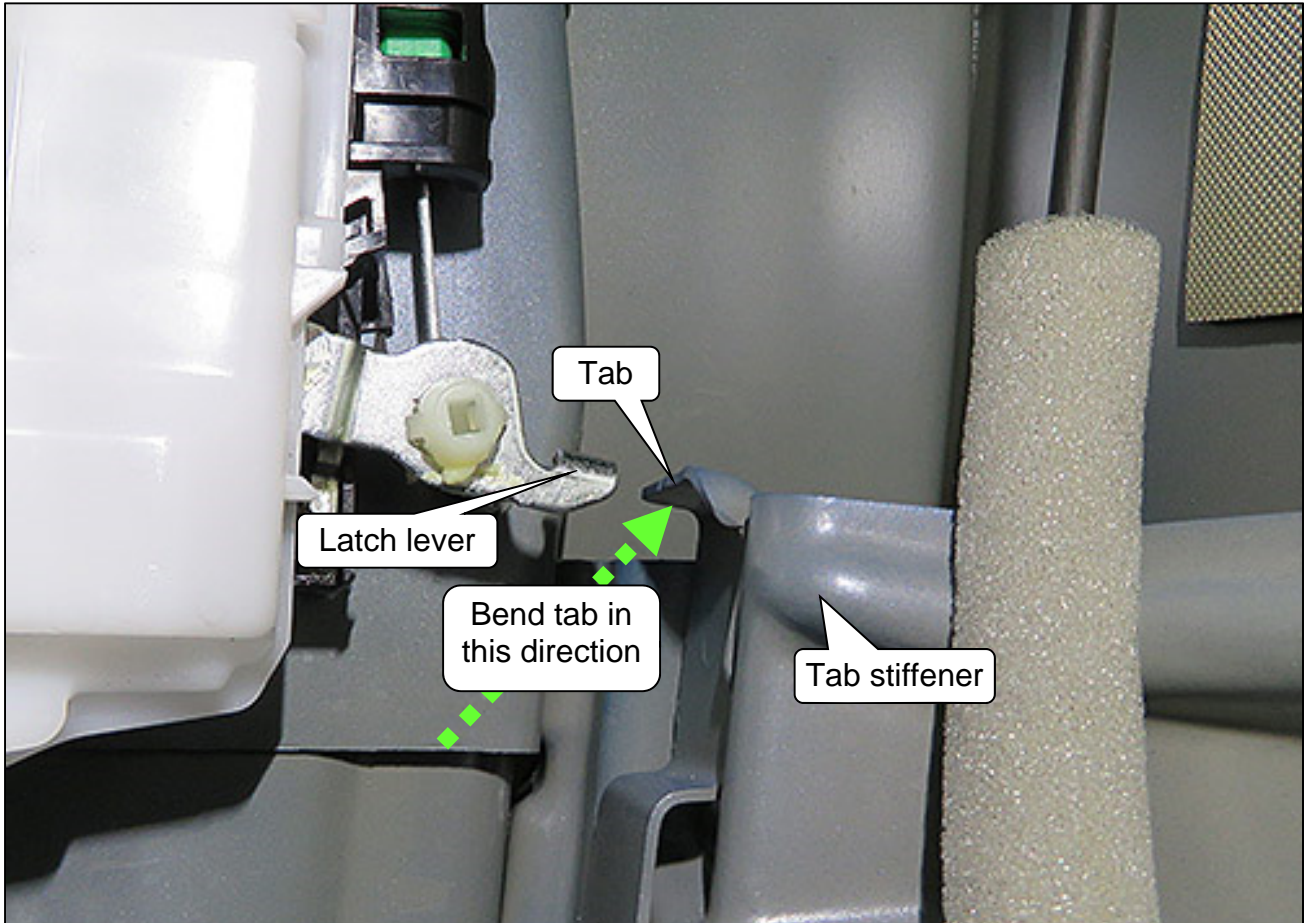


Figure 11

23. Reinstall the front door glass rear run, and the front door finisher.
- Refer to the ESM sections:
 - **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > GLASS & WINDOW SYSTEM > REMOVAL AND INSTALLATION > FRONT DOOR GLASS.**
 - **BODY INTERIOR > INTERIOR > REMOVAL AND INSTALLATION > FRONT DOOR FINISHER.**

Versa Sedan – Inspection/Adjustment: Latch Lever-to-Stiffener Tab Gap

24. Remove the front door finisher of the affected door.
 - Refer to the Electronic Service Manual (ESM); section **BODY INTERIOR > INTERIOR > REMOVAL AND INSTALLATION > FRONT DOOR FINISHER.**
- NOTE:** It may be intermittent that the door will not open. Attempt to open the door multiple times with both handles. If the door does not open normally, follow normal repair procedures for consequential damage during front door finisher removal.
25. Connect the power window switch, and then close (roll up) the door glass.
 26. Remove the front door glass rear run.
 - Refer to the ESM; section **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > GLASS & WINDOW SYSTEM > REMOVAL AND INSTALLATION > FRONT DOOR GLASS.**

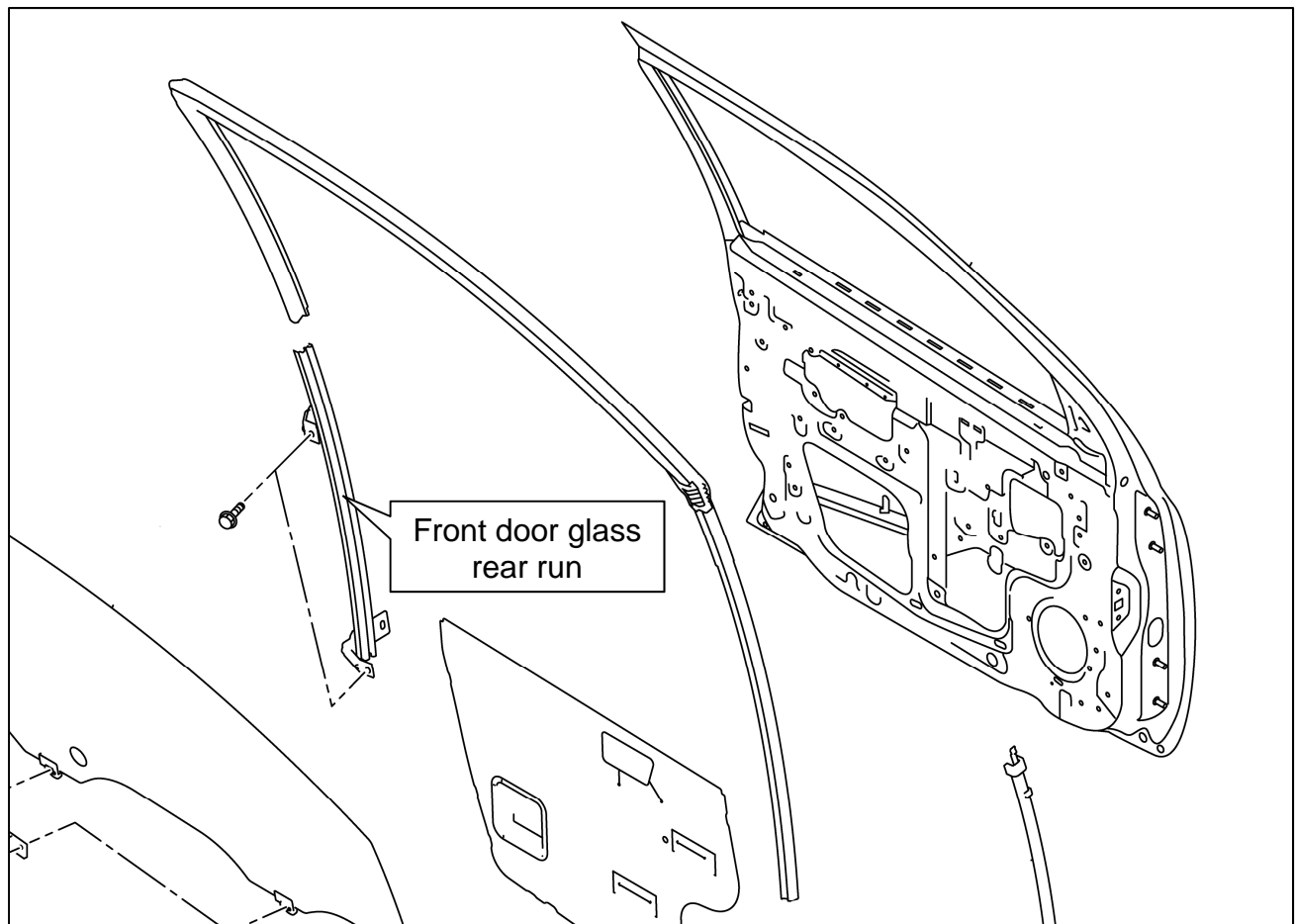


Figure 12

27. Access the tab stiffener and door latch lever.

- Refer to Figure 13 below, and Figure 14 on the next page.

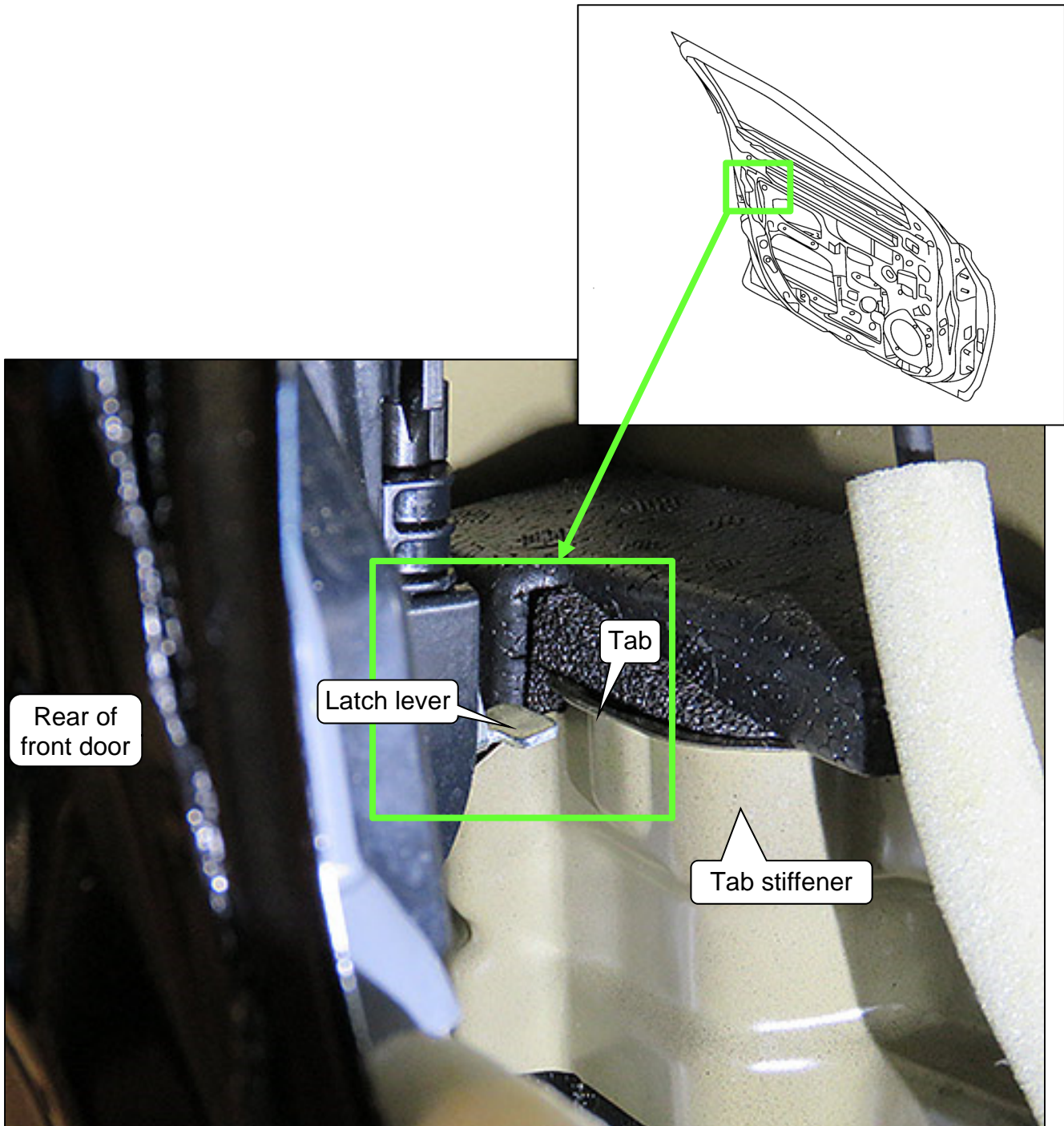


Figure 13

28. Move the latch lever on the door latch until it is level with the tab.
- Move the latch lever by pulling the outside door handle outward.

NOTE: The door latch is hidden behind the door glass rubber run.

29. With the latch lever and tab still level with each other (Figure 14), measure the gap between the latch lever and the tab.
- The gap should be between a minimum of 4.4 mm (0.173 inch), and a maximum of 8.4 mm (0.331 inch).

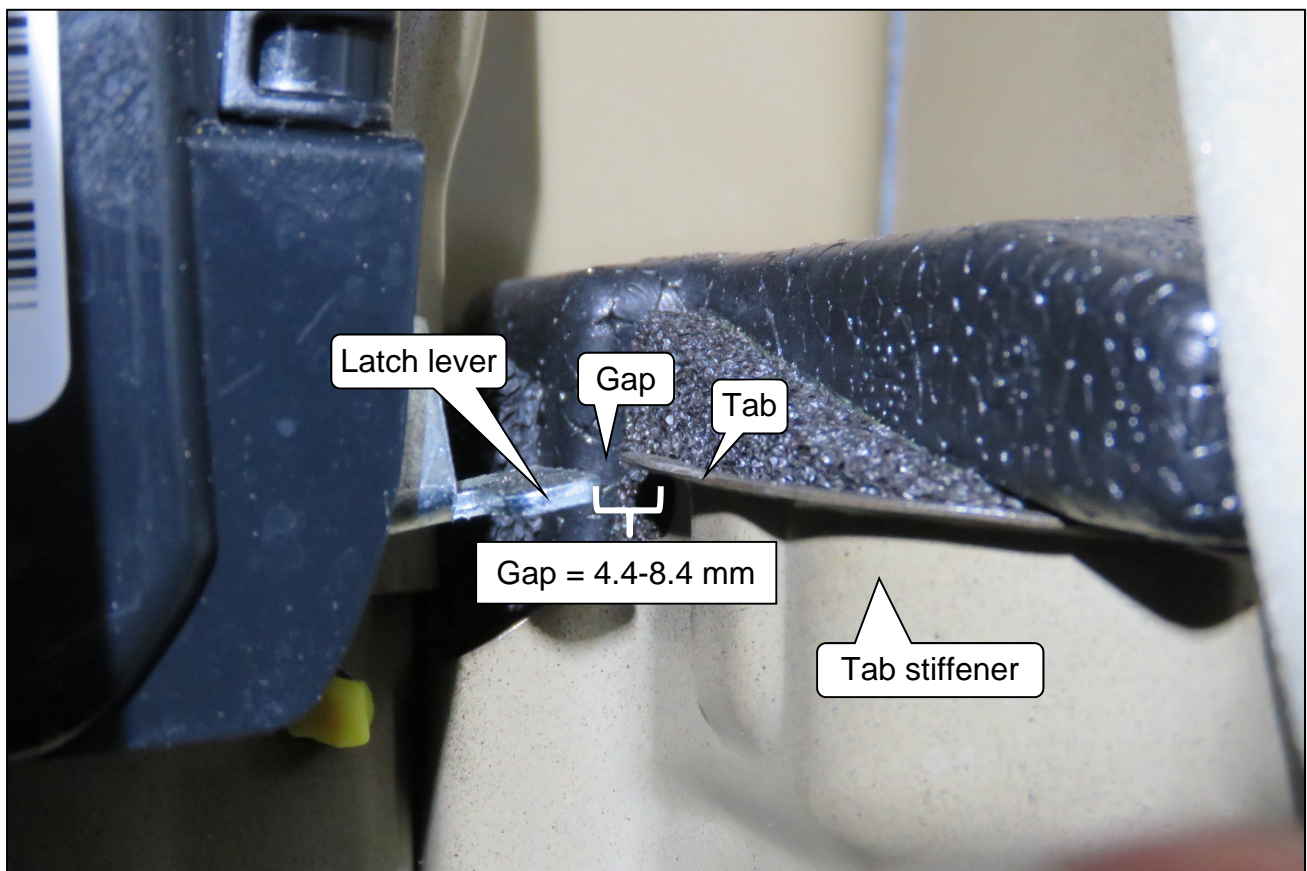


Figure 14

30. If the gap is not within the specification in step 29, adjust the tab stiffener to correct the gap.
- Using a small hammer and a long flat ended tool, gently adjust the gap by bending the tab stiffener away from latch lever (see Figure 15).
 - After adjusting the gap, adjust the tab as necessary to a level position (see Figure 14 on page 15).
- CAUTION:** Do not adjust the gap by bending the tab stiffener up or down only.

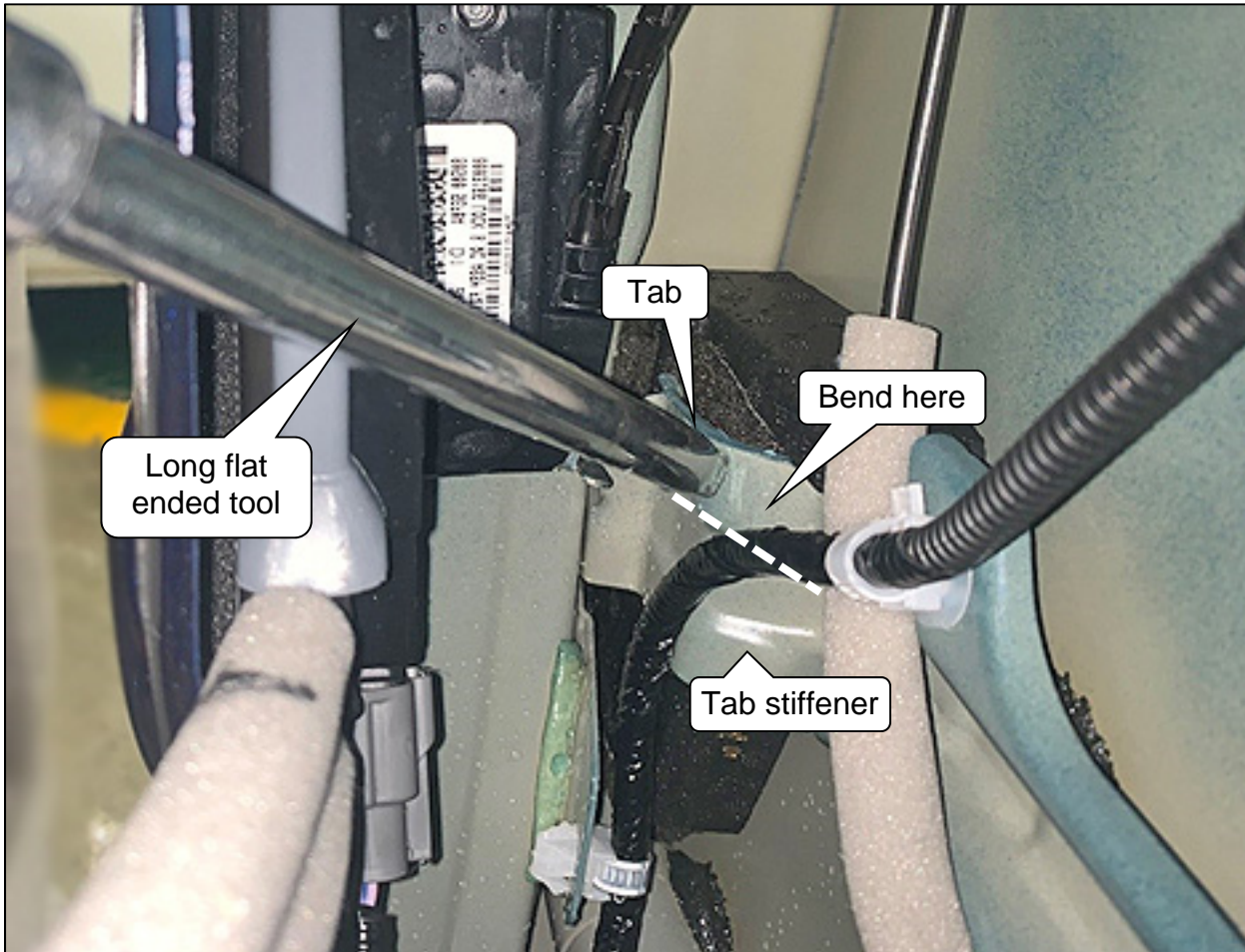


Figure 15

31. Reinstall the front door glass rear run and the front door finisher.
- Refer to the ESM sections:
 - **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > GLASS & WINDOW SYSTEM > REMOVAL AND INSTALLATION > FRONT DOOR GLASS.**
 - **BODY INTERIOR > INTERIOR > REMOVAL AND INSTALLATION > FRONT DOOR FINISHER.**

CLAIMS INFORMATION

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

MODEL	DESCRIPTION	OP CODE	SYM	DIA	FRT
Kicks	Inspect and if Necessary Adjust Latch Lever	BX7JAA	ZE	32	0.3 hrs (1)
LEAF					
Sentra					
Versa Sedan					

(1) Per door.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
June 15, 2018	NTB18-042	Original bulletin published
May 4, 2020	NTB18-042a	APPLIED VEHICLES revised
January 21, 2021	NTB18-042b	Title, APPLIED VEHICLES, CLAIMS INFORMATION and SERVICE PROCEDURE have been revised

