



QUALITY ACTION

CAMPAIGN BULLETIN

Windshield Inspection Dealer Inventory

Reference: PM988

Date: June 24, 2021

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2021 Kicks (P15)	NA	39	June 24, 2021	YES

*******Dealer Announcement*******

Nissan is conducting a quality action to inspect the front windshield for a water leak and, if necessary, replace the windshield on **39** specific model year 2021 Nissan Kicks vehicles. Due to a manufacturing concern that has since been corrected, the urethane application on the left upper corner to the windshield may not adhere to the body primer. This condition may allow water to leak into the cabin.

Affected vehicles **are subject** to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

*******What Dealers Should Do*******

PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PM988**
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**
2. Please **do not drive, loan, sell or trade** the specific vehicles in dealer inventory subject to this quality action.
 - If an affected vehicle was inadvertently traded, this information should be forwarded to the new dealer.
3. Use the attached procedure to inspect the windshield and, if necessary, remedy any vehicles affected by this quality action:
 - Dealers have the option to sublet the repair (up to \$150 sublet allowance is available).
4. The service department should submit the applicable warranty claim for the action performed to close the campaign on Service Comm and release the vehicle.

****** Dealer Responsibility ******

It is the dealer's responsibility to check Service Comm or DBS National Service History - Open Campaign using the appropriate campaign I.D. for the inspection status on each affected vehicle currently in new vehicle inventory.

Thank you for your prompt attention to this matter.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

****** Scroll down for attached Repair Instructions ******



PM988 – 2021 KICKS WINDSHIELD SEAL INSPECTION

SERVICE PROCEDURE:

1. Open the driver's door (Figure 1).



Figure 1

2. Carefully peel driver door body side welt down to allow removal of the front pillar garnish (Figure 2).
 - Only peel the top of the body side welt and leave the bottom attached



Figure 2

3. Unlatch the top of the front pillar garnish from the vehicle and let it hang down. Do not unlatch the base of the front pillar garnish. (Figures 3 and 4).

- Make sure hands or gloves are clean before handling interior trim panels
- Disengage top (3) front pillar garnish upper fixing metal clips
- **Do not cut or unlatch the blue anchor clip** from the front pillar garnish (See Figures 6 and 7 on next page)
- Do not unlatch the bottom of the front pillar garnish

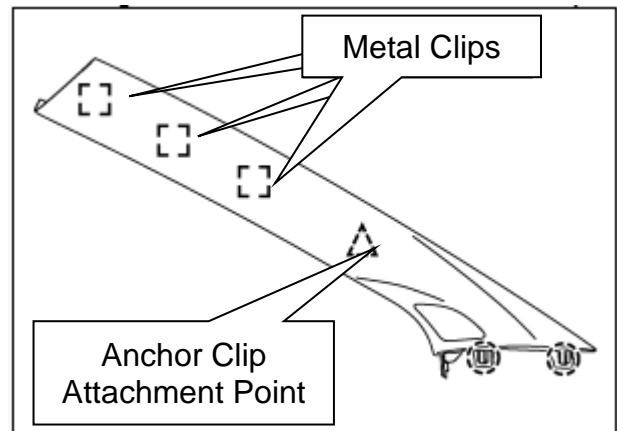


Figure 3

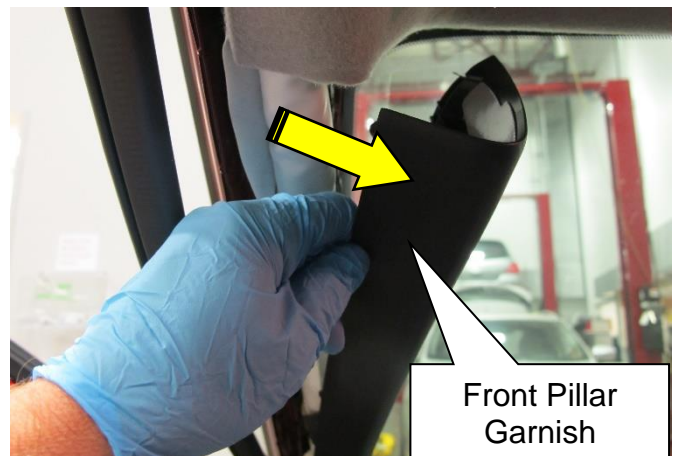


Figure 4

4. Remove tether strap fixing screw from front pillar garnish (Figure 5).

NOTICE

Do not cut or disconnect blue anchor clip from front pillar garnish (Figures 6 & 7)

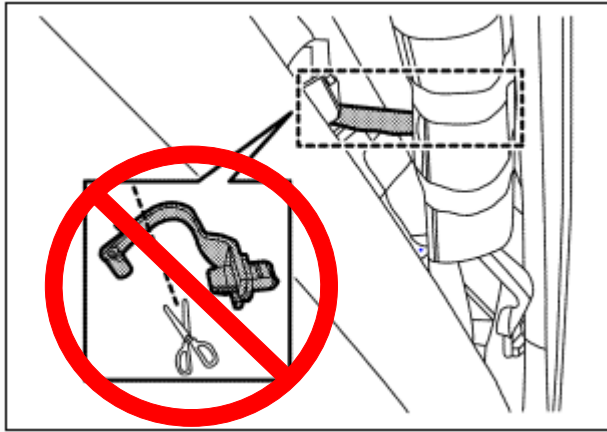


Figure 6

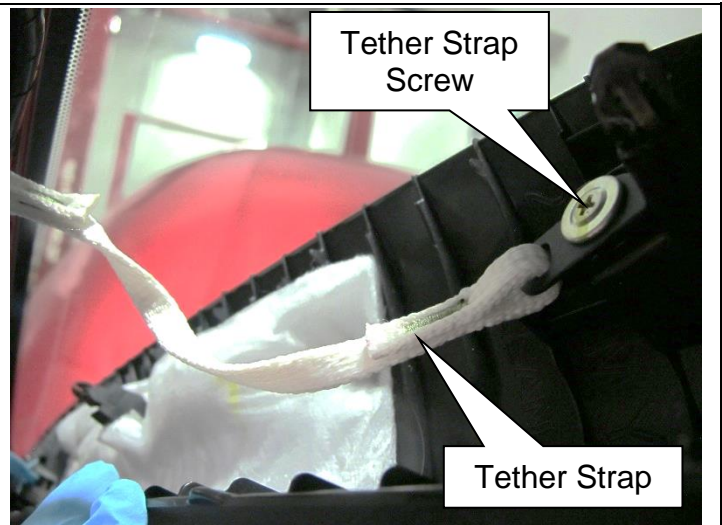


Figure 5

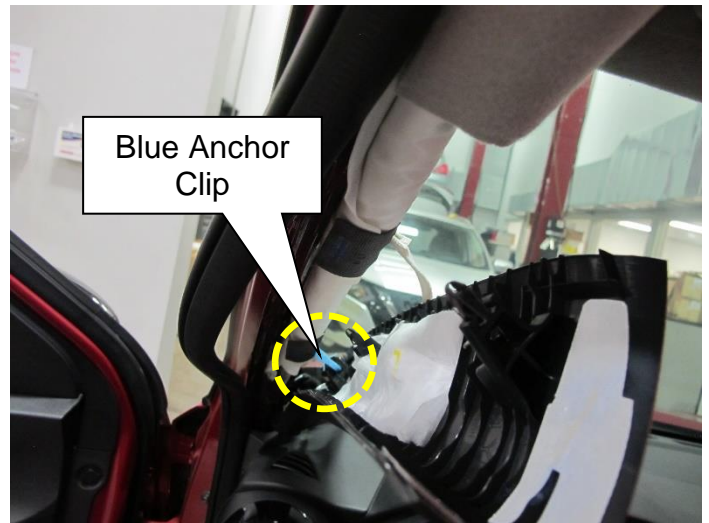


Figure 7

5. Re-install the driver's door body side welt to door frame (Figure 8).



Figure 8

6. Close the driver door.

7. Using a garden hose, apply water to driver's side upper corner of the windshield.

- Verify all windows, doors and sunroof are closed
- Apply full hose pressure water stream to area shown in Figure 9
- Apply water to this area for at least 2 minutes



Figure 9

8. Inside the vehicle, inspect the left upper corner of the windshield seal area for water intrusion.

- Inspect the area shown in Figure 10 for water intrusion

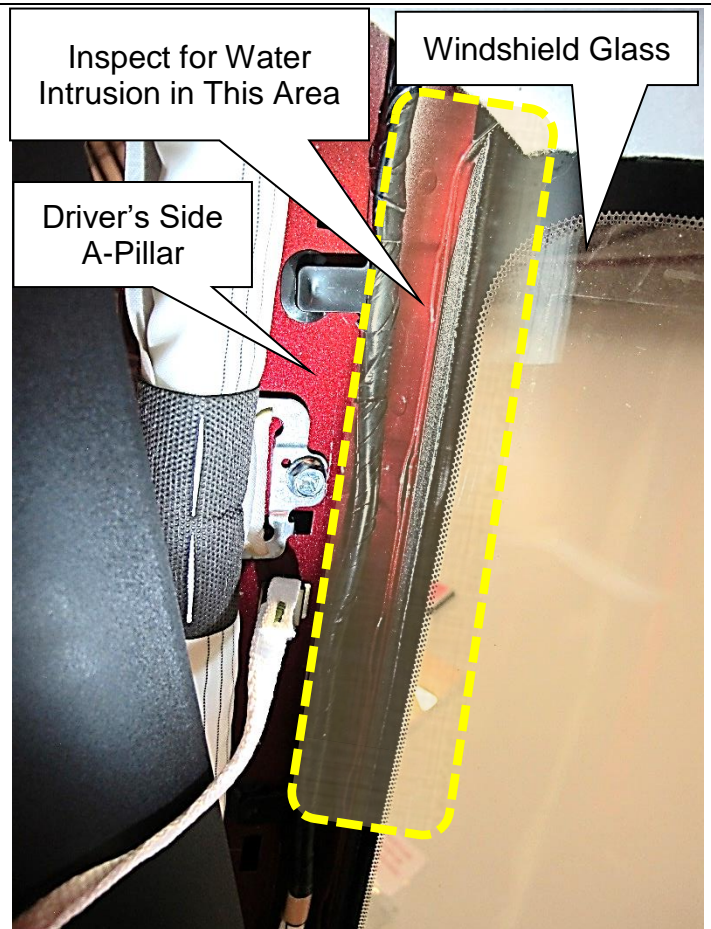


Figure 10

9. Is water intrusion found at the upper left corner of the windshield seal?

- **YES** >> Proceed to Step 10 to replace the windshield.
- **NO** >> Proceed to Step 11 to reassemble the vehicle.

10. Replace the windshield per the Electronic Service Manual (ESM):
BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY – GLASS & WINDOW SYSTEM – REMOVAL AND INSTALLATION – WINDSHILED GLASS – Removal and Installation

⚠ CAUTION

- **The vehicle should not be driven for at least 24 hours or until the urethane adhesive has completely cured. Curing time varies depending on the temperature and humidity. The curing time will increase under lower temperatures and lower humidity**
- **If equipped with a front camera unit, always perform camera unit configuration and complete camera aiming adjustment:
Refer to ESM: CRUISE CONTROL & DRIVER ASSISTANCE – DRIVER ASSISTANCE SYSTEM – DRIVER ASSISTANCE SYSTEM – BASIC INSPECTION – ADDITIONAL SERVICE WHEN REPLACING FRONT CAMERA UNIT - Work Procedure**

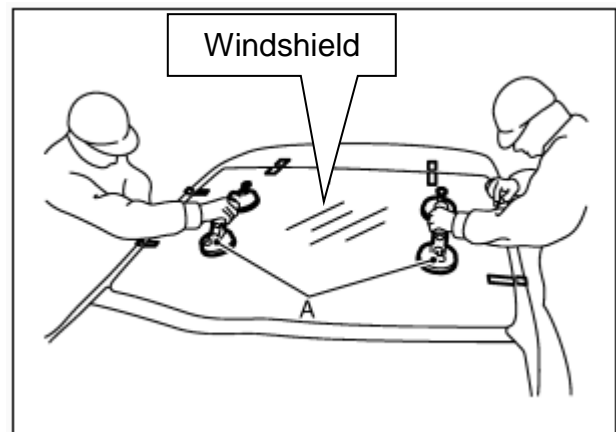


Figure 11

11. Carefully peel driver door body side welt down to allow installation of the front pillar garnish. (Figure 12).

- Only peel the top of the body side welt and leave the bottom attached



Figure 12

12. Install tether strap and fixing screw to front pillar garnish (Figure 13).

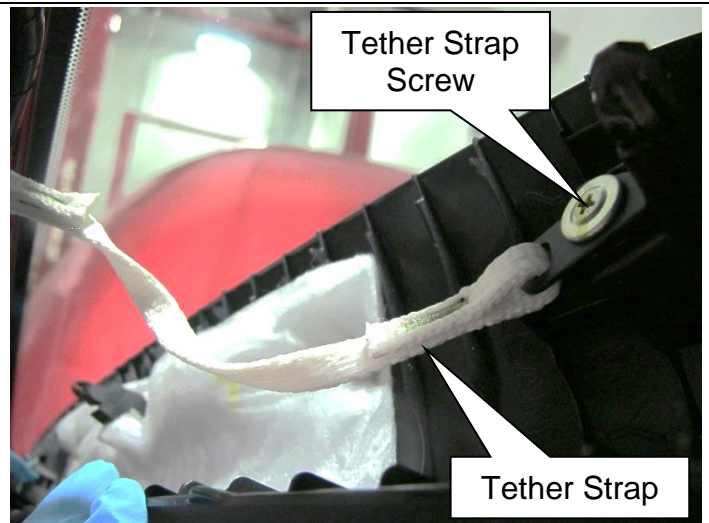


Figure 13

13. Install the top of the front pillar garnish to the vehicle (Figure 14).

- Make sure hands or gloves are clean before handling interior trim panels
- Verify tether clip is properly aligned with body slot and tether strap is properly routed
- Verify that all metal clips are securely pressed into the body holes



Figure 14

14. Install the driver's door body side welt to door frame (Figure 15).

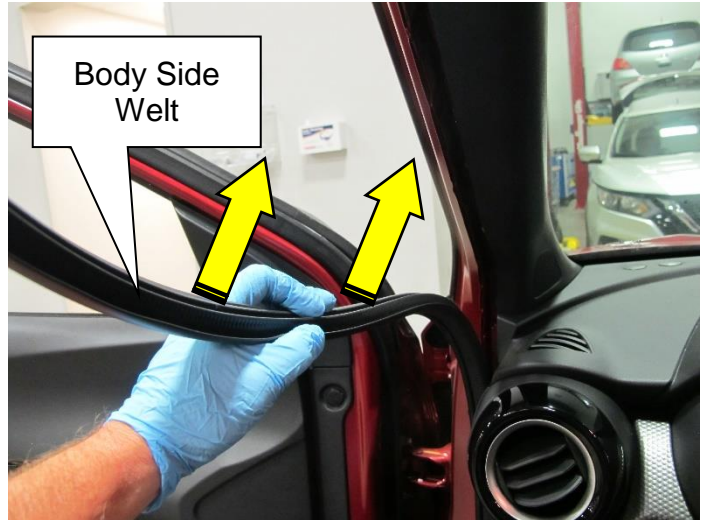


Figure 15

15. Close driver's door.

PARTS INFORMATION:

Description	Part #	Quantity
WINDSHIELD	72700-5RW0B	1

EXPENSE CODE:

Expense Code	Description	Max Amount
515	Miscellaneous Glass Repair	\$150.00

CLAIMS INFORMATION:

Submit a "CM" line claim using the following claims coding:

Campaign ("CM") ID	Description:	Op Code	FRT
PM988	Inspect for Windshield Leak (OK Condition)	PM9880	0.2 Hr
	Inspect for Windshield Leak and Replace the Windshield	PM9881	2.2 Hr