Technical Bulletin

SERVICE BULLETIN

Classification:	Reference:	Date:
EL21-012	NTB21-077	November 22, 2021

DRIVERS POWER SEAT IS INOPERATIVE

APPLIED VEHICLES: 2013-2018 Altima (L33)
2015-2021 Murano (Z52)

IF YOU CONFIRM

The customer states that one or more of the driver (LH) seat controls are (or were) inoperative,

AND/OR

The windows, sunroof, sunshade and power mirrors are (or were) inoperative.

NOTE: A no start condition may also be present.

ACTION

Follow the **SERVICE PROCEDURE** in this bulletin to:

1. Inspect the power seat switch wiring harness for damage.
2. Repair any damage found.
3. Install the rubber grommet listed in **PARTS INFORMATION**.

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.

SERVICE PROCEDURE

1. Remove the Seat Cushion Outer Finisher (LH).
   - Refer to the ESM: **BODY INTERIOR > SEAT > REMOVAL AND INSTALLATION > POWER SEAT SWITCH**

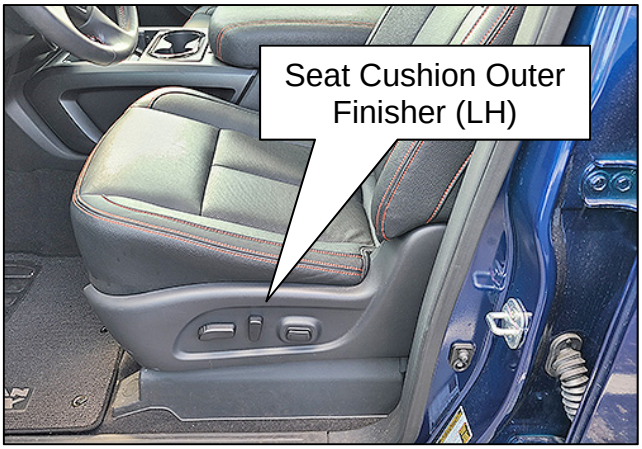

Figure 1

2. Inspect the entire outside circumference of the power seat switch wiring harness, where it passes through the seat frame, for spots that have been worn through.

   HINT: The hidden side of the seat harness is represented by dotted line in Figure 2.
   - If any wires are found damaged, proceed to step 3.
   - If no wires are found damaged, skip to step 4 on page 3.

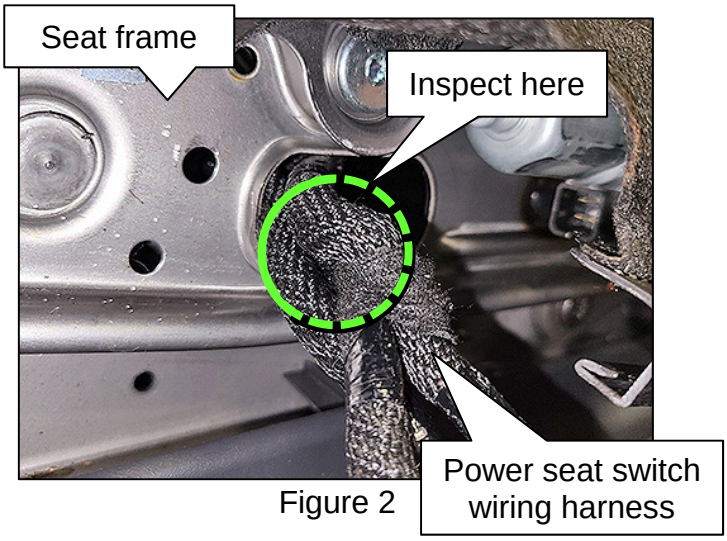

Figure 2

3. Repair the power seat switch wiring harness as follows:

   a. Lower the seat lifter to its lowest position.

   b. Move seat as far forward as possible.

   c. Unlatch the plastic J-hooks that attach the seat leather to the seat frame (Figure 4 on page 3).

   d. Unplug the rear lift motor wiring harness connector.

e. Carefully pull as much harness through the seat frame as needed for the repair.

f. Carefully unwrap the reusable harness sheath and locate the damaged wire(s).

g. Repair the damaged wire(s) and rewrap the harness sheath to its original condition, and then proceed to step 4.

- For repair, see the **PARTS INFORMATION** for suggested repair connector.

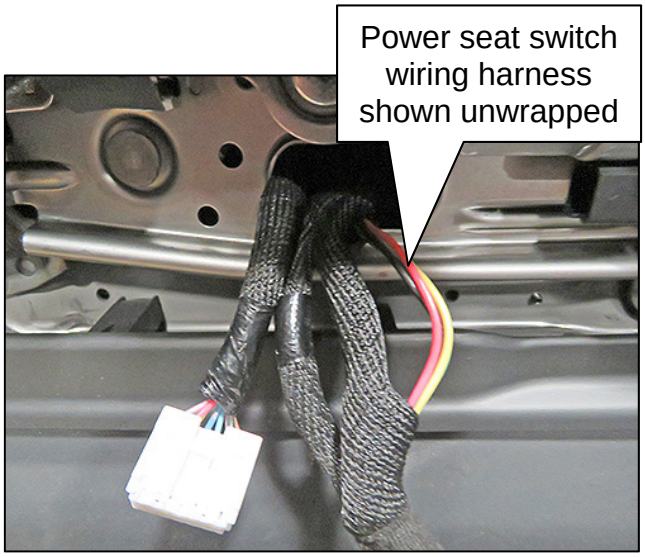

Figure 3

4. Install the Rubber Isolator Grommet (Figure 4) as shown in Figure 5.

- See **PARTS INFORMATION** on page 4 for Rubber Isolator Grommet.

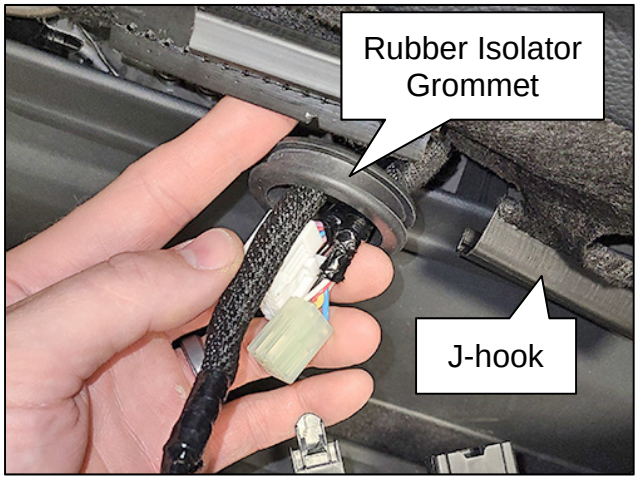

Figure 4

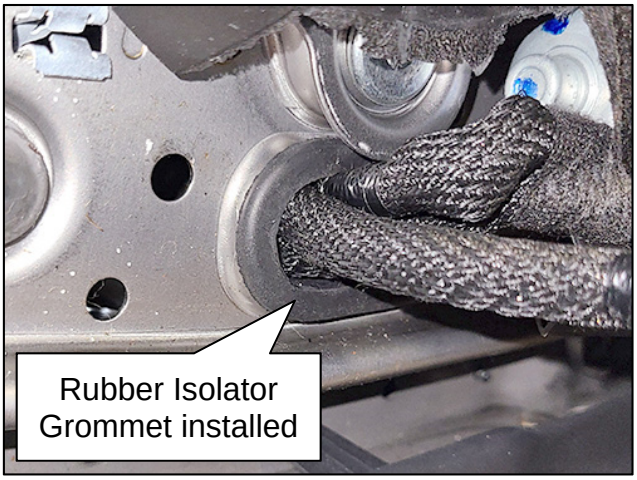

Figure 5

5. Reassemble the driver (LH) side seat in the reverse order of disassembly.

6. Confirm that the seat controls function correctly.

- If still inoperative, refer to the ESM for further diagnostic information not covered by this bulletin.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Rubber Isolator Grommet	97485-9UH0A	1
Dorman Conduct-Tite Butt Connector (2) (Repair connector)	85240	As needed (1)

(1) Shop supplies.
(2) Source part or its equivalent locally.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Install Rubber Isolator Grommet	(1)	RX0RAA	ZE	6A	0.4

(1) Reference the electronic parts catalog and use the Seat Harness (87069-XXXXX) as the Primary Failed Part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 22, 2021	NTB21-077	Original bulletin published