



TECHNICAL SERVICE BULLETIN

Classification: BT23-012	Reference: NTB23-063	Date: August 8, 2023
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POPPING NOISE WHEN OPENING BACK DOOR

APPLIED VEHICLES: 2023 Rogue (T33)
APPLIED VIN AND DATES: VINs starting with 5N1
and built on or before February 16, 2023

Smyrna built vehicles (5N1) built on or before 2/16/2023.

IF YOU CONFIRM

The customer states that the Back Door makes a "pop" or "grinding" noise when opening.

ACTION

Follow the steps in this bulletin to:

1. Inspect the Back Door for correct back door to roof gap and clearance.
2. If the gap and/or clearance is incorrect, reposition the Back Door and, if necessary, remove material from the Back Door Inner Finisher.
3. Repair any damage to the vehicle's paint.

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.

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

Back Door Inspection

1. Inspect the vehicle's Back Door for correct alignment.
 - Measure the Back Door to roof gaps of "G" and surface height of "H" at points A1, A2, and A3, where defined in cross section A-A (Figure 1), write the measurements on the repair order.
 - The surface height of "H" should measure between -3.0 to +1.0 mm where negative refers to the Back Door spoiler surface being below the roof surface.

HINT: See pages 3-4 for additional specifications.

2. Are all surface height measurements of "H" at the maximum of + 1.0 mm?

YES: Skip to step 12 on page 7.

NO: Proceed to step 3 on page 3.

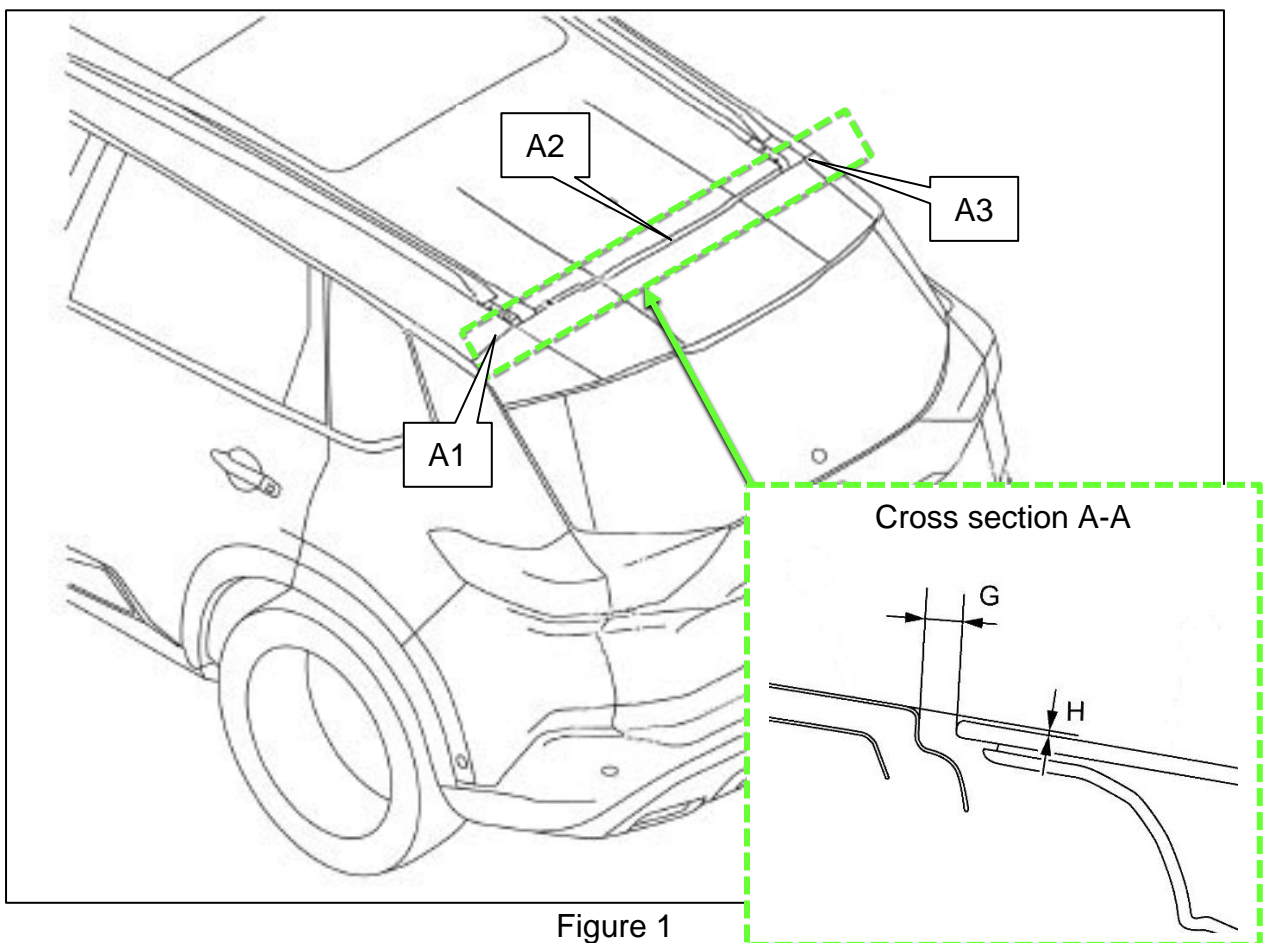


Figure 1

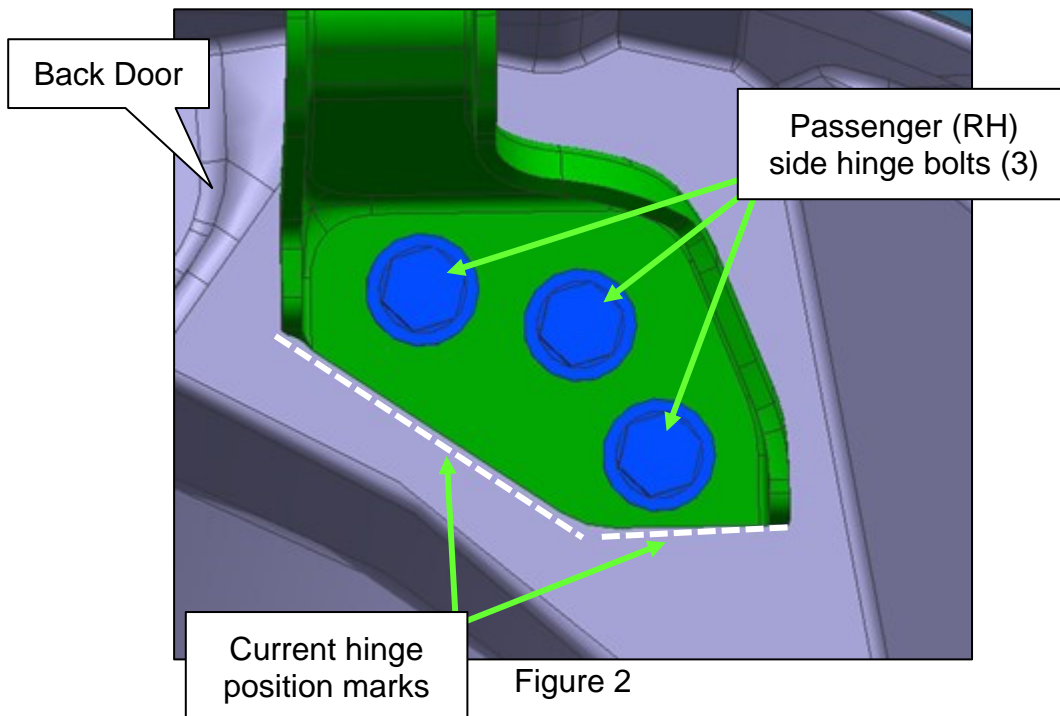
Back Door Adjustment

3. Open the Back Door and temporarily mark its current hinge positions, where shown in Figure 2, with something that is not permanent.

HINT: A grease pencil or crayon can be used.

4. Loosen the six (6) hinge bolts (Figure 2 shows 3 of 6 bolts) located on both the driver (LH) side and passenger (RH) side, but do not remove.

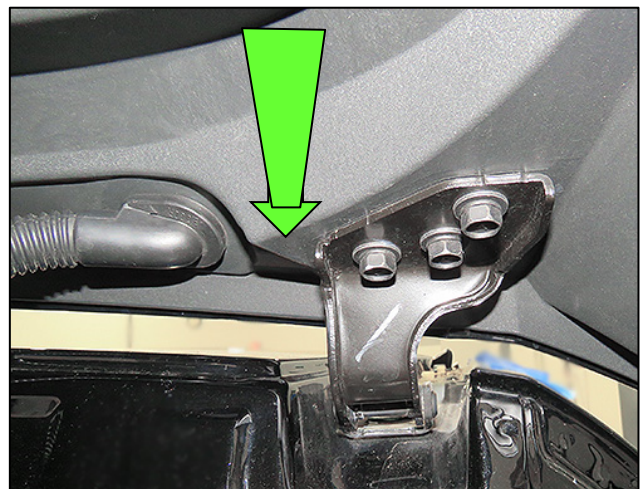
- Figure 2 is of the three (3) passenger side hinge bolts. The driver side is similar.



5. Adjust the Back Door in the direction shown in Figure 3 until dimension "H" is as close to +1.0 mm as possible.

- Example: If measurement "H" is -1.0 mm, adjust it 2.0 mm in the positive direction to increase "H" to 1.0 mm.

HINT: While the back door is open, the direction indicated in Figure 6 will be toward the front of the vehicle.



6. While holding the Back Door in the shifted position, temporarily tighten all six (6) bolts.

7. Close the Back Door and confirm that the surface height has now shifted towards +1.0 mm at A1, A2, and A3 (Figure 1 on page 2).
 - If needed, repeat steps 4-6 on page 3 until the target height is achieved, or the maximum amount of adjustment has been reached.
8. Open the Back Door and torque all six (6) back door bolts to 30 N•m (3.1 kg-m, **22 ft-lbs**).
9. Remove the grease pencil or crayon marks applied in step 3 on page 3.
10. Measure gap “G” at A1, A2, and A3 (Figure 1 on page 2) of the Back Door for correct alignment and adjust the gap as necessary.
 - The clearance of gaps at “G” should be between 5.5-9.5 mm.
 - Refer to the ESM: **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > DOOR & LOCK > REMOVAL AND INSTALLATION > BACK DOOR > BACK DOOR ASSEMBLY > Adjustment**
11. Measure all remaining Back Door alignment gaps and adjust as necessary.
 - Confirm that the Back Door closes and latches correctly.
 - Refer to the ESM: **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > DOOR & LOCK > REMOVAL AND INSTALLATION > BACK DOOR > BACK DOOR ASSEMBLY > Adjustment**

HINT: See pages 5-6 for additional specifications.

HINT: The overall door adjustment specifications can be referenced in Figure 4, Figure 5 (below), and Figure 6 on page 4 as needed.

Figure 4 is of cross section locations.

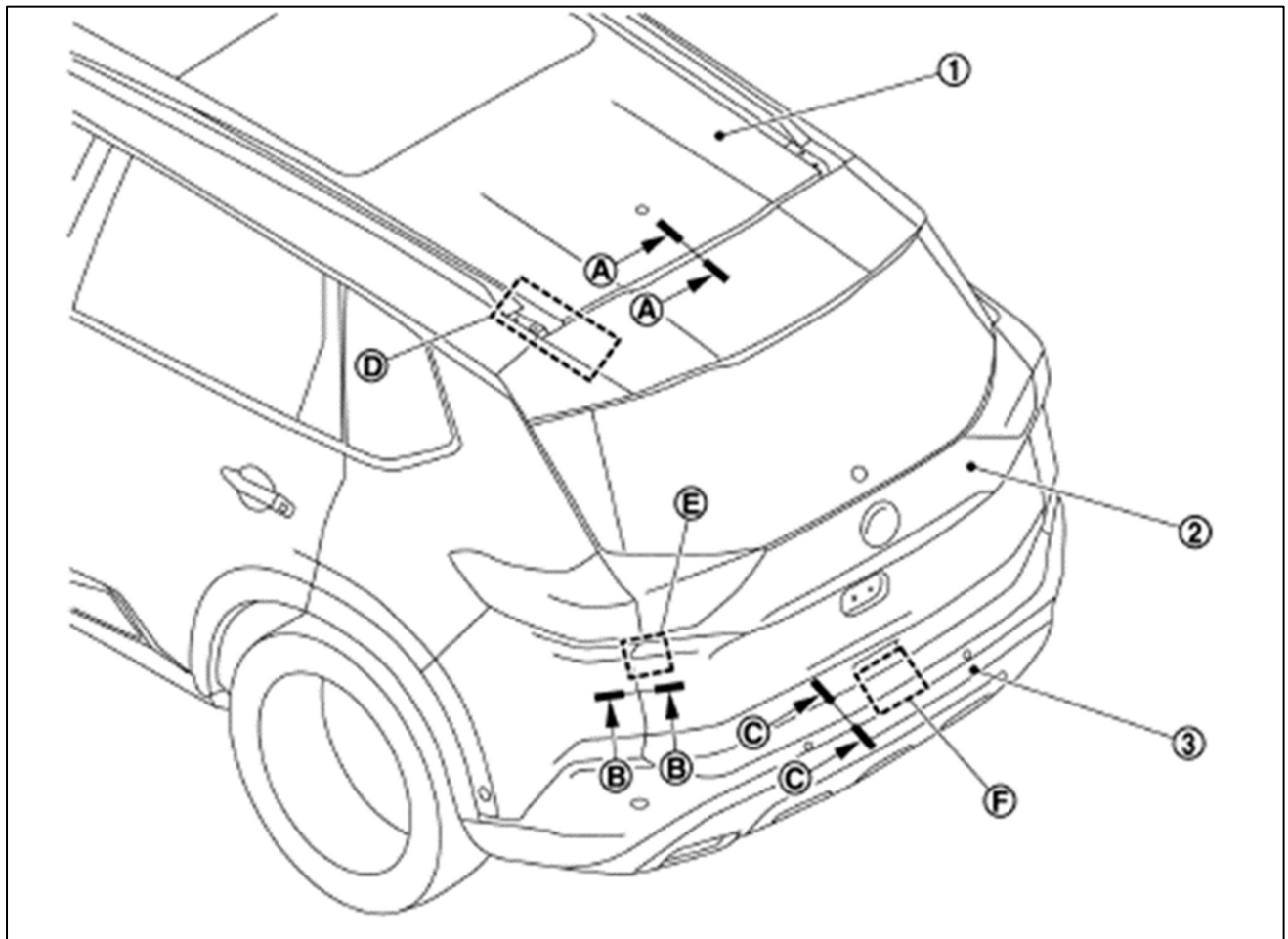


Figure 4

Figure 5 illustrates each cross section view and measurement points.

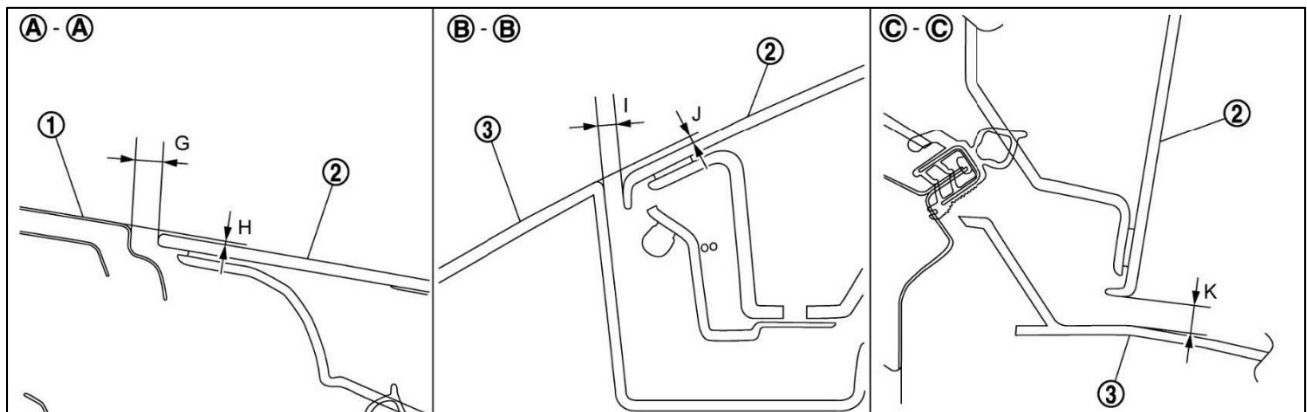


Figure 5

Figure 6 gives the alignment specification for the back door.

Unit: mm [in]					
Portion				Standard	Difference (LH/RH, MAX)
Roof panel – Rear spoiler	Ⓐ-Ⓐ	G	Clearance	5.5 – 9.5 [.217 - .374]	≤ 2.0 [0.079]
		H	Surface height	(-3.0) – (+1) [(-.118 – (+.039))]	≤ 2.0 [0.079]
Back door panel – Rear bumper fascia	Ⓑ-Ⓑ	I	Clearance	2.5 – 6.7 [0.098 – 0.264]	≤ 2.0 [0.079]
		J	Surface height	(-4.2) – (0.0) [(-0.165) – (0.000)]	≤ 2.0 [0.079]
	Ⓒ-Ⓒ	K	Clearance	6.4 – 10.8 [0.252 – 0.425]	–

Figure 6

Back Door Inner Finisher Gap Measurement

12. Remove the Roof Seal shown in Figure 7.
 - Attached by four (4) clips.



Figure 7

13. Apply painter's tape to the rear edge of the roof where shown in Figure 9, to protect the vehicle's paint.

14. Close the Back Door and measure the gap between the Back Door Inner Finisher and the roof along the entire area shown in Figure 9, by inserting a flexible 1 mm plastic feeler gauge (Figure 8) or similar tool.

HINT: Insert the plastic feeler gauge at a single point and then gently slide it from side to side.

- Does the plastic feeler gauge slide along the entire length of the area shown in Figure 9?

YES: Skip to step 22 on page 10.

NO: Proceed to step 15.

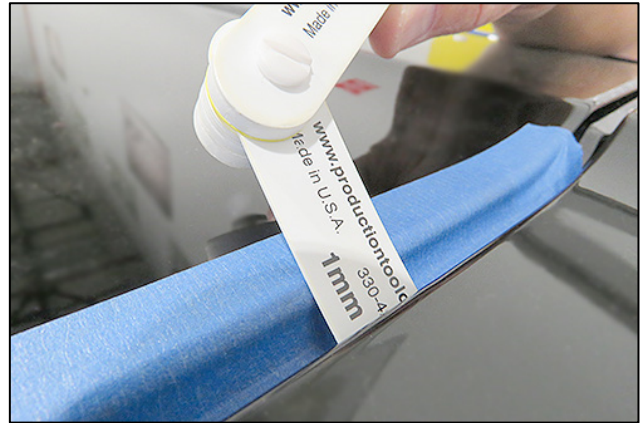


Figure 8

15. Document where the plastic feeler gauge could not pass through.

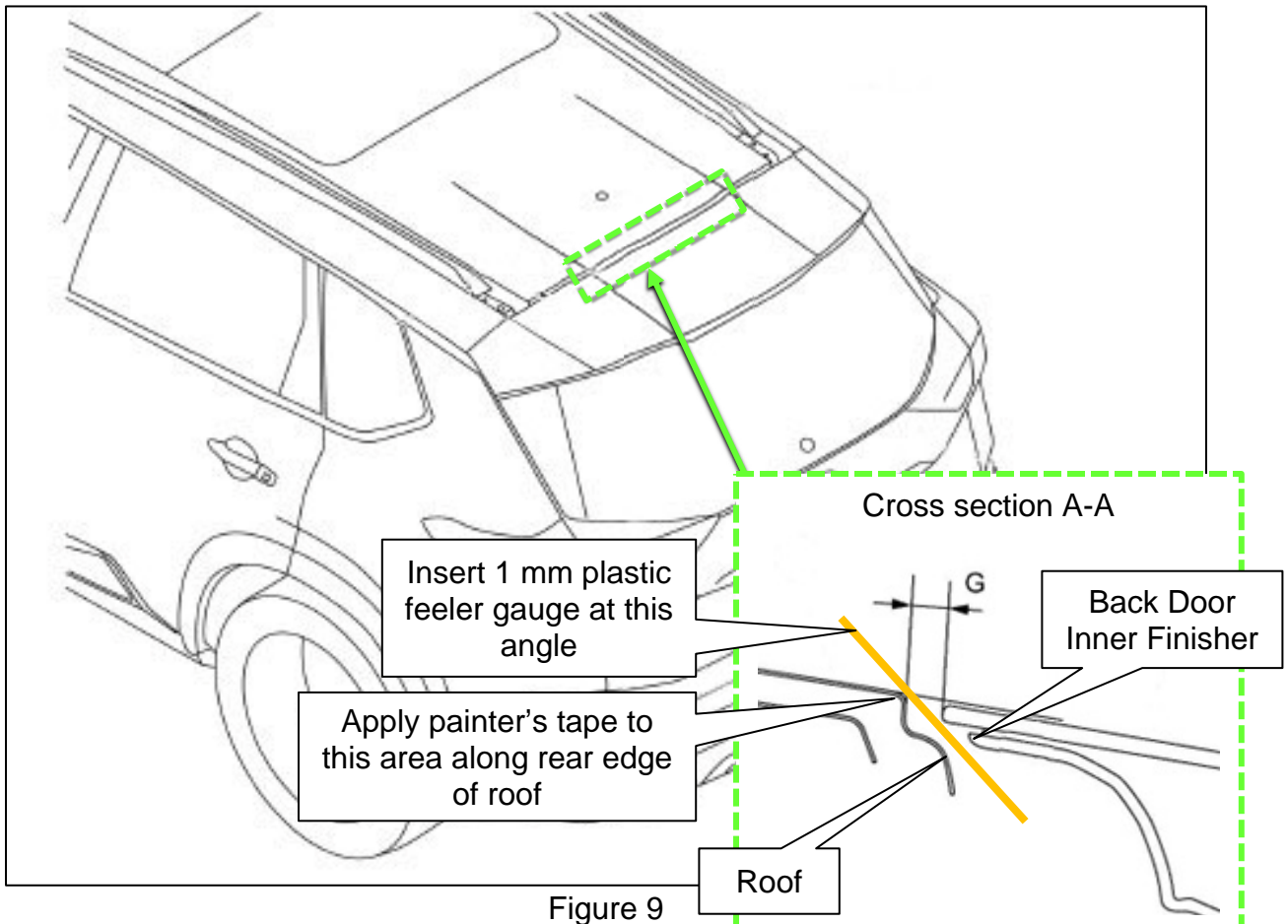


Figure 9

Removal of Back Door Inner Finisher Material

16. Open the Back Door and examine the edge of the Back Door Inner Finisher and the rear edge of the roof (where shown in Figure 10) for evidence of rubbing, where the plastic feeler gauge could not pass through.

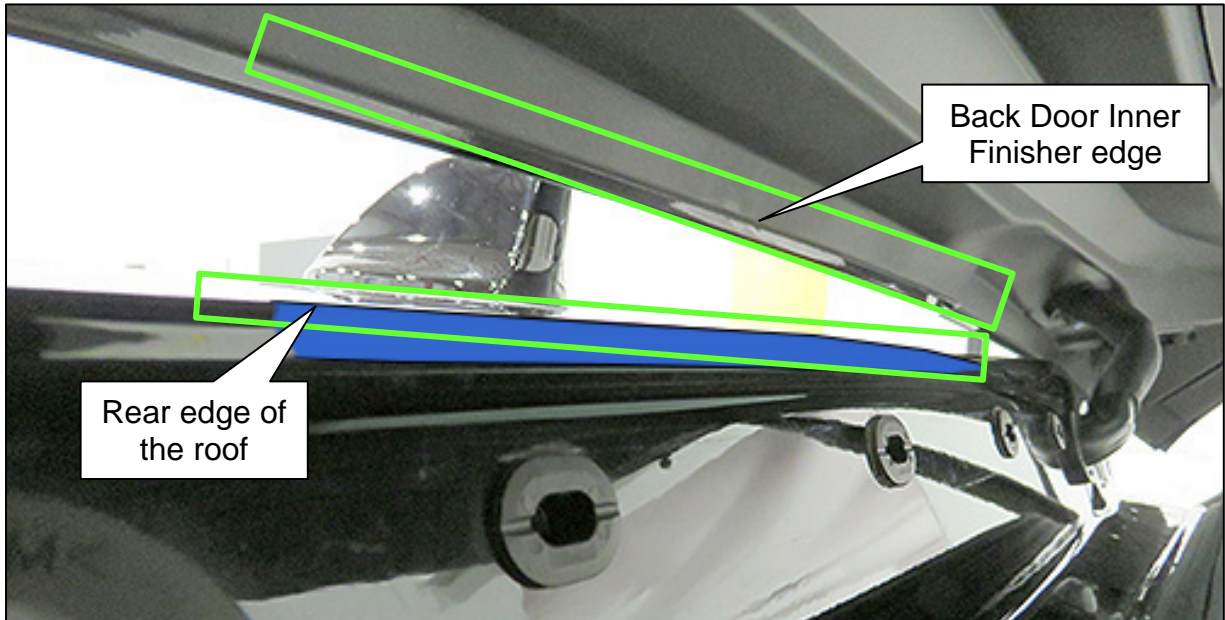


Figure 10

17. Insert a piece of cardboard, or other protective material, between the painted surface of the Back Door and the Back Door Inner Finisher to protect the back door paint for the following steps.

HINT: Tape can be used to hold the protective material in place.

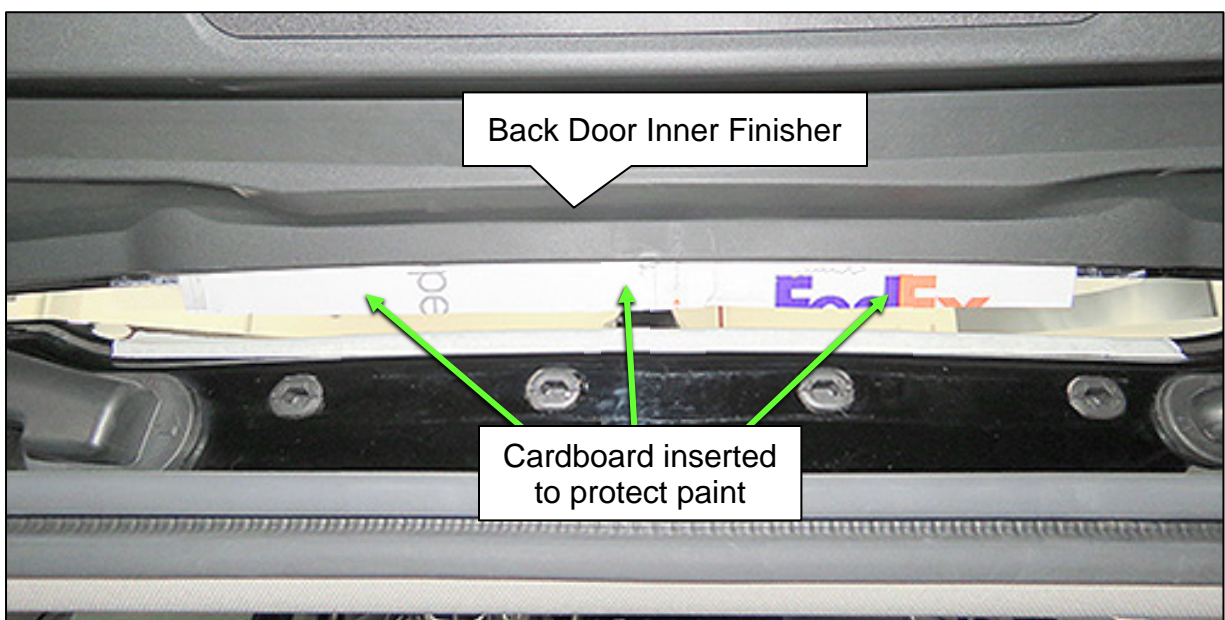


Figure 11

18. Using a deburring tool (Figure 12), angle the tool and carefully remove small amounts of material from the Back Door Inner Finisher in the areas where the plastic feeler gauge could not pass through.

IMPORTANT: Avoid removing large amounts of material all at once.

HINT: Do not remove material from the body-colored outer door.

- Deburr tool can be purchased from most home repair or automotive tool stores.



Figure 12

19. Remove the cardboard and close the Back Door. Recheck the gap with the 1 mm plastic feeler gauge, in the areas where the plastic feeler gauge could not pass through.

- Does the plastic feeler gauge slide along the entire length of the area shown in Figure 9 on page 8?

YES: Proceed to step 20.

NO: Repeat steps 17 through 19, starting on page 9.

20. Lightly sand and smooth the edges where material was removed.

21. Inspect the areas where material was removed for any noticeable cosmetic imperfections.

HINT: The black inner panel is filled with glass fiber and can look white once exposed.

- If needed touch up the reworked area by using a black paint marker.

22. Remove the painter's tape and protective material.

23. Reinstall the roof seal.

24. Check for paint wear on the roof panel that has extended beyond the clear coat into primer or e-coat and spot repair as necessary.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Inspect Back Door Height and Gap	(1)	BX8FAA	ZE	32	0.2
Adjust Back Door Height		BX8GAA			0.2 (2)
Remove Material from Back Door Inner Finisher		BX8HAA			0.4 (2)

- (1) Reference the electronic parts catalog and use the Back Door Assy (9001A-*****) as the Primary Failed Part (**PFP**).
- (2) Only claim if needed and on the same line.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
August 8, 2023	NTB23-063	Original bulletin published