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# SERVICE CAMPAIGN BULLETIN

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Reference:

NTB03-118

Date:

December 10, 2003

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## VOLUNTARY SERVICE CAMPAIGN WINDOW REGULATOR

**CAMPAIGN I.D. #:** PU306 & PU307

**APPLIED VEHICLES:** 2001 Altima (L30)  
2001-02 Frontier (D22), crew cab and king cab  
2001-02 Xterra (WD22)

**APPLIED VINs:** Vehicles built within the following VIN ranges:

**Altima**

1N4\*L0\*\* \*1C131524 to 243138

**Frontier**

1N6\*D2\*\* \*1C326838 to 404427

1N6\*D2\*\* \*2C300000 to 314256

**Xterra**

5N1\*D2\*\* \*1C526040 to 599018

5N1\*D2\*\* \*2C500000 to 515816

**NOTE: Confirm campaign eligibility using Service Comm.**

### INTRODUCTION

Nissan has identified that certain model year 2001-2002 Frontier and Xterra models and certain 2001 Altima models may experience unexpected or difficult operation of the windows. The primary cause is extended high temperature conditions affecting the window regulator system. These high temperature conditions generally occur in the states listed on the next page of this bulletin. In these areas, Nissan has initiated a Voluntary Service Campaign to replace the affected window regulators with the improved design. In other areas where this incident is not expected to occur, Nissan is extending the warranty on the vehicles should a future repair be needed.

## IDENTIFICATION NUMBER

Nissan has assigned identification numbers PU306 & PU307 to this campaign. These numbers must appear on all communications and documentation of any nature dealing with this campaign.

### PU306

- This PNC group is for vehicles located in the warm states (shown below) and requires that the vehicle be repaired using the Service Procedure in this bulletin. Service Comm will identify these vehicles.

#### Warm States Include:

Nevada	Texas	Florida	Louisiana
Arizona	Oklahoma	South Carolina	Mississippi
Alabama	Arkansas	New Mexico	Georgia
North Carolina	Kansas	Utah	Tennessee
Missouri	Kentucky	Hawaii	Southern California

### PU307

- This PNC group is for vehicles identified as NOT being located in the warm states. Owners of these vehicles will receive a warranty extension letter should a repair be required in the future. See page 29 for a copy of this letter. Eligibility can be confirmed by VIN within the “Applicable Warranty” section of Service Comm.

## NUMBER OF VEHICLES POTENTIALLY AFFECTED

The number of vehicles potentially affected is approximately 270,000.

## DEALER RESPONSIBILITY

It is the Nissan dealer’s responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this Voluntary Service Campaign (PU306/PU307) that enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in the Nissan dealer’s inventory.

## SERVICE PROCEDURE

You'll replace the Window Regulator Assembly in the following applied vehicles:

- **Altima:** In the front and rear doors
- **Xterra:** In the front and rear doors
- **Frontier:** In the front doors ONLY

Refer to the following applicable Service Procedures for Window Regulator Assembly replacement details.

### **Altima Window Regulator Assembly Replacement Procedure (Use Kit P/N 80720-9E025)**

**NOTE:** Use suitable covers to protect upholstery, carpet, etc. when performing this procedure.

#### **Front Door**

#### **Parts Removal**

1. Remove the Inside Mirror Cover (see Figure 1) by pulling the Cover out to release the securing clips.

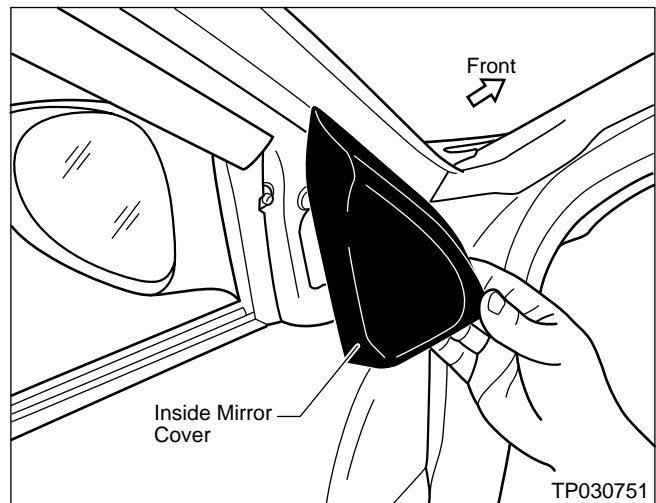


Figure 1

2. Take out the Plastic Cap and the screw, then remove the Pull Handle Insert (see Figure 2).

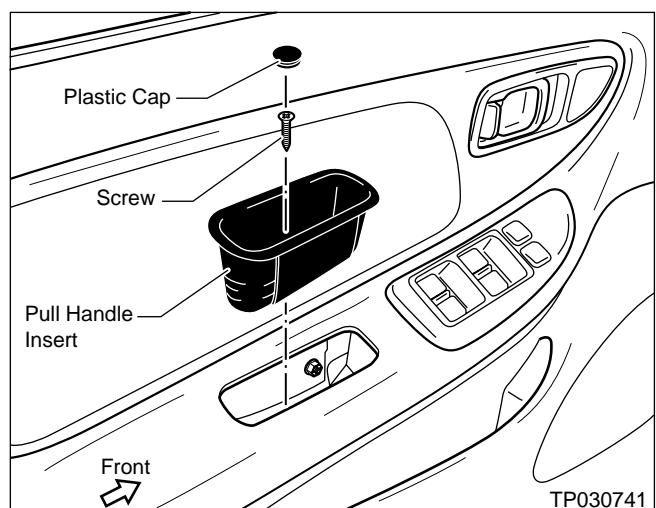


Figure 2

3. Use a Plastic Pry Tool to lift up and remove the Door Control Panel (see Figure 3).

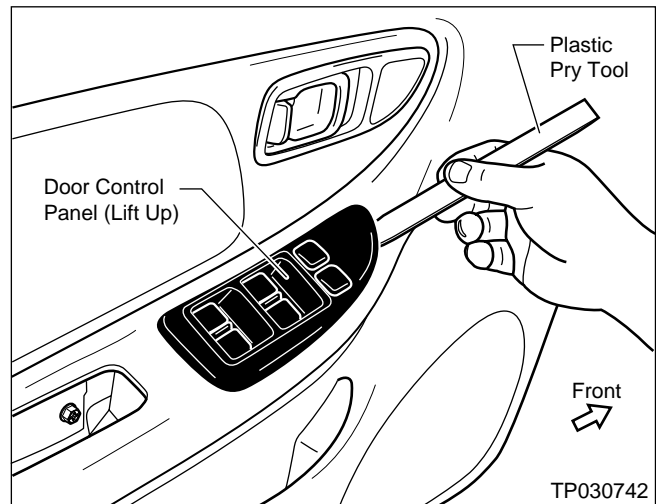


Figure 3

4. Disconnect the Vehicle Harness from the Door Control Panel (see Figure 4).

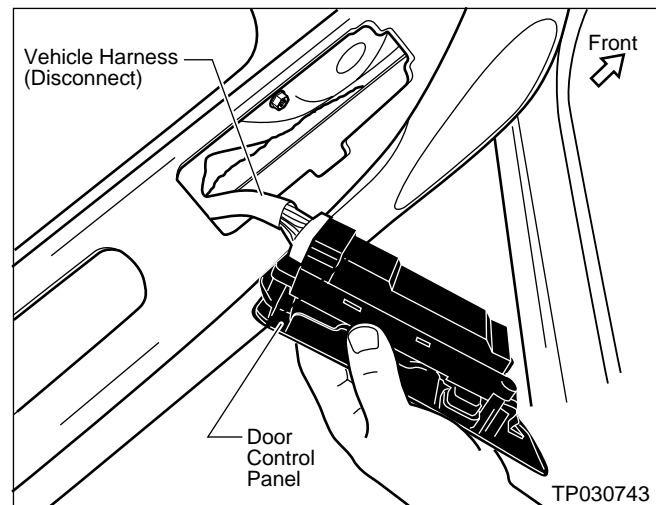


Figure 4

5. Use a Plastic Pry Tool to carefully remove the Door Release Handle Trim Ring (see Figure 5).

6. Remove the Door Panel by lifting it UP and AWAY from the door.

- Refer to the “BT” section of the applicable Service Manual for more information about removing the Door Panel if needed.
- Place the Door Panel in a clean, safe location.

7. Remove the Plastic Vapor Barrier, being careful no to tear/damage it.

8. Take out six screws and remove the Arm Rest Bracket and Metal Plate (see Figure 6).

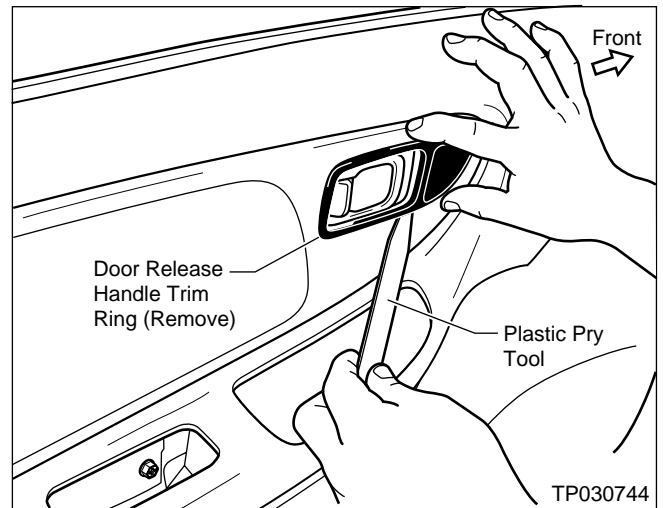


Figure 5

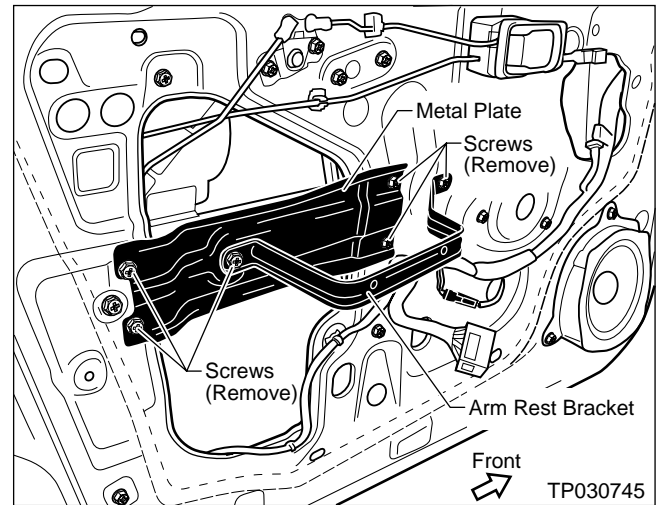


Figure 6

9. Temporarily re-connect the Door Control Panel to the Vehicle Harness. Then adjust (up or down) the window until the Window Mounting Screws are visible in the Door Panel Access Holes (see Figure 7).

10. While holding onto the window, remove the Window Mounting Screws (see Figure 7).

- Do NOT allow the window to drop

11. Then, move the window all the way up into the door frame/channel and lock (wedge) it in place as follows:

- Get two Plastic Pry Tools from the Trim Tool Set # J-46534 (equivalent Plastic Pry Tools will also work).
- Apply a layer of duct tape to the end of each Plastic Pry Tool. This will help prevent damage when inserting the Plastic Pry Tools (covered in the next step).
- Carefully insert the Plastic Pry Tools between the Window Glass and Weather Strip (see Figure 8).

**CAUTION:** Do NOT damage the Window Glass or Weather Strip.

12. Disconnect the Window Regulator Harness Connector (see Figure 9).

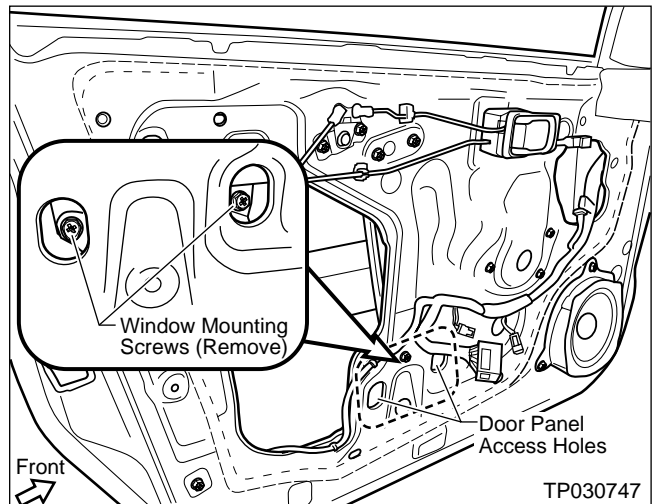


Figure 7

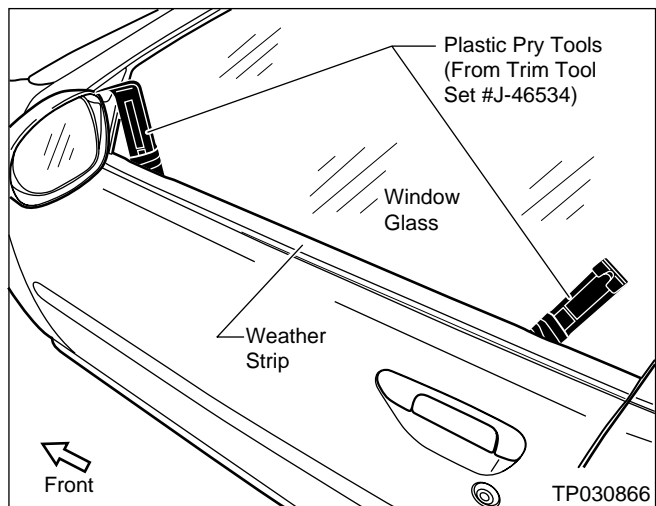


Figure 8

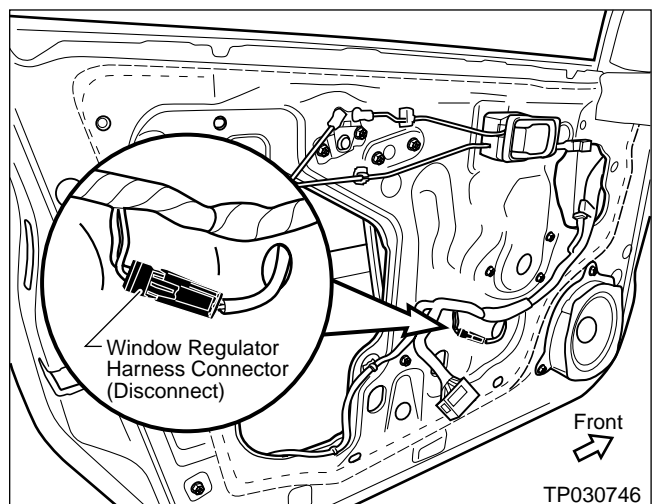


Figure 9

13. Loosen one screw and remove six screws that secure the Window Regulator Assembly (see Figure 10).

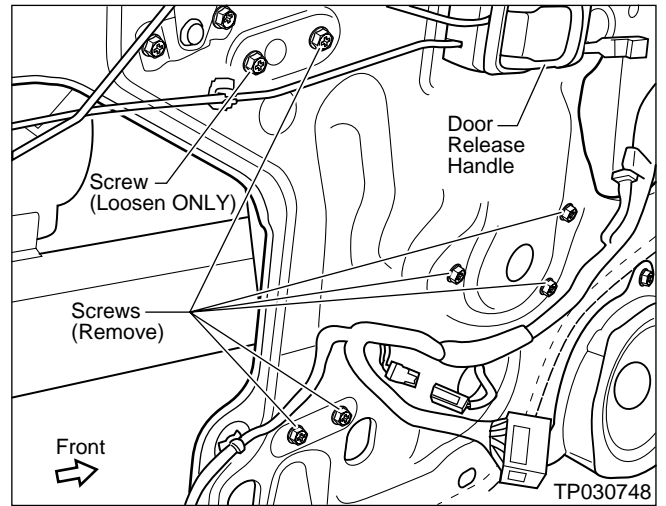


Figure 10

14. Remove the Window Regulator Assembly from the door (see Figure 11).

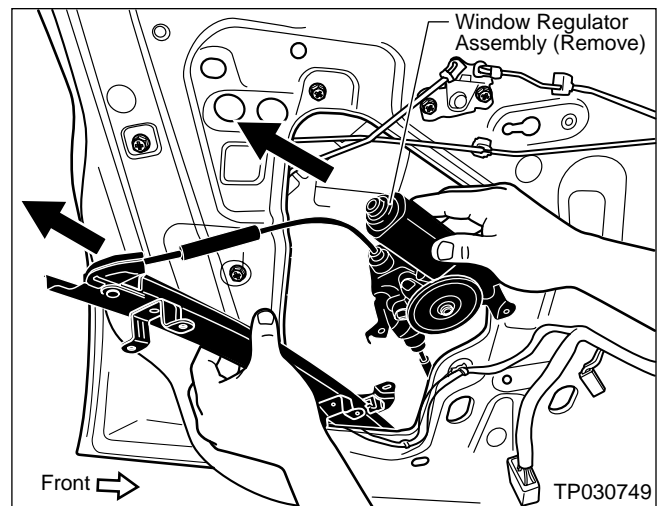


Figure 11

15. Take out three screws and remove the Motor from the Window Regulator Assembly (see Figure 12).

- The Motor from the old Window Regulator Assembly will be installed on the new Window Regulator Assembly (next step).

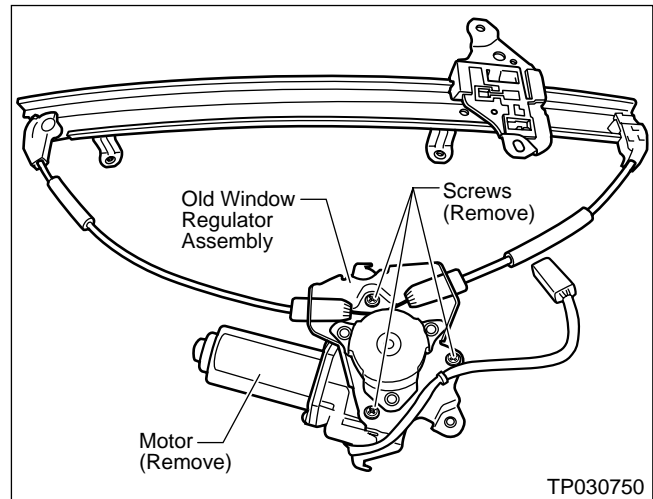


Figure 12

### **Parts Re-Assembly / Operation Check**

16. Install the old Motor onto the new Window Regulator Assembly.

- Make sure the old Motor is correctly installed and securely fastened onto the new Window Regulator Assembly.

17. Remove the screw (that you loosened in step 13) from the old Window Regulator and install it on the new Window Regulator.

18. Install the new Window Regulator Assembly **ONLY**, then make sure the window operates properly.

19. Then, re-assemble all other components in the reverse order they were removed.



## Rear Door

### Parts Removal

1. Take out the Plastic Cap and the Screw and remove the Pull Handle/Switch Panel (see Figure 13).

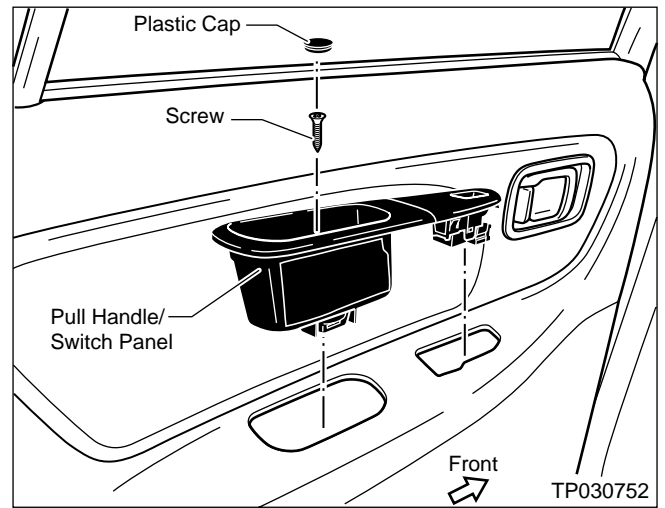


Figure 13

2. Disconnect the Vehicle Harness from the Pull Handle/Switch Panel (see Figure 14).

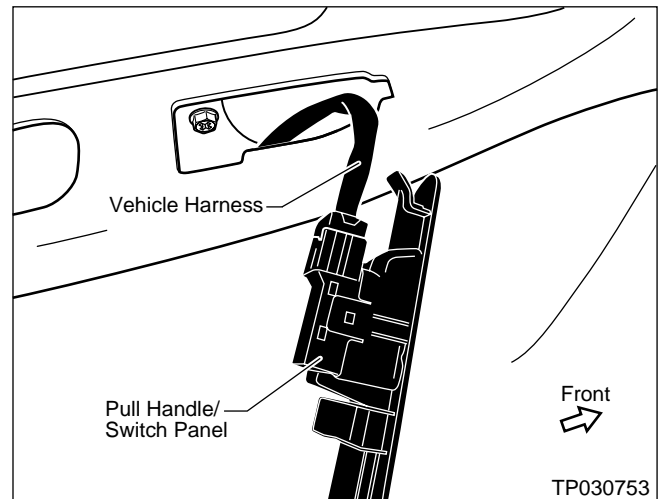


Figure 14

3. Use a Plastic Pry Tool to carefully remove the Door Release Handle Trim Ring (see Figure 15).
4. Remove the Door Panel by lifting it UP and AWAY from the door.
  - Refer to the “BT” section of the applicable Service Manual for more information about removing the Door Panel if needed.
  - Place the Door Panel in a clean, safe location.

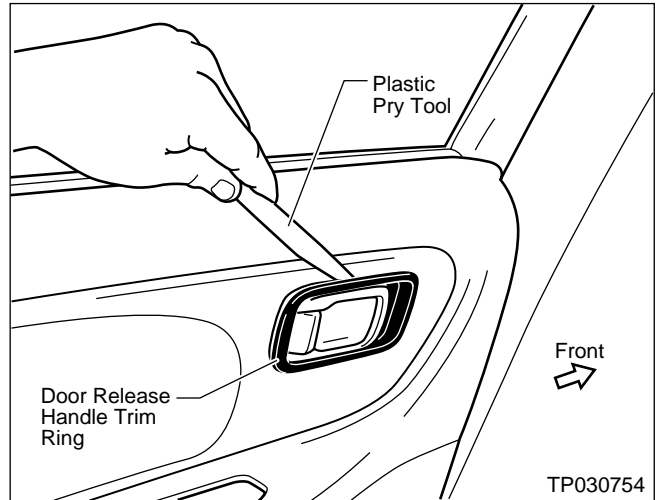


Figure 15

5. Remove the Plastic Vapor Barrier, being careful no to tear/damage it.

6. Take out four screws and remove the Metal Plate (see Figure 16).

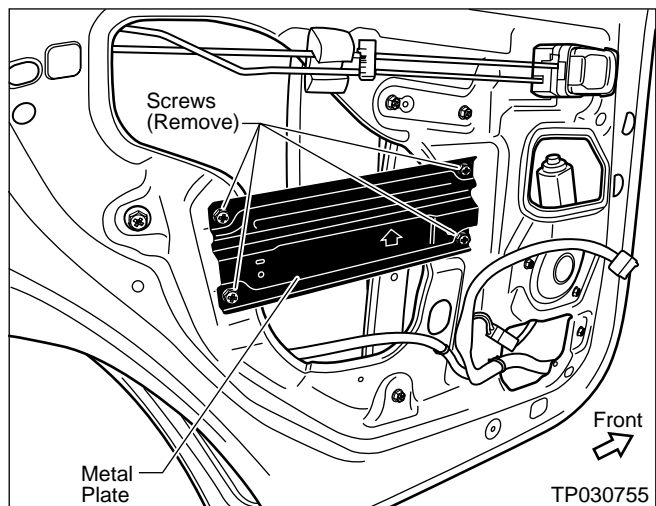


Figure 16

7. Temporarily re-connect the Door Handle/Switch Panel to the Vehicle Harness. Then adjust (up or down) the window until the RH Window Mounting Screw is visible in the Door Panel Access Hole (see Figure 17).

8. While holding onto the window, remove the Window Mounting Screws (see Figure 17).

- Do NOT allow the window to drop

9. Then, move the window all the way up into the door frame/channel and lock (wedge) it in place as follows:

- Get two Plastic Pry Tools from the Trim Tool Set # J-46534 (equivalent Plastic Pry Tools will also work).
- Apply a layer of duct tape to the end of each Plastic Pry Tool. This will help prevent damage when inserting the Plastic Pry Tools (covered in the next step).
- Carefully insert the Plastic Pry Tools between the Window Glass and Weather Strip (see Figure 18).

**CAUTION:** Do NOT damage the Window Glass or Weather Strip.

10. Disconnect the Window Regulator Harness Connector (see Figure 19).

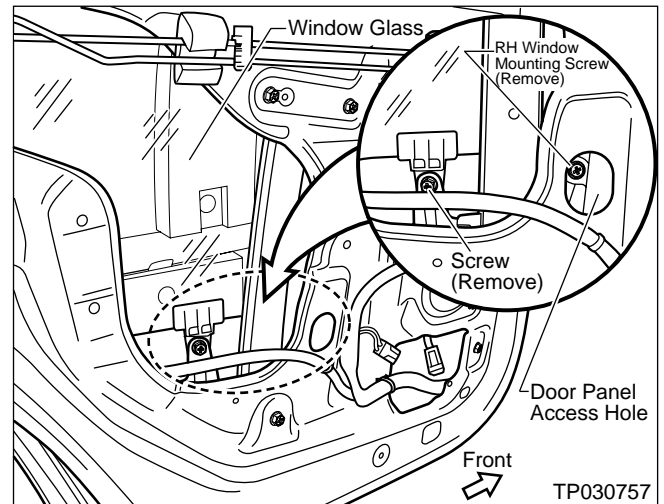


Figure 17

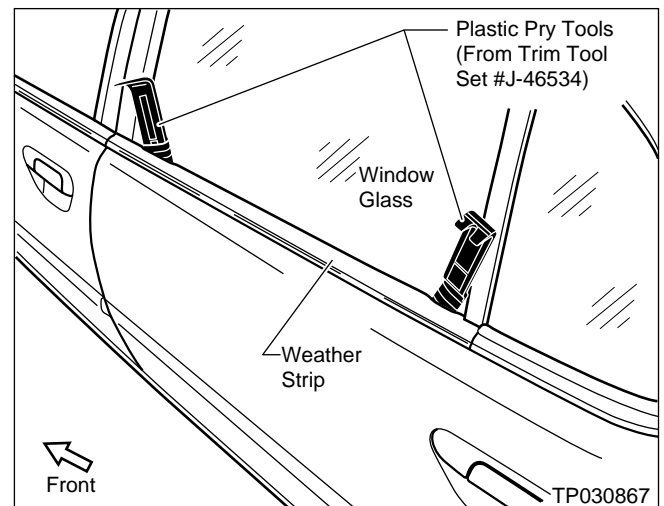


Figure 18

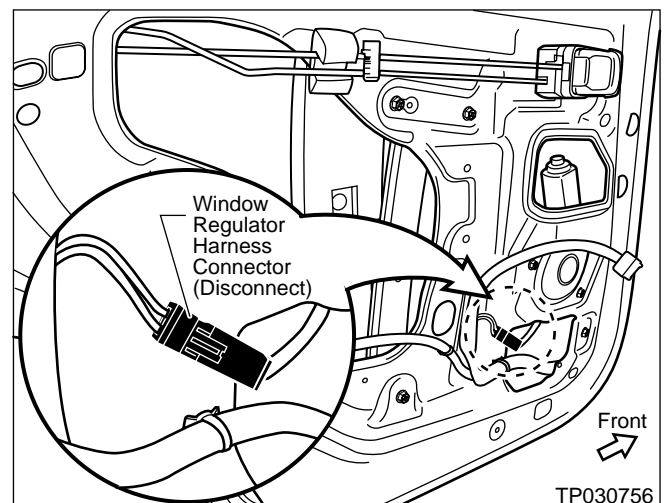


Figure 19

11. Loosen one screw and remove five screws that secure the Window Regulator Assembly (see Figure 20).

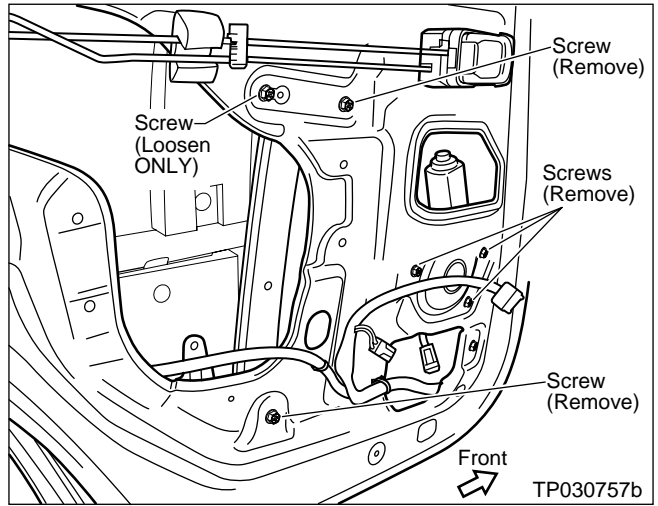


Figure 20

12. Remove the Window Regulator Assembly from the door (see Figure 21).

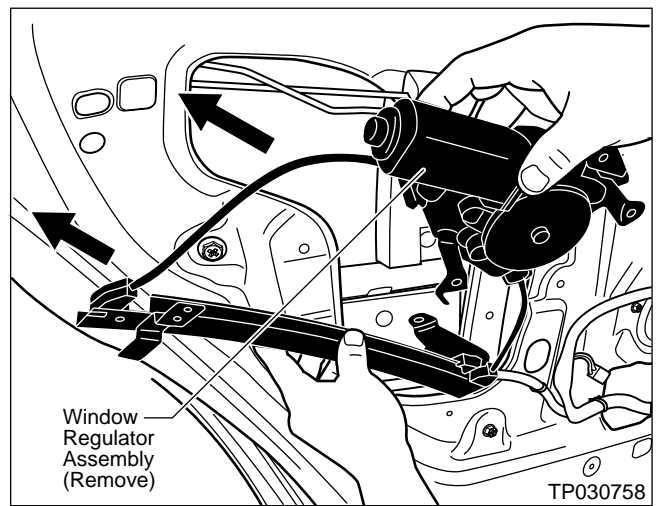


Figure 21

13. Take out three screws and remove the Motor from the Window Regulator Assembly (see Figure 22).

- The Motor from the old Window Regulator Assembly will be installed on the new Window Regulator Assembly (next step).

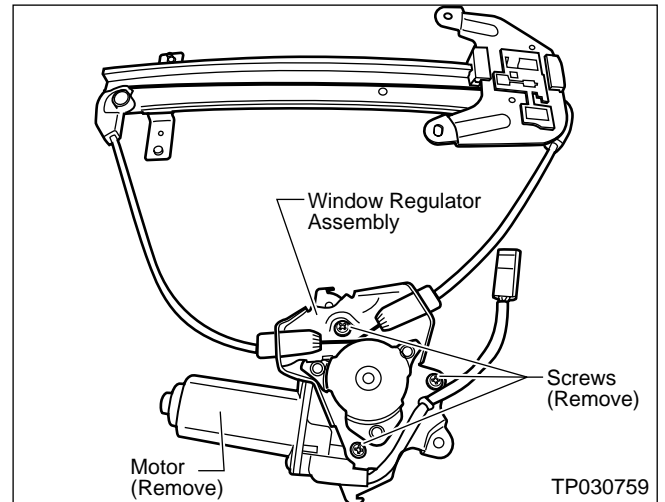


Figure 22

### **Parts Re-Assembly / Operation Check**

14. Install the old Motor onto the new Window Regulator Assembly.

- Make sure the old Motor is correctly installed and securely fastened onto the new Window Regulator Assembly.

15. Remove the screw (that you loosened in step 11) from the old Window Regulator and install it on the new Window Regulator.

16. Install the new Window Regulator Assembly **ONLY**, then make sure the window operates properly.

17. Then, re-assemble all other components in the reverse order they were removed.

## **Xterra / Frontier Window Regulator Assembly Replacement Procedure** **(Use Kit P/N 80720 3S527 for Xterra and 80720-3S525 for Frontier)**

### **NOTES:**

- Use suitable covers to protect upholstery, carpet, etc. when performing this procedure.
- The following procedures apply to the front and rear doors for Xterra and the front doors ONLY for the Frontier.

### **Front Door (Xterra and Frontier)**

#### **Parts Removal**

1. Use a Plastic Pry Tool to carefully remove the Plastic Clip from the door panel (see Figure 23).

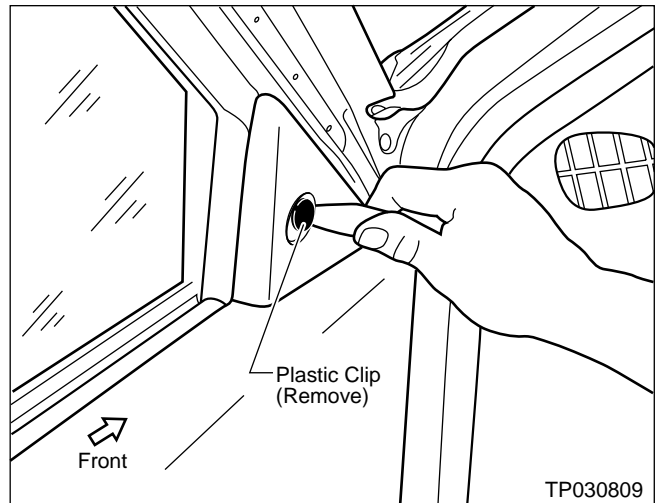


Figure 23

2. Take out the screw from the Door Pull Handle and the screw from the Door Release Handle (see Figure 24).

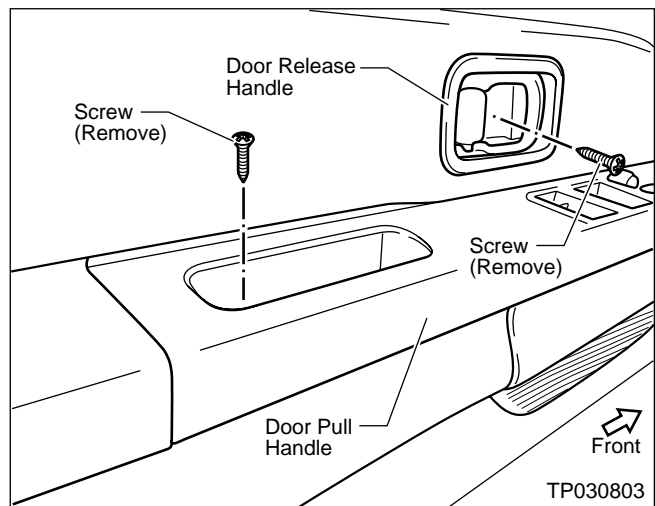


Figure 24

3. Use a Plastic Pry Tool to carefully lift UP the Arm Rest Pad to release the securing clips. Then, remove the Pad by lifting UP and PULLING rearward (see Figure 25).

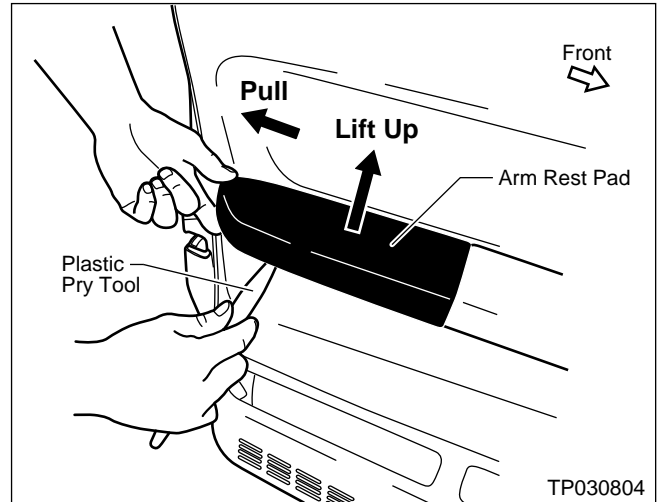


Figure 25

4. Remove the Screw under the Arm Rest Pad (see Figure 26).

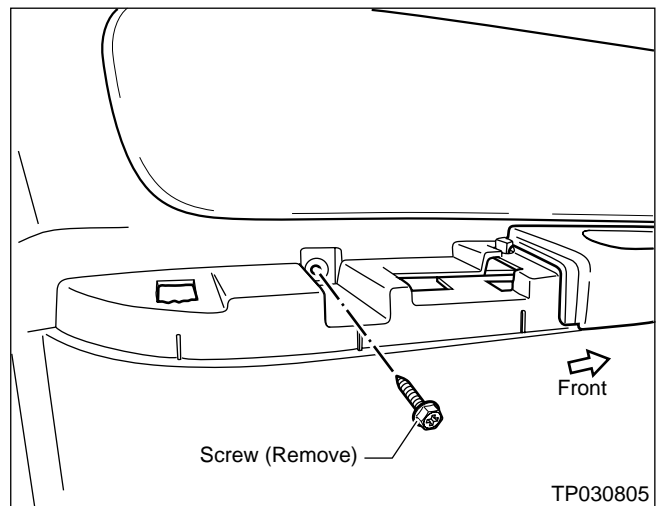


Figure 26

5. Use a Plastic Pry Tool to carefully lift UP the Door Pull Handle/Switch Panel to release the securing clips. Then, lift UP and PULL forward to remove the Door Pull Handle/Switch Panel (see Figure 27).

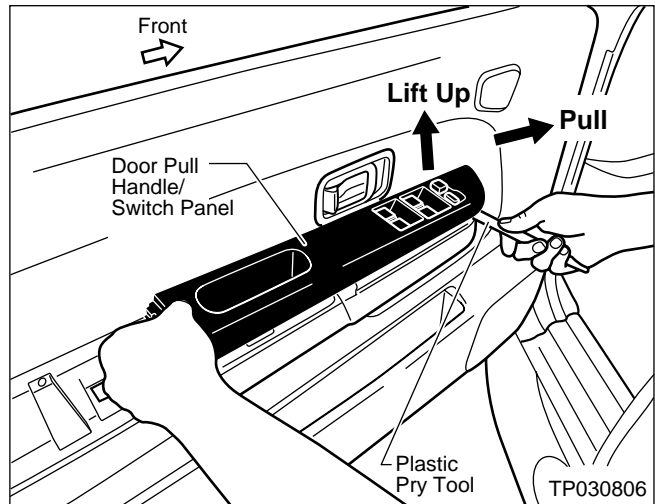


Figure 27

6. Disconnect the Vehicle Harness from the Door Pull Handle/Switch Panel (see Figure 28).

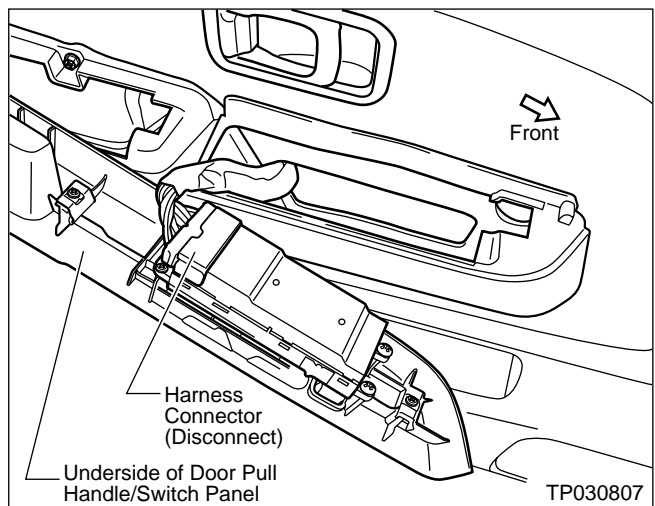


Figure 28



7. Remove the Screw under the Door Pull Handle/Switch Panel (see Figure 29).

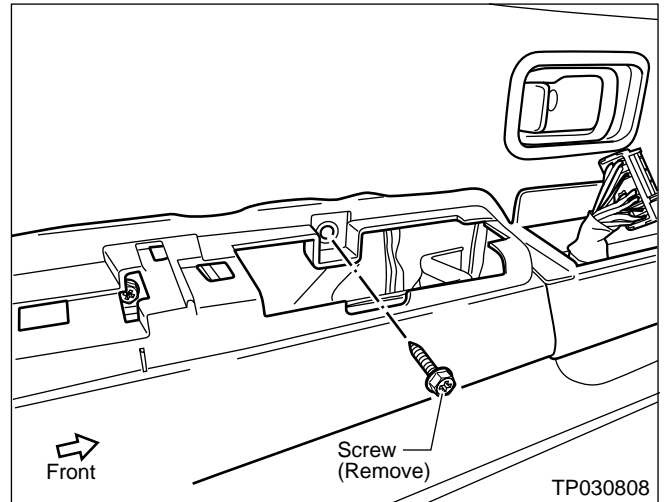


Figure 29

8. Use a Plastic Pry Tool to carefully remove the Trim Ring from the Door Release Handle (see Figure 30).
9. Remove the Door Panel by lifting it UP and AWAY from the door.
  - Refer to the “BT” section of the applicable Service Manual for more information about removing the Door Panel if needed.
  - Place the Door Panel in a clean, safe location.

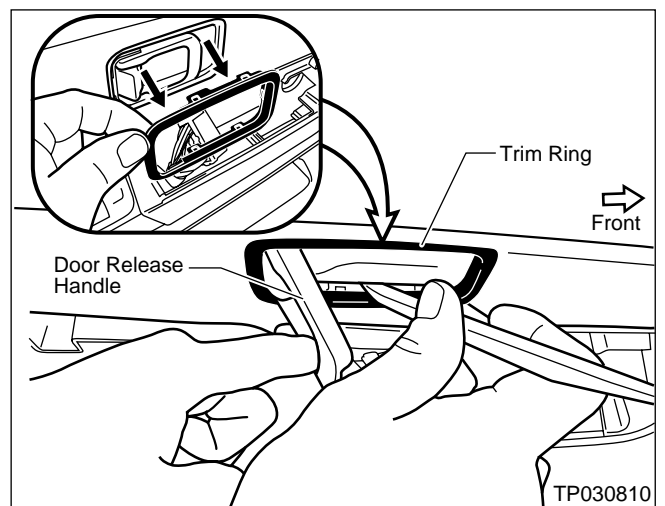


Figure 30

10. Take out two Screws and remove the Arm Rest Bracket (see Figure 31).

11. Remove the Plastic Vapor Barrier, being careful no to tear/damage it.

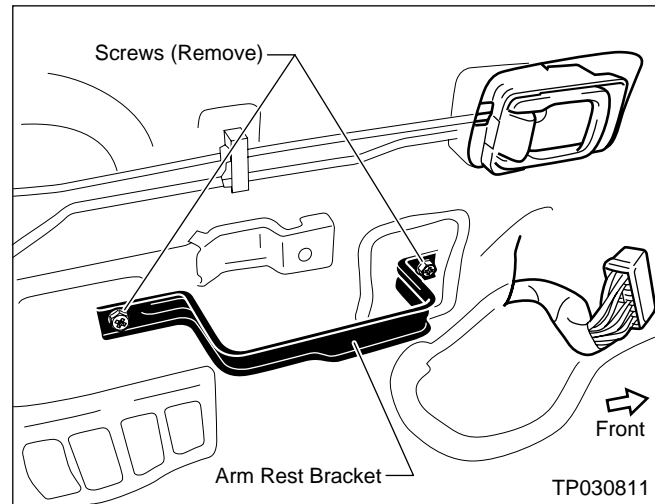


Figure 31

12. Take out four screws and remove the Metal Plate (see Figure 32).

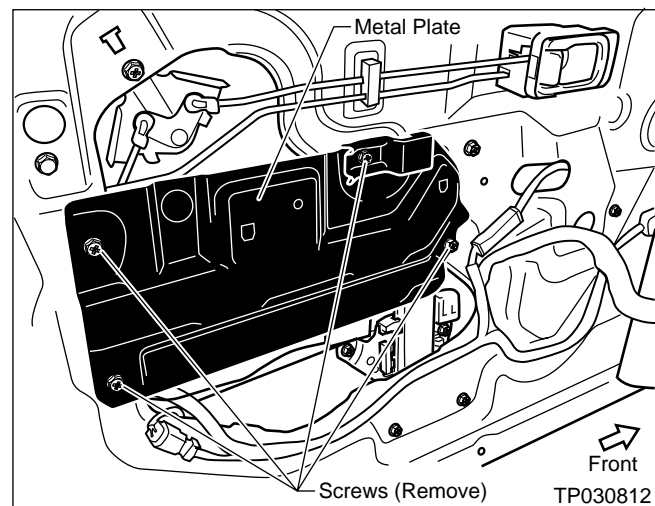


Figure 32

13. Temporarily re-connect the Door Pull Handle/Switch Panel to the Vehicle Harness. Then adjust (up or down) the window until the Window Mounting Screws are visible (see Figure 33).

14. While holding onto the window, remove the Window Mounting Screws (see Figure 33).

- Do NOT allow the window to drop

15. Then, move the window all the way up into the door frame/channel and lock (wedge) it in place as follows:

- Get two Plastic Pry Tools from the Trim Tool Set # J-46534 (equivalent Plastic Pry Tools will also work).
- Apply a layer of duct tape to the end of each Plastic Pry Tool. This will help prevent damage when inserting the Plastic Pry Tools (covered in the next step).
- Carefully insert the Plastic Pry Tools between the Window Glass and Weather Strip (see Figure 34).

**CAUTION:** Do NOT damage the Window Glass or Weather Strip.

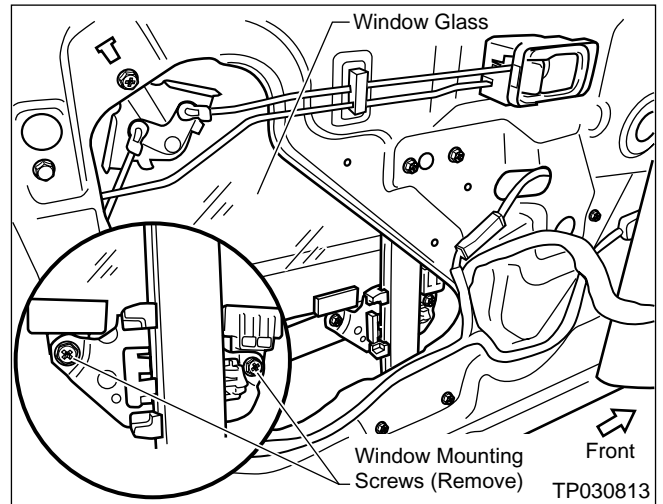


Figure 33

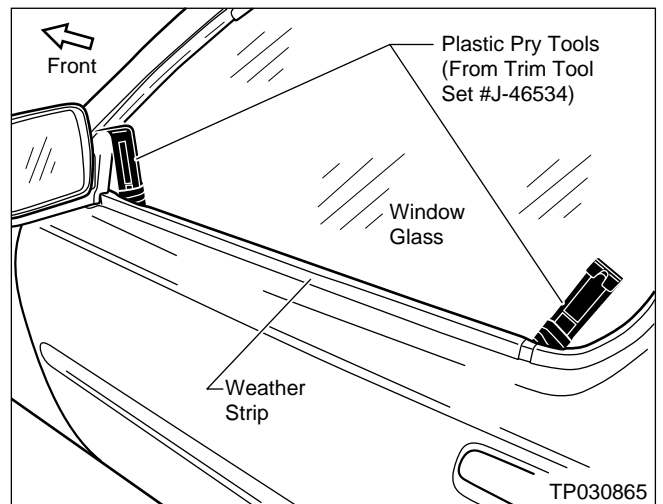


Figure 34

16. Disconnect the Window Regulator Harness Connector (see Figure 35). Then, carefully remove the connector from the door (see Figure 35).

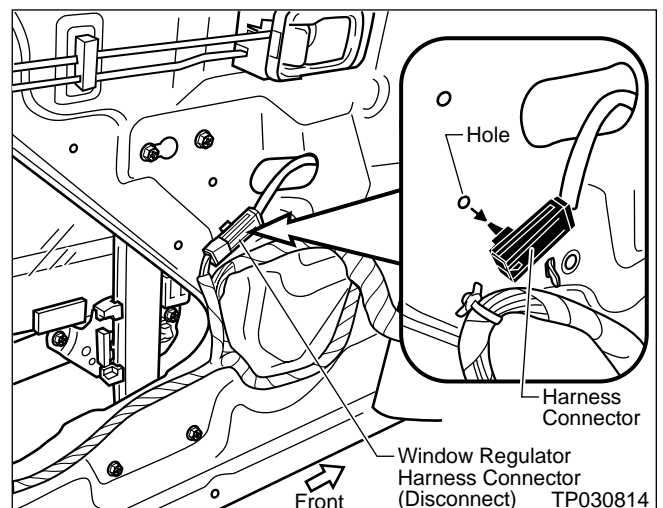


Figure 35

17. Loosen one screw and remove six screws that secure the Window Regulator Assembly (see Figure 36).

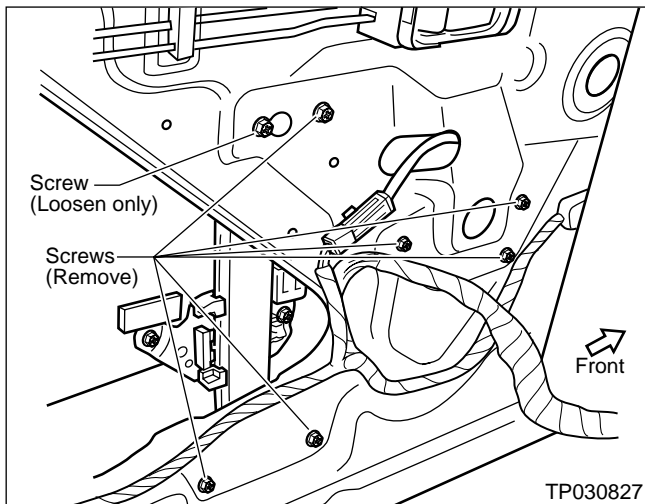


Figure 36

18. Remove the Window Regulator Assembly from the door (see Figure 37).

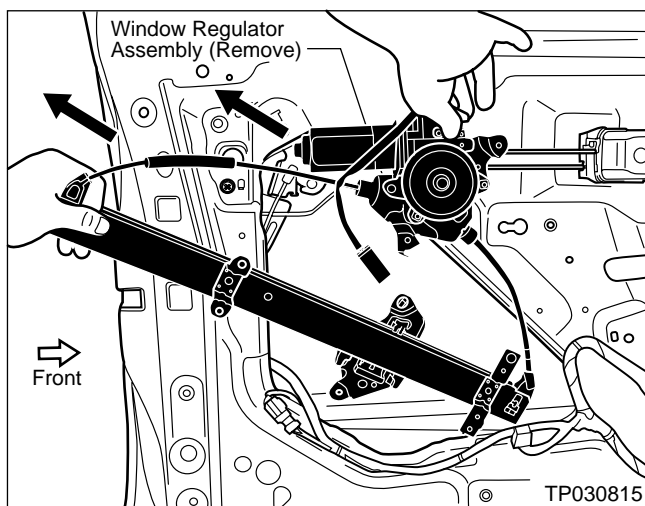


Figure 37

19. Take out three screws and remove the Motor from the Window Regulator Assembly (see Figure 38).

- The Motor from the old Window Regulator Assembly will be installed on the new Window Regulator Assembly (next step).

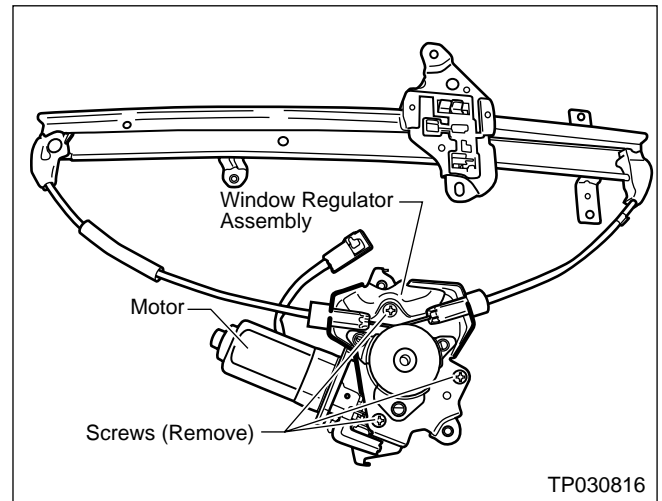


Figure 38

### **Parts Re-Assembly / Operation Check**

20. Install the old Motor onto the new Window Regulator Assembly.

- Make sure the old Motor is correctly installed and securely fastened onto the new Window Regulator Assembly.

21. Remove the screw (that you loosened in step 17) from the old Window Regulator and install it on the new Window Regulator.

22. Install the new Window Regulator Assembly **ONLY**, then make sure the window operates properly.

23. Then, re-assemble all other components in the reverse order they were removed.

## Rear Door (Xterra ONLY)

### Parts Removal

1. Take out the screw and remove the Door Pull Handle (see Figure 39).

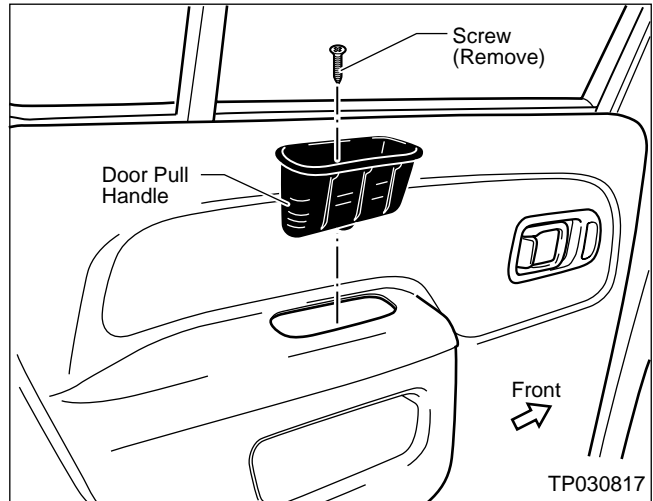


Figure 39

2. Remove the Screw from the Door Release Handle/Switch Panel (see Figure 40).

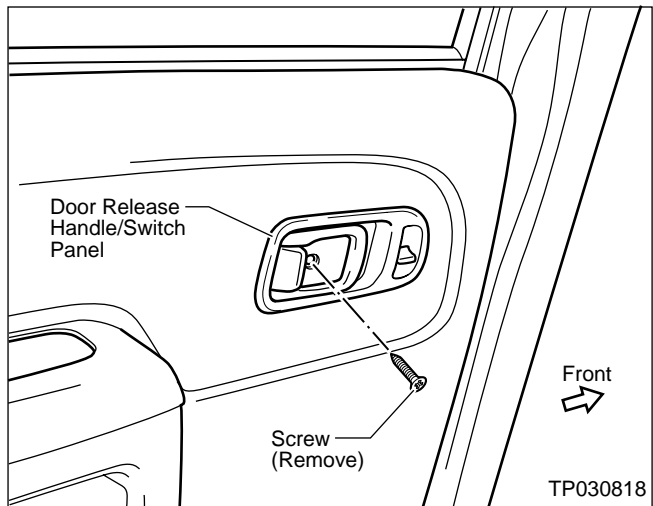


Figure 40

3. Use a Plastic Pry Tool to carefully remove the Door Release Handle/Switch Panel (see Figure 41).

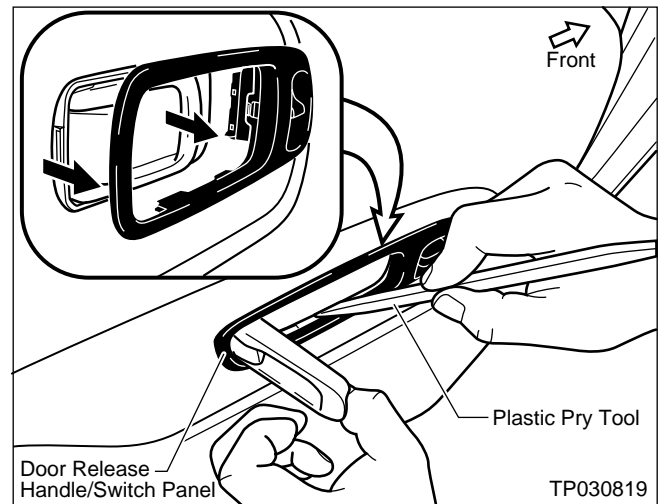


Figure 41

4. Disconnect the Vehicle Harness from the Door Release Handle/Switch Panel (see Figure 42).
5. Remove the Door Panel by lifting it UP and AWAY from the door.
  - Refer to the “BT” section of the applicable Service Manual for more information about removing the Door Panel if needed.
  - Place the Door Panel in a clean, safe location.

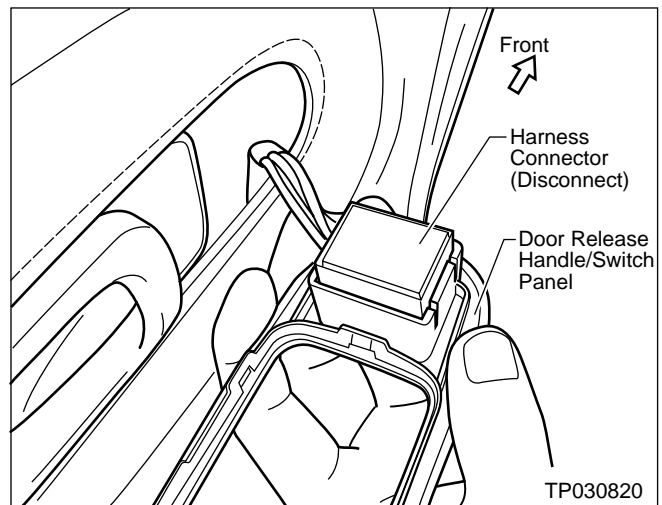


Figure 42

6. Take out two screws and remove the Arm Rest Bracket (see Figure 43).
7. Remove the Plastic Vapor Barrier, being careful no to tear/damage it.
8. Temporarily re-connect the Door Release Handle/Switch Panel to the Vehicle Harness. Then adjust (up or down) the window until the Window Mounting Screws are visible (see Figure 44).

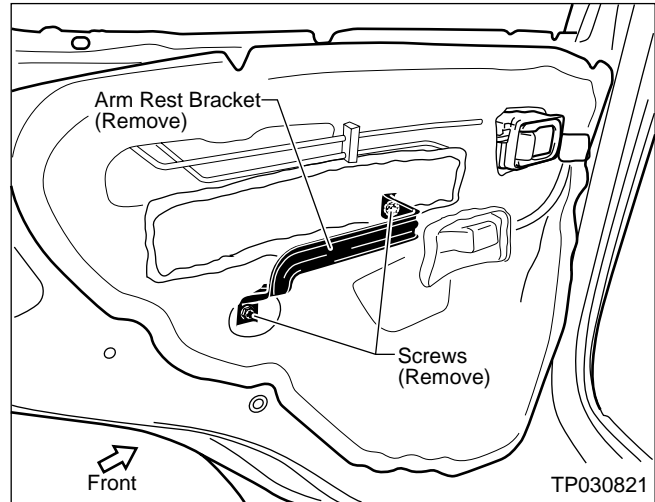


Figure 43

9. While holding onto the window, remove the Window Mounting Screws (see Figure 44).

- Do NOT allow the window to drop

10. Then, move the window all the way up into the door frame/channel and lock (wedge) it in place as follows:

- a. Get two Plastic Pry Tools from the Trim Tool Set # J-46534 (equivalent Plastic Pry Tools will also work).
- b. Apply a layer of duct tape to the end of each Plastic Pry Tool. This will help prevent damage when inserting the Plastic Pry Tools (covered in the next step).
- c. Carefully insert the Plastic Pry Tools between the Window Glass and Weather Strip (see Figure 45).

**CAUTION:** Do NOT damage the Window Glass or Weather Strip.

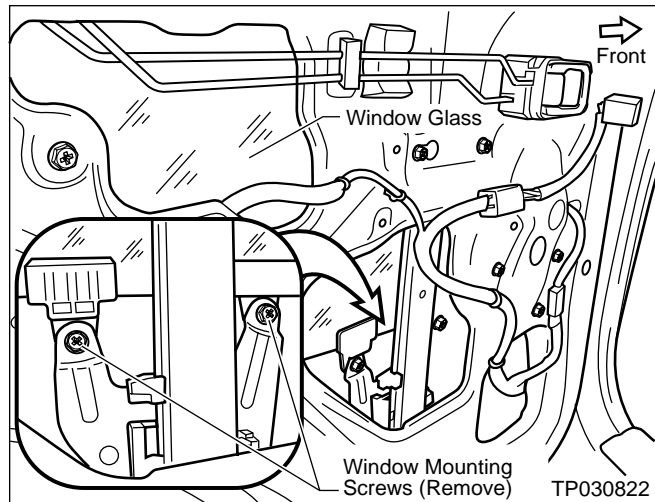


Figure 44

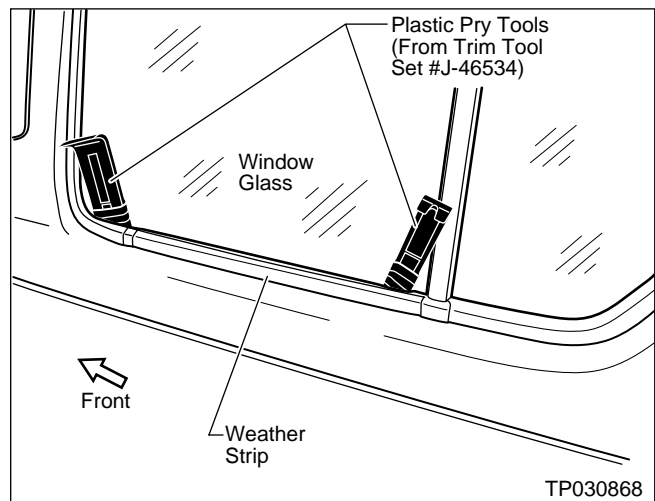


Figure 45



11. Disconnect the Window Regulator Harness Connector (see Figure 46). Then, carefully remove the connector from the door (see Figure 46).

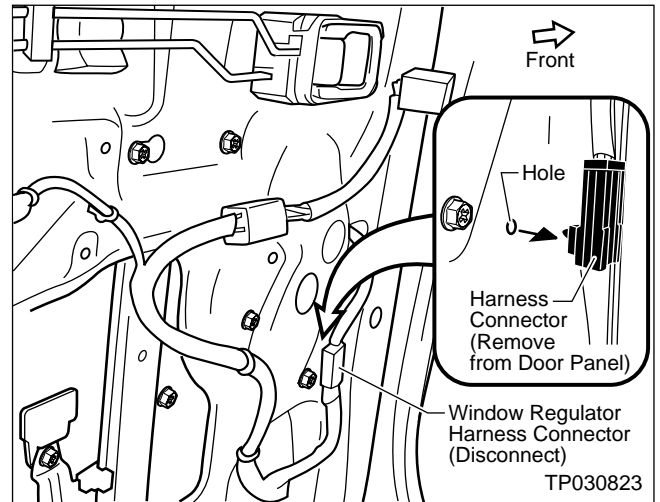


Figure 46

12. Loosen one screw and remove five screws that secure the Window Regulator Assembly (see Figure 47).

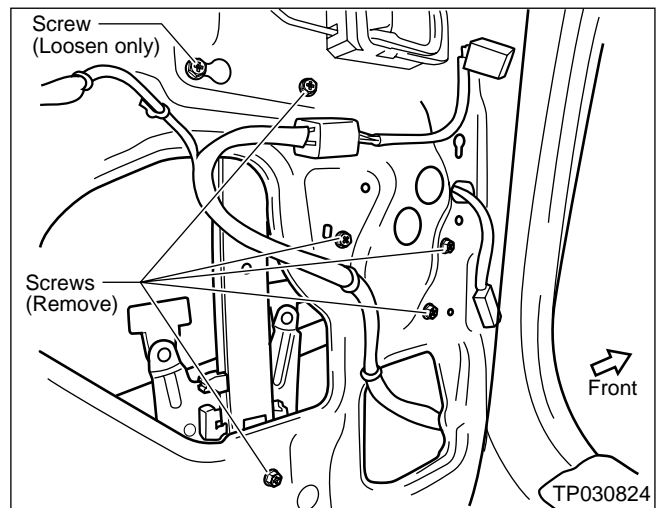


Figure 47

13. Remove the Window Regulator Assembly from the door (see Figure 48).

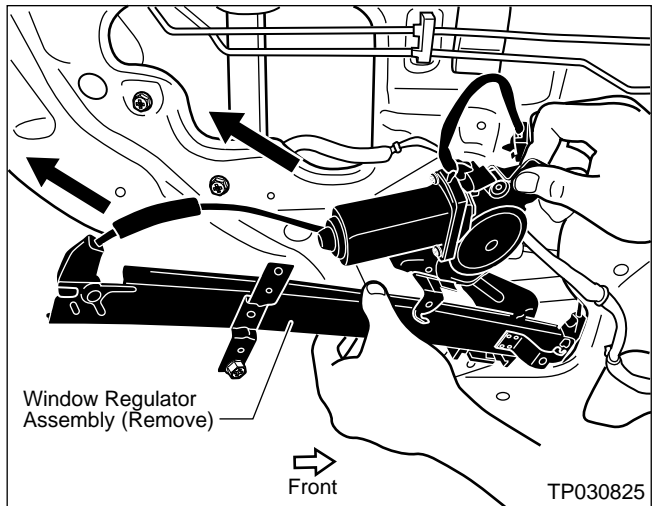


Figure 48

14. Take out three screws and remove the Motor from the Window Regulator Assembly (see Figure 49).

- The Motor from the old Window Regulator Assembly will be installed on the new Window Regulator Assembly (next step).

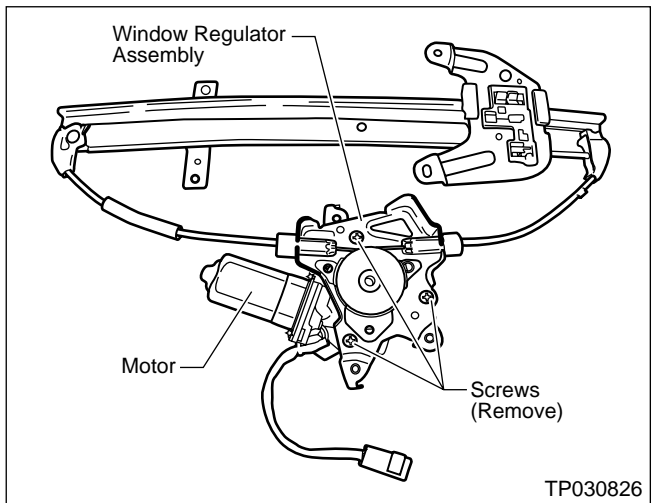


Figure 49

### **Parts Re-Assembly / Operation Check**

15. Install the old Motor onto the new Window Regulator Assembly.

- Make sure the old Motor is correctly installed and securely fastened onto the new Window Regulator Assembly.

16. Remove the screw (that you loosened in step 12) from the old Window Regulator and install it on the new Window Regulator.

17. Install the new Window Regulator Assembly **ONLY**, make sure the window operates properly.

18. Then, re-assemble all other components in the reverse order they were removed.

## PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Window Regulator Kit (Altima)	80720-9E025	1
Window Regulator Kit (Xterra)	80720-3S527	1
Window Regulator Kit (Frontier)	80720-3S525	1

## CLAIMS INFORMATION

**For "Warm" States Vehicles:** Submit a "Campaign" (CM) line claim using the following claims coding information:

**Campaign I.D.:** PU306

DESCRIPTION	OP CODE	FRT
RPL Both Front Window Regulators – Frontier ONLY	PU3061	0.9 hrs. (D22)

**OR**

RPL All Xterra Window Regulators	PU3062	1.7 hrs. (WD22)
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**OR**

RPL All Altima Window Regulators	PU3063	1.7 hrs. (L30)
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**For non-"Warm" States Vehicles:** Submit a "Campaign" (CM) line claim using the following claims coding information:

**Campaign I.D.:** PU307

DESCRIPTION	OP CODE	FRT
RPL Both Front Window Regulators – Frontier ONLY	PU3071	0.9 hrs. (D22)

**OR**

RPL All Xterra Window Regulators	PU3072	1.7 hrs. (WD22)
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**OR**

RPL All Altima Window Regulators	PU3073	1.7 hrs. (L30)
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## **OWNER'S LETTER (Window Regulator Replacement – PU306)**

Dear Nissan Owner:

Nissan is committed to providing the highest level of product quality and customer satisfaction. Through our product performance monitoring, we have identified that certain model year 2001-2002 Frontier and Xterra models and certain 2001 Altima models may experience unexpected or difficult operation of the windows. The primary cause is extended high temperature conditions affecting the window regulator system.

### **WHAT NISSAN WILL DO**

Our records indicate that you live in one of the warm weather areas noted below where this incident is likely to occur. To ensure your satisfaction and prevent any future inconvenience, Nissan has initiated a Voluntary Service Campaign to replace the affected window regulators with the improved design. Nissan will replace the window regulators in all four doors of Altima and Xterra models. For Frontier models, Nissan will replace the window regulators in the front doors only. The rear doors of Crew Cab models are not affected. This service will be performed at no cost to you.

In the following warm weather areas of the United States window regulators will be replaced:

Alabama	Arkansas	Arizona	Southern California	Florida	Georgia
Hawaii	Kansas	Kentucky	Louisiana	Missouri	Mississippi
N. Carolina	New Mexico	Nevada	Oklahoma	S. Carolina	Tennessee
Texas	Utah				

### **WHAT YOU SHOULD DO**

Please contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have the window regulators replaced. This free service should take about two hours to complete, subject to the dealer's work schedule, or parts availability. Please bring this notice with you when you keep your service appointment.

Nissan representatives are available at 1-800-NISSAN1 (1-800-647-7261). If you reside in Hawaii, please call (808) 836-0888.

If you have paid to have one or more of your window regulators replaced prior to this campaign, you may be eligible for reimbursement of the related expense. Contact Nissan Consumer Affairs at the numbers listed above for additional information on how to obtain a reimbursement.

Thank you for the opportunity to ensure continued customer satisfaction with your Nissan vehicle.

## **OWNER'S LETTER (Window Regulator Warranty Extension – PU307)**

Dear Nissan Owner:

Nissan is committed to providing the highest level of product quality and customer satisfaction. Through our product performance monitoring, we have identified that certain model year 2001-2002 Frontier and Xterra models and certain 2001 Altima models may experience unexpected or difficult operation of the windows. The primary cause is extended high temperature conditions affecting the window regulator system. To ensure your satisfaction, Nissan is extending the warranty on this system if you own one or more of these vehicles.

### **WHAT NISSAN WILL DO**

Nissan has initiated this window regulator Warranty Extension to cover repairs needed to correct defects in materials or workmanship in this system for a period of up to five (5) years from the vehicle in-service date or 60,000 miles whichever occurs first. Should your vehicle require a window regulator repair, Nissan will replace the window regulators in all four doors of Altima and Xterra models. For Frontier models, Nissan will replace the window regulators in the front doors only. The rear doors of Crew Cab models are not affected.

Because extended high temperature conditions affect the window regulators, in the following warm weather areas of the United States window regulators will be replaced:

Alabama	Arkansas	Arizona	Southern California	Florida	Georgia
Hawaii	Kansas	Kentucky	Louisiana	Missouri	Mississippi
N. Carolina	New Mexico	Nevada	Oklahoma	S. Carolina	Tennessee
Texas	Utah				

Our records indicate that you do not live in one of the warm weather areas noted above where this incident is likely to occur.

### **WHAT YOU SHOULD DO**

Please keep this letter with your owner's manual. Should your window regulators require service within the period of this warranty, please contact your Nissan dealer to arrange an appointment.

Nissan representatives are available at 1-800-NISSAN1 (1-800-647-7261). If you reside in Hawaii, please call (808) 836-0888.

If you have paid to have one or more of your window regulators repaired prior to this warranty extension, you may be eligible for reimbursement of the related expense. Contact Nissan Consumer Affairs at the numbers listed above for additional information on how to obtain a reimbursement.

Thank you for the opportunity to ensure continued customer satisfaction with your Nissan vehicle.