



SERVICE BULLETIN

Classification: FA19-003	Reference: NTB19-117	Date: December 12, 2019
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2020 MAXIMA; CREAKING SOUND FROM FRONT SUSPENSION WHILE TURNING

APPLIED VEHICLES: 2020 Maxima (A36)
APPLIED VIN AND DATE: Built before 1N4AA6(*)V(*)LC 365651 / October 9, 2019

IF YOU CONFIRM

A creaking sound is present in the front suspension while turning the steering wheel from full lock to full lock while the vehicle is resting on the ground.

ACTION

1. Inspect the front strut housings, near the front strut coil springs, for excessive body caulk (seam sealer) contacting the coil spring.
2. If a coil spring is contacting the seam sealer, remove only enough seam sealer to provide clearance for the coil spring to move freely.

NOTICE

To prevent damage to the vehicle:

- Take care to not remove paint from the strut housing. If bare metal is exposed it must be repaired with self-etching primer.
- Do not remove the seam sealer to the point that it no longer covers the seam. If the seam is exposed it must be repaired with the appropriate seam sealer.

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.

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

HINT: Placing the vehicle on an alignment rack may help in the following steps.

1. While slowly turning the steering wheel from lock to lock, inspect for contact between the coil spring and the seam sealer of the strut housing (see Figure 2).
 - Step 1 must be performed with the full weight of the vehicle resting on the tires.



Figure 1

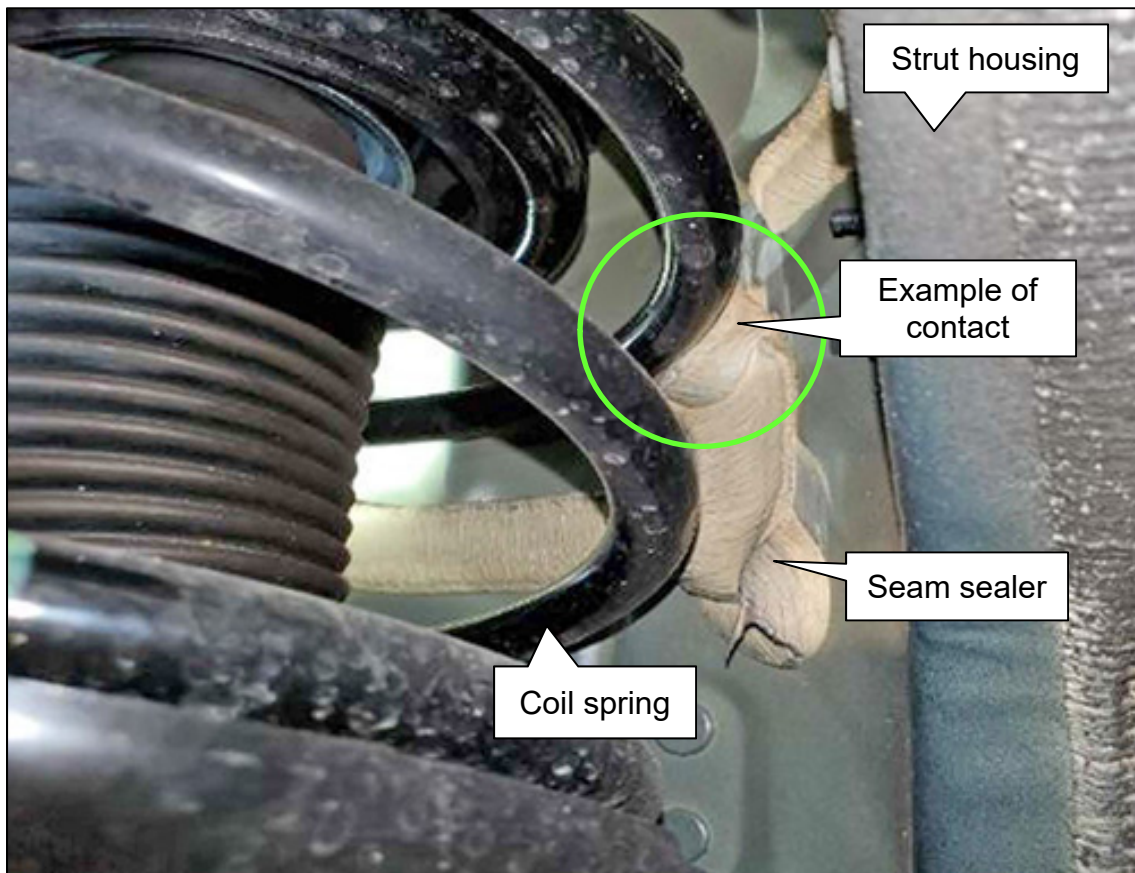


Figure 2

2. If there is contact between the coil spring and the seam sealer, remove the excessive seam sealer with an appropriate tool.
 - Carefully remove only enough seam sealer to stop contact with the coil spring.

NOTICE

To prevent damage to the vehicle:

- Take care to not remove paint from the strut housing. If bare metal is exposed it must be repaired with self-etching primer.
- Do not remove the seam sealer to the point that it no longer covers the seam. If the seam is exposed it must be repaired with the appropriate seam sealer.

CLAIMS INFORMATION

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

DESCRIPTION	OP CODE	SYM	DIA	FRT
Remove Seam Sealer	BX6XAA	ZE	32	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
December 12, 2019	NTB19-117	Original bulletin published