



# SERVICE BULLETIN

Classification:	Reference:	Date
BT02-003a	NTB02-018a	May 6, 2002

## 2001 MAXIMA AND 2002 ALTIMA DRIVER'S SIDE FRONT FLOOR CARPET TORN

This bulletin amends NTB02-018. This version includes additional Model and Model Year application. Please discard all paper copies of the earlier bulletin.

**APPLIED VEHICLES:** 2001 Maxima (A33)  
2002 Altima (L31)

### SERVICE INFORMATION

If one of the applied vehicles has the following symptom:

- Driver's side front floor carpet is torn (see Figure 1),

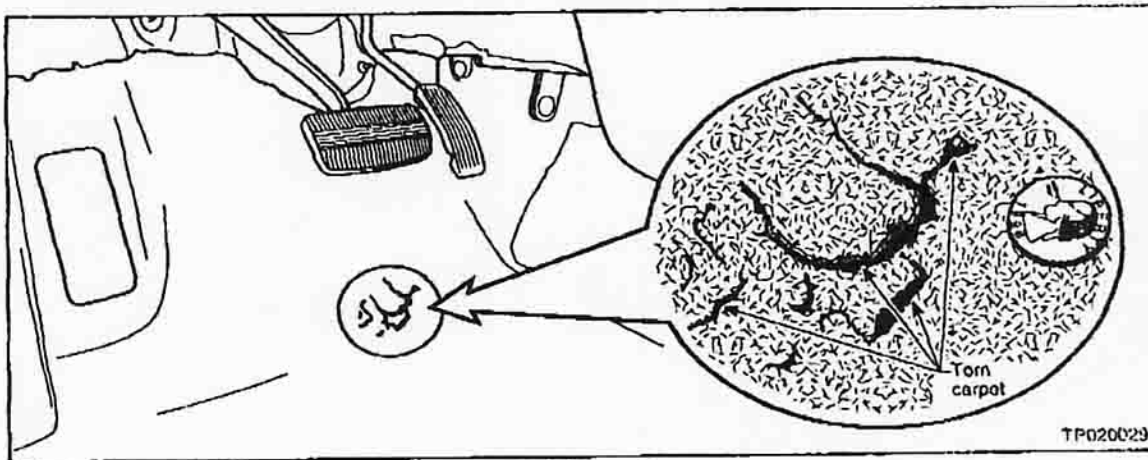


Figure 1

Use the Service Procedure provided in this bulletin to repair this incident by installing a Heel Pad Protector, if the incident should occur.

**NOTE:** This is the ONLY approved repair procedure for this incident. A claim to Nissan for the repair of this incident may be denied if the repair is not performed exactly as outlined in this bulletin.

## SERVICE PROCEDURE

The following Service Procedure provides instructions for application of the special 3M adhesive shown below:

- Figure 2 below provides an illustration of all of the 3M products required to apply the adhesive.
- See the PARTS INFORMATION section of this bulletin for more detail.

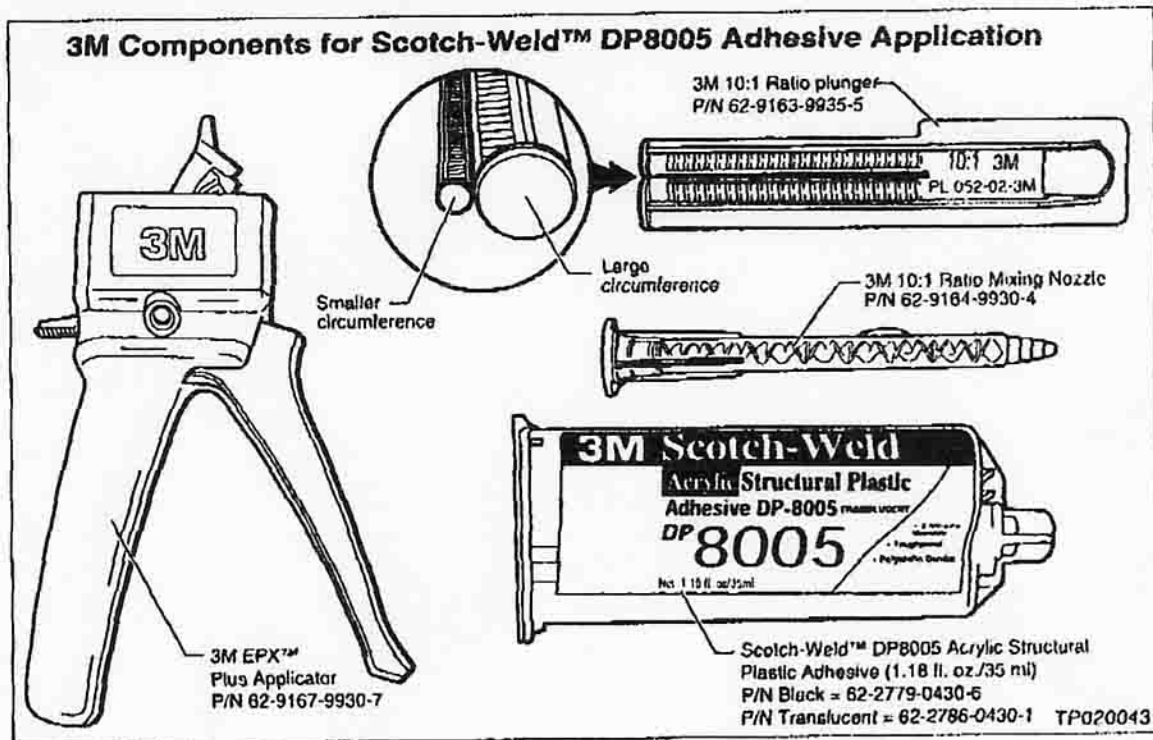


Figure 2

1. Vacuum and clean the front left-hand (driver's side) carpet area where the heel protector will be installed.

**NOTE:** The carpet area must be clean so the adhesive (which will be applied in the following steps) bonds correctly. If steam or chemical cleaning is required, allow the carpet to dry completely before proceeding.

2. Determine which color Heel Pad Protector to install in the vehicle based on the carpet color.
  - There are only three possible color choices for the Heel Pad Protector; Beige, Gray, or Black. Choose the color that best matches the carpet color in the vehicle.
  - See the PARTS INFORMATION section for further detail.
3. Prepare the backside of the Heel Pad Protector to improve glue adhesion. Scuff a 1-inch wide area completely around the outside edges of the Protector's back with 180-grit sandpaper.
4. Clean the backside of the Heel Pad Protector completely with isopropyl alcohol.

5. Apply a 5 mm diameter continuous bead of 3M Scotch-Weld™ DP8005 Adhesive along the outside edges of the Heel Pad Protector (see Figure 3)  
**Read NOTES a – e before applying adhesive.**

**NOTES:**

- a. You must determine which color 3M Scotch-Weld™ DP8005 Adhesive (black or translucent) to use.
  - For vehicles with Beige or Gray carpet, use **Translucent**.
  - For vehicles with Black carpet, use **Black**.
  - See the PARTS INFORMATION section for further detail.
- b. Use the 3M EPX™ Plus Applicator Gun, 3M 10:1 Ratio Plunger, and 3M 10:1 Ratio Mixing Nozzle. See the PARTS INFORMATION section for further detail.
- c. The adhesive should be applied 5 mm from the outside edge, and completely around the entire border of the Heel Pad Protector.
- d. **Do Not** apply adhesive to the inner surface area of the Heel Pad Protector, especially the areas that would contact the damaged carpet. Adhesive on the damaged carpet area may stick the Heel Pad Protector to the carpet underlayment.
- e. You will have **2 to 2 ½ minutes** time after applying the adhesive to align and install the Heel Pad Protector (see step 6 below).

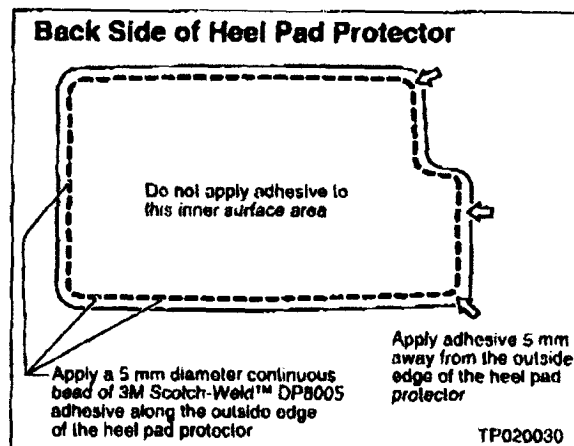


Figure 3

6. Properly align the Heel Pad Protector and install it onto the carpet area (see Figure 4).  
**NOTE:** Make sure that the protector completely covers the damaged area of the carpet.

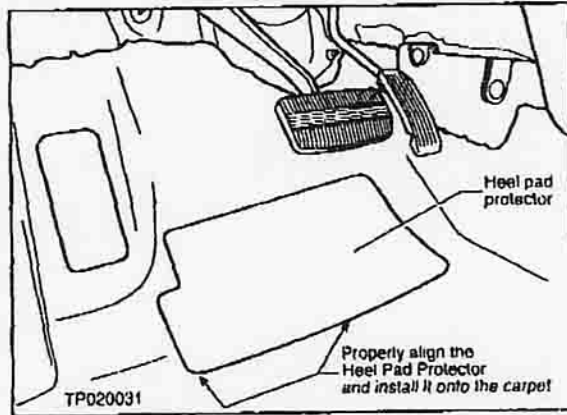


Figure 4

7. Press down firmly on the pad protector to allow it to bond to the carpet. A flat board and weight may be used.
8. Allow the adhesive at least two hours of drying time to properly set, and 8 hours of drying time to completely cure.

## PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY	SOURCE
Heel Pad Front Floor Protector, LH - Belge (C)	74923-2Y062	1 each	NNA Source
Heel Pad Front Floor Protector, LH - Gray (W)	74923-2Y063	1 each	NNA Source
Heel Pad Front Floor Protector, LH - Black (G)	74923-2Y060	1 each	NNA Source
* 3M Scotch-Weld™ DP8005 Acrylic Plastic Adhesive – Translucent, 35 ml Duo-Pak Cartridge	62-2786-0430-1 (1)	1 cartridge	Local Source
* 3M Scotch-Weld™ DP8005 Acrylic Plastic Adhesive – Black, 35 ml Duo-Pak Cartridge	62-2779-0430-6 (1)	1 cartridge	Local Source
* 3M EPX™ Plus Applicator Gun	62-9167-9930-7 (1)	1 each	Local Source
* 3M 10:1 Ratio Plunger for EPX™ Plus Applicator Gun	62-9163-9935-5 (1)	1 case (case = 10 ea. Plungers)	Local Source
* 3M 10:1 Mixing Nozzle – Clear	62-9164-9930-4 (1)	1 case (case = 72 each Nozzles)	Local Source

(1) The adhesives/gun/etc. can be used for multiple repairs. Pro-rate these materials and claim ONLY the amount actually used to perform the repair. Reference the "Claims Information" section below for details.

\* These 3M products can be locally sourced (and, if required, in smaller quantities) through the following distributors:

- R.S. Hughes - 1-877-774-8443
- Granger Industrial Supplies - 1-800-323-0620

### NOTES:

- Material Safety Data Sheets (MSDS) for 3M Scotch-Weld™ DP8005 Adhesives are available via fax or e-mail by calling 3M's 24-hour "3M Helps" Customer Service line at 1-800-364-3577 or (651) 737-6501.
- Additional 3M adhesive product information and assistance are also available by calling 3M's Adhesive Division at 1-800-362-3550, or by accessing 3M's Adhesive Division specific website at [www.3m.com/adhesives](http://www.3m.com/adhesives).

**CLAIMS INFORMATION**

**NOTE:** This is the ONLY approved repair procedure for this incident. A claim to Nissan for the repair of this incident may be denied if the repair is not performed exactly as outlined in this bulletin

**Submit a Primary Failed Part (PP) line claim using the following claims coding (1):**

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Install Heel Protector	(2)	VX13AA	ZA	26	0.5 Hrs.

- (1) The adhesive materials are suitable for multiple repairs - prorate these materials and use Expense Code "009" to claim ONLY those portions that are actually used for the repair.
  - (2) Reference the Parts Information table above and use the indicated heel protector P/N as the PFP.
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