



SERVICE BULLETIN

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CASSETTE TAPE PLAYER DIAGNOSIS & MAINTENANCE

APPLIED VEHICLE(S): All Models

SERVICE INFORMATION

A recent survey has shown that a majority of customer complaints about cassette tape player performance can be resolved by cleaning the tape head. Some of the symptoms of a dirty tape head are:

- One channel out
- Low sound
- Distortion
- The cassette deck 'eats' tapes
- No high frequency

SERVICE PROCEDURE

If a customer's cassette player exhibits any of these symptoms, please perform the following before removing the unit:

1. Clean the tape head using Nissan Cassette Deck Cleaning System, P/N 99902-A7000.
2. Test the unit to see if the problem is resolved.
3. If the problem is not resolved, conduct further diagnosis.

In addition, please coordinate with your Sales Department to provide the customer with the following recommendations for optimum sound quality and system performance:

- To prevent heavy accumulation of dirt, clean the tape head at least once every month or after 10 hours of play.
- Use brand name quality cassette tapes that are 90 minutes or less in play time (120 minute cassette should not be used.)
- Store cassettes in their protective cases and away from direct sunlight and heat. Direct sunlight can cause the cassette to become deformed, and a deformed cassette may jam in the player.
- Do not use extremely old tapes. The presence of a brownish powdery substance or small pieces of magnetic tape on the front of the cassette tape indicates that the cassette tape is too old to use.
- Refer to the Owner's Manual for more information on proper maintenance and operation of the sound system.