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SERVICE BULLETIN

Classification:	Reference:	Date:
BF94-029	NTB94-121	December 22, 1994

WINDSHIELD CRACKING

APPLIED VEHICLE(S):   All Models
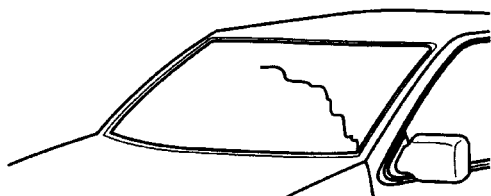
SERVICE INFORMATION

The purpose of this bulletin is to give Nissan dealers guidelines to help determine if windshield breakage is covered under warranty or is the customer's responsibility. NMC is not responsible for damage to glass that is a result of objects striking the glass. However, NMC is responsible for manufacturing defects such as distorted glass and cracks that are due to improper installation or damage to the glass during vehicle assembly.
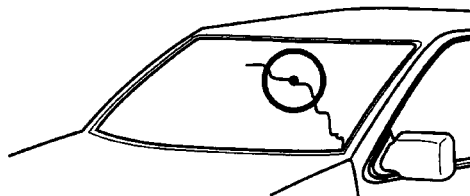
SERVICE PROCEDURE

How to determine if glass damage is due to objects striking the glass:

Most windshield damage that occurs due to impact is easily identified by a cone or star shaped pattern. However, when very small objects or objects without sharp edges impact the windshield, it can damage the glass, causing cracking and not leave an easily identifiable impact mark.

1. **Single crack beginning or ending at the edge of the glass.** A magnifying glass may be needed since the impact marks can be less than 1 mm in diameter. If any impact mark is found anywhere along the crack, it indicates the damage was done due to being struck. This is not covered under Nissan's warranty and is the customer's responsibility. If no impact mark is found, then it is covered under warranty.
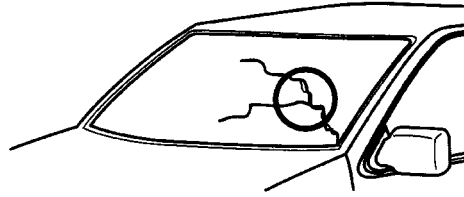

**SINGLE CRACK-
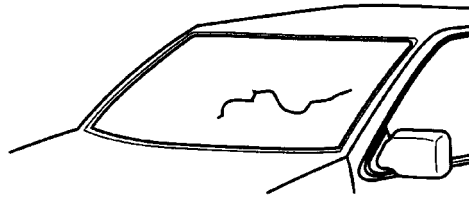NO IMPACT MARK: WARRANTY**

**SINGLE CRACK WITH
IMPACT MARK: NOT WARRANTY**

2. **Compound crack beginning or ending at the edge of the glass:** This type of crack is always caused by impact to the glass. The point of impact is where the crack "branches out".

COMPOUND CRACK: NOT WARRANTY

3. **Cracks that are only in the middle of the glass:** i.e.; the crack does not begin or end at the edge of the glass: These cracks are always caused by an impact to the glass and are not covered under warranty.

CRACK NOT REACHING EDGE: NOT WARRANTY

CLAIMS INFORMATION

Please reference the current "Nissan Warranty Flat Rate Manual", section "UG". Utilize Op Code UG10AA with PNC 72613 with the appropriate "Symptom" and "Diagnosis" codes.