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[COUPE] < PRECAUTION >

# **PRECAUTION**

## **PRECAUTIONS**

Precaution for Supplemental Restraint System (SRS) "AIR BAG" and "SEAT BELT PRE-TENSIONER"

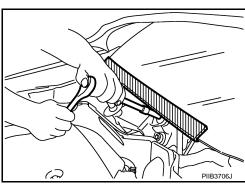
The Supplemental Restraint System such as "AIR BAG" and "SEAT BELT PRE-TENSIONER", used along with a front seat belt, helps to reduce the risk or severity of injury to the driver and front passenger for certain types of collision. This system includes seat belt switch inputs and dual stage front air bag modules. The SRS system uses the seat belt switches to determine the front air bag deployment, and may only deploy one front air bag, depending on the severity of a collision and whether the front occupants are belted or unbelted. Information necessary to service the system safely is included in the SR and SB section of this Service Manual.

#### **WARNING:**

- To avoid rendering the SRS inoperative, which could increase the risk of personal injury or death in the event of a collision which would result in air bag inflation, all maintenance must be performed by an authorized NISSAN/INFINITI dealer.
- Improper maintenance, including incorrect removal and installation of the SRS, can lead to personal injury caused by unintentional activation of the system. For removal of Spiral Cable and Air Baq Module, see the SR section.
- Do not use electrical test equipment on any circuit related to the SRS unless instructed to in this Service Manual. SRS wiring harnesses can be identified by yellow and/or orange harnesses or harness connectors.

## Precaution for Procedure without Cowl Top Cover

When performing the procedure after removing cowl top cover, cover the lower end of windshield with urethane, etc.



Precaution

 When removing or disassembling any part, be careful not to damage or deform it. Protect parts which may get in the way with cloth.

- When removing parts with a screwdriver or other tool, protect parts by wrapping them with vinyl or tape.
- Keep removed parts protected with cloth.
- If a clip is deformed or damaged, replace it.
- If an unreusable part is removed, replace it with a new one.
- Tighten bolts and nuts firmly to the specified torque.
- After re-assembly has been completed, make sure each part functions correctly.
- Remove stains in the following way.
- Water-soluble stains:

Dip a cloth in warm water, and squeeze tightly. After wiping the stain, wipe with a soft dry cloth.

- Oil stain:
  - Dissolve a synthetic detergent in warm water (density of 2 to 3% or less), dip the cloth, then clean off the stain with the cloth. Next, dip the soft cloth in fresh water, and then squeeze it tightly. Then clean off the detergent completely. Then wipe the area with a soft dry cloth.
- Do not use any organic solvent, such as thinner or benzine.

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< PREPARATION > [COUPE]

# **PREPARATION**

# **PREPARATION**

# Special Service Tool

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The actual shapes of Kent-Moore tools may differ from those of special service tools illustrated here.

Tool number (Kent-Moore No.) Tool name		Description
(J-39570) Chassis ear		Locating the noise
— (J-43980) NISSAN Squeak and Rattle kit	SBT839	Repairing the cause of noise

# **Commercial Service Tool**

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(Kent-Moore No.) Tool name		Description
(J-39565) Engine ear	SIIA0995E	Locating the noise

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SBT842

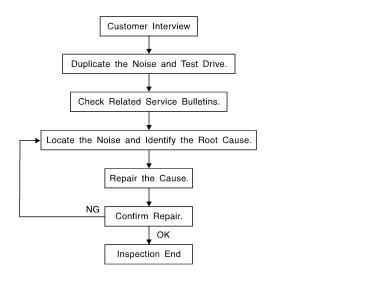
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# ON-VEHICLE MAINTENANCE

## SQUEAK AND RATTLE TROUBLE DIAGNOSES

Work Flow INFOID:0000000001345562



#### **CUSTOMER INTERVIEW**

Interview the customer, if possible, to determine the conditions that exist when the noise occurs. Use the Diagnostic Worksheet during the interview to document the facts and conditions when the noise occurs and any customer's comments; refer to EXT-9, "Diagnostic Worksheet". This information is necessary to duplicate the conditions that exist when the noise occurs.

- The customer may not be able to provide a detailed description or the location of the noise. Attempt to obtain all the facts and conditions that exist when the noise occurs (or does not occur).
- If there is more than one noise in the vehicle, be sure to diagnose and repair the noise that the customer is concerned about. This can be accomplished by test driving the vehicle with the customer.
- After identifying the type of noise, isolate the noise in terms of its characteristics. The noise characteristics are provided so the customer, service adviser and technician are all speaking the same language when defining the noise.
- Squeak (Like tennis shoes on a clean floor) Squeak characteristics include the light contact/fast movement/brought on by road conditions/hard surfaces = higher pitch noise/softer surfaces = lower pitch noises/edge to surface = chirping
- Creak (Like walking on an old wooden floor) Creak characteristics include firm contact/slow movement/twisting with a rotational movement/pitch dependent on materials/often brought on by activity.
- Rattle (Like shaking a baby rattle) Rattle characteristics include the fast repeated contact/vibration or similar movement/loose parts/missing clip or fastener/incorrect clearance.
- Knock (Like a knock on a door)
  - Knock characteristics include hollow sounding/sometimes repeating/often brought on by driver action.
- Tick (Like a clock second hand)
- Tick characteristics include gentle contacting of light materials/loose components/can be caused by driver action or road conditions.
- Thump (Heavy, muffled knock noise)
  - Thump characteristics include softer knock/dead sound often brought on by activity.
- Buzz (Like a bumblebee)
  - Buzz characteristics include high frequency rattle/firm contact.
- Often the degree of acceptable noise level will vary depending upon the person. A noise that you may judge as acceptable may be very irritating to the customer.
- Weather conditions, especially humidity and temperature, may have a great effect on noise level.

DUPLICATE THE NOISE AND TEST DRIVE

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If possible, drive the vehicle with the customer until the noise is duplicated. Note any additional information on the Diagnostic Worksheet regarding the conditions or location of the noise. This information can be used to duplicate the same conditions when you confirm the repair.

If the noise can be duplicated easily during the test drive, to help identify the source of the noise, try to duplicate the noise with the vehicle stopped by doing one or all of the following:

- Close a door.
- Tap or push/pull around the area where the noise appears to be coming from.
- Rev the engine.
- Use a floor jack to recreate vehicle "twist".

< ON-VEHICLE MAINTENANCE >

- At idle, apply engine load (electrical load, half-clutch on M/T model, drive position on CVT and A/T model).
- Raise the vehicle on a hoist and hit a tire with a rubber hammer.
- Drive the vehicle and attempt to duplicate the conditions the customer states exist when the noise occurs.
- If it is difficult to duplicate the noise, drive the vehicle slowly on an undulating or rough road to stress the vehicle body.

#### CHECK RELATED SERVICE BULLETINS

After verifying the customer concern or symptom, check ASIST for Technical Service Bulletins (TSBs) related to that concern or symptom.

If a TSB relates to the symptom, follow the procedure to repair the noise.

#### LOCATE THE NOISE AND IDENTIFY THE ROOT CAUSE

- Narrow down the noise to a general area. To help pinpoint the source of the noise, use a listening tool (Chassis Ear: J-39570, Engine Ear: J-39565 and mechanics stethoscope).
- Narrow down the noise to a more specific area and identify the cause of the noise by:
  - Removing the components in the area that you suspect the noise is coming from.
    - Do not use too much force when removing clips and fasteners, otherwise clips and fasteners can be broken or lost during the repair, resulting in the creation of new noise.
  - Tapping or pushing/pulling the component that you suspect is causing the noise.
    - Do not tap or push/pull the component with excessive force, otherwise the noise will be eliminated only temporarily.
  - Feeling for a vibration with your hand by touching the component(s) that you suspect is (are) causing the noise.
  - Placing a piece of paper between components that you suspect are causing the noise.
  - Looking for loose components and contact marks.

Refer to EXT-7, "Generic Squeak and Rattle Troubleshooting".

#### REPAIR THE CAUSE

- If the cause is a loose component, tighten the component securely.
- If the cause is insufficient clearance between components:
- Separate components by repositioning or loosening and retightening the component, if possible.
- Insulate components with a suitable insulator such as urethane pads, foam blocks, felt cloth tape or urethane tape. A NISSAN Squeak and Rattle Kit (J-43980) is available through your authorized NISSAN Parts Department.

#### **CAUTION:**

Do not use excessive force as many components are constructed of plastic and may be damaged. Always check with the Parts Department for the latest parts information.

The following materials are contained in the NISSAN Squeak and Rattle Kit (J-43980). Each item can be ordered separately as needed.

URETHANE PADS [1.5 mm (0.059 in) thick]

Insulates connectors, harness, etc.

76268-9E005: 100 x 135 mm (3.94 x 5.31 in)/76884-71L01: 60 x 85 mm (2.36 x 3.35 in)/76884-71L02: 15 x 25 mm (0.59 x 0.98 in)

INSULATOR (Foam blocks)

Insulates components from contact. Can be used to fill space behind a panel.

73982-9E000: 45 mm (1.77 in) thick, 50 x 50 mm (1.97 x 1.97 in)/73982-50Y00: 10 mm (0.39 in) thick, 50 x 50 mm (1.97 x 1.97 in)

INSULATOR (Light foam block)

80845-71L00: 30 mm (1.18 in) thick, 30 x 50 mm (1.18 x 1.97 in)

FELT CLOTH TAPE

Used to insulate where movement does not occur. Ideal for instrument panel applications.

68370-4B000: 15 x 25 mm (0.59 x 0.98 in) pad/68239-13E00: 5 mm (0.20 in) wide tape roll

## [COUPE] < ON-VEHICLE MAINTENANCE > The following materials, not found in the kit, can also be used to repair squeaks and rattles. **UHMW (TEFLON) TAPE** Α Insulates where slight movement is present. Ideal for instrument panel applications. SILICONE GREASE Used in place of UHMW tape that will be visible or not fit. В Note: Will only last a few months. SILICONE SPRAY Use when grease cannot be applied. **DUCT TAPE** Use to eliminate movement. CONFIRM THE REPAIR D Confirm that the cause of a noise is repaired by test driving the vehicle. Operate the vehicle under the same conditions as when the noise originally occurred. Refer to the notes on the Diagnostic Worksheet. Generic Squeak and Rattle Troubleshooting INFOID:000000001345563 Refer to Table of Contents for specific component removal and installation information. INSTRUMENT PANEL Most incidents are caused by contact and movement between: 1. The cluster lid A and instrument panel Acrylic lens and combination meter housing Instrument panel to front pillar garnish Instrument panel to windshield Н Instrument panel mounting pins Wiring harnesses behind the combination meter 7. A/C defroster duct and duct joint These incidents can usually be located by tapping or moving the components to duplicate the noise or by pressing on the components while driving to stop the noise. Most of these incidents can be repaired by applying felt cloth tape or silicone spray (in hard to reach areas). Urethane pads can be used to insulate wiring harness. **CAUTION:** Do not use silicone spray to isolate a squeak or rattle. If you saturate the area with silicone, you will not be able to recheck the repair. CENTER CONSOLE Components to pay attention to include: Shifter assembly cover to finisher A/C control unit and cluster lid C 3. Wiring harnesses behind audio and A/C control unit The instrument panel repair and isolation procedures also apply to the center console. **DOORS** Pay attention to the: N 1. Finisher and inner panel making a slapping noise Inside handle escutcheon to door finisher Wiring harnesses tapping 4. Door striker out of alignment causing a popping noise on starts and stops Tapping or moving the components or pressing on them while driving to duplicate the conditions can isolate many of these incidents. You can usually insulate the areas with felt cloth tape or insulator foam blocks from the NISSAN Squeak and Rattle Kit (J-43980) to repair the noise.

#### TRUNK

Trunk noises are often caused by a loose jack or loose items put into the trunk by the owner. In addition look for:

- Trunk lid bumpers out of adjustment
- Trunk lid striker out of adjustment

## < ON-VEHICLE MAINTENANCE >

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- The trunk lid torsion bars knocking together
- A loose license plate or bracket

Most of these incidents can be repaired by adjusting, securing or insulating the item(s) or component(s) causing the noise.

#### SUNROOF/HEADLINING

Noises in the sunroof/headlining area can often be traced to one of the following:

- 1. Sunroof lid, rail, linkage or seals making a rattle or light knocking noise
- Sun visor shaft shaking in the holder
- 3. Front or rear windshield touching headliner and squeaking

Again, pressing on the components to stop the noise while duplicating the conditions can isolate most of these incidents. Repairs usually consist of insulating with felt cloth tape.

## OVERHEAD CONSOLE (FRONT AND REAR)

Overhead console noises are often caused by the console panel clips not being engaged correctly. Most of these incidents are repaired by pushing up on the console at the clip locations until the clips engage. In addition look for:

- 1. Loose harness or harness connectors.
- 2. Front console map/reading lamp lens loose.
- 3. Loose screws at console attachment points.

#### SEATS

When isolating seat noise it's important to note the position the seat is in and the load placed on the seat when the noise is present. These conditions should be duplicated when verifying and isolating the cause of the noise.

Cause of seat noise include:

- 1. Headrest rods and holder
- 2. A squeak between the seat pad cushion and frame
- The rear seatback lock and bracket

These noises can be isolated by moving or pressing on the suspected components while duplicating the conditions under which the noise occurs. Most of these incidents can be repaired by repositioning the component or applying urethane tape to the contact area.

#### UNDERHOOD

Some interior noise may be caused by components under the hood or on the engine wall. The noise is then transmitted into the passenger compartment.

Causes of transmitted underhood noise include:

- Any component mounted to the engine wall
- 2. Components that pass through the engine wall
- 3. Engine wall mounts and connectors
- 4. Loose radiator mounting pins
- 5. Hood bumpers out of adjustment
- Hood striker out of adjustment

These noises can be difficult to isolate since they cannot be reached from the interior of the vehicle. The best method is to secure, move or insulate one component at a time and test drive the vehicle. Also, engine RPM or load can be changed to isolate the noise. Repairs can usually be made by moving, adjusting, securing, or insulating the component causing the noise.

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# **Diagnostic Worksheet**

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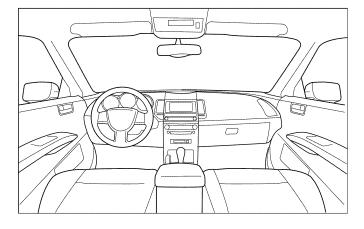
#### Dear Customer:

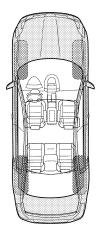
We are concerned about your satisfaction with your vehicle. Repairing a squeak or rattle sometimes can be very difficult. To help us fix your vehicle right the first time, please take a moment to note the area of the vehicle where the squeak or rattle occurs and under what conditions. You may be asked to take a test drive with a service advisor or technician to ensure we confirm the noise you are hearing.

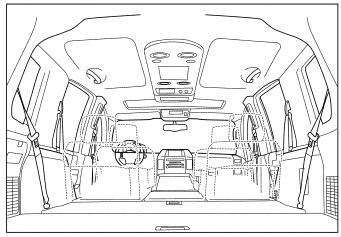
#### **SQUEAK & RATTLE DIAGNOSTIC WORKSHEET**

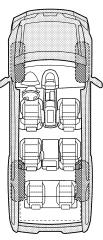
I. WHERE DOES THE NOISE COME FROM? (circle the area of the vehicle)

The illustrations are for reference only, and may not reflect the actual configuration of your vehicle.









Continue to page 2 of the worksheet and briefly describe the location of the noise or rattle. In addition, please indicate the conditions which are present when the noise occurs.

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Briefly describe the location where the noi	se occurs	:		
II. WHEN DOES IT OCCUR? (please che	eck the bo	xes that app	oly)	
<ul> <li>☐ Anytime</li> <li>☐ 1st time in the morning</li> <li>☐ Only when it is cold outside</li> <li>☐ Only when it is hot outside</li> </ul>	□ w □ Di	ter sitting or hen it is rain y or dusty o ther:	ning or wet	
III. WHEN DRIVING:	IV. W	HAT TYPE	OF NOISE	<b>.</b>
<ul> <li>☐ Through driveways</li> <li>☐ Over rough roads</li> <li>☐ Over speed bumps</li> <li>☐ Only about mph</li> <li>☐ On acceleration</li> <li>☐ Coming to a stop</li> <li>☐ On turns: left, right or either (circle)</li> <li>☐ With passengers or cargo</li> <li>☐ Other: miles or minument</li> </ul> TO BE COMPLETED BY DEALERSHIP P	☐ Ci ☐ Ri ☐ Kri ☐ Ti ☐ Bi	reak (like wa attle (like sha nock (like a l ck (like a clo nump (heavy uzz (like a bu	alking on an aking a bal knock at th ock second muffled kr	e door) I hand) nock noise)
Test Drive Notes:				
		YES	NO	Initials of person performing
Vehicle test driven with customer - Noise verified on test drive - Noise source located and repaired - Follow up test drive performed to confire	m repair			
	Cuo	tamar Name		
VIN:				

Clip and Fastener

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- Clips and fasteners in EXT section correspond to the following numbers and symbols.
- Replace any clips and/or fasteners which are damaged during removal or installation.

< ON-VEHICLE MAINTENANCE >

[COUPE]

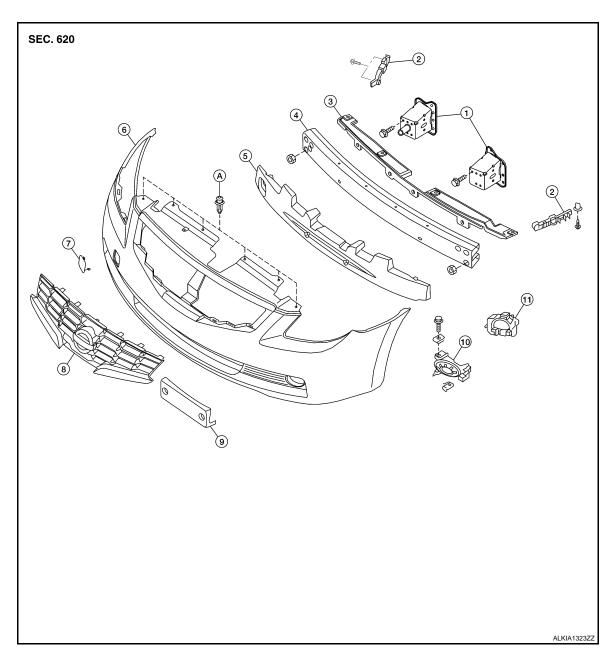
Symbol No.	Shapes	Removal & Installation
C101	SBF302H	Removal: Remove by bending up with flat-bladed screwdrivers or clip remover.
C103	SBT095	Removal: Remove with a clip remover.  SBF423H
C203 基	SBF258G	Push center pin to catching position. (Do not remove center pin by hitting it.)  Push  Installation: LIIA0236E
C205	мвтовоа	Removal: Flat-bladed screwdriver Finisher Clip SBF638CA
C206	MBF519B	MBF520B
CE103	SBF104B	Removal:
CE107	SBF411H	Panel Flat-bladed screwdriver Molding

Symbol No.	Shapes	Removal & Installation
CE117	SBF174D	Removal: Remove by bending up with a flat-bladed screwdriver or pliers.  SBF175DA
CF110 军	Seal rubber Clip-B SBF648B	Removal:  Clip-A Finisher  Clip-B Loip-B Rubber seal Flat-bladed screwdriver
CF118	Clip-A  Clip-B (Grommet)  Sealing washer  SBF151D	Flat-bladed screwdriver Finisher  Clip-B Body panel Clip-A Sealing washers SBF259G
CG101	SBF145B	Removal:  Rotate 45° to remove.  Removal:  SBF085B
CS101	SBF078B	Removal:  1. Screw out with a Phillips screwdriver.  2. Remove female portion with flat-bladed screwdriver.  SBF992G
CR103	SBF768B	Removal: Holder portion of clip must be spread out to remove rod.  SBF770B
Metal Clip	WBT072	Removal:  Pull Pull  WBT073

# **ON-VEHICLE REPAIR**

# FRONT BUMPER

Removal and Installation - Coupe



- 1. Front bumper supports
- 4. Front bumper reinforcement
- 7. Tow hook cover
- 10. Fog lamp (if equipped)
- 2. Front bumper side bracket
- 5. Front energy absorbing foam
- 8. Front grille
- 11. Bumper finisher (if equipped)
- 3. Reinforcement bracket
- 6. Front bumper fascia
- 9. License plate bracket
- A. Clip C101

## **REMOVAL**

- 1. Remove the front fender protectors RH and LH. Refer to EXT-19, "Removal and Installation".
- 2. Remove the engine under cover.
- 3. Remove the RH and LH side under covers.
- 4. Remove the fog lamp if equipped. Refer to EXL-240. "Removal and Installation".
- 5. Remove the front bumper fascia clips and screws, then remove the front bumper fascia.

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## **FRONT BUMPER**

< ON-VEHICLE REPAIR > [COUPE]

- 6. Remove the front grille. Refer to EXT-17, "Removal and Installation".
- 7. Remove the front energy absorbing foam.
- 8. Remove the front bumper reinforcement and reinforcement bracket.
- 9. Remove the front bumper supports.

## **INSTALLATION**

Installation is in the reverse order of removal.

# **REAR BUMPER**

## Removal and Installation

SEC. 850 ALKIA1324ZZ

- Rear bumper side brackets
- Rear energy absorbing foam
- Vehicle front

- 2. Rear bumper supports
- 5. Rear bumper fascia
- Rear bumper reinforcement
- A. C205 push pin

#### **REMOVAL**

- Remove the LH and RH rear combination lamps. Refer to EXL-244, "Removal and Installation". 1.
- 2. Remove both the rear wheels and tires. Refer to WT-37, "Adjustment".
- 3. Remove the rear bumper fascia clips and screws, then remove the rear bumper fascia.
- Remove the rear energy absorbing foam. 4.
- 5. Remove the rear bumper reinforcement.
- Remove the rear bumper supports.

#### **INSTALLATION**

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## **REAR BUMPER**

< ON-VEHICLE REPAIR >

[COUPE]

Installation is in the reverse order of removal.

# **FRONT GRILLE**

## Removal and Installation

SEC. 620

ALKIA1325ZZ

- 1. Front bumper fascia
- 2. Front grille

3. License plate bracket

- 4. Fog lamp (if equipped)
- 5. Bumper finisher (if equipped)
- A. Clip C101

#### Removal

- 1. Remove the front fender protectors RH and LH. Refer to EXT-19, "Removal and Installation".
- 2. Remove the engine under cover.
- 3. Remove the RH and LH side under covers.
- 4. Remove the front bumper fascia clips and screws, then remove the front bumper fascia.
- 5. Remove the fog lamp if equipped. Refer to EXL-240, "Removal and Installation".
- 6. Release the grille tabs from the front bumper fascia and remove the front grille.

#### Installation

Installation is in the reverse order of removal.

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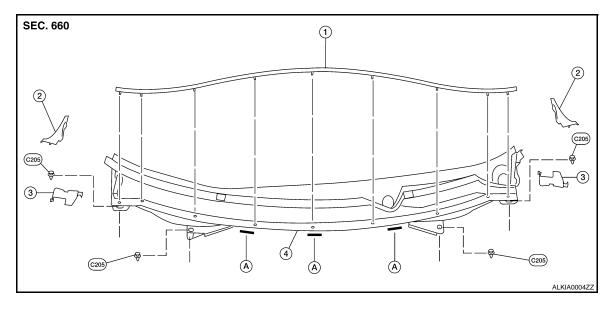
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# **COWL TOP**

# Removal and Installation

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1. Cowl top seal

- 2. Cowl top side trim covers
- Cowl top foam blocks

4. Cowl top

A. Clips

## **REMOVAL**

- 1. Remove both the RH and LH wiper arms. Refer to <u>WW-40, "FRONT WIPER ARMS : Removal and Installation"</u>.
- 2. Remove the cowl top side trim covers.
- 3. Remove the cowl top foam blocks.
- 4. Remove the cowl top clips and remove the cowl top.

## **INSTALLATION**

Installation is in the reverse order of removal.

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# **FENDER PROTECTOR**

## Removal and Installation

SEC. 630

- 1. Fender protector
- B. Clips
- a. Sheet metal nut

- 2. Fender protector side cover
- C. Center mudguard screw
- A. J-clips
- ∀ehicle front

#### **REMOVAL**

- 1. Remove the engine under cover. Refer to EXT-13, "Removal and Installation Coupe".
- 2. Remove the screw from center mudguard.
- 3. Remove the fender protector screws and clips.
- 4. Remove the fender protector.

#### **INSTALLATION**

Installation is in the reverse order of removal.

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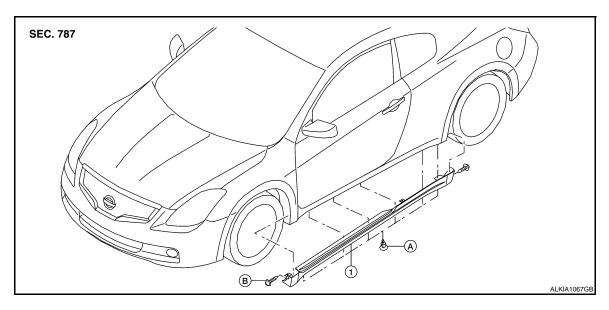
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# **MUDGUARD**

# Removal and Installation

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- 1. Center mudguard
- A. C205 push pin

B. Splash guard screw

## **REMOVAL**

- 1. Remove the C205 push-pins located on the under body.
- 2. Remove splash guard screws.
- 3. Remove the center mudguard screws and remove the center mudguard.

## **INSTALLATION**

Installation is in the reverse order of removal.

[COUPE]

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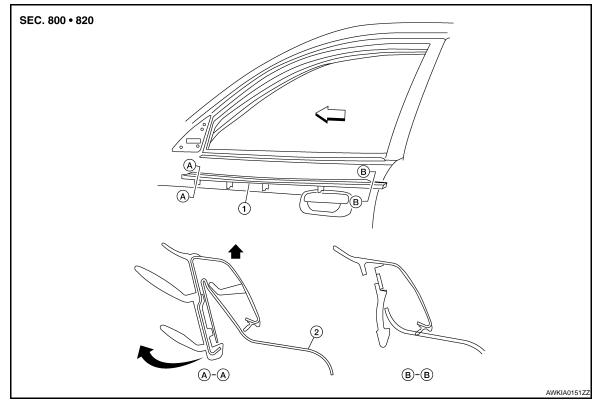
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# DOOR OUTSIDE MOLDING

## Removal and Installation



1. Front door outside molding

2. Front door

 $\leftarrow$  Vehicle front

## **Door Outside Molding**

## Removal

- 1. Open the front door window fully.
- 2. Remove the side view mirror. Refer to MIR-19, "Removal and Installation".
- 3. Lift and twist front door molding from rear end, disconnect clips from flange and pull the front door molding out backward.

#### Installation

Installation is in the reverse order of removal.

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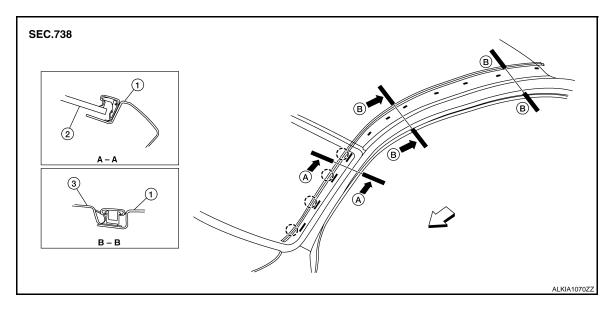
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# **ROOF SIDE MOLDING**

## Removal and Installation

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- 1. Body side outer panel

- 2. Windshield
- ( Pawl

3. Roof

## **REMOVAL**

- 1. Lift and twist the roof side molding up from the rear edge.
- 2. Disconnect the roof side molding from the clips, and remove the roof side molding.

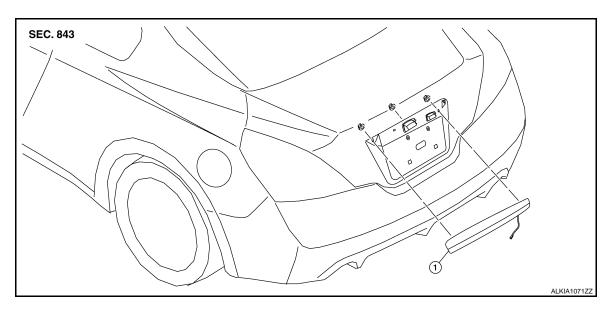
## **INSTALLATION**

Installation is in the reverse order of removal.

• Engage the roof molding into the clips starting at the rear.

# LICENSE LAMP FINISHER

## Removal and Installation



1. License lamp finisher

## **REMOVAL**

- 1. Remove the trunk lid finisher (if equipped). Refer to INT-22, "Removal and Installation".
- 2. Remove the license lamp finisher nuts.
- 3. Remove license lamp finisher by pulling toward the rear, then disconnect the trunk request switch connector.

## **INSTALLATION**

Installation is in the reverse order of removal.

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< PRECAUTION > [SEDAN]

# **PRECAUTION**

## **PRECAUTIONS**

Precaution for Supplemental Restraint System (SRS) "AIR BAG" and "SEAT BELT PRE-TENSIONER"

The Supplemental Restraint System such as "AIR BAG" and "SEAT BELT PRE-TENSIONER", used along with a front seat belt, helps to reduce the risk or severity of injury to the driver and front passenger for certain types of collision. This system includes seat belt switch inputs and dual stage front air bag modules. The SRS system uses the seat belt switches to determine the front air bag deployment, and may only deploy one front air bag, depending on the severity of a collision and whether the front occupants are belted or unbelted. Information necessary to service the system safely is included in the SR and SB section of this Service Manual.

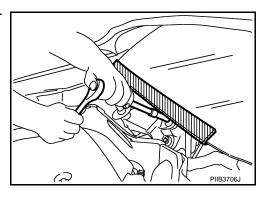
## **WARNING:**

- To avoid rendering the SRS inoperative, which could increase the risk of personal injury or death in the event of a collision which would result in air bag inflation, all maintenance must be performed by an authorized NISSAN/INFINITI dealer.
- Improper maintenance, including incorrect removal and installation of the SRS, can lead to personal injury caused by unintentional activation of the system. For removal of Spiral Cable and Air Bag Module, see the SR section.
- Do not use electrical test equipment on any circuit related to the SRS unless instructed to in this Service Manual. SRS wiring harnesses can be identified by yellow and/or orange harnesses or harness connectors.

## Precaution for Procedure without Cowl Top Cover

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When performing the procedure after removing cowl top cover, cover the lower end of windshield with urethane, etc.



## Precaution

- INFOID:00000000031108
- When removing or disassembling any part, be careful not to damage or deform it. Protect parts which may
  get in the way with cloth.
- When removing parts with a screwdriver or other tool, protect parts by wrapping them with vinyl or tape.
- Keep removed parts protected with cloth.
- If a clip is deformed or damaged, replace it.
- If an unreusable part is removed, replace it with a new one.
- Tighten bolts and nuts firmly to the specified torque.
- After re-assembly has been completed, make sure each part functions correctly.
- · Remove stains in the following way.
- Water-soluble stains:
  - Dip a cloth in warm water, and squeeze tightly. After wiping the stain, wipe with a soft dry cloth.
- Oil stain:
  - Dissolve a synthetic detergent in warm water (density of 2 to 3% or less), dip the cloth, then clean off the stain with the cloth. Next, dip the soft cloth in fresh water, and then squeeze it tightly. Then clean off the detergent completely. Then wipe the area with a soft dry cloth.
- Do not use any organic solvent, such as thinner or benzine.

## **PREPARATION**

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# **PREPARATION**

# **PREPARATION**

Special Service Tool

The actual shapes of Kent-Moore tools may differ from those of special service tools illustrated here.

Tool number (Kent-Moore No.) Tool name		Description	
— (J-39570) Chassis ear	AAAAAA	Locating the noise	
	SBT839		
— (J-43980) NISSAN Squeak and Rattle kit		Repairing the cause of noise	
	SBT840		

## **Commercial Service Tool**

(Kent-Moore No.) Tool name		Description
(J-39565) Engine ear		Locating the noise
	SIIA0995E	

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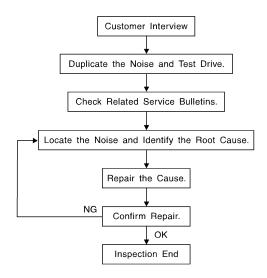
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# ON-VEHICLE MAINTENANCE

## SQUEAK AND RATTLE TROUBLE DIAGNOSES

Work Flow (INFOID:000000000311087)



SBT842

#### **CUSTOMER INTERVIEW**

Interview the customer, if possible, to determine the conditions that exist when the noise occurs. Use the Diagnostic Worksheet during the interview to document the facts and conditions when the noise occurs and any customer's comments; refer to <a href="EXT-30">EXT-30</a>, "Diagnostic Worksheet". This information is necessary to duplicate the conditions that exist when the noise occurs.

- The customer may not be able to provide a detailed description or the location of the noise. Attempt to obtain all the facts and conditions that exist when the noise occurs (or does not occur).
- If there is more than one noise in the vehicle, be sure to diagnose and repair the noise that the customer is concerned about. This can be accomplished by test driving the vehicle with the customer.
- After identifying the type of noise, isolate the noise in terms of its characteristics. The noise characteristics
  are provided so the customer, service adviser and technician are all speaking the same language when
  defining the noise.
- Squeak (Like tennis shoes on a clean floor)
   Squeak characteristics include the light contact/fast movement/brought on by road conditions/hard surfaces
   higher pitch noise/softer surfaces = lower pitch noises/edge to surface = chirping
- Creak (Like walking on an old wooden floor)
   Creak characteristics include firm contact/slow movement/twisting with a rotational movement/pitch dependent on materials/often brought on by activity.
- Rattle (Like shaking a baby rattle)
  Rattle characteristics include the fast repeated contact/vibration or similar movement/loose parts/missing clip or fastener/incorrect clearance.
- Knock (Like a knock on a door)
  - Knock characteristics include hollow sounding/sometimes repeating/often brought on by driver action.
- Tick (Like a clock second hand)
  - Tick characteristics include gentle contacting of light materials/loose components/can be caused by driver action or road conditions.
- Thump (Heavy, muffled knock noise)
  - Thump characteristics include softer knock/dead sound often brought on by activity.
- Buzz (Like a bumblebee)
  - Buzz characteristics include high frequency rattle/firm contact.
- Often the degree of acceptable noise level will vary depending upon the person. A noise that you may judge as acceptable may be very irritating to the customer.
- Weather conditions, especially humidity and temperature, may have a great effect on noise level.

#### DUPLICATE THE NOISE AND TEST DRIVE

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If possible, drive the vehicle with the customer until the noise is duplicated. Note any additional information on the Diagnostic Worksheet regarding the conditions or location of the noise. This information can be used to duplicate the same conditions when you confirm the repair.

If the noise can be duplicated easily during the test drive, to help identify the source of the noise, try to duplicate the noise with the vehicle stopped by doing one or all of the following:

- Close a door.
- Tap or push/pull around the area where the noise appears to be coming from.
- Rev the engine.
- Use a floor jack to recreate vehicle "twist".
- At idle, apply engine load (electrical load, half-clutch on M/T model, drive position on CVT and A/T model).
- Raise the vehicle on a hoist and hit a tire with a rubber hammer.
- Drive the vehicle and attempt to duplicate the conditions the customer states exist when the noise occurs.
- If it is difficult to duplicate the noise, drive the vehicle slowly on an undulating or rough road to stress the vehicle body.

#### CHECK RELATED SERVICE BULLETINS

After verifying the customer concern or symptom, check ASIST for Technical Service Bulletins (TSBs) related to that concern or symptom.

If a TSB relates to the symptom, follow the procedure to repair the noise.

#### LOCATE THE NOISE AND IDENTIFY THE ROOT CAUSE

- 1. Narrow down the noise to a general area. To help pinpoint the source of the noise, use a listening tool (Chassis Ear: J-39570, Engine Ear: J-39565 and mechanics stethoscope).
- 2. Narrow down the noise to a more specific area and identify the cause of the noise by:
  - Removing the components in the area that you suspect the noise is coming from. Do not use too much force when removing clips and fasteners, otherwise clips and fasteners
  - can be broken or lost during the repair, resulting in the creation of new noise. Tapping or pushing/pulling the component that you suspect is causing the noise.
  - Do not tap or push/pull the component with excessive force, otherwise the noise will be eliminated only temporarily.
  - Feeling for a vibration with your hand by touching the component(s) that you suspect is (are) causing the noise.
  - Placing a piece of paper between components that you suspect are causing the noise.
  - Looking for loose components and contact marks.

Refer to EXT-28, "Generic Squeak and Rattle Troubleshooting".

#### REPAIR THE CAUSE

- If the cause is a loose component, tighten the component securely.
- If the cause is insufficient clearance between components:
- Separate components by repositioning or loosening and retightening the component, if possible.
- Insulate components with a suitable insulator such as urethane pads, foam blocks, felt cloth tape or urethane tape. A NISSAN Squeak and Rattle Kit (J-43980) is available through your authorized NISSAN Parts Department.

#### **CAUTION:**

Do not use excessive force as many components are constructed of plastic and may be damaged. Always check with the Parts Department for the latest parts information.

The following materials are contained in the NISSAN Squeak and Rattle Kit (J-43980). Each item can be ordered separately as needed.

URETHANE PADS [1.5 mm (0.059 in) thick]

Insulates connectors, harness, etc.

76268-9E005: 100 x 135 mm (3.94 x 5.31 in)/76884-71L01: 60 x 85 mm (2.36 x 3.35 in)/76884-71L02: 15 x 25 mm (0.59 x 0.98 in)

INSULATOR (Foam blocks)

Insulates components from contact. Can be used to fill space behind a panel.

73982-9E000: 45 mm (1.77 in) thick, 50 x 50 mm (1.97 x 1.97 in)/73982-50Y00: 10 mm (0.39 in) thick, 50 x 50 mm (1.97 x 1.97 in)

INSULATOR (Light foam block)

80845-71L00: 30 mm (1.18 in) thick, 30 x 50 mm (1.18 x 1.97 in)

FELT CLOTH TAPE

Used to insulate where movement does not occur. Ideal for instrument panel applications. 68370-4B000: 15 x 25 mm (0.59 x 0.98 in) pad/68239-13E00: 5 mm (0.20 in) wide tape roll

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#### < ON-VEHICLE MAINTENANCE >

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The following materials, not found in the kit, can also be used to repair squeaks and rattles.

**UHMW (TEFLON) TAPE** 

Insulates where slight movement is present. Ideal for instrument panel applications.

SILICONE GREASE

Used in place of UHMW tape that will be visible or not fit.

Note: Will only last a few months.

SILICONE SPRAY

Use when grease cannot be applied.

**DUCT TAPE** 

Use to eliminate movement.

#### CONFIRM THE REPAIR

Confirm that the cause of a noise is repaired by test driving the vehicle. Operate the vehicle under the same conditions as when the noise originally occurred. Refer to the notes on the Diagnostic Worksheet.

## Generic Squeak and Rattle Troubleshooting

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Refer to Table of Contents for specific component removal and installation information.

#### **INSTRUMENT PANEL**

Most incidents are caused by contact and movement between:

- The cluster lid A and instrument panel
- 2. Acrylic lens and combination meter housing
- Instrument panel to front pillar garnish
- 4. Instrument panel to windshield
- 5. Instrument panel mounting pins
- 6. Wiring harnesses behind the combination meter
- 7. A/C defroster duct and duct joint

These incidents can usually be located by tapping or moving the components to duplicate the noise or by pressing on the components while driving to stop the noise. Most of these incidents can be repaired by applying felt cloth tape or silicone spray (in hard to reach areas). Urethane pads can be used to insulate wiring harness.

#### **CAUTION:**

Do not use silicone spray to isolate a squeak or rattle. If you saturate the area with silicone, you will not be able to recheck the repair.

#### **CENTER CONSOLE**

Components to pay attention to include:

- 1. Shifter assembly cover to finisher
- 2. A/C control unit and cluster lid C
- 3. Wiring harnesses behind audio and A/C control unit

The instrument panel repair and isolation procedures also apply to the center console.

#### **DOORS**

Pay attention to the:

- 1. Finisher and inner panel making a slapping noise
- Inside handle escutcheon to door finisher
- Wiring harnesses tapping
- 4. Door striker out of alignment causing a popping noise on starts and stops

Tapping or moving the components or pressing on them while driving to duplicate the conditions can isolate many of these incidents. You can usually insulate the areas with felt cloth tape or insulator foam blocks from the NISSAN Squeak and Rattle Kit (J-43980) to repair the noise.

#### **TRUNK**

Trunk noises are often caused by a loose jack or loose items put into the trunk by the owner. In addition look for:

- Trunk lid bumpers out of adjustment
- 2. Trunk lid striker out of adjustment

# < ON-VEHICLE MAINTENANCE >

- The trunk lid torsion bars knocking together
- A loose license plate or bracket

Most of these incidents can be repaired by adjusting, securing or insulating the item(s) or component(s) causing the noise.

#### SUNROOF/HEADLINING

Noises in the sunroof/headlining area can often be traced to one of the following:

- Sunroof lid, rail, linkage or seals making a rattle or light knocking noise
- Sun visor shaft shaking in the holder
- 3. Front or rear windshield touching headliner and squeaking

Again, pressing on the components to stop the noise while duplicating the conditions can isolate most of these incidents. Repairs usually consist of insulating with felt cloth tape.

## OVERHEAD CONSOLE (FRONT AND REAR)

Overhead console noises are often caused by the console panel clips not being engaged correctly. Most of these incidents are repaired by pushing up on the console at the clip locations until the clips engage. In addition look for:

- Loose harness or harness connectors.
- Front console map/reading lamp lens loose.
- 3. Loose screws at console attachment points.

SEATS

When isolating seat noise it's important to note the position the seat is in and the load placed on the seat when the noise is present. These conditions should be duplicated when verifying and isolating the cause of the noise.

Cause of seat noise include:

- 1. Headrest rods and holder
- A squeak between the seat pad cushion and frame
- The rear seatback lock and bracket

These noises can be isolated by moving or pressing on the suspected components while duplicating the conditions under which the noise occurs. Most of these incidents can be repaired by repositioning the component or applying urethane tape to the contact area.

#### UNDERHOOD

Some interior noise may be caused by components under the hood or on the engine wall. The noise is then transmitted into the passenger compartment.

Causes of transmitted underhood noise include:

- Any component mounted to the engine wall 1.
- 2. Components that pass through the engine wall
- Engine wall mounts and connectors
- Loose radiator mounting pins
- 5. Hood bumpers out of adjustment
- Hood striker out of adjustment

These noises can be difficult to isolate since they cannot be reached from the interior of the vehicle. The best method is to secure, move or insulate one component at a time and test drive the vehicle. Also, engine RPM or load can be changed to isolate the noise. Repairs can usually be made by moving, adjusting, securing, or insulating the component causing the noise.

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# Diagnostic Worksheet

Dear Customer:

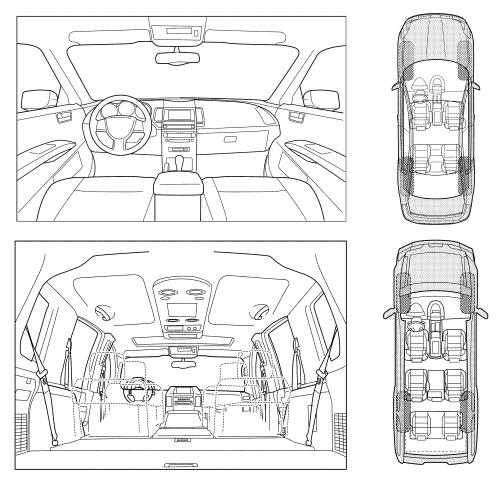
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We are concerned about your satisfaction with your vehicle. Repairing a squeak or rattle sometimes can be very difficult. To help us fix your vehicle right the first time, please take a moment to note the area of the vehicle where the squeak or rattle occurs and under what conditions. You may be asked to take a test drive with a service advisor or technician to ensure we confirm the noise you are hearing.

## **SQUEAK & RATTLE DIAGNOSTIC WORKSHEET**

#### I. WHERE DOES THE NOISE COME FROM? (circle the area of the vehicle)

The illustrations are for reference only, and may not reflect the actual configuration of your vehicle.



Continue to page 2 of the worksheet and briefly describe the location of the noise or rattle. In addition, please indicate the conditions which are present when the noise occurs.

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II. WHEN DOES IT OCCUR? (please c	heck the boxes that apply)	
☐ Anytime	☐ After sitting out in the rain	
☐ 1st time in the morning	☐ When it is raining or wet	
Only when it is cold outside	☐ Dry or dusty conditions	
Only when it is hot outside	☐ Other:	
III. WHEN DRIVING:	IV. WHAT TYPE OF NOISE	
☐ Through driveways	☐ Squeak (like tennis shoes on a clean floor)	
Over rough roads	☐ Creak (like walking on an old wooden floor)	
Over speed bumps	Rattle (like shaking a baby rattle)	
Only about mph	☐ Knock (like a knock at the door)	
On acceleration	☐ Tick (like a clock second hand)	
Coming to a stop	Thump (heavy muffled knock noise)	
On turns: left, right or either (circle)	Buzz (like a bumble bee)	
With passengers or cargo		
Other:		
After driving miles or mi	nutes	
TO DE COMPLETED DY DEALEDCHID	DEDCOMME	
TO BE COMPLETED BY DEALERSHIP	PERSONNEL	
Tost Drive Notes:		
Test Drive Notes:		
Test Drive Notes:		_
Test Drive Notes:	YES NO Initials of person performing	 
Test Drive Notes:  Vehicle test driven with customer		_
		_
Vehicle test driven with customer	performing	_
Vehicle test driven with customer - Noise verified on test drive	performing	
Vehicle test driven with customer - Noise verified on test drive - Noise source located and repaired - Follow up test drive performed to conf	performing	

- Clips and fasteners in EXT section correspond to the following numbers and symbols.
  Replace any clips and/or fasteners which are damaged during removal or installation.

Symbol No.	Shapes	Removal & Installation
C101	SBF302H	Removal: Remove by bending up with flat-bladed screwdrivers or clip remover.
C103	SBT095	Removal: Remove with a clip remover.  SBF423H
C203 事	SBF258G	Push center pin to catching position. (Do not remove center pin by hitting it.)  Push  Installation:  LIIA0236E
C205	MBT080A	Flat-bladed screwdriver Finisher Clip
C206	MBF519B	MBF520B
CE103	SBF104B	Removal:
CE107	SBF411H	Panel Flat-bladed screwdriver Molding Clip SBF767B

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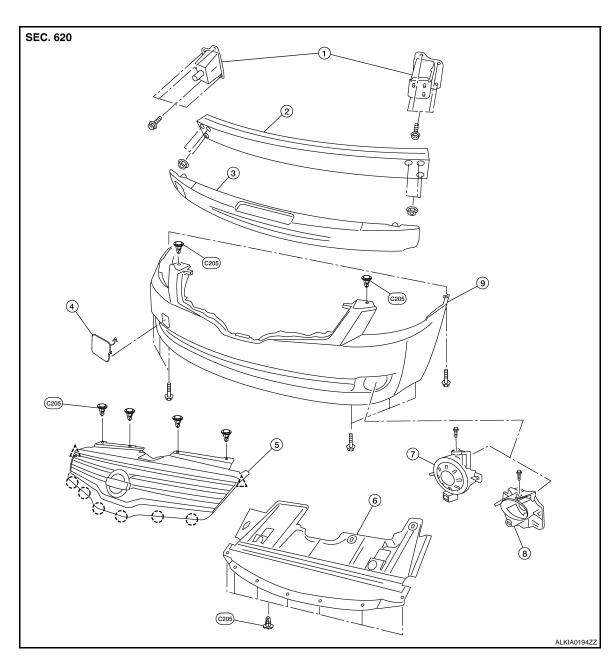
Symbol No.	Shapes	Removal & Installation
CE117	SBF174D	Removal: Remove by bending up with a flat-bladed screwdriver or pliers.  SBF175DA
CF110 写	Clip-B SBF648B	Removal:  Clip-A Finisher  Clip-B Weatherstrip Rubber seal Flat-bladed screwdriver
CF118	Clip-B (Grommet) Sealing washer SBF151D	Removal: Flat-bladed screwdriver Finisher Clip-B Grommet) Panel Sealing Washers SBF259G
CG101	SBF145B	Removal:  Rotate 45° to remove.  Removal:  Removal:  SBF085B
CS101	SBF078B	Removal:  1. Screw out with a Phillips screwdriver.  2. Remove female portion with liat-bladed screwdriver.  SBF992G
CR103	SBF768B	Removal: Holder portion of clip must be spread out to remove rod.  SBF770B
Metal Clip	WBT072	Removal:

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# **ON-VEHICLE REPAIR**

# FRONT BUMPER

## Removal and Installation



- 1. Front bumper supports
- 4. Tow cover
- 7. Fog lamp cover

- 2. Front bumper reinforcement
- Front grille
- 8. Fog lamp (if equipped)
- 3. Energy absorbing foam
- 6. Engine under cover
- 9. Front bumper fascia

#### **REMOVAL**

- 1. Remove the front fender protectors RH and LH. Refer to EXT-40, "Removal and Installation".
- 2. Remove the engine under cover.
- 3. Remove the front grille. Refer to EXT-38, "Removal and Installation".
- 4. Remove the fog lamp if equipped. Refer to EXL-240, "Removal and Installation".
- 5. Remove the front bumper fascia clips and screws, then remove the front bumper fascia.
- 6. Remove the front energy absorbing foam.

## **FRONT BUMPER**

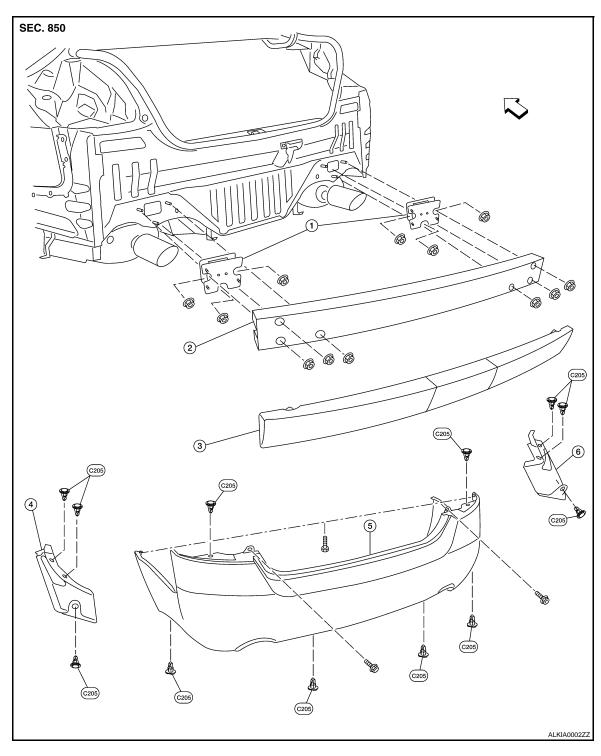
[SEDAN] < ON-VEHICLE REPAIR > 7. Remove the front bumper reinforcement. Α 8. Remove the front bumper supports. **INSTALLATION** Installation is in the reverse order of removal. В С D Е F G Н J L M Ν 0

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# **REAR BUMPER**

# Removal and Installation



- 1. Rear bumper supports
- 4. Splash shield LH
- ∀ehicle front

- 2. Rear bumper reinforcement
- 5. Rear bumper fascia
- 3. Energy absorbing foam
- 6. Splash shield RH

## **REMOVAL**

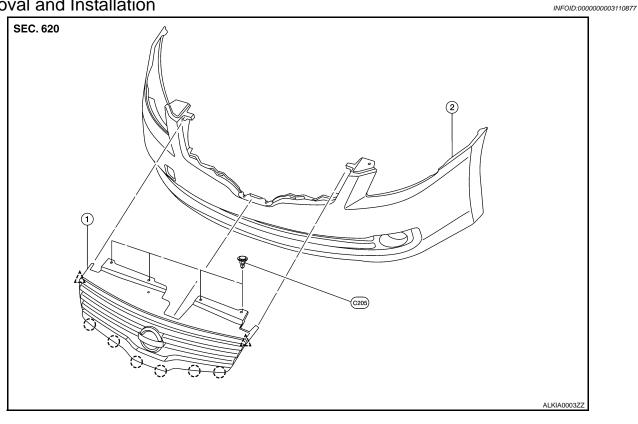
- 1. Remove the LH and RH rear combination lamps. Refer to EXL-244, "Removal and Installation".
- Remove both the rear wheels and tires. Refer to <u>WT-37</u>, "Adjustment".

## **REAR BUMPER**

[SEDAN] < ON-VEHICLE REPAIR > 3. Remove the LH and RH splash shields. Α 4. Remove the rear bumper fascia clips and screws, then remove the rear bumper fascia. 5. Remove the rear energy absorbing foam. 6. Remove the rear bumper reinforcement. В 7. Remove the rear bumper supports. **INSTALLATION** Installation is in the reverse order of removal. С D Е F G Н J L M Ν 0

# **FRONT GRILLE**

# Removal and Installation



1. Front grille

Bumper fascia

Pawl



## FRONT GRILLE

## Removal

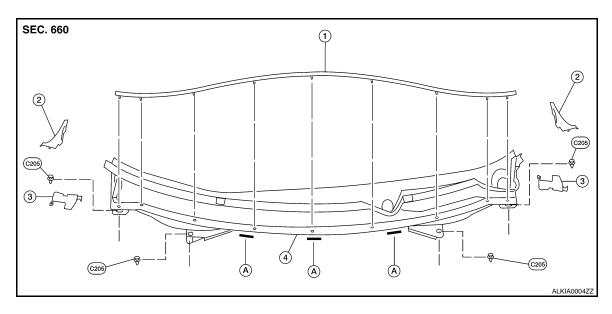
- Remove the front grille clips.
- Release the grille tabs from the front bumper fascia, then remove the front grille.

## Installation

Installation is in the reverse order of removal.

# **COWL TOP**

# Removal and Installation



Cowl top seal
 Cowl top

- 2. Cowl top side trim covers
- A Clips

3. Cowl top foam blocks

## **REMOVAL**

- 1. Remove both the RH and LH wiper arms. Refer to <u>WW-40, "FRONT WIPER ARMS : Removal and Installation"</u>.
- 2. Remove the cowl top side trim covers.
- 3. Remove the cowl top foam blocks.
- 4. Remove the cowl top clips and remove the cowl top.

## **INSTALLATION**

Installation is in the reverse order of removal.

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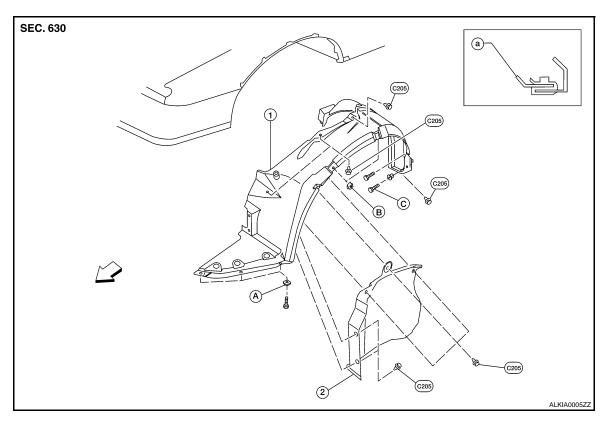
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# FENDER PROTECTOR

## Removal and Installation



- 1. Fender protector
- B. Clips

- 2. Fender protector side cover
- C. Center mudguard screw
- A. J-clipsVehicle front

a. Sheet metal nut

## **REMOVAL**

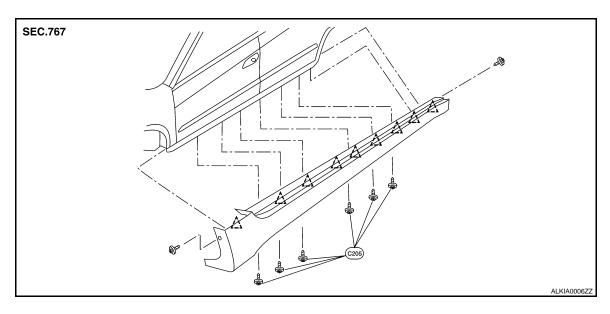
- 1. Remove the engine under cover. Refer to EXT-34, "Removal and Installation".
- 2. Remove the screw from center mudguard.
- 3. Remove the fender protector screws and clips.
- 4. Remove the fender protector.

#### **INSTALLATION**

Installation is in the reverse order of removal.

# **MUDGUARD**

# Removal and Installation



^ Clips

## **REMOVAL**

- 1. Remove the C205 push-pins located on the under body.
- 2. Remove the center mudguard screws and remove the center mudguard.

## **INSTALLATION**

Installation is in the reverse order of removal.

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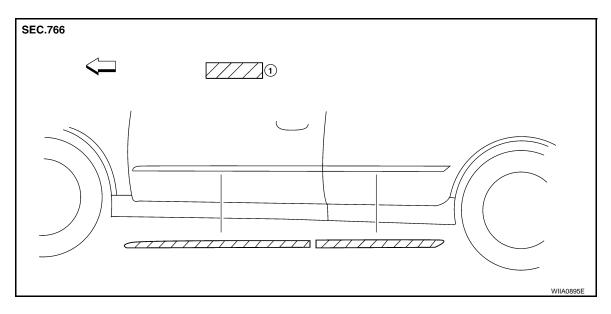
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## SIDE GUARD MOLDING

## Removal and Installation



1. Double-faced adhesive tape

∀ehicle front

## Removal

#### **CAUTION:**

Never apply tack-paper adhesive remover to body panel surface finished with lacquer-based paints.

- Original side guard molding is affixed to body panel with double-faced adhesive tape.
- 1. Heat molding to between 30° and 40°C (86° to 104°F) with a heat gun.
- 2. Using a trim stick, gently lift an end of the molding and cut away tape to remove molding.
- 3. Remove all remaining traces of tape and adhesive.

#### Installation

- On vehicles coated with Hard Clear Coat, use double-faced 3M® adhesive tape Product No. 4210 or equivalent, after priming with 3M primer Product No. N200 or C-100 or equivalent.
- The repair parts are also attached with double-faced adhesive tape.
- To re-use existing molding, clean all traces of double sided tape from the molding and apply new doublefaced tape to the molding.
- Clean the panel surface with isopropyl alcohol or equivalent to degrease the surface.
- 2. Using a heat gun, heat the panel and molding tape surface to 30° to 40°C (86° to 104°F).
- 3. Remove the backing sheet from the tape surface.
- Press ends by hand and use a roller to apply 5 kg-f (11 lb-f) to press molding to door surface.

#### NOTE:

For maximum adhesion, allow vehicle to set without washing for 24 hours after installation.

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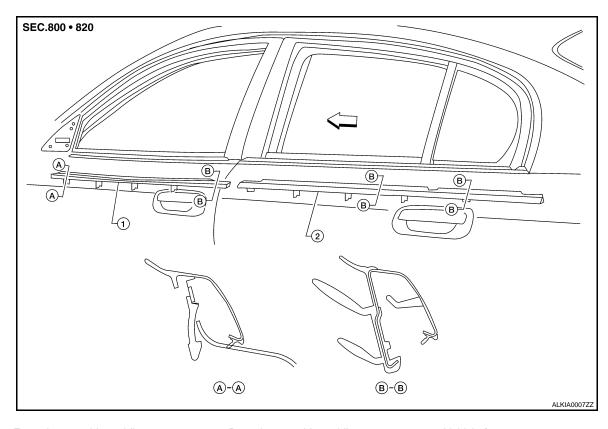
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# DOOR OUTSIDE MOLDING

## Removal and Installation



1. Front door outside molding

2. Rear door outside molding

Vehicle front

## Front Door Outside Molding

#### Removal

- Open the front door window fully.
- 2. Remove the side view mirror. Refer to MIR-19, "Removal and Installation".
- 3. Lift and twist from rear side, disconnect clips from flange and pull the front door molding out backwards.

#### Installation

Installation is in the reverse order of removal.

## Rear Door Outside Molding

#### Removal

- Open the rear door window fully.
- 2. Lift and twist from rear side, then disconnect clips from flange and pull the rear door molding out.

#### Installation

Installation is in the reverse order of removal.

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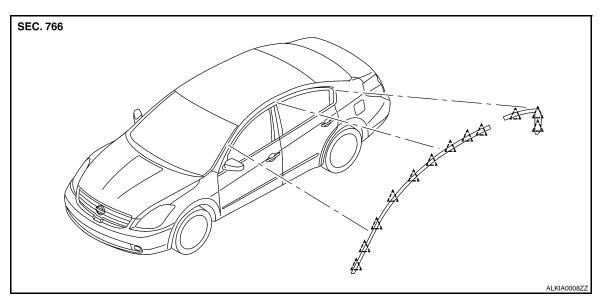
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# **DRIP MOLDING**

# Removal and Installation





## **REMOVAL**

- 1. Using a trim stick or equivalent, disconnect the drip mouldings starting at the front, working rearward.
- 2. Remove the drip moldings.

## **INSTALLATION**

Installation is in the reverse order of removal.

• Insert drip moldings onto vehicle starting at the rear, working forward.

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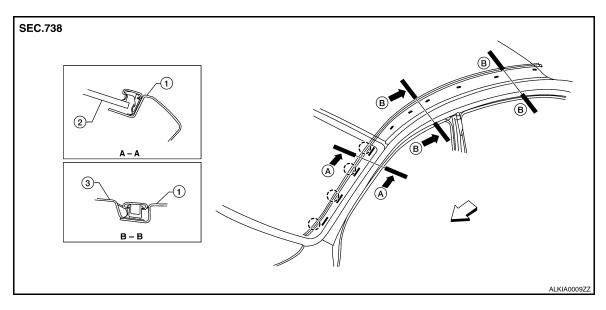
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# **ROOF SIDE MOLDING**

## Removal and Installation



- Body side outer panel
- Vehicle front

- Windshield
  - Pawl

3. Roof

#### **REMOVAL**

- Lift and twist the roof side molding up from the rear edge.
- Disconnect the roof side molding from the clips, and remove the roof side molding.

## **INSTALLATION**

Installation is in the reverse order of removal.

• Engage the roof molding into the clips starting at the rear.

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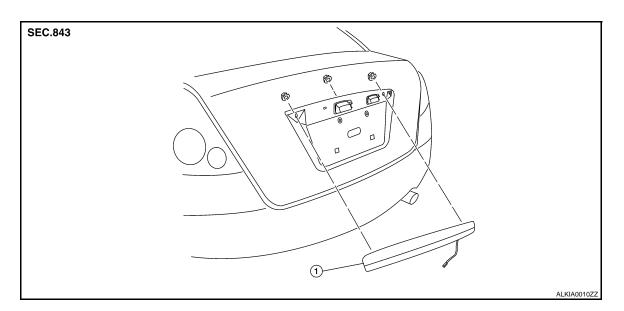
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# LICENSE LAMP FINISHER

# Removal and Installation



1. License lamp finisher

## **REMOVAL**

- 1. Remove the trunk lid finisher (if equipped). Refer to INT-21, "Exploded View".
- 2. Remove the license lamp finisher nuts.
- Remove license lamp finisher by pulling toward the rear, then disconnect the trunk request switch connector.

## **INSTALLATION**

Installation is in the reverse order of removal.

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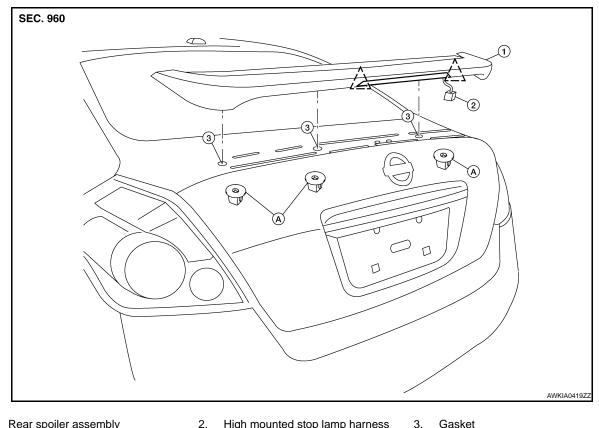
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## REAR SPOILER

## Removal and Installation



- Rear spoiler assembly
- Α. Nuts

- High mounted stop lamp harness
- Clips

#### Removal

- 1. Remove trunk lid finisher (if equipped). Refer to <a href="INT-22">INT-22</a>, "Removal and Installation".
- Disconnect high mounted stop lamp connector.
- Using a trim stick, carefully release the clips and pry foam tape free from trunk lid surface. **CAUTION:**

Use care not to damage painted surfaces during removal of, or releasing adhesive backed foam

4. Release the high mounted stop lamp harness grommet from trunk lid, then remove rear spoiler.

#### Installation

Installation is in the reverse order of removal.

#### NOTE:

- Before installing rear spoiler, clean the surface where it will be mounted with isopropyl alcohol or equivalent to degrease the surface.
- Before installing, be sure there are no gaps or waves in the foam tape where the surfaces meet.
- During installation, be sure grommet of high mounted stop lamp harness is fully seated into trunk lid opening prior to final rear air spoiler placement.

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