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SERVICE INFORMATION

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. Information necessary to service the system safely is included in the SRS 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 SRS 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.

Service Notice

- When removing or installing various parts, place a cloth or padding onto the vehicle body to prevent scratches.
- Handle trim, molding instruments, grille, etc. carefully during removing or installing. Be careful not to oil or damage them.
- Apply sealing compound where necessary when installing parts.
- When applying sealing compound, be careful that the sealing compound does not protrude from parts.
- When replacing any metal parts (for example body outer panel, member, etc.), be sure to take rust prevention measures.

Precaution INFOID:000000001851753

- 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 tools 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 soft cloth in warm water, and then squeeze it 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 cloth in fresh water and 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

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	SIIAO993E	Locating the noise	
— (J-43980) NISSAN Squeak and Rattle Kit	SIIA0994E	Repairing the cause of noise	S

Commercial Service Tool

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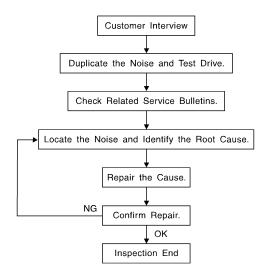
Description	
Locating the noise	
	Locating the noise

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Work Flow (INFOID:000000001851756



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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 <u>SE-8</u>, "<u>Diagnostic Worksheet</u>". 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 share starieties include firm contact (slow).
 - 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 bumble bee)
 - 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

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.

< SERVICE INFORMATION >

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:

- 1) Close a door.
- 2) Tap or push/pull around the area where the noise appears to be coming from.
- 3) Rev the engine.
- 4) Use a floor jack to recreate vehicle "twist".
- 5) At idle, apply engine load (electrical load, half-clutch on M/T model, drive position on A/T model).
- 6) 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 mechanic's 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 tem-
- 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 SE-6, "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: 100×135 mm (3.94×5.31 in)/76884-71L01: 60×85 mm (2.36×3.35 in)/76884-71L02: 15×25 mm (0.59×0.98 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, 50×50 mm (1.97×1.97 in)/73982-50Y00: 10 mm (0.39 in) thick, 50×50 mm (1.97×1.97 in)

INSULATOR (Light foam block)

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

FELT CLOTH TAPE

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

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

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SILICONE GREASE

Used instead 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

INFOID:0000000001851757

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
- 2. Acrylic lens and combination meter housing
- 3. 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
- 2. 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
- 3. The trunk lid torsion bars knocking together
- 4. A loose license plate or bracket

< SERVICE INFORMATION >

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
- 2. Sun visor shaft shaking in the holder
- 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.
- 2. Front console map/reading lamp lense 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
- 3. 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:

- 1. Any component mounted to the engine wall
- 2. Components that pass through the engine wall
- Engine wall mounts and connectors
- 4. Loose radiator mounting pins
- 5. Hood bumpers out of adjustment
- 6. 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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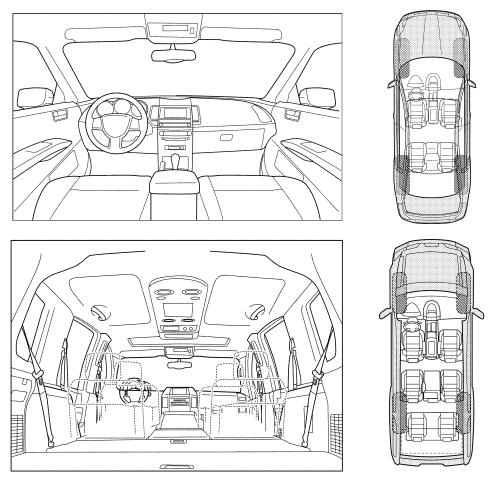
Dear Customer:

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.

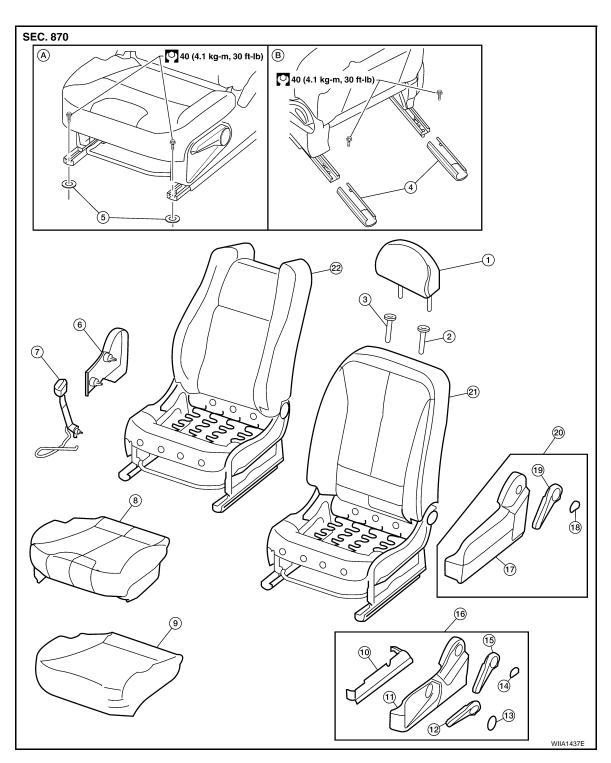
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< SERVICE INFORMATION >

Vehicle test driven with customer - Noise verified on test drive - Noise source located and repaired - Follow up test drive performed to confirm rep	YES NO Initials of person performing	
Test Drive Notes:		
Test Drive Notes:		<u> </u>
TO BE COMPLETED BY DEALERSHIP PERS	SONNEL	
Other: miles or minutes		
☐ Coming to a stop ☐ ☐ On turns: left, right or either (circle) ☐ ☐ With passengers or cargo	☐ Thump (heavy muffled knock noise)☐ Buzz (like a bumble bee)	
☐ Over speed bumps □ ☐ Only about mph □ ☐ On acceleration □	☐ Rattle (like shaking a baby rattle) ☐ Knock (like a knock at the door) ☐ Tick (like a clock second hand)	
Over rough roads	Squeak (like tennis shoes on a clean floor) Creak (like walking on an old wooden floor)	
III. WHEN DRIVING:	IV. WHAT TYPE OF NOISE	
Only when it is cold outside	☐ Dry or dusty conditions☐ Other:	
	☐ After sitting out in the rain☐ When it is raining or wet	
II. WHEN DOES IT OCCUR? (please check the	he boxes that apply)	

FRONT SEAT

Driver Seat INFOID:0000000001851759



- Headrest
- Rear leg cover
- 7. Seat belt buckle
- 10. LH seat cushion lower outer finisher 11. LH seat cushion outer finisher
- 13. Lifter lever cover

- Headrest holder (lock) 2.
- 5. Front mount washers
- 8. Seat cushion trim
- 14. Reclining lever cover
- Headrest holder (free) 3.
- LH seat cushion inner finisher 6.
- 9. Seat cushion pad
- 12. Lifter lever
- 15. Reclining lever

- 16. RH seat cushion finisher assembly with lift
- 19. Reclining lever
- 22. Seat assembly (SE-R)
- 17. RH seat cushion finisher without lift
- 18. Reclining lever cover without lift
- 20. RH seat cushion finisher assembly
- 21. Seat assembly (except SE-R)

without lift

Passenger Seat

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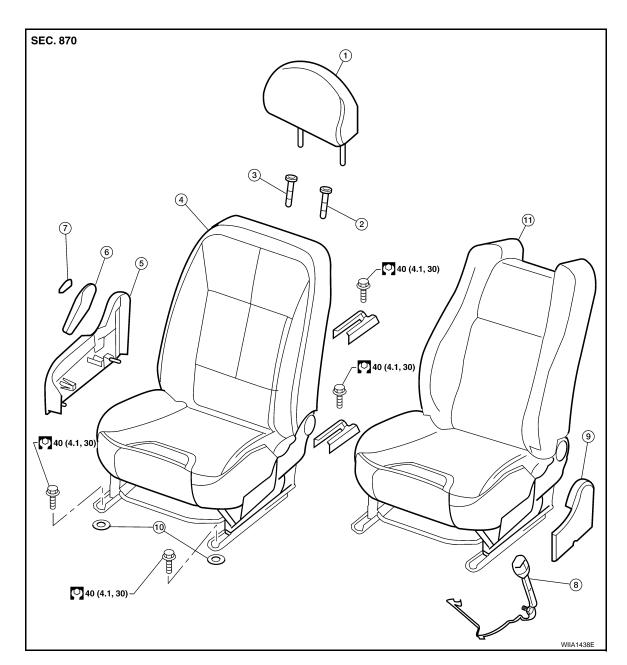
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- Headrest assembly 1.
- 4. Seat assembly (except SE-R)
- Lever cover 7.
- 10. Front mount washers
- 2. Headrest holder (lock)
- 5. Seat cushion outer finisher
- Seat belt buckle
- 11. Seat assembly (SE-R)
- 3. Headrest holder (free)
- 6. Reclining lever knob
- 9. Seat cushion inner finisher

Removal and Installation

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Removal

WARNING:

FRONT SEAT

< SERVICE INFORMATION >

- When checking the seat circuit for continuity using a circuit tester, do not confuse its connector with the side air bag module connector. Such an error may cause the air bag to deploy.
- Before removing the front seat, turn the ignition switch off, disconnect both battery cables and wait at lease 3 minutes.

CAUTION:

- Do not drop, tilt, or bump the side air bag module while installing the seat. Always handle it with care.
- Front passenger seat is equipped with an Occupant Detection System sensor and control module.
 Do not disassemble front passenger seat cushion assembly or remove the trim as this will affect the Occupant Detection System calibration.
- If the vehicle has been involved in a collision, the seat must be inspected for damage. Refer to <u>SRS-45</u>.

NOTE:

- When removing and installing the seat, use shop cloths to protect the vehicle from damage.
- When removing or installing the seat trim, handle it carefully to keep dirt out and avoid damage.
- 1. Disconnect both battery cables and wait at least 3 minutes.
- 2. Disconnect the side air bag module harness connector.
- 3. Slide the seat until the four body mounting bolts are visible and a tool can be inserted.
- 4. Remove the four body mounting bolts.
- 5. Disconnect the seat harness connectors and remove the seat from the vehicle.

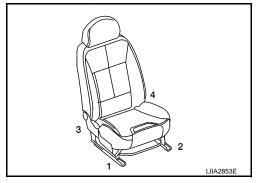
Installation

Install in the reverse order of removal. Be careful of the following points.

- Before the installation, confirm that the inside and outside slide rails are locked at the same positions.
- Confirm that the slide rail location pin is set to the hole on the floor.

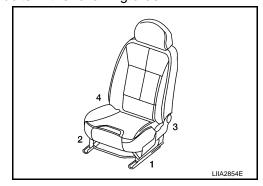
When installing the front seats tighten the drivers seat mounting bolts in the following order.

- 1. Front inner.
- Front outer.
- 3. Rear inner.
- Rear outer.



When installing the front seats tighten the passenger seat mounting bolts in the following order.

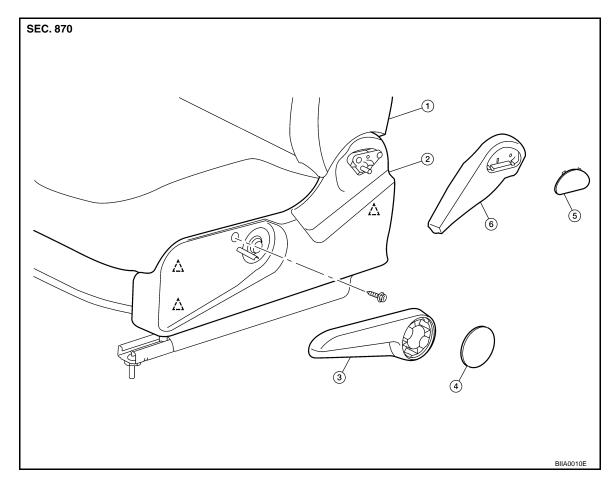
- 1. Front inner.
- 2. Front outer.
- 3. Rear inner.
- Rear outer.



Disassembly and Assembly

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SEAT CUSHION TRIM AND PAD



- LH seat
- 4. Lift lever cover

- 2. LH seat cushion finisher
- Reclining lever

- 3. Lift lever
- 6. Reclining lever cover

CAUTION:

- Front passenger seat is equipped with an Occupant Detection System sensor and control module.
 Do not disassemble front passenger seat cushion assembly or remove the trim as this will affect the Occupant Detection System calibration.
- During installation, the wire harness clips must be installed in the holes they were originally in. Do not add additional clips.

Disassembly

- 1. Remove seat. Refer to <u>SE-11, "Removal and Installation"</u>.
- Remove the seat lift lever and recline knobs (if equipped).
- 3. Remove the left and right front seat cushion finisher(s).

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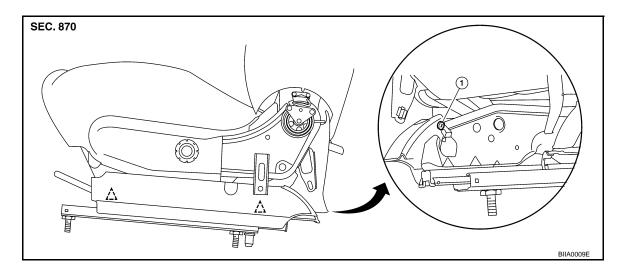
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- 1. Lower finisher mounting screw
- 4. Remove the air bag harness clips.
- 5. Remove the seat cushion retainers to separate the trim cover from the pad.

Assembly

Assembly is in the reverse order of disassembly.

REAR SEAT

Component Parts Drawing

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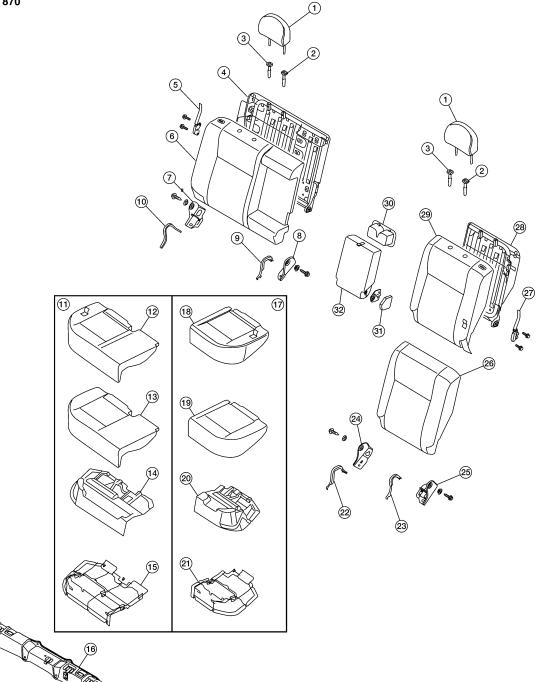
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60:40 SPLIT FOLD DOWN SEAT

SEC. 870



Headrest

RH seatback frame

RH outer seat bracket 7.

10. LH inner bracket cover

13. RH seat cushion foam

16. Rear seat cushion bracket assembly 17. LH seat cushion assembly

2. Headrest holder (lock)

5. RH seat lock assembly

8. RH inner seat bracket

RH seat cushion assembly

RH seat cushion pad

Headrest holder (free)

6. LH seatback trim and pad

9. RH inner bracket cover

12. RH seat cushion trim

15. RH seat cushion frame

18. LH seat cushion trim

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REAR SEAT

< SERVICE INFORMATION >

19	LH seat cushion foam	20.	LH seat cushion pad	21.	LH seat cushion frame
22	LH inner bracket cover	23.	LH outer bracket cover	24.	LH inner seat bracket
25	LH outer seat bracket	26.	LH seatback pad	27.	LH seat lock assembly
28	LH seatback frame	29.	LH seatback trim	30.	Cup holder
31	Armrest cover	32.	Armrest		

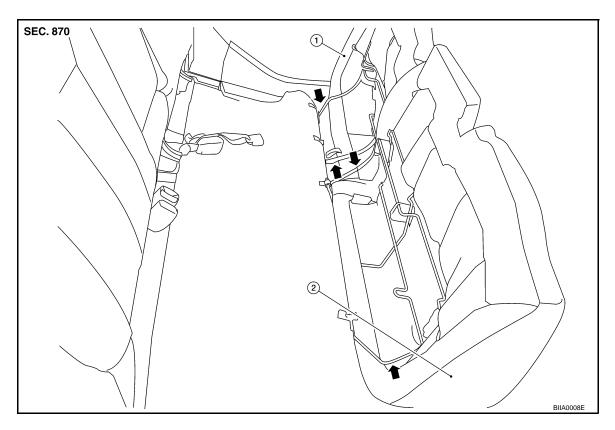
Removal and Installation

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CAUTION:

When removing and installing, use shop cloths to protect parts from damage.

60:40 SPLIT FOLD DOWN SEAT CUSHION



1. LH rear seat cushion

2. RH rear seat cushion

Removal

- 1. Lift up on the front of the left and right seat cushions and fold forward toward the front of the vehicle.
- 2. Push the cushion wires inward to disengage from the hinge brackets and remove the seat cushion.

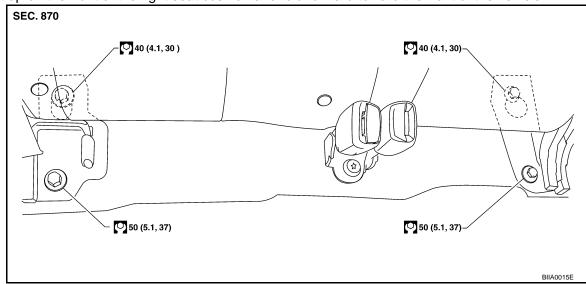
Installation

Installation is the reverse order of removal.

60:40 SPLIT FOLD DOWN RIGHT SEATBACK

Removal

Lift up on the front of the right seat cushion and fold forward toward the front of the vehicle.



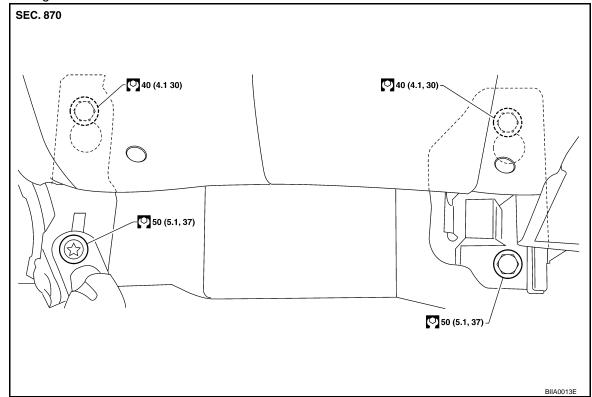
- 2. Remove the lower seatback mounting bolts from the right rear seat back brackets.
- Slide rear seat back brackets toward the rear of the vehicle.
- Lift the right seatback and remove from the vehicle.

Installation is the reverse order of removal.

60:40 SPLIT FOLD DOWN LEFT SEATBACK

Removal

1. Lift the right seatback and remove from the vehicle.



- 2. Remove the lower seatback mounting bolts from the right rear seat back brackets.
- Slide rear seat back brackets toward the rear of the vehicle.
- Lift the right seatback and remove from the vehicle.

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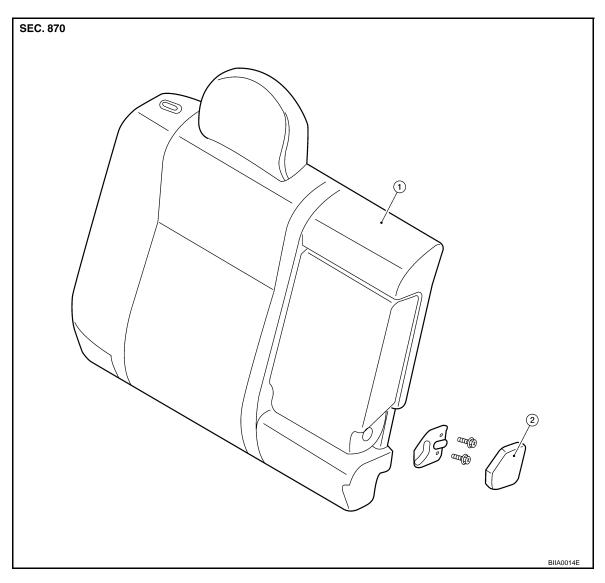
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Installation is the reverse order of removal.

Disassembly and Assembly

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60:40 SPLIT FOLD DOWN SEAT ARMREST



1. RH rear seatback

2. Armrest cover

Disassembly of Armrest

- 1. Fold up the backside of the seatback and then remove the armrest cover.
- 2. Remove the armrest from the seatback.

Assembly of Armrest

Assembly in the reverse order of disassembly.

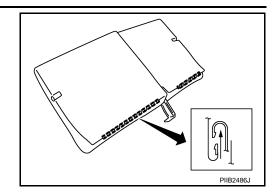
Disassembly of Seatback Trim and Pad

1. Remove the headrest.

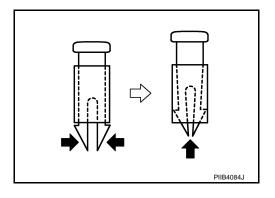
REAR SEAT

< SERVICE INFORMATION >

2. Remove the retainer under the back of seatback.



4. Remove the headrest holder.



- 5. To remove armrest, refer to "Disassembly of Armrest ".
- 6. Remove the seatback trim.
- 7. Remove the seatback pad from the seatback frame.

Assembly of Seatback Trim and Pad

Assembly is the reverse order of disassembly. Be careful of the following one point.

• Before installing headrest holder, check its orientation (front/rear and right/left).

Disassembly of Seat Cushion Trim and Pad

Remove the hog rings to separate the trim and pad.

Assembly of Seat Cushion Trim and Pad

Assembly is the reverse order of disassembly.

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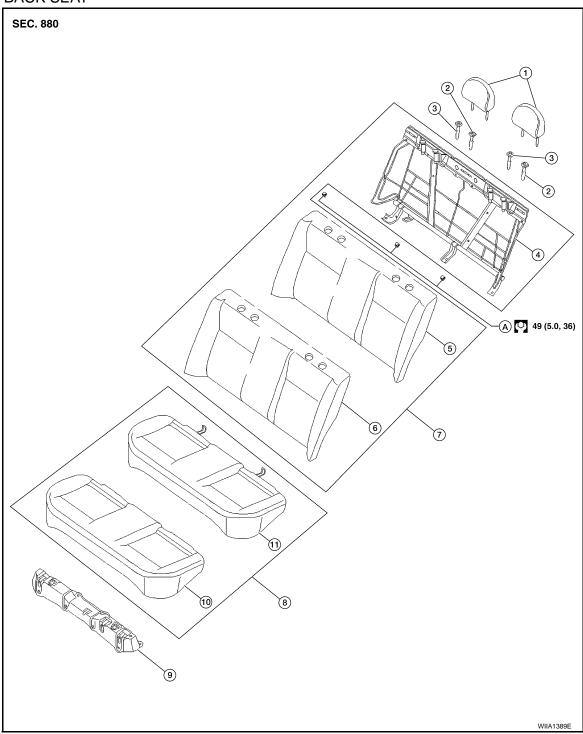
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Component Parts Drawing

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FIXED BACK SEAT



- 1. Headrest
- 4. Seatback frame
- 7. Seatback assembly
- 10. Seat cushion trim

- 2. Headrest holder (lock)
- 5. Seatback pad
- 8. Seat cushion assembly
- 11. Seat cushion pad/frame
- Headrest holder (free)
- 6. Seatback trim
- 9. Rear seat cushion bracket assembly

Removal and Installation

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CAUTION:

When removing and installing, use shop cloths to protect parts from damage.

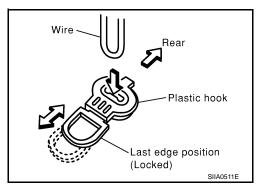
REAR SEAT

< SERVICE INFORMATION >

FIXED BACK SEAT CUSHION

Removal

- 1. Remove the rear seat cushion trim and pad.Pull the lock at the front bottom of the seat cushion forward (1 for each side), and pull the seat cushion upward to release the wire from the plastic hook, then pull the seat cushion forward to remove.



Installation

Installation is the reverse order of removal.

FIXED SEATBACK

Removal

- 1. Remove the lower seatback bolts.
- Lift and remove fixed rear seatback from rear parcel shelf hanger.

Installation

Installation is the reverse order of removal.

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