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SQUEAK AND RATTLE TROUBLE DIAGNOSES

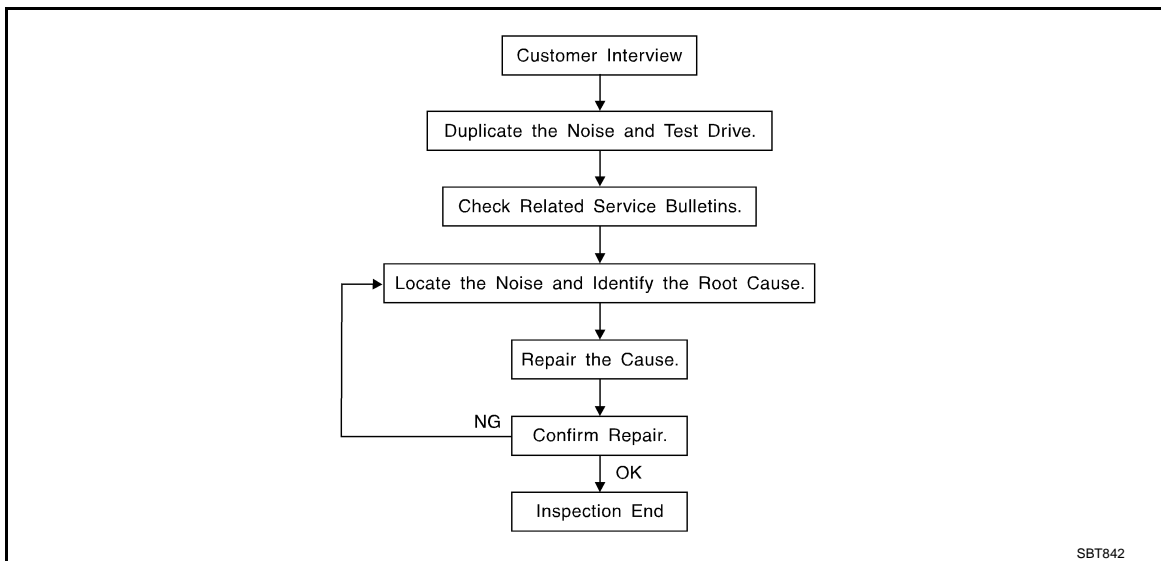
< SYMPTOM DIAGNOSIS >

SYMPTOM DIAGNOSIS

SQUEAK AND RATTLE TROUBLE DIAGNOSES

Work Flow

INFOID:000000004758283



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 comments. Refer to [INT-6. "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, perform a diagnosis and repair the noise that the customer is concerned about. This can be accomplished by performing a test drive with the customer.
- After identifying the type of noise, isolate the noise in terms of its characteristics. The noise characteristics are provided so that the customer, service adviser, and technician use the same language when describing 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 = high-pitched noise / softer surfaces = low-pitched 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 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 sounds / 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 / dull sounds often brought on by activity.
- Buzz – (Like a bumblebee)
Buzz characteristics include high frequency rattle / firm contact.
- Often the degree of acceptable noise level varies depending upon the person. A noise that a technician may judge as acceptable may be very irritating to a customer.
- Weather conditions, especially humidity and temperature, may have a great effect on noise level.

DUPLICATE THE NOISE AND TEST DRIVE

SQUEAK AND RATTLE TROUBLE DIAGNOSES

< SYMPTOM DIAGNOSIS >

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 the repair is reconfirmed.

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 items:

- 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 models, drive position on A/T models).
 - 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 the 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, and mechanics stethoscope).
2. Narrow down the noise to a more specific area and identify the cause of the noise by:
 - Removing the component(s) in the area that is / are suspected to be the cause of the noise. 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(s) that is / are suspected to be the cause of the noise. Do not tap or push/pull the component(s) with excessive force, otherwise the noise is eliminated only temporarily.
 - Feeling for a vibration by hand by touching the component(s) that is / are suspected to be the cause of the noise.
 - Placing a piece of paper between components that are suspected to be the cause of the noise.
 - Looking for loose components and contact marks.
Refer to [INT-4, "Inspection Procedure"](#).

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 components, 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 the authorized NISSAN Parts Department.

CAUTION:

Never use excessive force as many components are constructed of plastic and may be damaged.

NOTE:

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 (3.937 × 5.315 in)
- 76884-71L01: 60 × 85 mm (2.362 × 3.346 in)
- 76884-71L02: 15 × 25 mm (0.591 × 0.984 in)

INSULATOR (Foam blocks)

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

- 73982-9E000: 45 mm (1.772 in) thick, 50 × 50 mm (1.969 × 1.969 in)
- 73982-50Y00: 10 mm (0.394 in) thick, 50 × 50 mm (1.969 × 1.969 in)

INSULATOR (Light foam block)

80845-71L00: 30 mm (1.18 in) thick, 30 × 50 mm (1.181 × 1.969in)

FELT CLOTHTAPE

SQUEAK AND RATTLE TROUBLE DIAGNOSES

< SYMPTOM DIAGNOSIS >

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

- 68370-4B000: 15 × 25 mm (0.591 × 0.984 in) pad
- 68239-13E00: 5 mm (0.197 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.

SILICONE GREASE

Used in place of UHMW tape that is visible or does not fit. Only lasts a few months.

SILICONE SPRAY

Used when grease cannot be applied.

DUCT TAPE

Used to eliminate movement.

CONFIRM THE REPAIR

After repair is complete, test drive the vehicle to confirm that the cause of 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.

Inspection Procedure

INFOID:000000004758284

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 silicon spray (in hard to reach areas). Urethane pads can be used to insulate wiring harness.

CAUTION:

Never use silicone spray to isolate a squeak or rattle. If the area is saturated with silicone, the recheck of repair becomes impossible.

CENTER CONSOLE

Components to check 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

Check the following items:

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

Tapping, moving the components, or pressing on them while driving to duplicate the conditions can isolate many of these incidents. The areas can usually be insulated 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 customer.

In addition check for the following items:

SQUEAK AND RATTLE TROUBLE DIAGNOSES

< SYMPTOM DIAGNOSIS >

1. Trunk lid dumpers out of adjustment
2. Trunk lid striker out of adjustment
3. Trunk lid torsion bars knocking together
4. 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 items:

1. Sunroof lid, rail, linkage, or seals making a rattle or light knocking noise
2. Sunvisor shaft shaking in the holder
3. Front or rear windshield touching headlining 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.

SEATS

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

Causes 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
3. 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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SQUEAK AND RATTLE TROUBLE DIAGNOSES

< SYMPTOM DIAGNOSIS >

Diagnostic Worksheet

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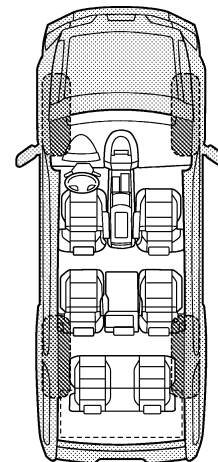
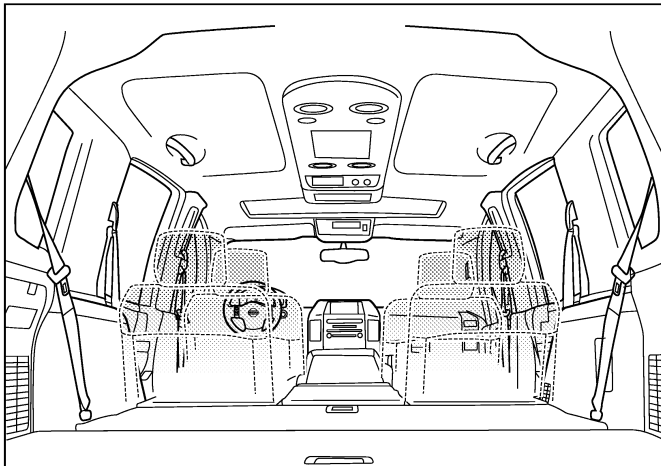
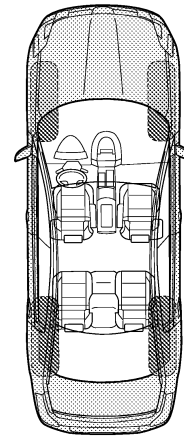
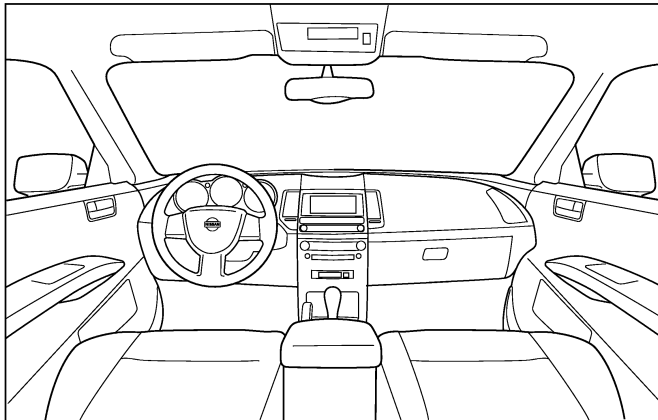
SQUEAK & RATTLE DIAGNOSTIC WORKSHEET

Dear Nissan Customer:

We are concerned about your satisfaction with your Nissan vehicle. Repairing a squeak or rattle sometimes can be very difficult. To help us fix your Nissan 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.

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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SQUEAK AND RATTLE TROUBLE DIAGNOSES

< SYMPTOM DIAGNOSIS >

SQUEAK & RATTLE DIAGNOSTIC WORKSHEET - page 2

Briefly describe the location where the noise occurs:

II. WHEN DOES IT OCCUR? (please check the boxes that apply)

- | | |
|---|--|
| <input type="checkbox"/> anytime | <input type="checkbox"/> after sitting out in the rain |
| <input type="checkbox"/> 1st time in the morning | <input type="checkbox"/> when it is raining or wet |
| <input type="checkbox"/> only when it is cold outside | <input type="checkbox"/> dry or dusty conditions |
| <input type="checkbox"/> only when it is hot outside | <input type="checkbox"/> other: |

III. WHEN DRIVING:

- through driveways
- over rough roads
- over speed bumps
- only about ____ mph
- on acceleration
- coming to a stop
- on turns: left, right or either (circle)
- with passengers or cargo
- other: _____
- after driving ____ miles or ____ minutes

IV. WHAT TYPE OF NOISE

- squeak (like tennis shoes on a clean floor)
- creak (like walking on an old wooden floor)
- rattle (like shaking a baby rattle)
- knock (like a knock at the door)
- tick (like a clock second hand)
- thump (heavy, muffled knock noise)
- buzz (like a bumble bee)

TO BE COMPLETED BY DEALERSHIP PERSONNEL

Test Drive Notes:

	YES	NO	Initials of person performing
Vehicle test driven with customer	<input type="checkbox"/>	<input type="checkbox"/>	_____
- Noise verified on test drive	<input type="checkbox"/>	<input type="checkbox"/>	_____
- Noise source located and repaired	<input type="checkbox"/>	<input type="checkbox"/>	_____
- Follow up test drive performed to confirm repair	<input type="checkbox"/>	<input type="checkbox"/>	_____

VIN: _____ Customer Name: _____
W.O.# _____ Date: _____

This form must be attached to Work Order

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PRECAUTIONS

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PRECAUTION

PRECAUTIONS

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

INFOID:000000003600920

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 "SRS AIRBAG" and "SEAT BELT" 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 AIRBAG".**
- **Never 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.**

PRECAUTIONS WHEN USING POWER TOOLS (AIR OR ELECTRIC) AND HAMMERS

When working near the Airbag Diagnosis Sensor Unit or other Airbag System sensors while ignition switch is ON or engine is running, never use air or electric power tools or strike near the sensor(s) with a hammer. Heavy vibration may activate the sensor(s), deploy the airbag(s), possibly cause serious injury. When using air or electric power tools or hammers, always turn OFF ignition switch, disconnect the battery, and wait 3 minutes or more before performing any service.

Precaution Necessary for Steering Wheel Rotation after Battery Disconnect

INFOID:000000003600921

NOTE:

- Before removing and installing any control units, first turn the push-button ignition switch to the LOCK position, then disconnect both battery cables.
- After finishing work, confirm that all control unit connectors are connected properly, then re-connect both battery cables.
- Always use CONSULT-III to perform self-diagnosis as a part of each function inspection after finishing work. If a DTC is detected, perform trouble diagnosis according to self-diagnosis results.

This vehicle is equipped with a push-button ignition switch and a steering lock unit.

If the battery is disconnected or discharged, the steering wheel will lock and cannot be turned.

If turning the steering wheel is required with the battery disconnected or discharged, follow the procedure below before starting the repair operation.

OPERATION PROCEDURE

1. Connect both battery cables.

NOTE:

Supply power using jumper cables if battery is discharged.

2. Turn the push-button ignition switch to ACC position.
(At this time, the steering lock will be released.)
3. Disconnect both battery cables. The steering lock will remain released with both battery cables disconnected and the steering wheel can be turned.
4. Perform the necessary repair operation.
5. When the repair work is completed, re-connect both battery cables. With the brake pedal released, turn the push-button ignition switch from ACC position to ON position, then to LOCK position. (The steering wheel will lock when the push-button ignition switch is turned to LOCK position.)
6. Perform self-diagnosis check of all control units using CONSULT-III.

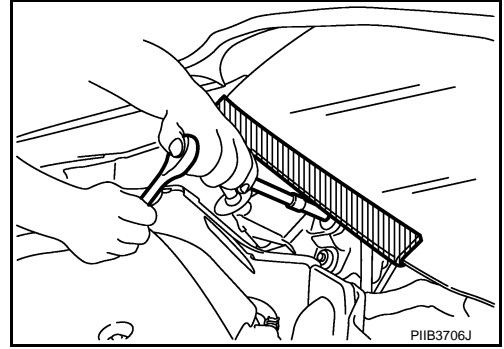
PRECAUTIONS

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Precaution for Procedure without Cowl Top Cover

INFOID:000000003600922

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



Precaution for Work

INFOID:000000003600923

- After removing and installing the opening/closing parts, be sure to carry out fitting adjustments to check their operation.
- Check the lubrication level, damage, and wear of each part. If necessary, grease or replace it.

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PREPARATION

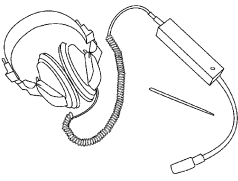
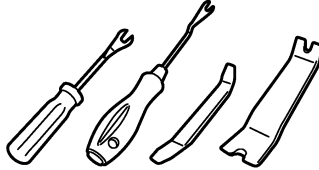
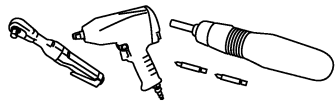
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PREPARATION

PREPARATION

Commercial Service Tools

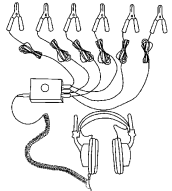
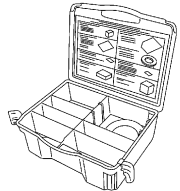
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Tool name	Description
<p>Engine ear</p>  <p style="text-align: center;">SIIA0995E</p>	<p>Locates the noise</p>
<p>Remover tool</p>  <p style="text-align: center;">JMKIA3050ZZ</p>	<p>Removes clips, pawls and metal clips</p>
<p>Power tool</p>  <p style="text-align: center;">PIIB1407E</p>	

Special Service Tools

INFOID:000000004758286

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
<p>(J-39570) Chassis ear</p>  <p style="text-align: center;">SIIA0993E</p>	<p>Locates the noise</p>
<p>(J-43980) NISSAN Squeak and Rattle Kit</p>  <p style="text-align: center;">SIIA0994E</p>	<p>Repairs the cause of noise</p>

DOOR FINISHER

< ON-VEHICLE REPAIR >

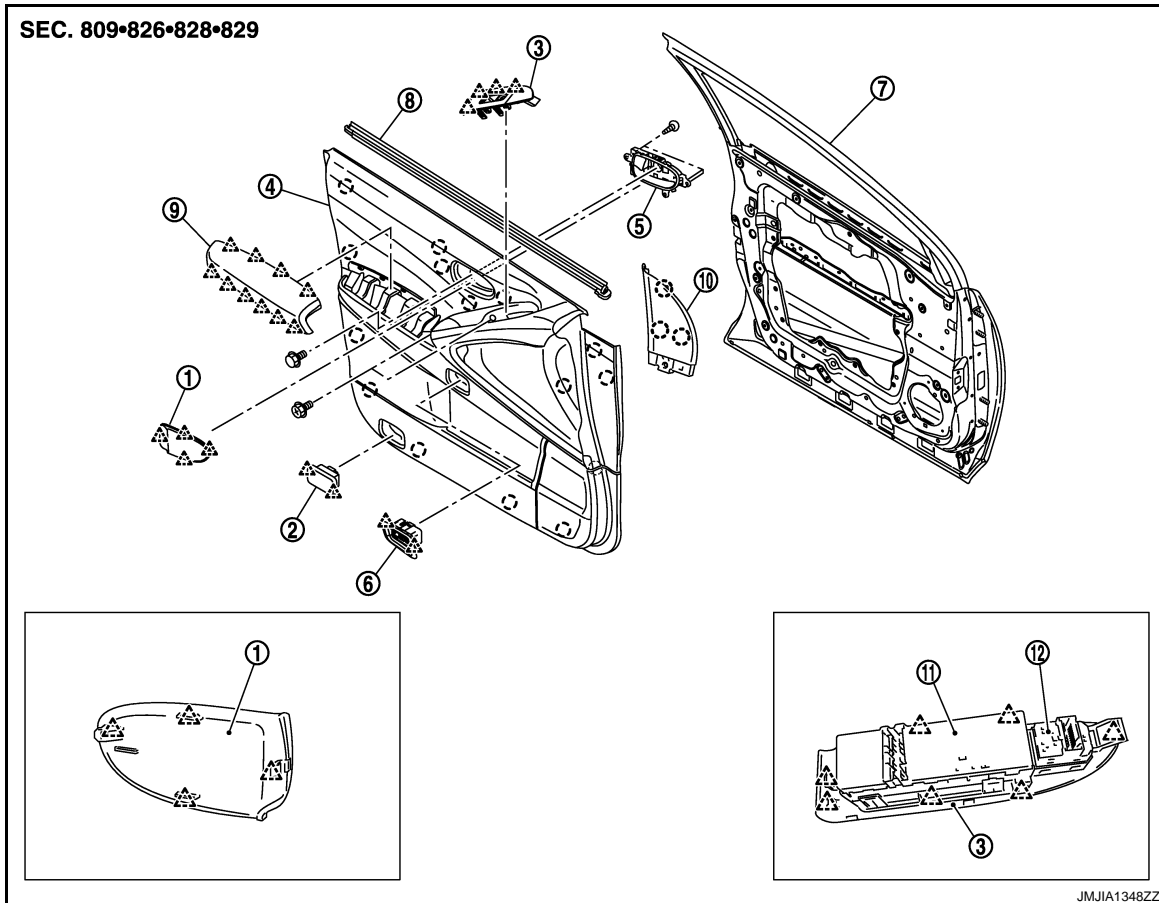
ON-VEHICLE REPAIR

DOOR FINISHER

FRONT DOOR FINISHER

FRONT DOOR FINISHER : Exploded View

INFOID:000000003443011



- | | | |
|------------------------------|-----------------------------|---------------------------------------|
| 1. Inside handle escutcheon | 2. Step lamp | 3. Power window switch finisher |
| 4. Front door finisher | 5. Front door inside handle | 6. Seat memory switch finisher |
| 7. Front door panel | 8. Front door inside seal | 9. Armrest finisher |
| 10. Door mirror corner cover | 11. Power window switch | 12. Door mirror remote control switch |

- : Clip
△ : Pawl

FRONT DOOR FINISHER : Removal and Installation

INFOID:000000003443012

CAUTION:
Wrap the tip of flat-bladed screwdriver with a cloth before remove.

REMOVAL


1. Fully open front door window.

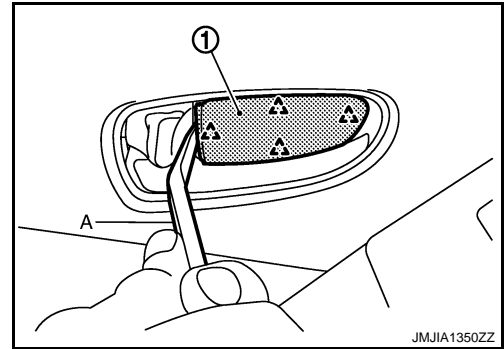
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DOOR FINISHER

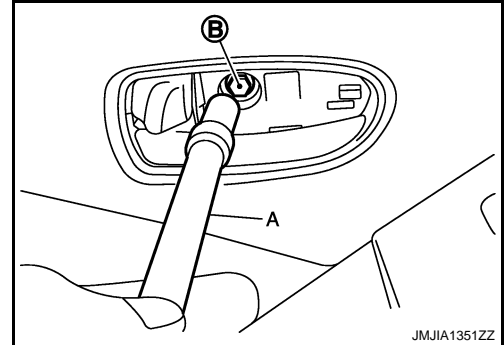
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2. Remove inside handle escutcheon (1) with remover tool (A).


 : Pawl

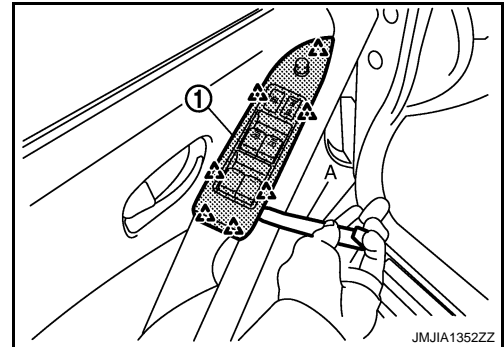


3. Remove bolt (B) located behind the inside handle escutcheon with tool (A).

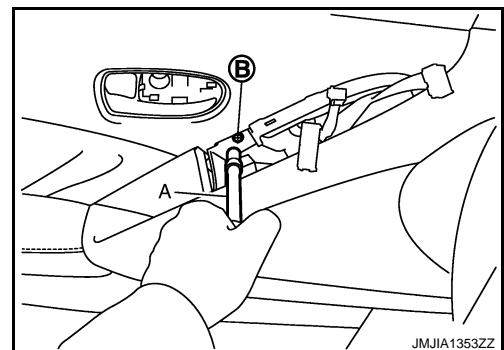


4. Pull up power window switch finisher (1) with remover tool (A) to disengage the pawls.

 : Pawl




5. Disconnect power window and door mirror remote control switch harness connectors, and then remove power window switch finisher.
6. Remove bolt (B) located behind power window switch finisher with tool (A).

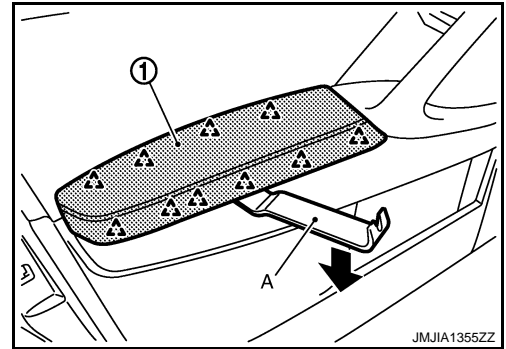


DOOR FINISHER

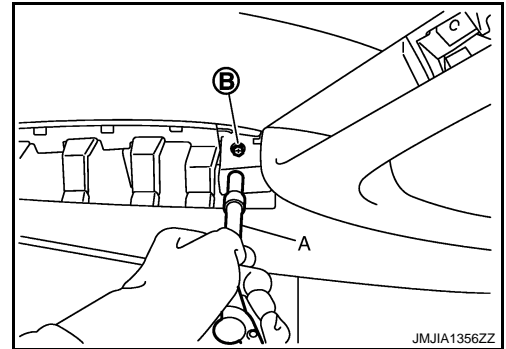
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7. Remove armrest finisher (1) with remover tool (A).


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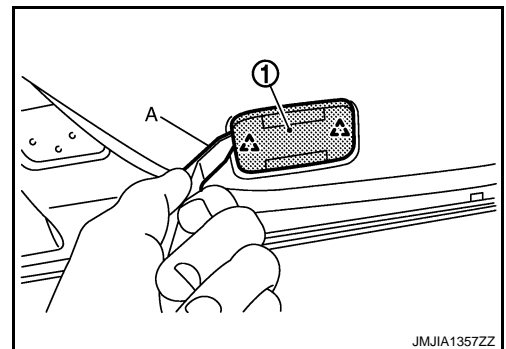


8. Remove the bolt (B) located behind the armrest finisher with tool (A).

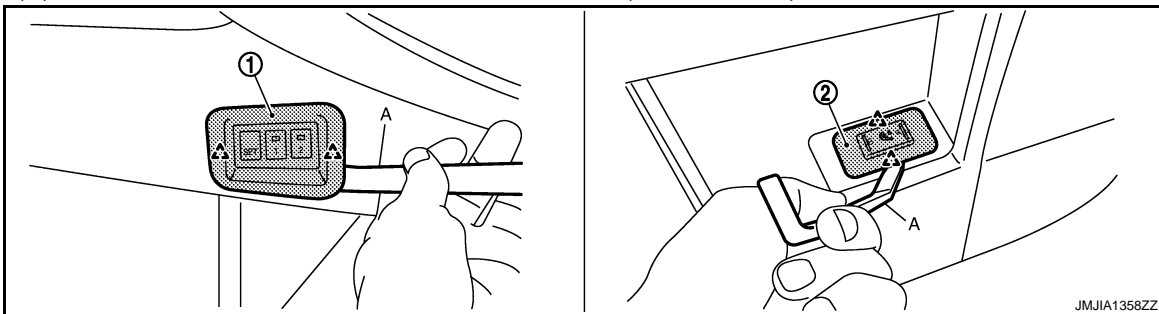



9. Remove step lamp (1) with remover tool (A) and then disconnect the harness connector. Refer to [INL-121, "Removal and Installation"](#).

 : Pawl



10. Remove seat memory switch finisher (1) and rear heated seat (LH/RH) switch finisher (2) with remover tool (A) and then disconnect the harness connectors. (With sunroof)




 : Pawl

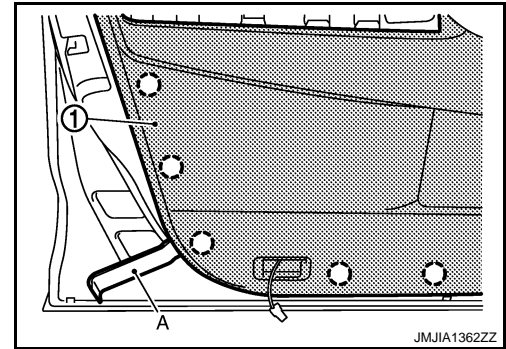
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DOOR FINISHER

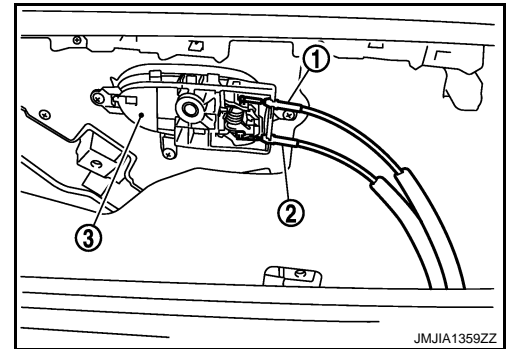
< ON-VEHICLE REPAIR >

11. Insert remover tool (A) between door finisher and door panel to disengage door finisher mounting clips, starting from the bottom and working to the top.

 : Clip



12. Pull up front door finisher and pull out.
13. Disconnect lock knob cable (1) and inside handle cable (2) from front door inside handle (3).



14. Remove front door finisher.
15. Remove the inside handle after removing front door finisher. Refer to [DLK-353, "INSIDE HANDLE : Removal and Installation"](#).

INSTALLATION

Install in the reverse order of removal.

CAUTION:

When installing door finisher, check that clips are securely fitted in panel holes on body, and then press them in.

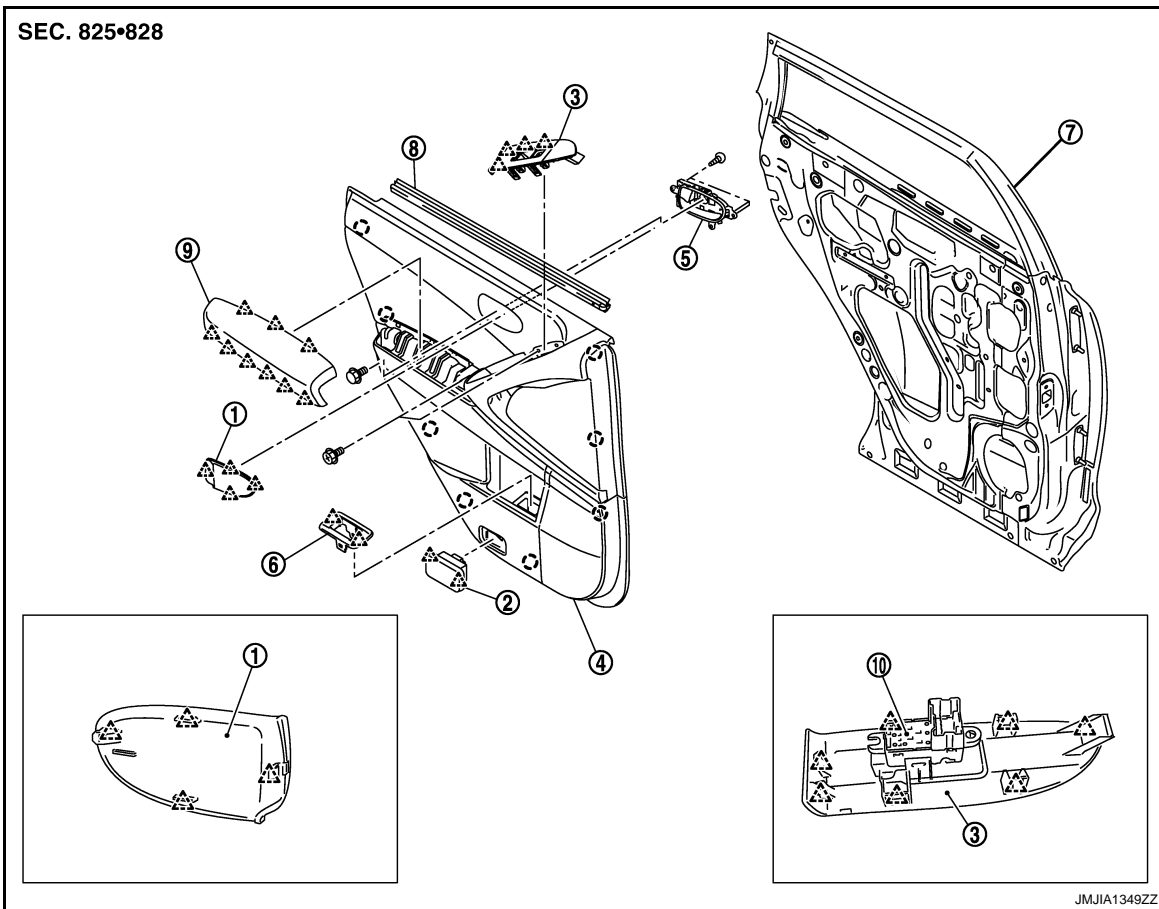
REAR DOOR FINISHER

DOOR FINISHER

< ON-VEHICLE REPAIR >

REAR DOOR FINISHER : Exploded View

INFOID:000000003443013



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|-----------------------------|----------------------------|-------------------------------------|
| 1. Inside handle escutcheon | 2. Step lamp | 3. Power window switch finisher |
| 4. Rear door finisher | 5. Rear door inside handle | 6. Rear heated seat switch finisher |
| 7. Rear door panel | 8. Rear door inside seal | 9. Armrest finisher |
| 10. Power window switch | | |

○ : Clip
 △ : Pawl

REAR DOOR FINISHER : Removal and Installation

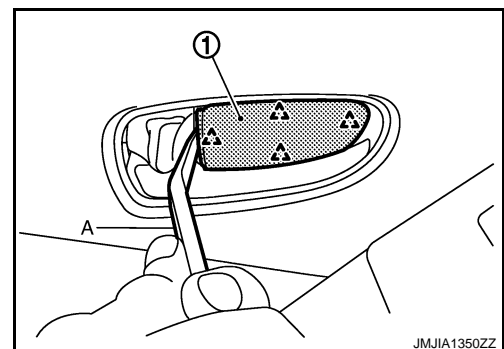
INFOID:000000003443437

CAUTION:
 Wrap the tip of flat-bladed screwdriver with a cloth before remove.

REMOVAL

1. Fully open rear door window.
2. Remove inside handle escutcheon (1) with remover tool (A).

△ : Pawl



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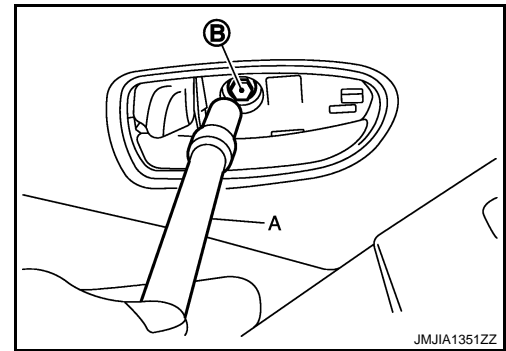
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DOOR FINISHER

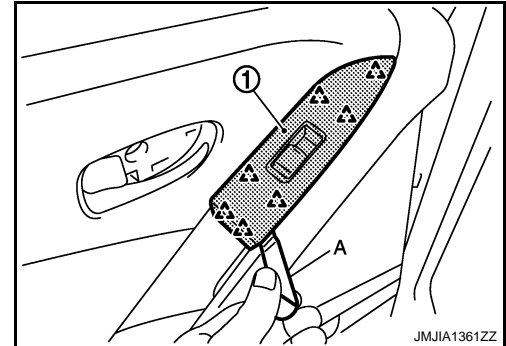
< ON-VEHICLE REPAIR >

3. Remove bolt (B) located behind the inside handle escutcheon with tool (A).



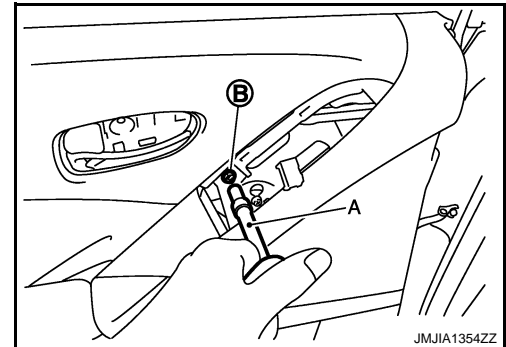
4. Pull up power window switch finisher (1) with remover tool (A) to disengage the pawls.

 : Pawl




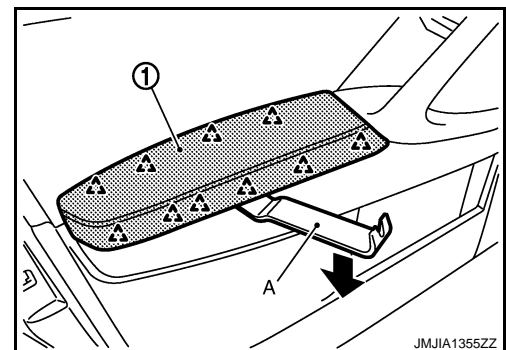
5. Disconnect power window switch connector, and then remove power window switch finisher.

6. Remove bolt (B) located behind power window switch finisher with tool (A).



7. Remove armrest finisher (1) with remover tool (A).

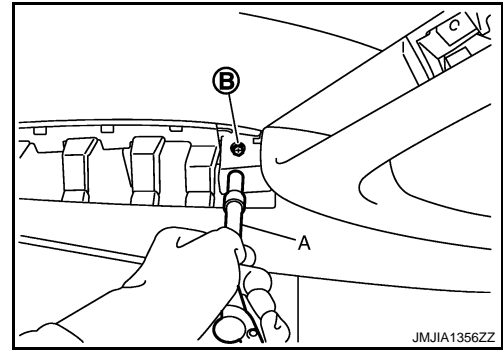
 : Pawl



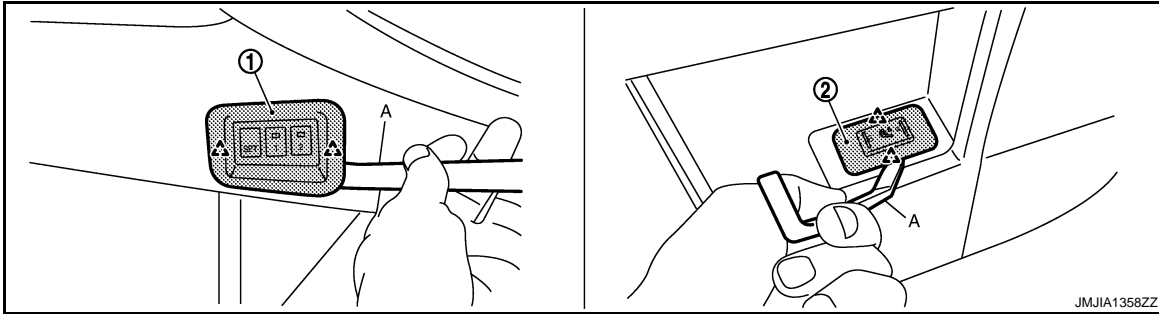
DOOR FINISHER


< ON-VEHICLE REPAIR >

8. Remove bolt (B) located behind armrest finisher with tool (A).




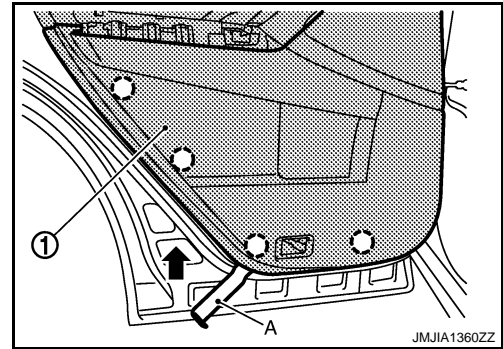
9. Remove seat memory switch finisher (1) and rear heated seat (LH/RH) switch finisher (2) with remover tool (A), then disconnect the harness connectors. (With sunroof)



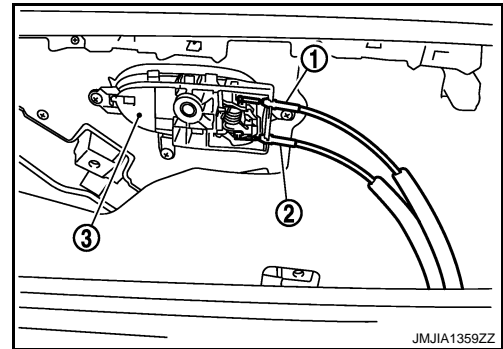
 : Pawl

10. Insert remover tool (A) between door finisher and door panel to disengage door finisher mounting clips, starting from the bottom and working to the top.

 : Clip



11. Pull up rear door finisher and pull out.
12. Disconnect lock knob cable (1) and inside handle cable (2) from rear door inside handle (3).



13. Remove rear door finisher.
14. Remove the inside handle after removing rear door finisher. Refer to [DLK-358. "INSIDE HANDLE : Removal and Installation"](#).

INSTALLATION

Install in the reverse order of removal.

CAUTION:

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DOOR FINISHER

< ON-VEHICLE REPAIR >

When installing door finisher, check that clips are securely fitted in panel holes on body, and then press them in.

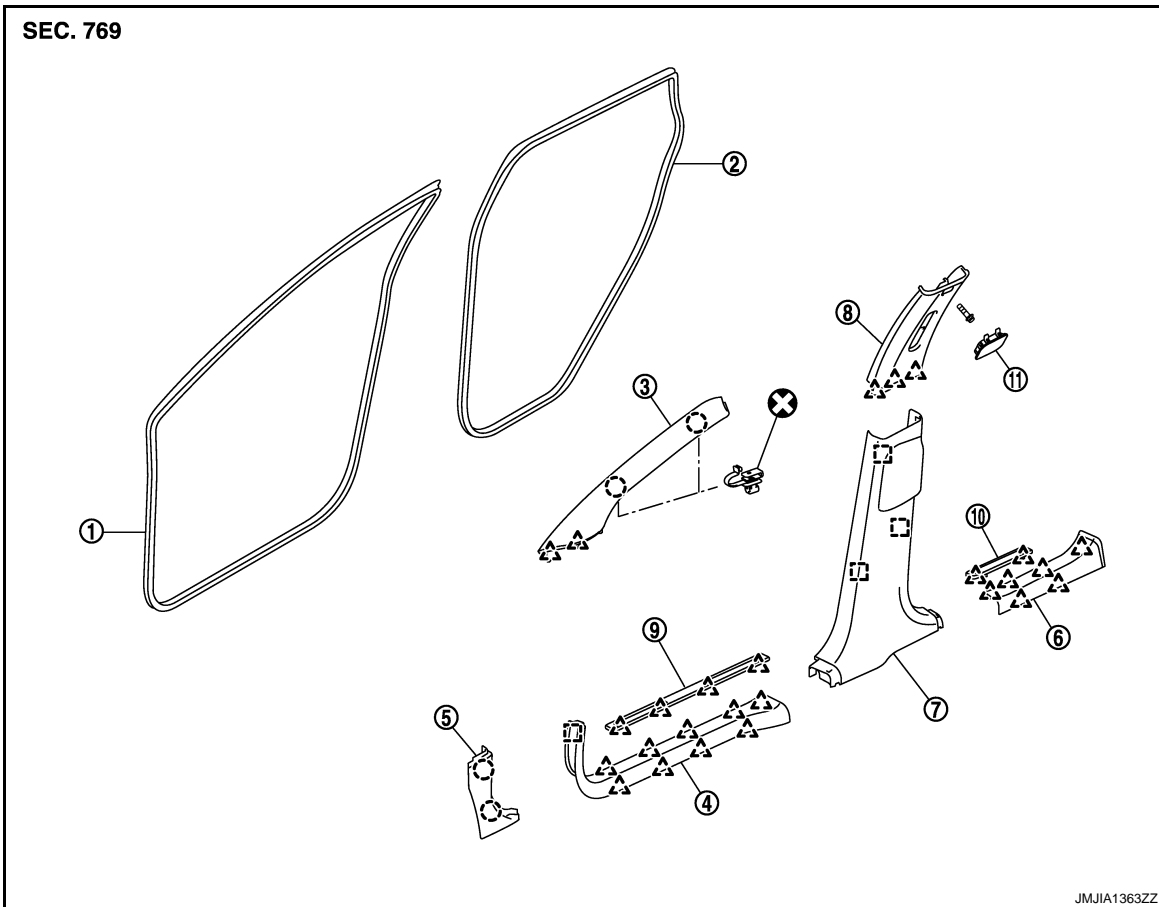
BODY SIDE TRIM

< ON-VEHICLE REPAIR >


BODY SIDE TRIM


Exploded View

INFOID:000000003443015



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|--------------------------------|--------------------------------|--------------------------------|
| 1. Front body side welt | 2. Rear body side welt | 3. Front pillar garnish |
| 4. Front kicking plate (inner) | 5. Dash side finisher | 6. Rear kicking plate (inner) |
| 7. Center pillar lower garnish | 8. Center pillar upper garnish | 9. Front kicking plate (outer) |
| 10. Rear kicking plate (outer) | 11. Bolt cover | |

 : Clip

 : Pawl

 : Metal clip

Refer to [GI-4, "Components"](#) for symbols in the figure.

Removal and Installation

INFOID:000000003443016

CAUTION:

Wrap the tip of flat-bladed screwdriver with a cloth when removing metal clips from garnishes.

REMOVAL

FRONT PILLAR GARNISH

1. Remove front body side welt partially.

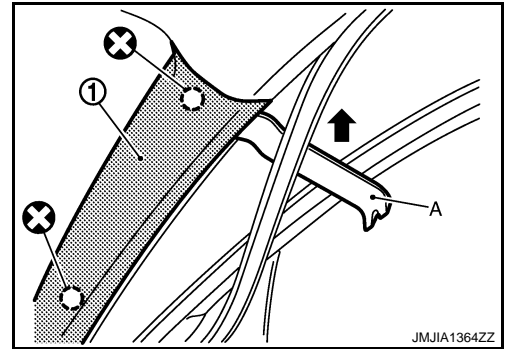
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BODY SIDE TRIM

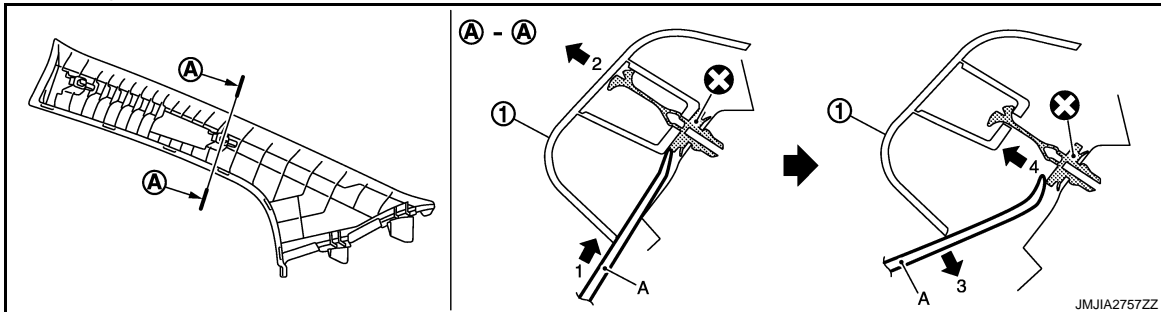
< ON-VEHICLE REPAIR >

- Disengage front pillar garnish (1) mounting clips with remover tool (A).

○ : Clip



- Pull front pillar garnish (1) partially toward the vehicle.
- Insert remover tool (A) between mounting clip bottom side and body side to disengage front pillar garnish (1) mounting clip.

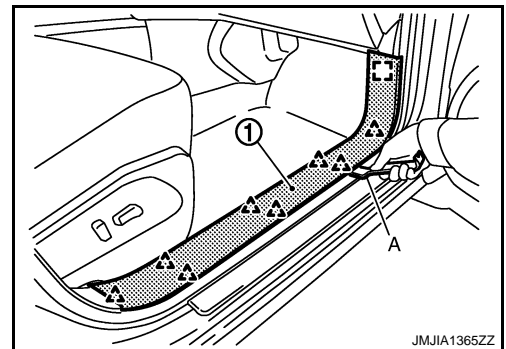


- Once free, pull front pillar garnish (1) upwards to disengage the lower locating tab from instrument panel.
- Remove front pillar garnish (1).

FRONT KICKING PLATE INNER

- Disengage the pawls and metal clip from the body panel with remover tool (A).
- Remove front kicking plate inner (1).

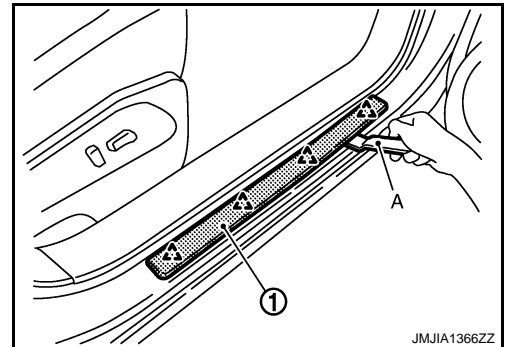
△ : Pawl
 □ : Metal clip



FRONT KICKING PLATE OUTER

- Disengage the pawls from the body panel with remover tool (A).
- Remove front kicking plate outer (1).

△ : Pawl




DASH SIDE FINISHER

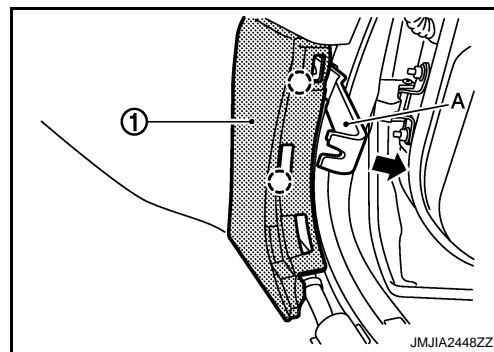
- Remove front kicking plate inner.

BODY SIDE TRIM

< ON-VEHICLE REPAIR >


2. Disengage dash side finisher (1) mounting clip with remover tool (A).
3. Remove dash side finisher (1).

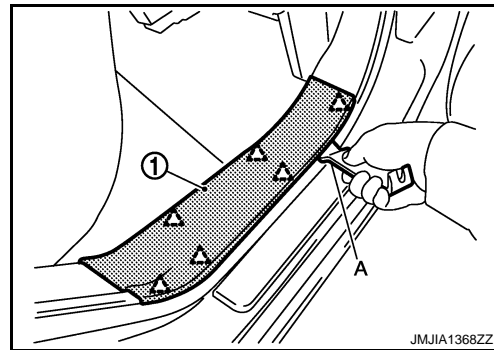
 : Clip



REAR KICKING PLATE INNER


1. Disengage the pawls from the body with remover tool (A).
2. Remove rear kicking plate inner (1).

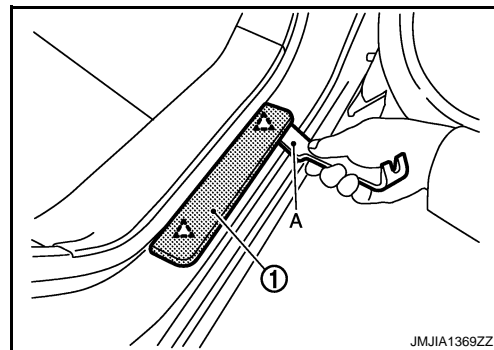
 : Pawl



REAR KICKING PLATE OUTER

1. Disengage the pawls from the body side panel with remover tool (A).
2. Remove rear kicking plate outer (1).

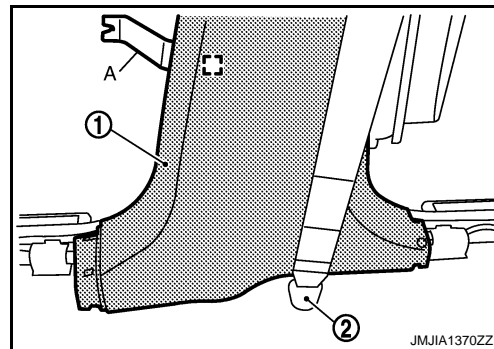
 : Pawl



CENTER PILLAR LOWER GARNISH

1. Remove front kicking plate inner and rear kicking plate inner.
2. Insert remover tool (A) between center pillar lower garnish (1) and body side panel to disengage the metal clips.
3. Remove anchor bolt cover (2), then remove the anchor bolt behind the cover.
4. Remove center pillar lower garnish (1).

 : Metal clip



CENTER PILLAR UPPER GARNISH

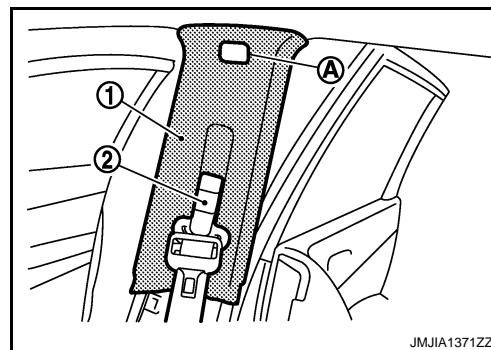
1. Remove partially front and rear body side welt.
2. Remove front kicking plate inner and rear kicking plate inner.
3. Remove center pillar lower garnish.
4. Remove front seat belt shoulder anchor (2).

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BODY SIDE TRIM

< ON-VEHICLE REPAIR >

5. Remove the bolt located behind the cover (A).
6. Pull back center pillar upper garnish to disengage clips and remove center pillar upper garnish from the body side panel.



INSTALLATION

Install in the reverse order of removal.

CAUTION:

When installing body side trim, check that clips are securely fitted in panel holes on body, and then press them in.

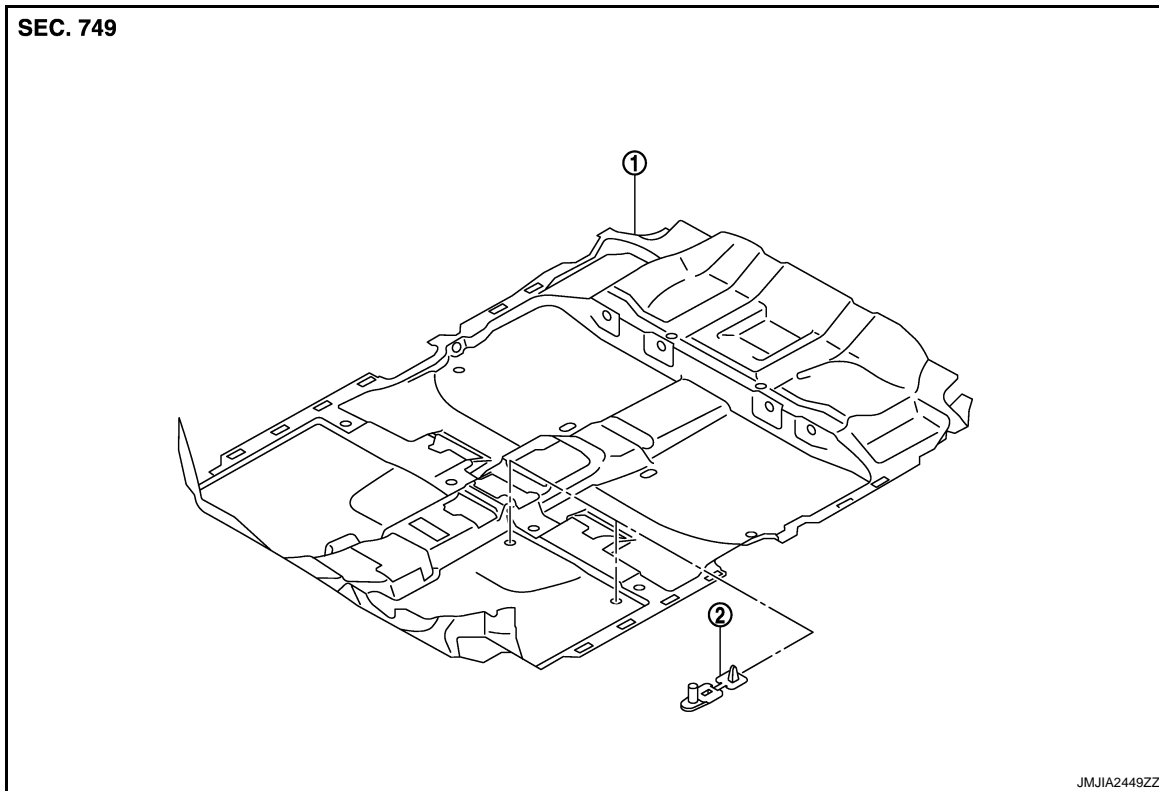
FLOOR TRIM

< ON-VEHICLE REPAIR >

FLOOR TRIM

Exploded View

INFOID:000000003443017



1. Floor carpet assembly

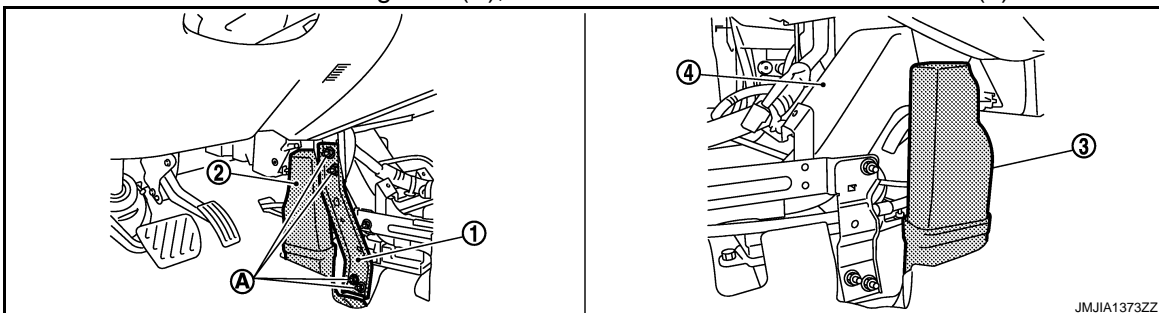
2. Floor hook

Removal and Installation

INFOID:000000003443018

REMOVAL

1. Remove front seat assembly (LH/RH). Refer to [SE-106. "Removal and Installation"](#).
2. Remove rear seat cushion frame and reclining device assembly mounting bolts. Refer to [SE-116. "Removal and Installation"](#).
3. Remove dash side finisher (LH/RH), front kicking plate inner (LH/RH), center pillar lower garnish (LH/RH), and rear kicking plate inner (LH/RH). Refer to [INT-19. "Removal and Installation"](#).
4. Remove center console assembly. Refer to [IP-20. "Removal and Installation"](#).
5. Remove console bracket mounting nuts (A), and then remove console bracket LH (1).



6. Remove rear foot duct (2), rear foot duct (3) and rear ventilator duct (4).

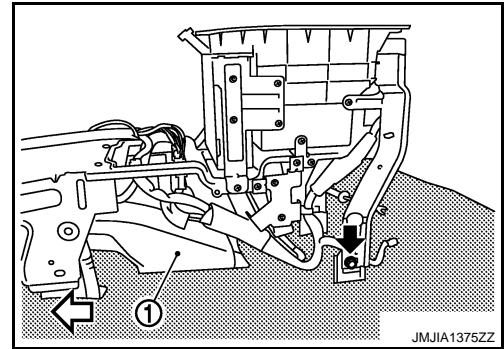
FLOOR TRIM

< ON-VEHICLE REPAIR >

7. Remove screw shown by the arrow in the figure, and then remove rear ventilator duct (1).

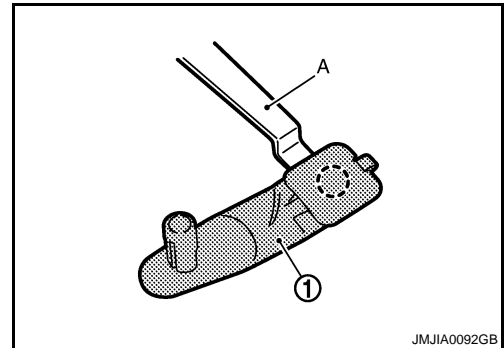
⇐ : Vehicle front

➡ : Bolt



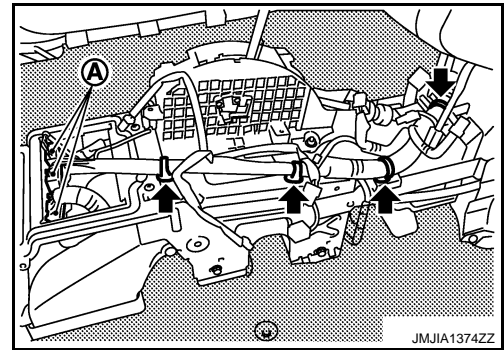
8. Disengage the clip of floor hook (1) with a remover tool (A).

○ : Clip



9. Disconnect harness connectors (A) and remove floor harness mounting clips as shown by the arrows in the figure.

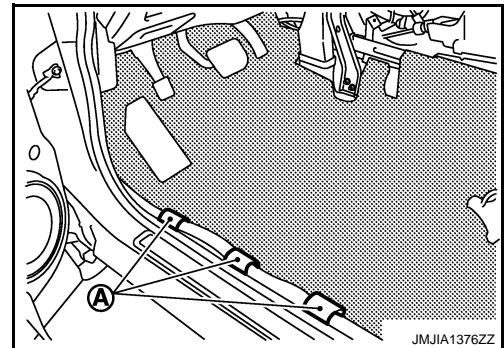
➡ : Clip



10. Remove rear console bracket assembly. Refer to [IP-20. "Removal and Installation"](#).

11. Remove the center console sub harness. Refer to [IP-20. "Removal and Installation"](#).

12. Remove floor carpet fixing clips (A) and then remove floor carpet.



INSTALLATION

Install in the reverse order of removal.

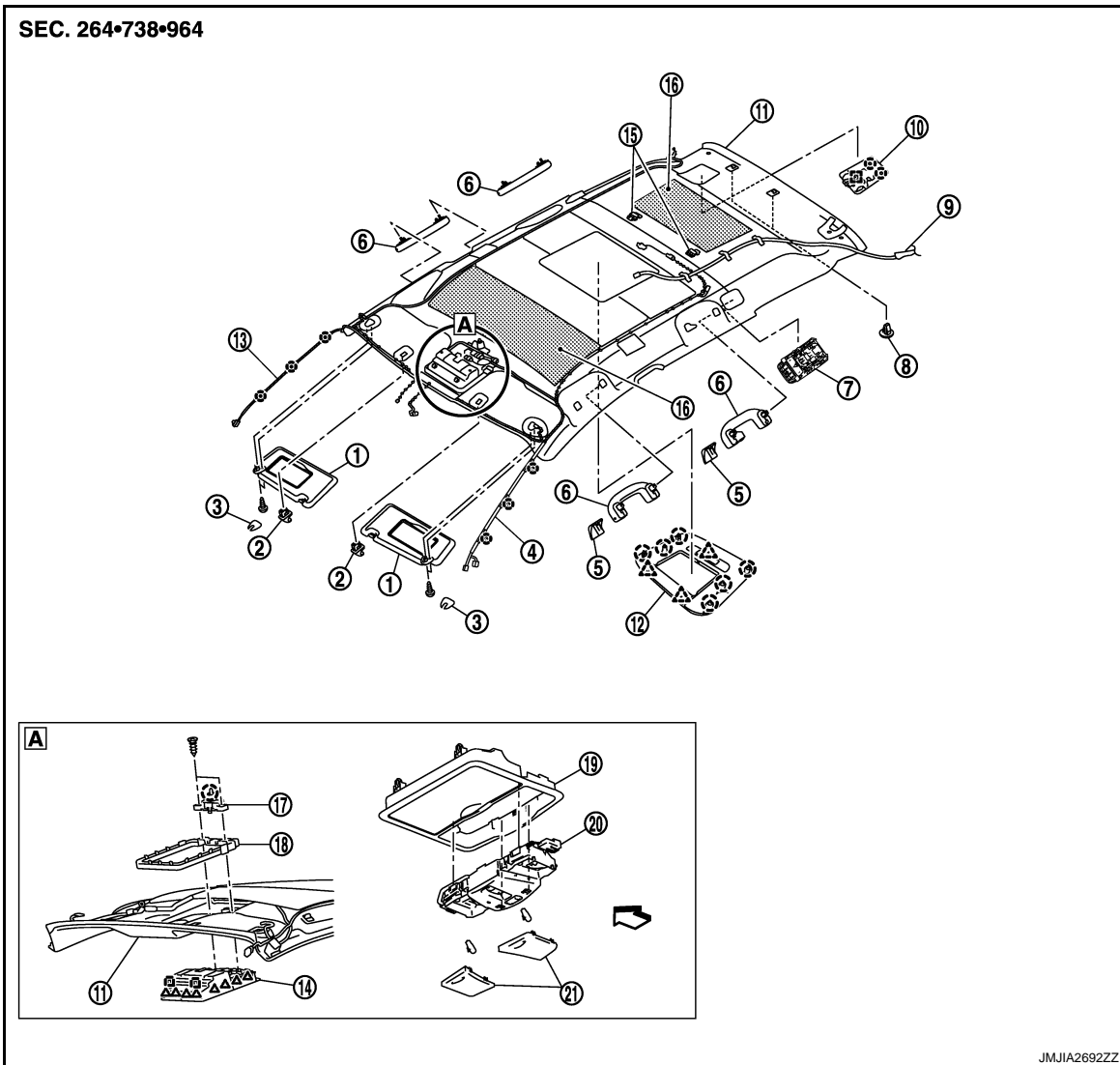
HEADLINING

< ON-VEHICLE REPAIR >

HEADLINING NORMAL ROOF

NORMAL ROOF : Exploded View

INFOID:000000004758279



- | | | |
|--------------------------------------|-----------------------------|----------------------------|
| 1. Sun-visor assembly (LH/RH) | 2. Sun-visor holder (LH/RH) | 3. Sun-visor cover (LH/RH) |
| 4. Roof harness | 5. Assist grip cap | 6. Assist grip |
| 7. Personal lamp assembly | 8. Headlining clip | 9. Rear DVD harness |
| 10. Center seat belt retractor cover | 11. Headlining assembly | 12. Roof plate assembly |
| 13. Antenna feeder harness | 14. Roof console assembly | 15. Dual-lock fastener |
| 16. Roof insulator | 17. Map lamp bracket | 18. Roof bracket |
| 19. Roof console | 20. Map lamp assembly | 21. Map lamp lens |

○ : Clip

△ : Pawl

□ : Metal clip

← : Vehicle front

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HEADLINING

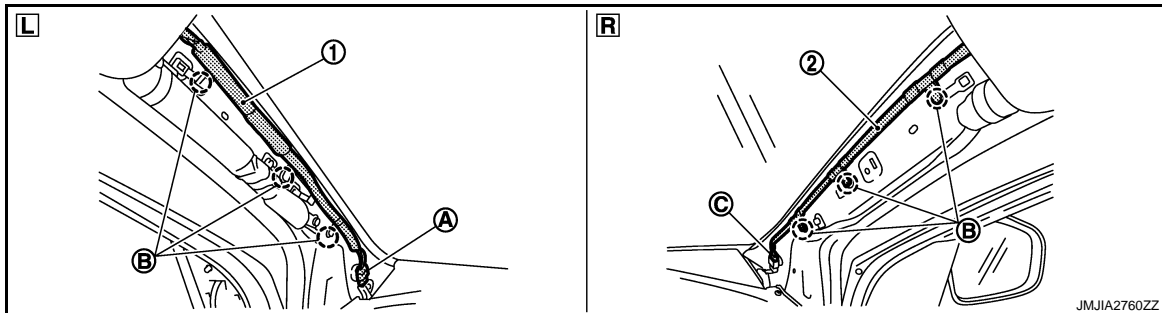
< ON-VEHICLE REPAIR >

NORMAL ROOF : Removal and Installation

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REMOVAL

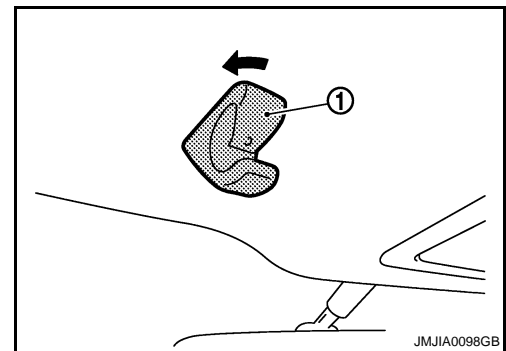
1. Remove front seat belt anchor bolt (LH/RH). Refer to [SB-7, "SEAT BELT BUCKLE : Exploded View"](#).
2. Remove rear seat belt anchor bolt (LH/RH). Refer to [SB-12, "SEAT BELT BUCKLE : Exploded View"](#).
3. Remove luggage side lower finisher (LH/RH), luggage side upper finisher (LH/RH). Refer to [INT-19, "Removal and Installation"](#).
4. Remove front pillar garnish (LH/RH), front kicking plate (LH/RH), center pillar lower garnish (LH/RH), center pillar upper garnish (LH/RH), front body side welt (LH/RH), rear body side welt (LH/RH) and rear kicking plate (LH/RH). Refer to [INT-19, "Removal and Installation"](#).
5. Disconnect roof harness (1) connectors (A), the antenna feeder (2) harness connector (C) and the clips (B).



L: Left side of vehicle

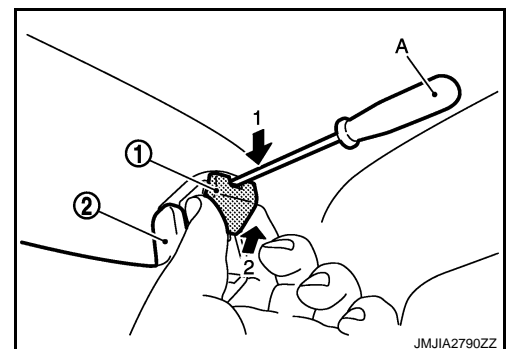
R: Right side of vehicle

6. Disengage the rear display unit fixing clips with a remover tool, disconnect the harness connector and then remove the rear display unit. Refer to [AV-524, "Removal and Installation"](#).
7. Remove sun-visor (LH/RH).
 - Remove sun-visor cover.
 - Remove mounting screws.
 - Disconnect vanity mirror lamp harness connector (With vanity mirror lamp)
8. Disconnect inside mirror and rain sensor harness connector. Refer to [MIR-61, "Exploded View"](#).
9. Rotate 90 degrees and remove sun-visor holder (1) (LH/RH).



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10. With flat-bladed screwdriver (A), press the upper side mounting plastic clip (1) and pull up to remove the mounting plastic clip (1) from assist grip (2).

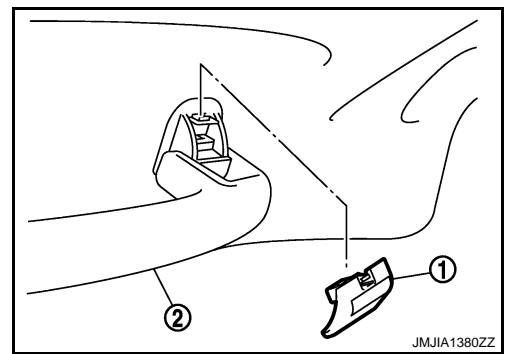


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HEADLINING

< ON-VEHICLE REPAIR >

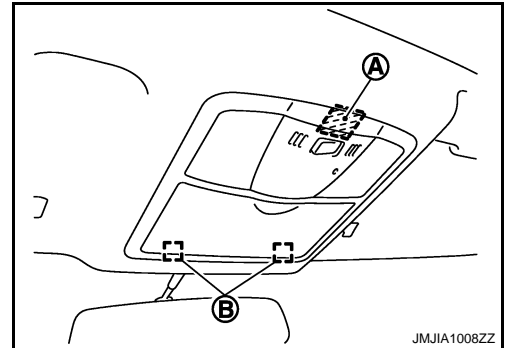
11. Once the mounting plastic clip (1) is removed, pull out the assist grip (2) to remove.



12. Recline front seat back to facilitate the headlining removal.
 13. Pull map lamp assembly toward and disengage metal clips (B) and dual-lock fastener (A).

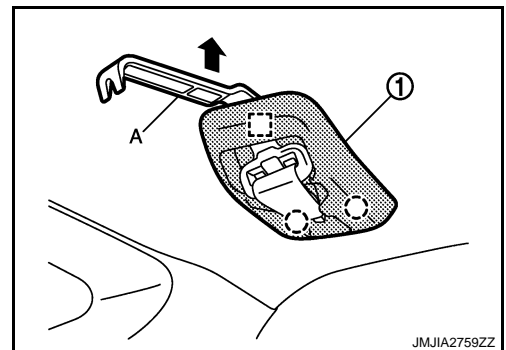
CAUTION:

Map lamp assembly is crimped from the back of headlining. Remove it by disengaging the crimped area of back of map lamp assembly after removing headlining from the vehicle.

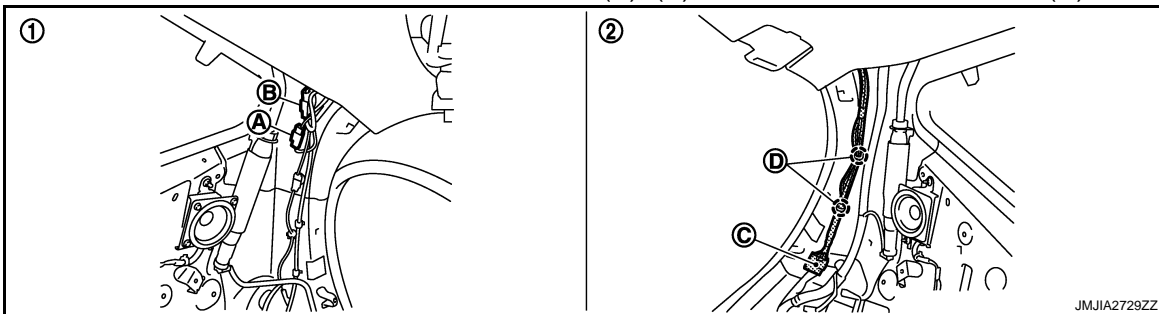


14. Disengage center seat belt retractor cover(1) fixing clips and metal clip with remover tool (A), then remove rear center seat belt cover.

- : Clip
- : Metal clip



15. Disconnect the antenna feeder harness connectors (A), (B), the roof harness connector (C) and clips (D).



(1): Right side of vehicle

(2): Left side of vehicle

16. Using remover tool, remove headlining clip at the back side of headlining.

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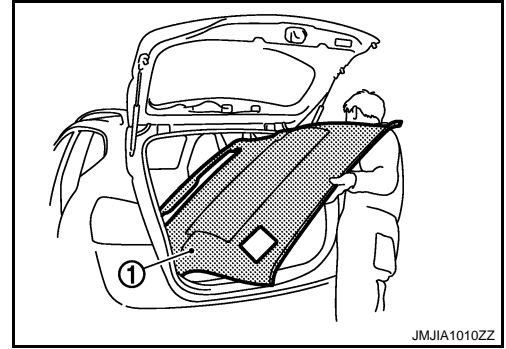
HEADLINING

< ON-VEHICLE REPAIR >

17. Remove headlining (1) from back door.

CAUTION:

- When removing the headlining, 2 workers are required.
- Never bend headlining when removing.
- Be careful not to scratch or damage any part of the body while taking out the headlining.



18. Remove the following parts after removing headlining.

- Map lamp assembly. Refer to [INL-115, "Removal and Installation"](#).
- Personal lamp. Refer to [INL-122, "Removal and Installation"](#).
- Roof harness assembly.
- Antenna feeder harness assembly. Refer to the following.
 - Base audio. Refer to [AV-44, "Harness Layout"](#).
 - Bose audio without navigation. Refer to [AV-550, "Harness Layout"](#).
 - Bose audio with navigation. Refer to [AV-787, "Harness Layout"](#).

INSTALLATION

Install in the reverse order of removal.

CAUTION:

- As for guide, install first sun-visor holder (LH/RH) and then the rear headlining clips at the back side of headlining.
- Be careful not to bend the headlining when installing.

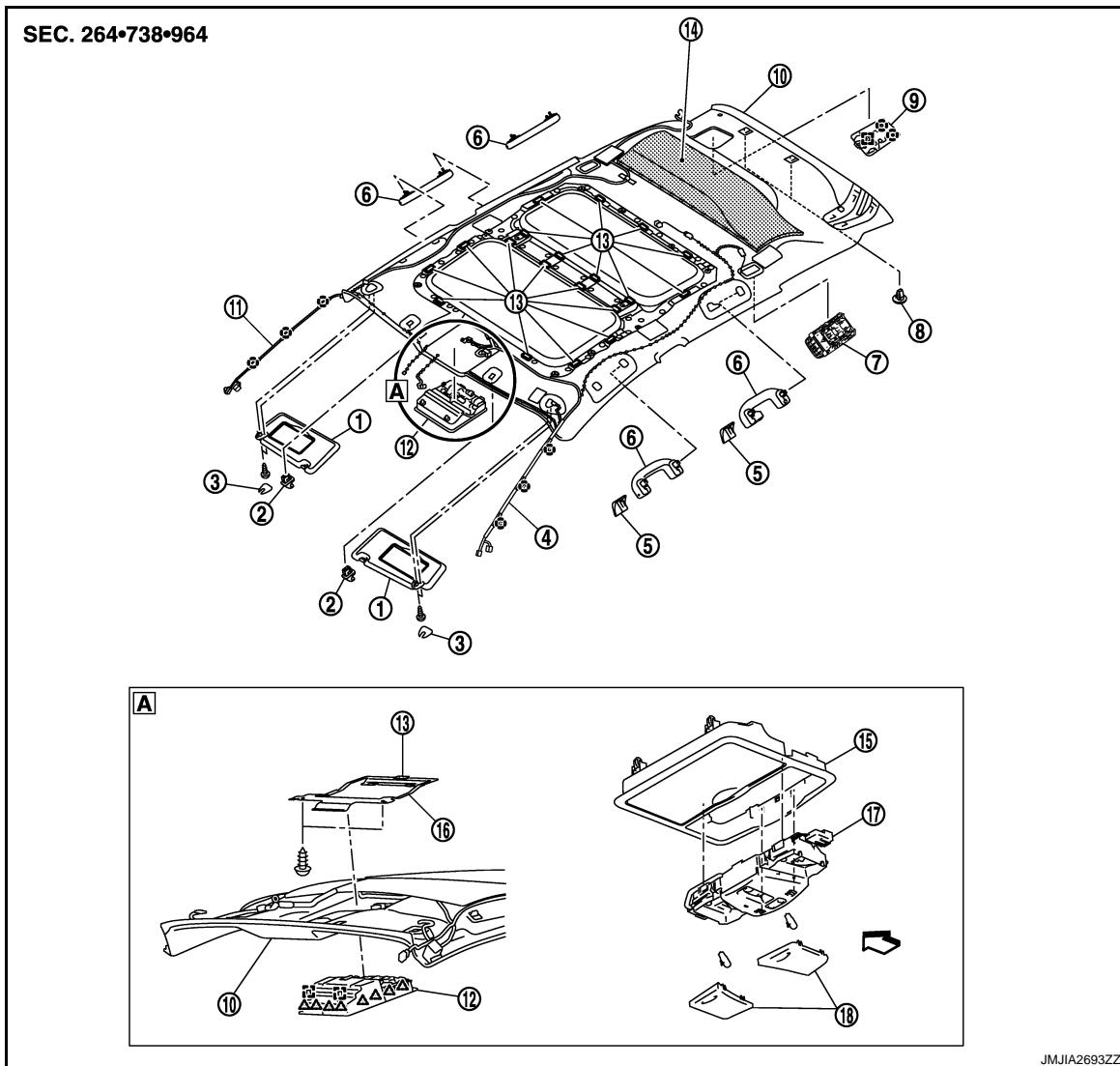
SUNROOF

HEADLINING

< ON-VEHICLE REPAIR >





SUNROOF : Exploded View

INFOID:000000004758281



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|-------------------------------|-----------------------------|-------------------------------------|
| 1. Sun-visor assembly (LH/RH) | 2. Sun-visor holder (LH/RH) | 3. Sun-visor cover (LH/RH) |
| 4. Roof harness | 5. Assist grip cap | 6. Assist grip |
| 7. Personal lamp assembly | 8. Headlining clip | 9. Center seat belt retractor cover |
| 10. Headlining assembly | 11. Antenna feeder | 12. Roof console assembly |
| 13. Dual-lock fastener | 14. Roof insulator | 15. Roof console |
| 16. Roof bracket | 17. Map lamp assembly | 18. Map lamp lens |

-  : Clip
-  : Pawl
-  : Metal clip
-  : Vehicle front

SUNROOF : Removal and Installation

INFOID:000000004758282

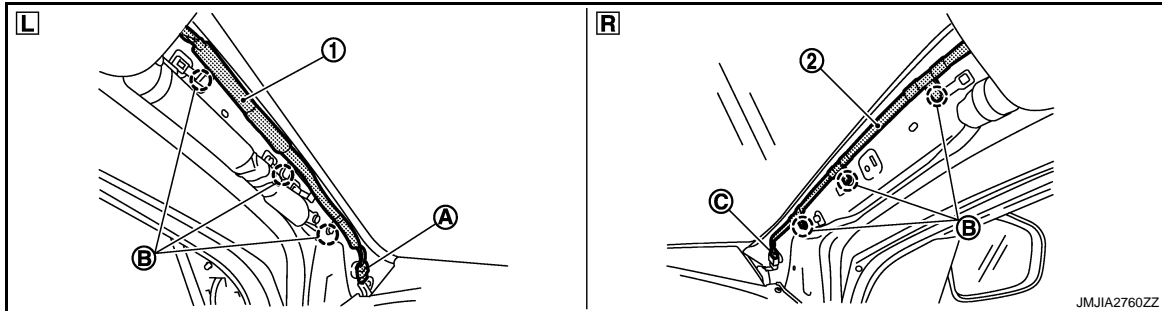
REMOVAL

1. Remove front seat belt anchor bolt (LH/RH). Refer to [SB-7, "SEAT BELT BUCKLE : Exploded View"](#).
2. Remove rear seat belt anchor bolt (LH/RH). Refer to [SB-12, "SEAT BELT BUCKLE : Exploded View"](#).

HEADLINING

< ON-VEHICLE REPAIR >

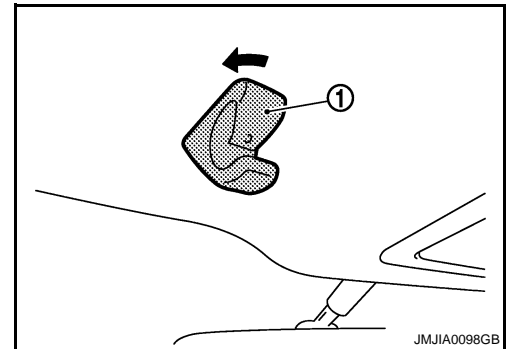
3. Remove luggage side lower finisher (LH/RH), luggage side upper finisher (LH/RH). Refer to [INT-34, "Removal and Installation"](#).
4. Remove front pillar garnish (LH/RH), front kicking plate (LH/RH), center pillar lower garnish (LH/RH), center pillar upper garnish (LH/RH), front body side welt (LH/RH), rear body side welt (LH/RH) and rear kicking plate (LH/RH). Refer to [INT-19, "Removal and Installation"](#).
5. Disconnect roof harness (1) connectors (A), the antenna feeder (2) harness connector (C) and the clips (B).



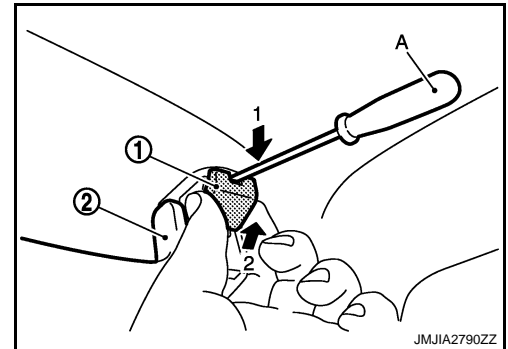
L: Left side of vehicle

R: Right side of vehicle

6. Remove sun-visor (LH/RH).
 - Remove sun-visor cap.
 - Remove mounting screws.
 - Disconnect vanity mirror lamp harness connector. (With vanity mirror lamp)
7. Disconnect inside mirror and rain sensor harness connector. Refer to [MIR-61, "Removal and Installation"](#).
8. Rotate 90 degrees and remove sun-visor holder (1) (LH/RH).



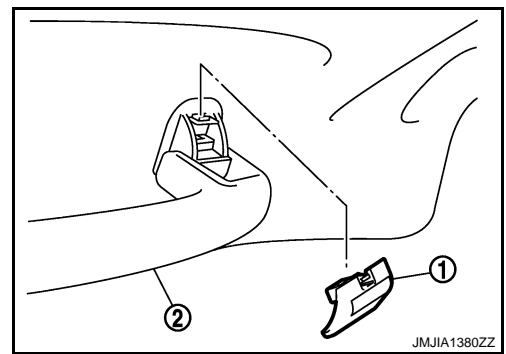
9. With a flat-bladed screwdriver (A), press the upper side of mounting plastic clip (1) and pull up to remove the mounting plastic clip (1) from assist grip (2).





HEADLINING

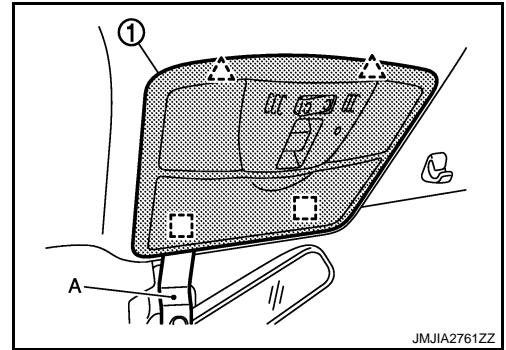
< ON-VEHICLE REPAIR >

10. Once the mounting plastic clip (1) is removed, pull out the assist grip (2) to remove.





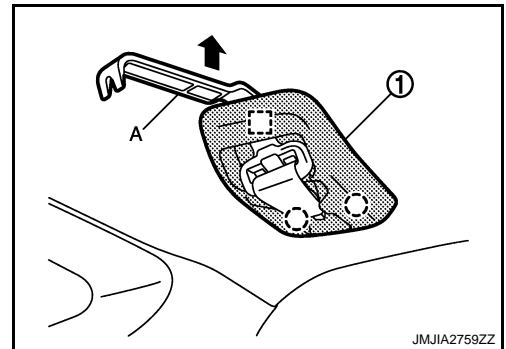
11. Recline front seat back to facilitate the headlining removal.
 12. Insert a remover tool (A) between the headlining and the roof console assembly (1) to disengage the fixing pawls and metal clips, disconnect the connectors and remove the roof console assembly.

-  : Pawl
-  : Metal clip

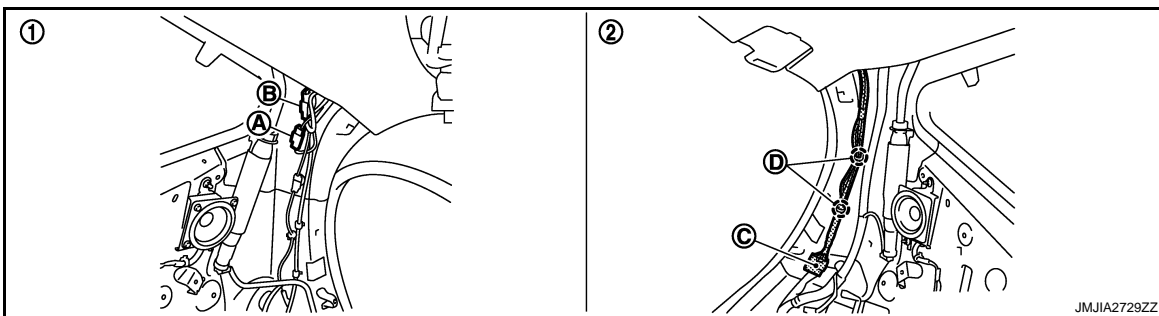


13. Disengage rear center seat belt cover (1) fixing clips and metal clip with remover tool (A), then remove rear center seat belt cover.

-  : Clip
-  : Metal clip



14. Disconnect the antenna feeder harness connectors (A), (B), the roof harness connector (C) and the clips (D).



(1): Right side of vehicle

(2): Left side of vehicle

15. Using remover tool, remove headlining clip at the back side of headlining.

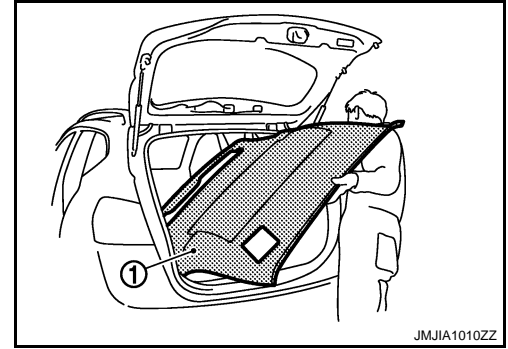
HEADLINING

< ON-VEHICLE REPAIR >

16. Remove headlining (1) from back door.

CAUTION:

- When removing the headlining, 2 workers are required.
- Never bend headlining when removing.
- Be careful not to scratch or damage any part of the body while taking out the headlining.



17. Remove the following parts after removing headlining.

- Map lamp assembly. Refer to [INL-115, "Removal and Installation"](#).
- Personal lamp. Refer to [INL-122, "Removal and Installation"](#).
- Roof harness assembly
- Antenna feeder harness assembly. Refer to the following.
 - Base audio. Refer to [AV-44, "Harness Layout"](#).
 - Bose audio without navigation. Refer to [AV-548, "Harness Layout"](#).
 - Bose audio with navigation. Refer to [AV-787, "Harness Layout"](#).

INSTALLATION

Install in the reverse order of removal.

CAUTION:

- As for guide, install first sun-visor holder (LH/RH) and then the rear headlining clips at the back side of headlining.
- Be careful not to bend the headlining when installing.

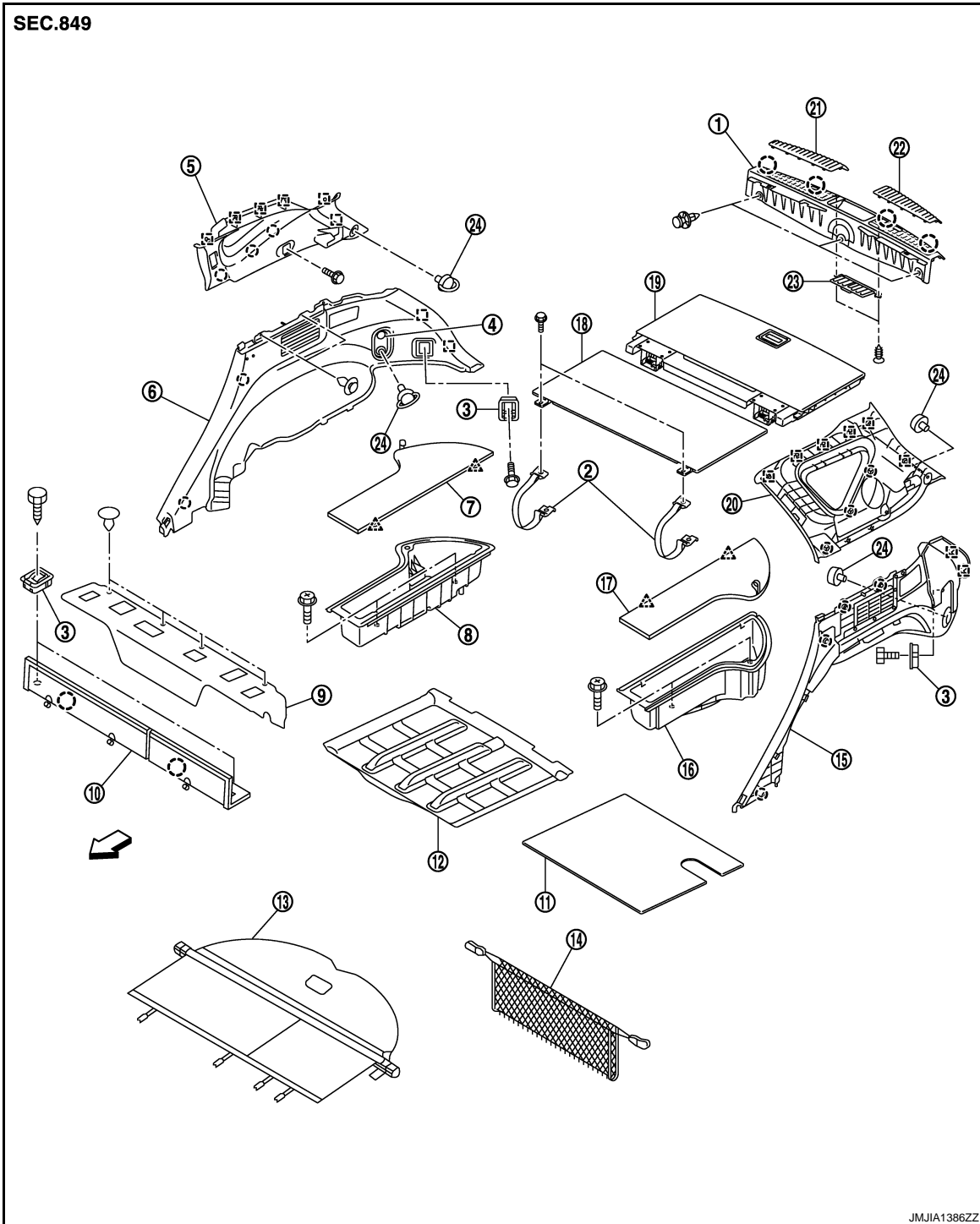
LUGGAGE FLOOR TRIM

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LUGGAGE FLOOR TRIM

Exploded View

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- | | | |
|--|--------------------------------------|---|
| 1. Luggage rear plate | 2. Belt assembly | 3. Rear rope hook |
| 4. Luggage room power socket | 5. Luggage side finisher upper (RH) | 6. Luggage side finisher lower (RH) |
| 7. Luggage floor finisher (RH) | 8. Luggage floor spacer (RH) | 9. Luggage mask |
| 10. Luggage floor finisher front | 11. Luggage floor board | 12. Spare tire cover |
| 13. Tonneau cover | 14. Net | 15. Luggage side finisher lower (LH) |
| 16. Luggage floor spacer (LH) | 17. Luggage floor finisher (LH) | 18. Luggage floor finisher center (front) |
| 19. Luggage floor finisher center (rear) | 20. Luggage side finisher upper (LH) | 21. Rear plate ornament (RH) |

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LUGGAGE FLOOR TRIM


< ON-VEHICLE REPAIR >

22. Rear plate ornament (LH)

23. Luggage rear plate cap

24. Trunk net hook

 : Clip

 : Pawl

 : Metal clip

 : Vehicle front

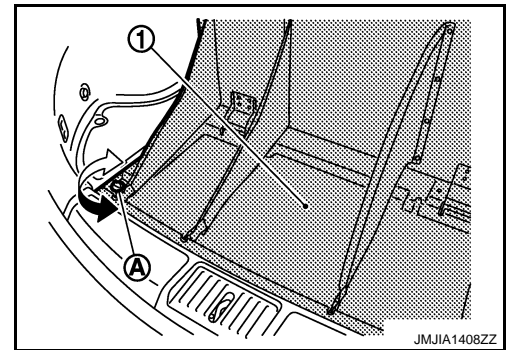
Removal and Installation

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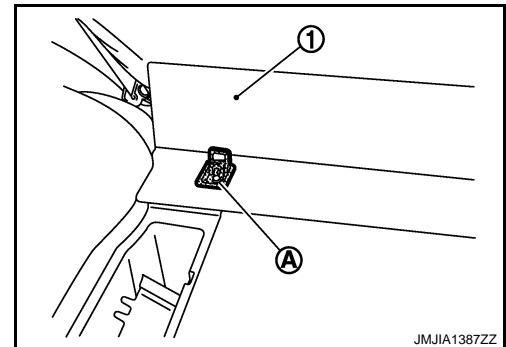
REMOVAL

LUGGAGE FLOOR FINISHER CENTER

1. Fully open back door.
2. Remove tonneau cover assembly.
3. Remove luggage floor finisher (RH/LH).
4. Open luggage floor finisher center rear (1), turn the clip (A) as shown in the figure, and then remove the luggage floor finisher center rear.



5. Remove luggage floor finisher front (1) fixing bolts (A) (LH/RH) and remove luggage floor finisher front.



6. Remove the luggage floor finisher center (front) both bolts, then remove the luggage floor finisher center (front).

LUGGAGE SIDE FINISHER UPPER

1. Remove rear seat belt anchor bolt (upper).
2. Remove hook trunk net.
3. Remove tonneau cover and remove the luggage side finisher upper fixing bolts and clips.
4. Remove luggage side finisher upper clips and metal clips with remover tool.
5. Remove luggage side finisher upper from the body side panel.

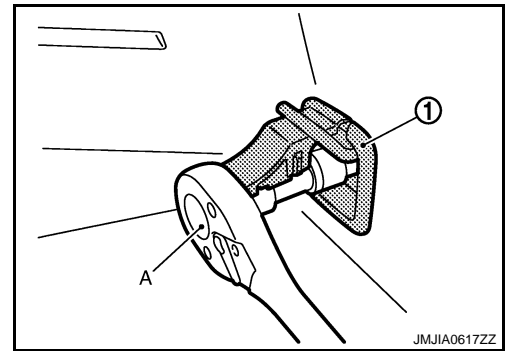
LUGGAGE SIDE FINISHER LOWER

1. Remove rear kicking plate inner and rear body side welt. Refer to [INT-19. "Removal and Installation"](#).
2. Remove rear seat cushion fixing bolts. Refer to [SE-116. "Removal and Installation"](#).
3. Remove luggage rear plate.
4. Remove the luggage side finisher upper.

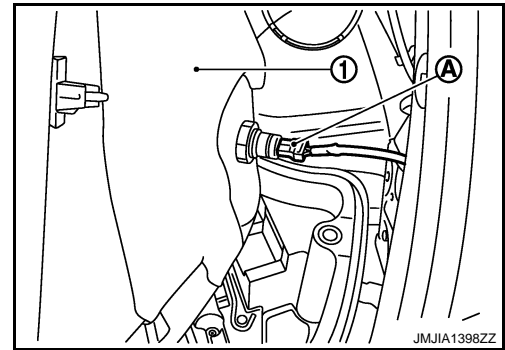
LUGGAGE FLOOR TRIM

< ON-VEHICLE REPAIR >

5. Disengage rope hook mounting bolt caps, and remove rope hook mounting bolts with socket wrench (A), and then remove rope hooks (1) (LH/RH).



6. Remove the rear seatback control lever escutcheon (LH/RH). Refer to [SE-114. "Exploded View"](#).
7. Remove luggage side finisher lower fixing clips with remover tool.
8. Pull the luggage side finisher lower (1) to disengage the clips and metal clips, then disconnect the luggage room power socket harness connector (A).

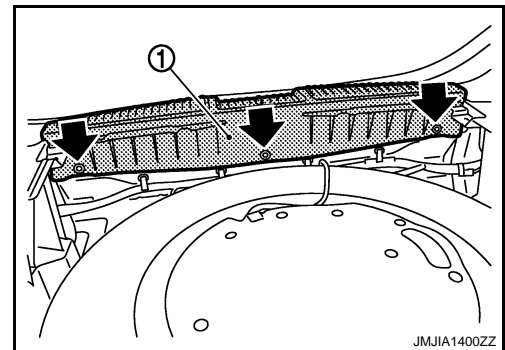


9. Remove luggage side finisher lower.

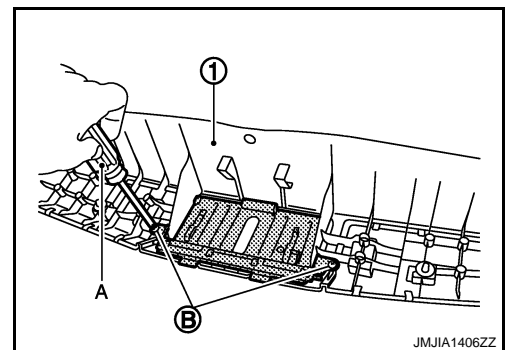
LUGGAGE REAR PLATE

1. Remove back door weather strip.
2. Remove luggage rear plate (1) fixing clips with remover tool.

← : Clip



3. Hold both sides of luggage rear plate, pull upwards to remove.
4. After removal, place the luggage rear plate (1) as shown in the figure, then with a screwdriver (A) remove the luggage rear plate cap fixing bolts (B) and then remove the cap.

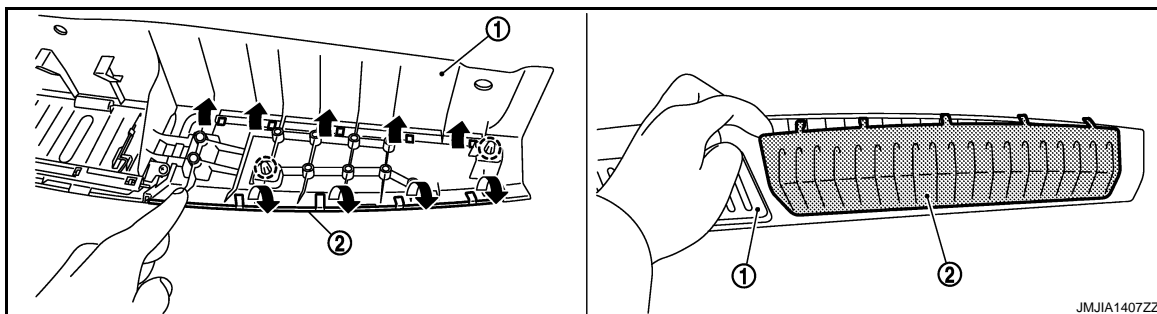


5. Remove the rear plate ornament (2) from the rear plate (1) as shown in the figure below.

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LUGGAGE FLOOR TRIM

< ON-VEHICLE REPAIR >



○ : Clip

6. Remove the bolts located inside the luggage floor spacer and remove luggage floor spacer (LH/RH).

INSTALLATION

Install in the reverse order of removal.

CAUTION:

Check that clips, pawls, metal clips are securely fitted in panel holes on body when installing, and then press them in.

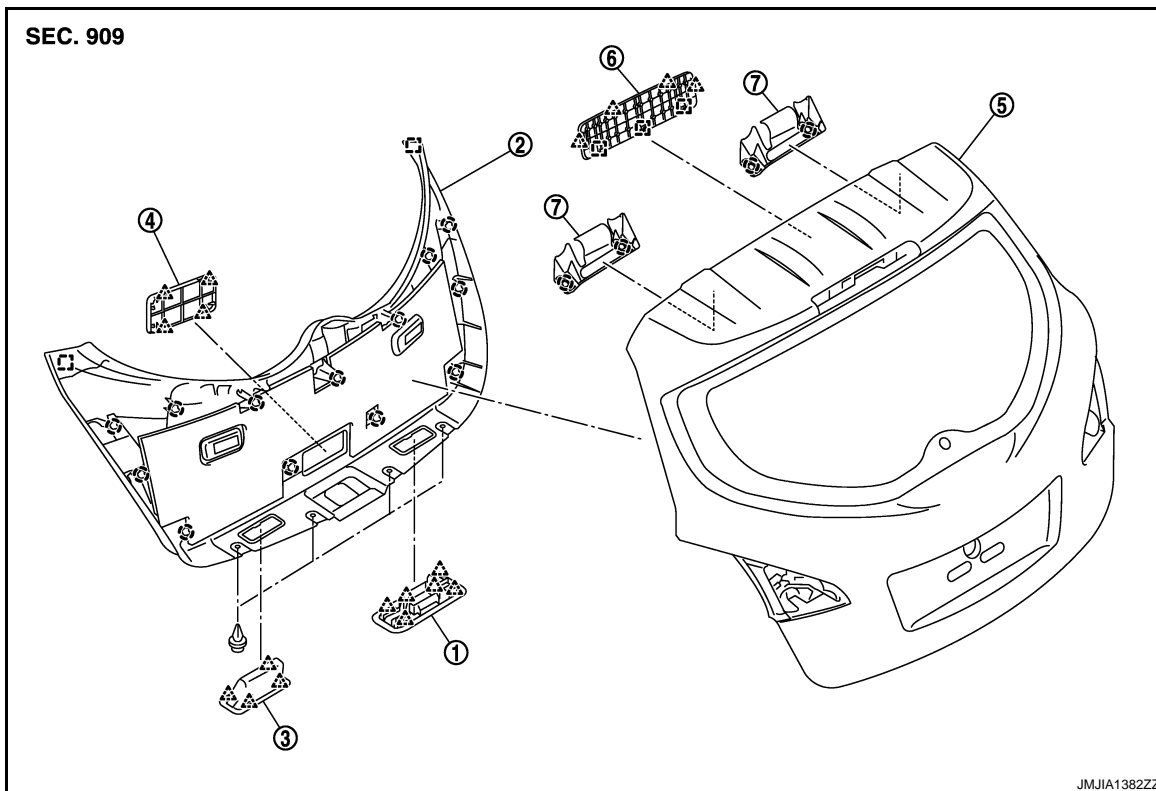
BACK DOOR TRIM

< ON-VEHICLE REPAIR >




BACK DOOR TRIM

Exploded View

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- | | | |
|---|-----------------------------|-------------------------|
| 1. Auto power back door switch finisher | 2. Back door finisher inner | 3. Pull handle finisher |
| 4. Back door finisher lid | 5. Back door assembly | 6. Back door plate |
| 7. Back door hinge cover | | |

-  : Clip
-  : Pawl
-  : Metal clip


Removal and Installation

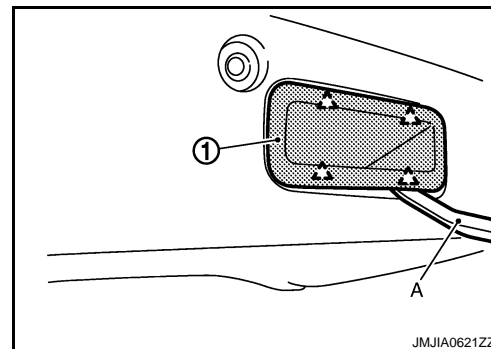
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REMOVAL

BACK DOOR FINISHER INNER

- Fully open back door.
- Disengage pull handle finisher (1) fixing pawls with remover tool (A) and then remove pull handle finisher.

-  : Pawl

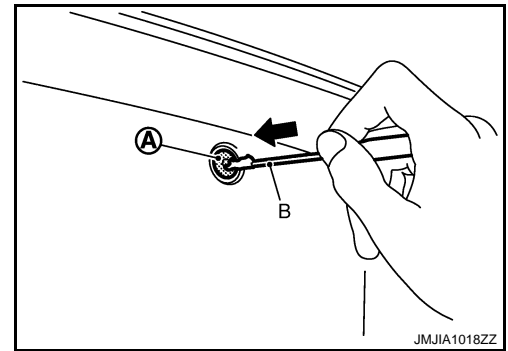


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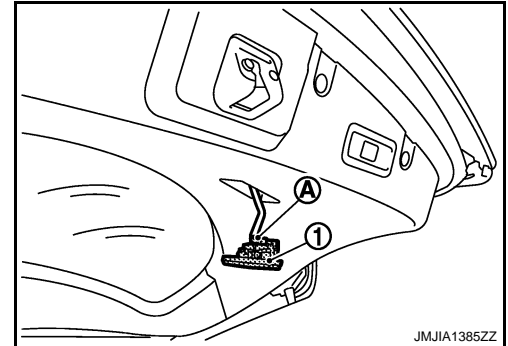
BACK DOOR TRIM

< ON-VEHICLE REPAIR >


3. Push the clip center with a wrapped flat-blade screwdriver (B) and then remove clip (A).

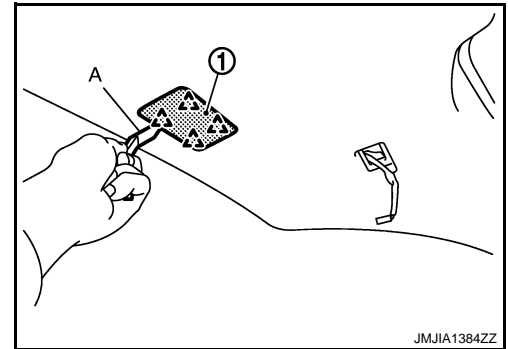


4. Disengage the luggage room lamp fixing pawls with a tool, disconnect the harness connector (A) then remove the lamp (1) (LH/RH)




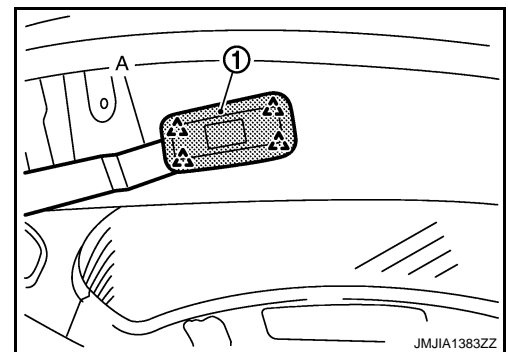
5. Disengage the back door finisher lid (1) fixing pawls, then remove the back door finisher lid with remover tool (A).

 : Pawl



6. Remove the auto power back door switch finisher (1) by using a remover tool (A) and then remove auto power door switch finisher.

 : Pawl



7. Remove the back door finisher inner.

NOTE:

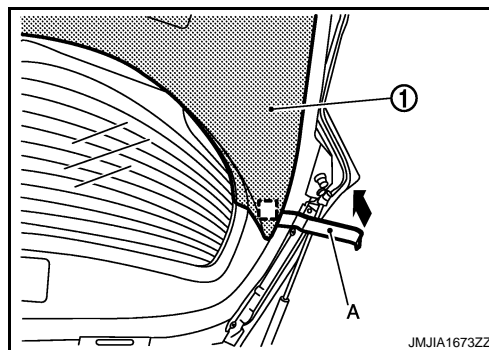
It is strongly recommended to follow the steps below when removing the back door finisher. Failing doing so may cause the damage of the clips.

BACK DOOR TRIM


< ON-VEHICLE REPAIR >

1. Insert remover tool (A) between back door finisher inner (1) and back door panel to disengage the metal clips (LH/RH).

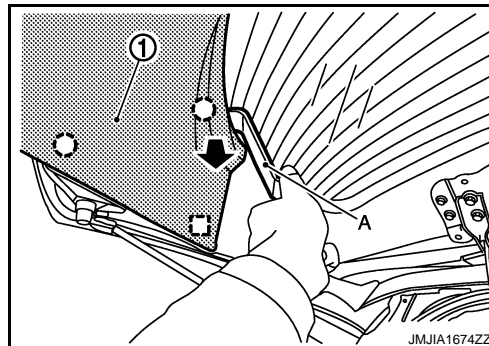
 : Metal clip



2. Insert remover tool (A) between back door finisher inner (1) and back window glass, pull downwards to disengage clips as shown in the figure.

 : Clip


 : Metal clip

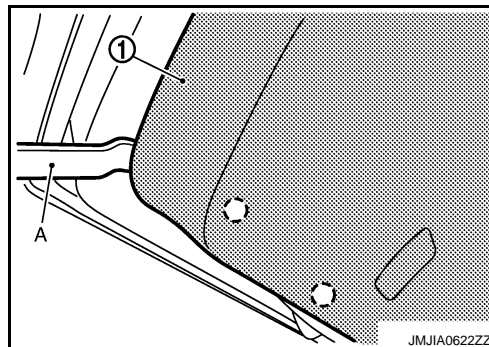


3. Insert remover tool (A) between back door lower finisher inner (1) and back door panel to disengage the clips.


NOTE:

Starting from the lower downwards and works around the edges and up to the sides.

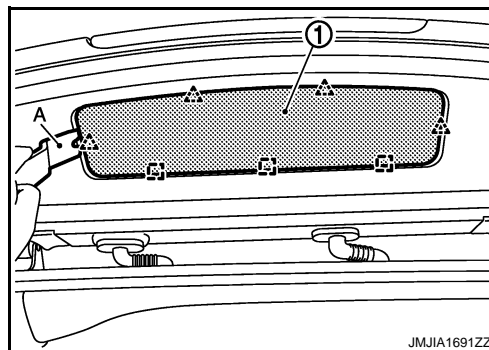
 : Clip



8. Pull out to remove back door finisher inner.
9. Disengage back door plate (1) fixing pawls and metal clips with remover tool (A) and then remove back door plate.

 : Pawl

 : Metal clip




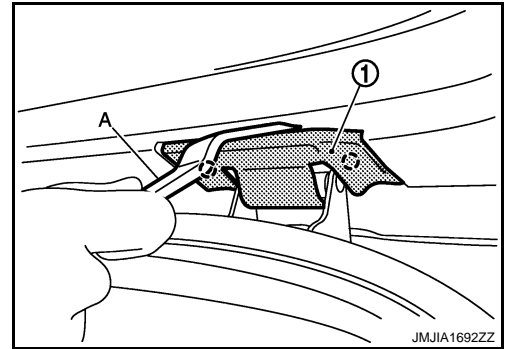
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BACK DOOR TRIM

< ON-VEHICLE REPAIR >

10. Disengage back door hinge cover (1) fixing clips with remover tool (A) and then remove back door hinge cover(LH/RH).

 : Clip



INSTALLATION

Install in the reverse order of removal.

CAUTION:

When installing back door trim, check that clips are securely fitted in panel holes on body, and then press them in.