I BODY

SECTION IP A INSTRUMENT PANEL C

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PRECAUTIONS

PRECAUTIONS

Precautions 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 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.

PREPARATION

PREPARATION Special Service Tools

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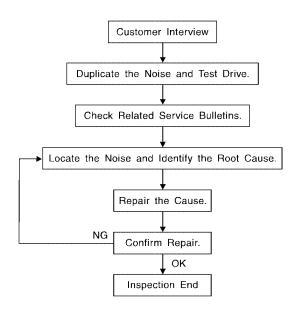
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А

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
	SBT839	
(J-43980) NISSAN Squeak and Rattle kit		Repairing the cause of noise
ommercial Service Tools	SBT840	EIS007UD
(Kent-Moore No.) Tool name		Description
(J-39565) Engine ear	SIIA0995E	Locating the noise
Power Tool		Loosening bolts and nuts

SQUEAK AND RATTLE TROUBLE DIAGNOSES Work Flow



SBT842

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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>IP-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 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

А 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: 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. D 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. Е CHECK RELATED SERVICE BULLETINS After verifying the customer concern or symptom, check ASIST for Technical Service Bulletins (TSBs) related F 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: Н 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. IP 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. Κ looking for loose components and contact marks. Refer to IP-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. Μ 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. 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

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
- 3. 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.

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TRUNK

IRUNK	
Trunk noises are often caused by a loose jack or loose items put into the trunk by the owner. In addition look for:	А
1. Trunk lid bumpers out of adjustment	
2. Trunk lid striker out of adjustment	В
3. The trunk lid torsion bars knocking together	
4. A loose license plate or bracket	0
Most of these incidents can be repaired by adjusting, securing or insulating the item(s) or component(s) causing the noise.	С
SUNROOF/HEADLINING	D
Noises in the sunroof/headlining area can often be traced to one of the following:	D
1. Sunroof lid, rail, linkage or seals making a rattle or light knocking noise	
2. Sun visor shaft shaking in the holder	Ε
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.	F
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:	G
1. Loose harness or harness connectors.	
2. Front console map/reading lamp lens loose.	Η
3. Loose screws at console attachment points.	
SEATS	IP
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.	J
Cause of seat noise include:	
1. Headrest rods and holder	
2. A squeak between the seat pad cushion and frame	Κ
3. The rear seatback lock and bracket	
These noises can be isolated by moving or pressing on the suspected components while duplicating the con- ditions under which the noise occurs. Most of these incidents can be repaired by repositioning the component or applying urethane tape to the contact area.	L
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:	Μ
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.

Diagnostic Worksheet

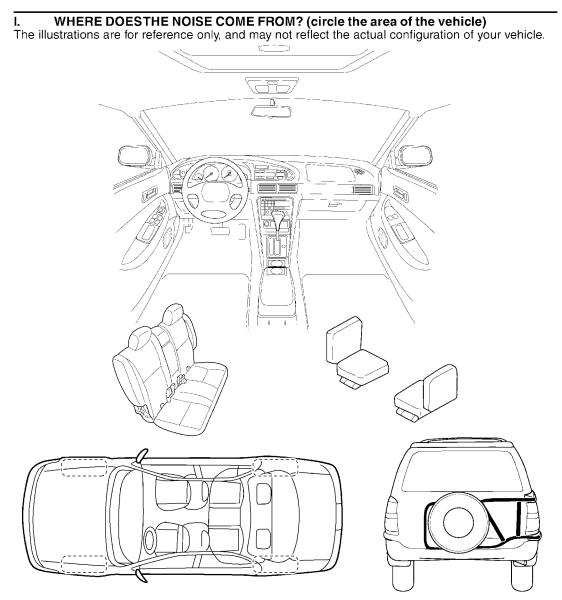
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SQUEAK & RATTLE DIAGNOSTIC WORKSHEET

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.



Continue to the back 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.

LIWA0276E

Briefly describe the location where t	the noise occurs:	
II. WHEN DOES IT OCCUR? (che	eck the boxes that apply)	
anytime	after sitting out in the sun	
\Box 1 st 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	ü other:	
III. WHEN DRIVING:	IV. WHAT TYPE OF NOISE?	
☐ through driveways	squeak (like tennis shoes on a clean floor	r)
□ over rough roads	□ creak (like walking on an old wooden floo	•
⊐ over speed bumps	rattle (like shaking a baby rattle)	
⊐ only at about mph	knock (like a knock on a door)	
🖬 only at about mpn		
☐ on acceleration	□ tick (like a clock second hand)	
•		
□ on acceleration	tick (like a clock second hand)	
 on acceleration coming to a stop on turns : left, right or either (circle) with passengers or cargo 	tick (like a clock second hand) thump (heavy, muffled knock noise)	
 ☐ on acceleration ☐ coming to a stop ☐ on turns : left, right or either (circle) 	tick (like a clock second hand) thump (heavy, muffled knock noise)	
 on acceleration coming to a stop on turns : left, right or either (circle) with passengers or cargo other:	 tick (like a clock second hand) thump (heavy, muffled knock noise) buzz (like a bumble bee) 	
 on acceleration coming to a stop on turns : left, right or either (circle) with passengers or cargo other: 	 tick (like a clock second hand) thump (heavy, muffled knock noise) buzz (like a bumble bee) 	
 on acceleration coming to a stop on turns : left, right or either (circle) with passengers or cargo other:	 tick (like a clock second hand) thump (heavy, muffled knock noise) buzz (like a bumble bee) utes HIP PERSONNEL Initials of person	
 on acceleration coming to a stop on turns : left, right or either (circle) with passengers or cargo other: after driving miles or minu TO BE COMPLETED BY DEALERSH Test Drive Notes:	□ tick (like a clock second hand) □ thump (heavy, muffled knock noise) □ buzz (like a bumble bee) utes HIP PERSONNEL Initials of person <u>YES_NO</u>	
 on acceleration coming to a stop on turns : left, right or either (circle) with passengers or cargo other:	tick (like a clock second hand) thump (heavy, muffled knock noise) buzz (like a bumble bee) utes HIP PERSONNEL Initials of person YES NO performing □ □ □ □ □ □	
 on acceleration coming to a stop on turns : left, right or either (circle) with passengers or cargo other: after driving miles or minu TO BE COMPLETED BY DEALERSH Test Drive Notes: Vehicle test driven with customer Noise verified on test drive 	tick (like a clock second hand) thump (heavy, muffled knock noise) buzz (like a bumble bee) utes HIP PERSONNEL Initials of person YES NO performing □ □ □ □ □ □	
 on acceleration coming to a stop on turns : left, right or either (circle) with passengers or cargo other: after driving miles or minu TO BE COMPLETED BY DEALERSH Test Drive Notes: Vehicle test driven with customer Noise verified on test drive Noise source located and repaired Follow up test drive performed to con 	tick (like a clock second hand) thump (heavy, muffled knock noise) buzz (like a bumble bee) utes HIP PERSONNEL Initials of person YES NO performing □ □ □ □ □ □	

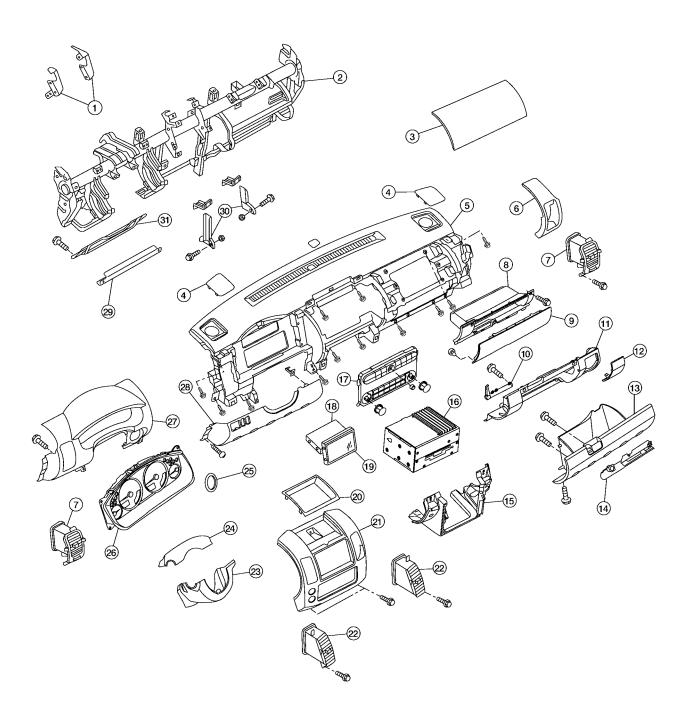
INSTRUMENT PANEL ASSEMBLY

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Removal and Installation

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- 1. Display unit bracket RH/LH
- 4. Speaker grille RH/LH
- 7. Side ventilator grille RH/LH
- 10. Lower glove box damper assembly
- 2. Steering member assembly
- 5. Instrument panel and pad assembly 6.
- 8. Upper glove box
 - 11. Lower instrument panel RH

- LIIA1740E
- 3. Passenger air bag module
 - Instrument side finisher
- 9. Upper glove box door
- 12. Fuse block cover

13.	Lower glove box	14.	Lower glove box latch assembly	15.	Cluster lid D	
16.	Audio unit	17.	AV switch	18.	Display control unit	А
19.	Display unit	20.	Storage tray	21.	Cluster lid C	
22.	Center ventilator grill RH/LH	23.	Column cover lower	24.	Column cover upper	_
25.	Steering lock escutcheon	26.	Combination meter	27.	Cluster lid A	В
28.	Lower instrument panel LH	29.	Knee protector brace	30.	Instrument stay RH/LH	
31.	Knee protector					С
Remo	oval					C
CAUT	ION:					
	e servicing, turn the ignitic	on swit	ch off, disconnect both ba	ttery	cables and wait at lease 3 min-	D
utes.						
	isconnect battery negative te					
	isconnect battery positive ter					E
			IP-16, "CENTER CONSOLE	_		
			er to <u>IP-14, "COMBINATION N</u>		<u>R"</u> .	
			fer to <u>EI-27, "BODY SIDE TR</u>			F
6. R	emove optical sensor. Refer	to <u>LT-5</u>	5, "Removal and Installation"	•		
7. R	emove audio unit. Refer to <u>A'</u>	V-61, "	Removal and Installation".			0
8. R	emove display control unit, if	equipp	ed. Refer to <u>AV-161, "DISPL</u>	AY CO	<u>ONTROL UNIT"</u> .	G
9. R	emove cluster lid D. Refer to	<u>IP-13,</u>	"CLUSTER LID D" .			
10. D	isconnect GPS antenna.					Н
11. R	emove the passenger air bag	j modu	le. Refer to SRS-49, "FRONT	PAS	<u>SENGER AIR BAG MODULE"</u> .	
12. R	emove the instrument stay R	H/LH b	oolts.			
13. R	emove instrument panel.					IP
•	Disconnect all remaining ha	rnesse	S.			
Instal	_					
	ation is in the reverse order c	of remo	wal			J
CLUS	STER LID C -WITHOUT NA	AVIGA	TION SYSTEM			
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		$ \rightarrow $	Xel		(2)	
			A promotion			
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4. Cluster lid C screw

Liner

Removal

1.

CAUTION:

Before servicing, turn the ignition switch off, disconnect both battery cables and wait at lease 3 minutes.

Storage tray

2.

O

(3)

3.

Cluster lid C

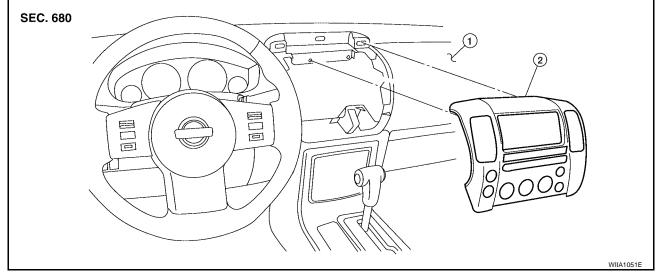
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- 1. Disconnect battery negative terminal.
- 2. Disconnect battery positive terminal.
- 3. Remove A/T finisher. Refer to IP-15, "A/T FINISHER" .
- 4. Remove storage tray and storage tray liner, then remove cluster lid C screw.
- 5. Pull cluster lid C rearward to release clips.
- 6. Disconnect electrical connectors and remove cluster lid C.

Installation

Installation is in the reverse order of removal.

CLUSTER LID C - WITH NAVIGATION SYSTEM



1. Instrument panel 2. Cluster lid C

Removal

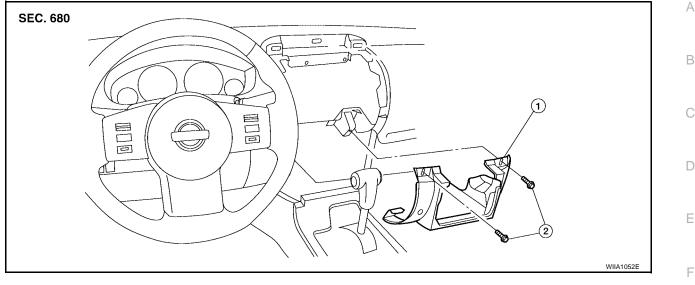
CAUTION:

Before servicing, turn the ignition switch off, disconnect both battery cables and wait at lease 3 minutes.

- 1. Disconnect battery negative terminal.
- 2. Disconnect battery positive terminal.
- 3. Remove A/T finisher. Refer to IP-15, "A/T FINISHER" .
- 4. Pull cluster lid C rearward to release clips.
- 5. Disconnect electrical connectors and remove cluster lid C.

Installation

CLUSTER LID D



1. Cluster lid D

2. Cluster lid D screws

Removal

- 1. Remove A/T finisher. Refer to IP-15, "A/T FINISHER" .
- 2. Remove lower instrument panel LH. Refer to IP-14, "LOWER INSTRUMENT PANEL LH".
- 3. Remove lower instrument panel RH. Refer to <u>IP-15, "LOWER INSTRUMENT PANEL RH AND LOWER GLOVE BOX"</u>.
- 4. Remove cluster lid C. Refer to IP-11, "CLUSTER LID C -WITHOUT NAVIGATION SYSTEM" .
- 5. Disconnect the electrical connectors and remove cluster lid D.

Installation

Installation is in the reverse order of removal.

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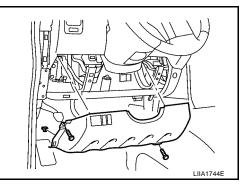
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IP

LOWER INSTRUMENT PANEL LH

Removal

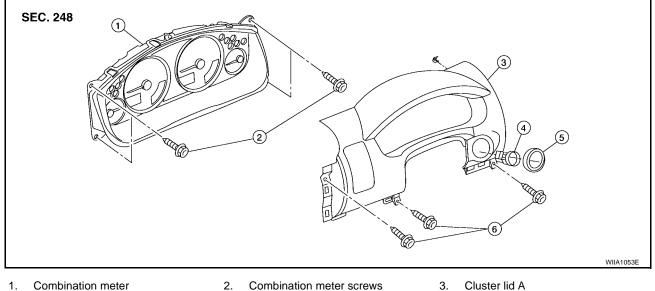
- 1. Remove front pillar lower finisher. Refer to EI-28, "FRONT PILLAR LOWER FINISHER".
- 2. Remove lower instrument panel LH, using power tool.
- 3. Pull rearward to release lower instrument panel LH.
- 4. Disconnect lower instrument panel LH harness connectors.



Installation

Installation is in the reverse order of removal.

COMBINATION METER



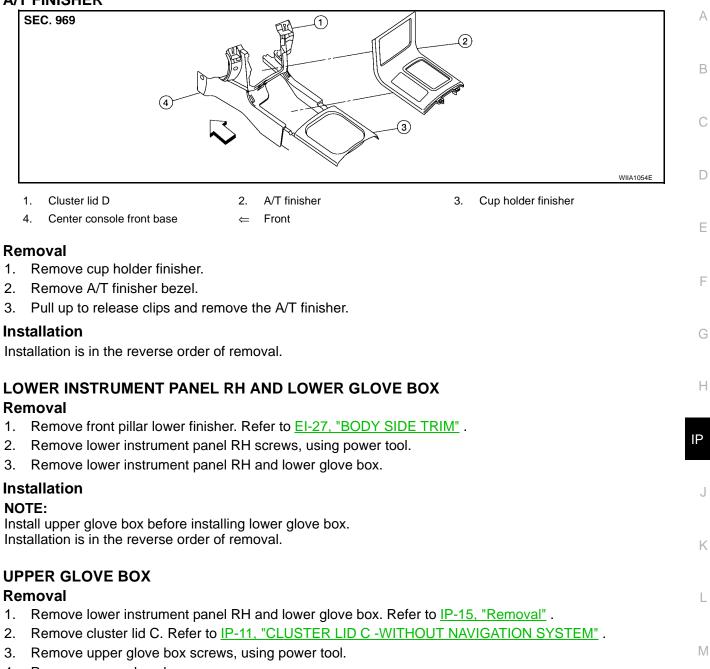
- 4. Ignition key lamp assembly
- 2. Combination meter screws 5. Steering lock escutcheon
- Cluster lid A 3.
- 6. Cluster lid A screws

Removal

- 1. Disconnect the negative battery cable.
- 2. Remove front pillar upper finisher. Refer to EI-28, "FRONT PILLAR UPPER FINISHER".
- 3. Remove lower instrument panel LH. Refer to IP-14, "LOWER INSTRUMENT PANEL LH" .
- 4. Remove steering lock escutcheon.
- 5. Remove cluster lid A, using power tool.
- 6. Remove combination meter, using power tool.
- 7. Disconnect combination meter electrical connectors.

Installation





4. Remove upper glove box.

Installation

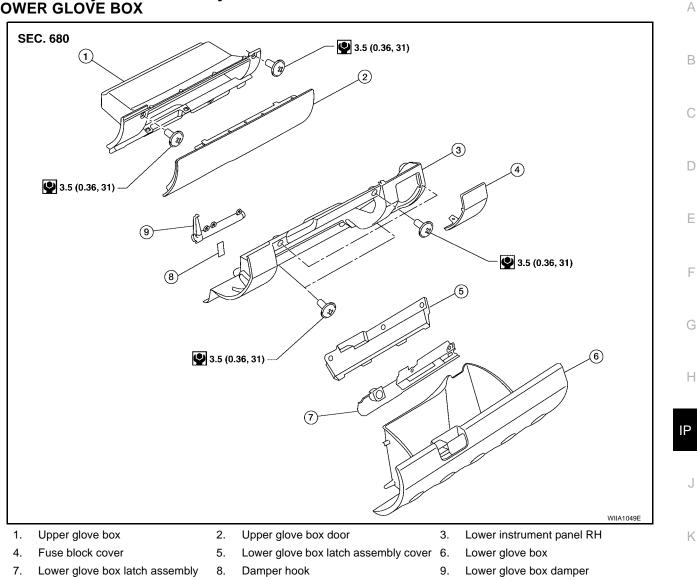
CENTER CONSOLE

Removal

- 1. Remove lower instrument panel RH. Refer to <u>IP-15, "LOWER INSTRUMENT PANEL RH AND LOWER GLOVE BOX"</u>.
- 2. Remove cup holder finisher.
- 3. Remove A/T finisher. Refer to IP-15, "A/T FINISHER" .
- 4. Remove center console screws.
- 5. Disconnect electrical connectors and remove center console.

Installation

Disassembly and Assembly LOWER GLOVE BOX



Disassembly

- 1. Remove fuse block cover.
- 2. Remove damper hook.
- 3. Remove lower glove box latch cover.
- 4. Remove lower glove box latch assembly.

Assembly

Assembly is in the reverse order of disassembly.

UPPER GLOVE BOX

Disassembly

- Remove upper glove box door screws. 1.
- 2. Remove upper glove box door.

Assembly

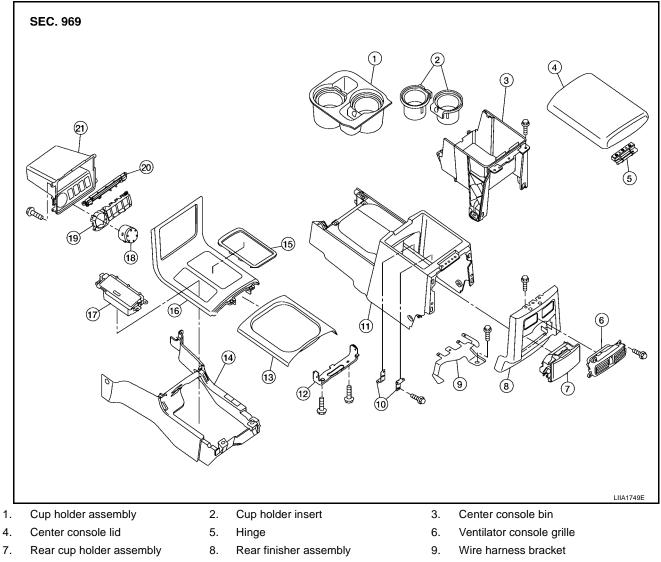
Assembly is in the reverse order of disassembly.

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CENTER CONSOLE



- 10. Bracket DVD
- 13. Cup holder finisher
- 16. A/T finisher
- 19. Switch finisher

- 11. Center console rear base
- 14. Center console front base
- 17. Ash tray
- 20. CD changer door

- 12. Bracket
- 15. A/T finisher bezel
- 18. Switch assembly
- 21. Console bin

Disassembly

- 1. Remove center console. Refer to <u>IP-16, "CENTER CONSOLE"</u>.
- 2. Remove center console lid.
- 3. Remove latch from center console lid.
- 4. Remove hinge from center console lid.
- 5. Remove rear finisher assembly.
- 6. Remove rear cup holder assembly.
- 7. Remove DVD player, if equipped.
- 8. Disconnect center console harness connectors.
- 9. Remove cup holder insert and cup holder assembly.
- 10. Remove center console bin.
- 11. Remove center console bracket.
- 12. Remove wire harness bracket.

Assembly	
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Assembly is in the reverse order of disassembly.

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