

SECTION **INT**
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SQUEAK AND RATTLE TROUBLE DIAGNOSES

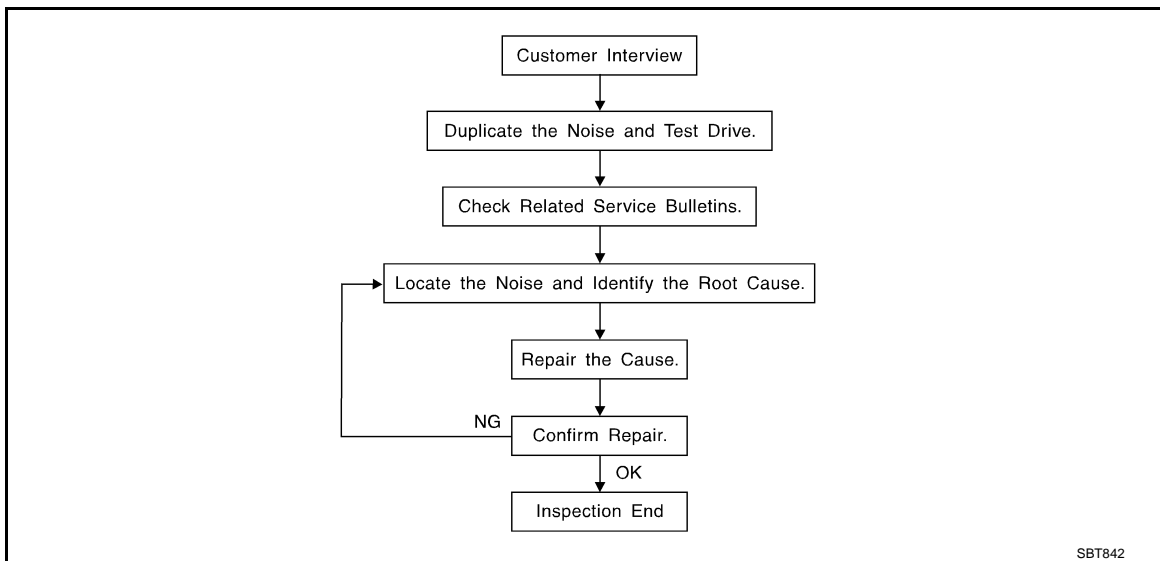
< SYMPTOM DIAGNOSIS >

SYMPTOM DIAGNOSIS

SQUEAK AND RATTLE TROUBLE DIAGNOSES

Work Flow

INFOID:000000003140113



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 of customer's 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 cruise test on the vehicle with the customer.
- After identifying the type of noise, isolate the noise in terms of its characteristics. The noise characteristics are provided so the customer, service adviser and technician are all speaking the same language when defining the noise.
- Squeak – (Like tennis shoes on a clean floor)
Squeak characteristics include the light contact/fast movement/brought on by road conditions/hard surfaces = higher pitch noise/softer surfaces = lower pitch noises/edge to surface = chirping
- Creak – (Like walking on an old wooden floor)
Creak characteristics include firm contact/slow movement/twisting with a rotational movement/pitch dependent on materials/often brought on by activity.
- Rattle – (Like shaking a baby rattle)
Rattle characteristics include the fast repeated contact/vibration or similar movement/loose parts/missing clip or fastener/incorrect clearance.
- Knock – (Like a knock on a door)
Knock characteristics include hollow sounding/sometimes repeating/often brought on by driver action.
- Tick – (Like a clock second hand)
Tick characteristics include gentle contacting of light materials/loose components/can be caused by driver action or road conditions.
- Thump – (Heavy, muffled knock noise)
Thump characteristics include softer knock/dead sound often brought on by activity.
- Buzz – (Like a bumblebee)
Buzz characteristics include high frequency rattle/firm contact.
- Often the degree of acceptable noise level will vary depending up on 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

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

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 (3.94 × 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 × 1.97in)

FELT CLOTHTAPE

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

SQUEAK AND RATTLE TROUBLE DIAGNOSES

< SYMPTOM DIAGNOSIS >

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

Inspection Procedure

INFOID:000000003140114

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:

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.

TRUNK

Trunk noises are often caused by a loose jack or loose items put into the trunk by the owner.

In addition look for:

1. Trunk lid dumpers out of adjustment
2. Trunk lid striker out of adjustment

SQUEAK AND RATTLE TROUBLE DIAGNOSES

< SYMPTOM DIAGNOSIS >

3. The 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:

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'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 under hood 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

INFOID:000000003140115



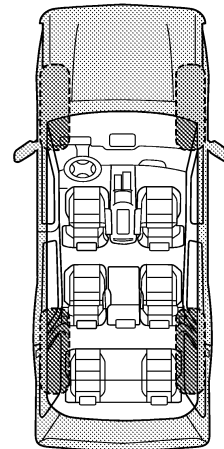
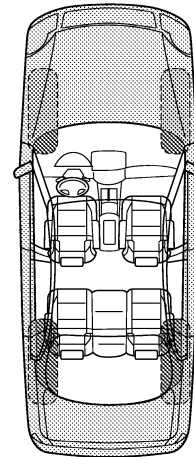
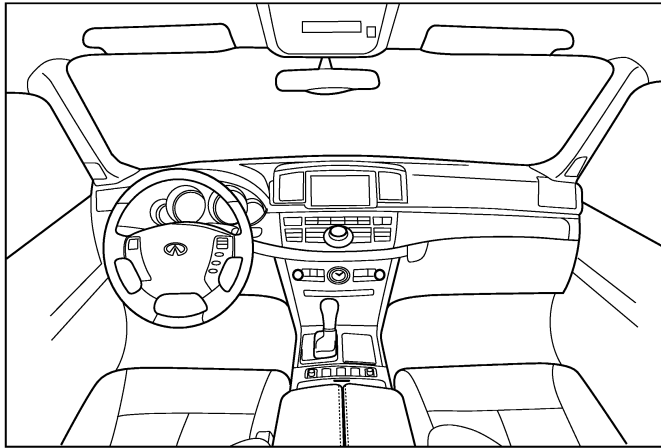
SQUEAK & RATTLE DIAGNOSTIC WORKSHEET

Dear Infiniti Customer:

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

< PRECAUTION >

PRECAUTION

PRECAUTIONS

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

INFOID:000000003140116

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".
- Do not use electrical test equipment on any circuit related to the SRS unless instructed to in this Service Manual. SRS wiring harnesses can be identified by yellow and/or orange harnesses or harness connectors.

Precaution Necessary for Steering Wheel Rotation after Battery Disconnect

INFOID:000000003140117

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.

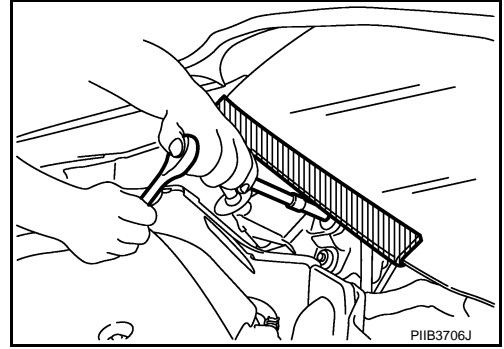
PRECAUTIONS

< PRECAUTION >

Precaution for Procedure without Cowl Top Cover

INFOID:000000003140118

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



Precaution for Work

INFOID:000000003140119

- 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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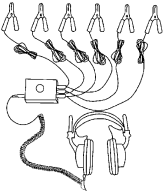
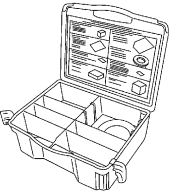
PREPARATION

PREPARATION

Special Service Tools

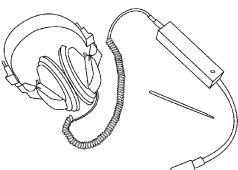
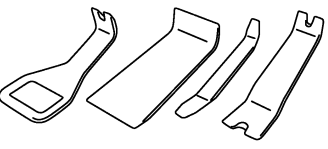
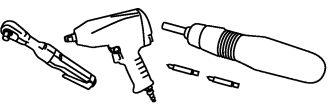
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The actual shapes of Kent-Moore tools may differ from those of special service tools illustrated here.

Tool number (Kent-Moore No.) Tool name	Description
(J-39570) Chassis ear  SIIA0993E	Location the noise
(J-43980) NISSAN Squeak and Rattle Kit  SIIA0994E	Repairing the cause of noise

Commercial Service Tools

INFOID:000000003140121

Tool name	Description
Engine ear  SIIA0995E	Location the noise
Remover tool  PIIB7923J	Remove clips, pawls, metal clips
Power tool  PIIB1407E	

FRONT DOOR FINISHER

< ON-VEHICLE REPAIR >

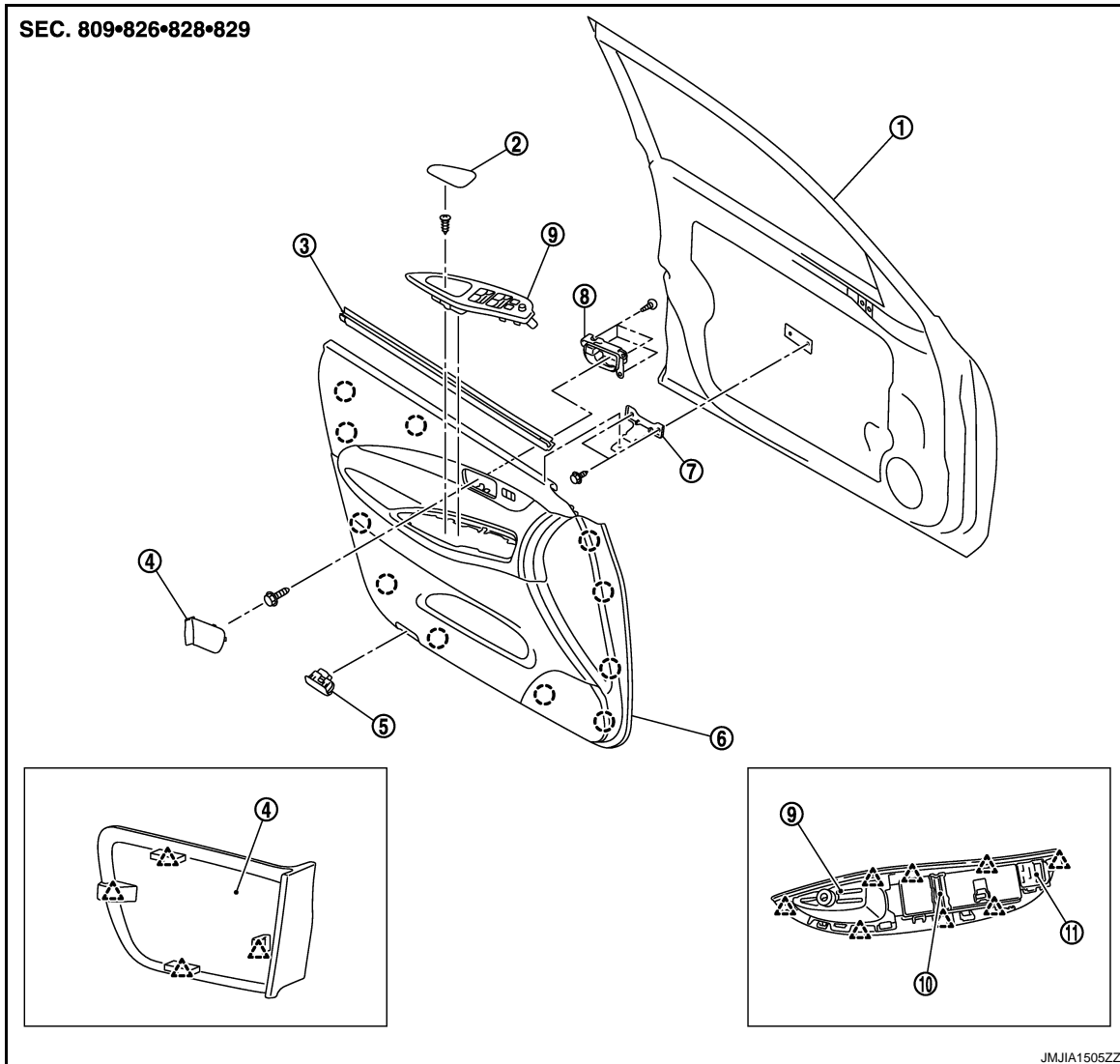
ON-VEHICLE REPAIR

FRONT DOOR FINISHER

DRIVER SIDE

DRIVER SIDE : Exploded View

INFOID:000000003591415



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

○ : Clip

△ : Pawl

DRIVER SIDE : Removal and Installation

INFOID:000000003591416

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

REMOVAL


1. Fully open door window.

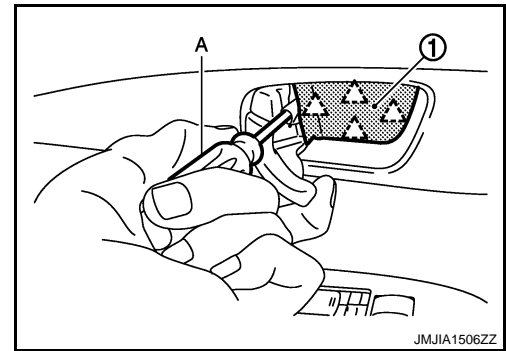
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FRONT DOOR FINISHER

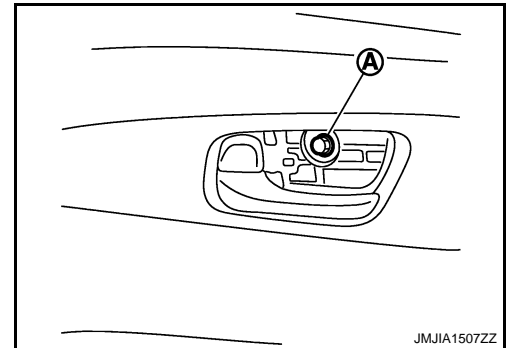
< ON-VEHICLE REPAIR >

2. Remove inside handle escutcheon (1) with a flatted-blade screwdriver (A) wrapped in a tape as shown in the figure.

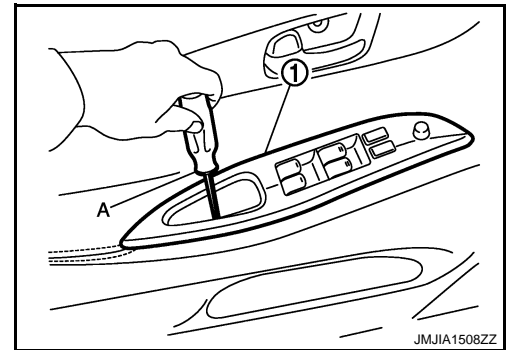
 : Pawl



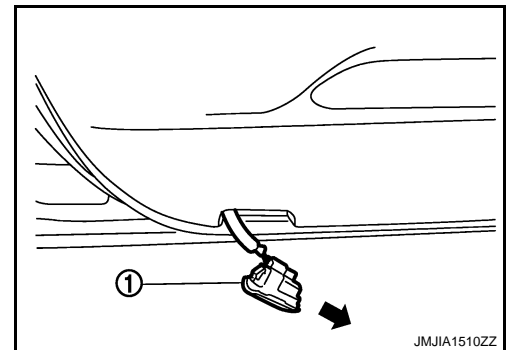
3. Remove screw (A) located on the back side of inside handle escutcheon.




4. Remove power window switch finisher (1) fixing screw located under the pull handle cover with a screwdriver (A).



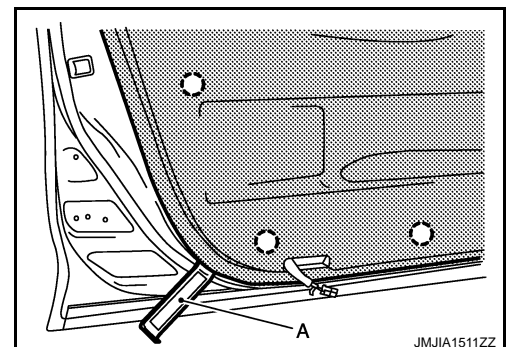
5. Remove step lamp (1) and then disconnect the harness connector.



6. Insert a remover tool (A) between the door finisher and door panel to disengage the clips.

 : Clip

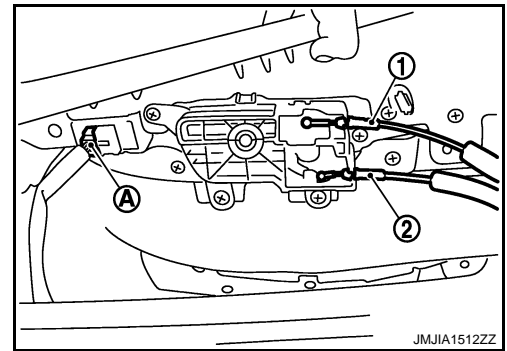
CAUTION:
Insert a remover tool (A) into the part shown in the figure.
(Between the clips and the door panel)



FRONT DOOR FINISHER

< ON-VEHICLE REPAIR >

7. Disconnect lock knob cable (1), inside handle cable (2) and the seat position switch harness connector (A).



8. Disconnect the power window switch finisher harness connectors.
9. Remove the front door finisher.
10. Remove the following parts after removing the front door finisher.
 - Front door inside handle. Refer to [DLK-247, "INSIDE HANDLE : Removal and Installation"](#).
 - Seat memory switch. Refer to [ADP-211, "Removal and Installation"](#).
 - The power window switch finisher.

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.

PASSENGER SIDE

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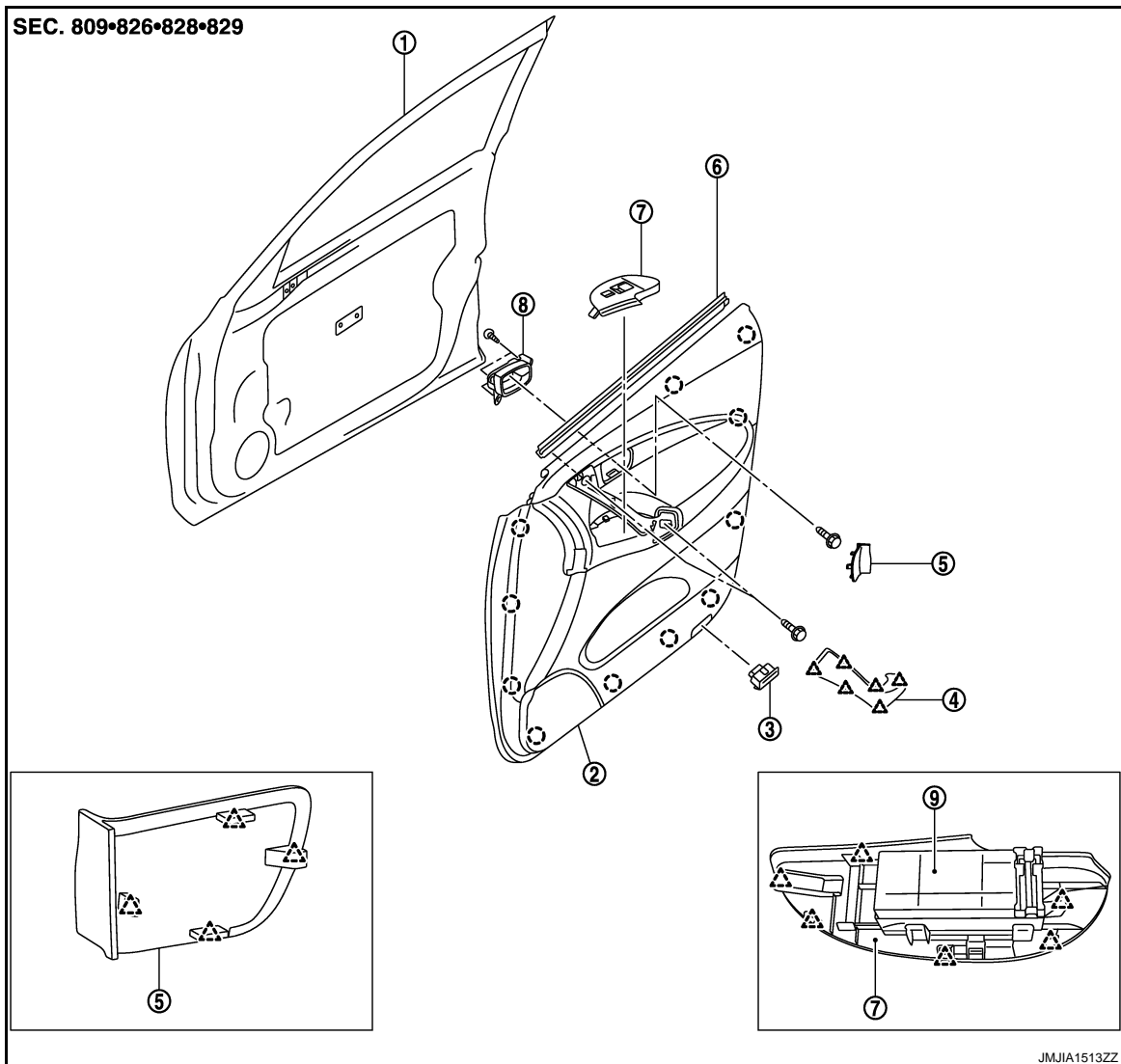
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FRONT DOOR FINISHER

< ON-VEHICLE REPAIR >

PASSENGER SIDE : Exploded View

INFOID:000000003591417



- | | | |
|---------------------------------|-----------------------------|---------------------------|
| 1. Front door panel | 2. Front door finisher | 3. Step lamp |
| 4. Front door grip cap | 5. Inside handle escutcheon | 6. Front door inside seal |
| 7. Power window switch finisher | 8. Front door inside handle | 9. Power window switch |

- : Clip
 △ : Pawl

PASSENGER SIDE : Removal and Installation

INFOID:000000003591454

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


REMOVAL

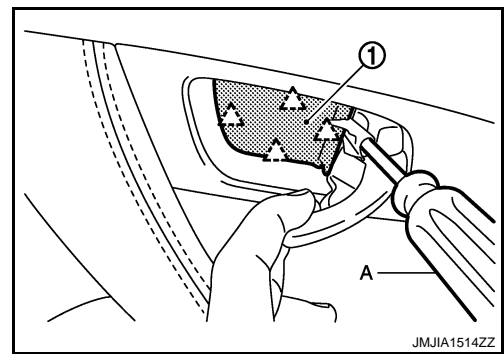
1. Fully open door window.

FRONT DOOR FINISHER

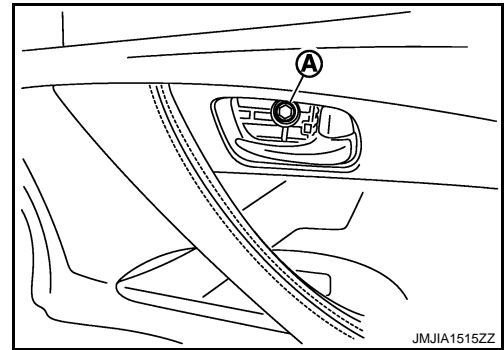
< ON-VEHICLE REPAIR >

- Remove inside handle escutcheon (1) with a flatted-blade screwdriver (A) wrapped in a tape as shown in the figure.


 : Pawl

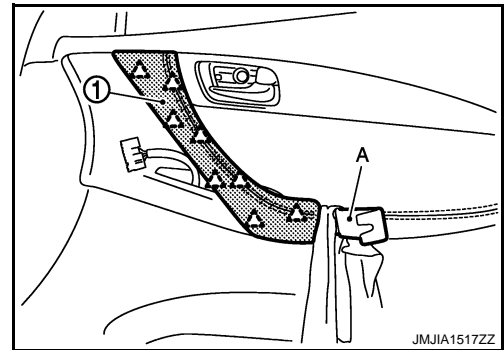


- Remove screw (A) located on the back side of inside handle escutcheon.




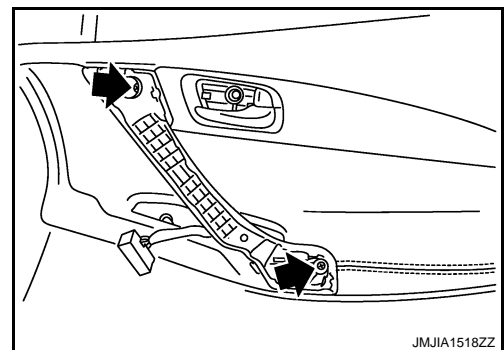
- Insert a remover tool (A) wrapped into a shop cloth at the bottom edge of front door grip cap to disengage the pawls.

 : Pawl

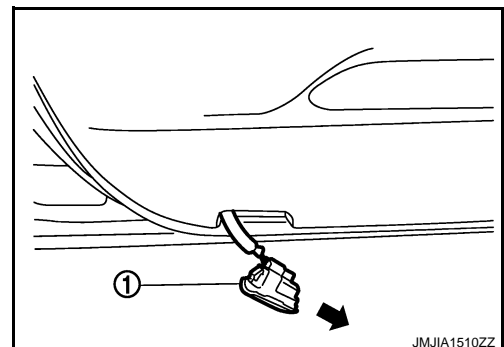


- Remove front door grip cap.
- Remove front door grip fixing screws with tool.

 : Screw



- Remove step lamp (1) and then disconnect the harness connector.




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FRONT DOOR FINISHER

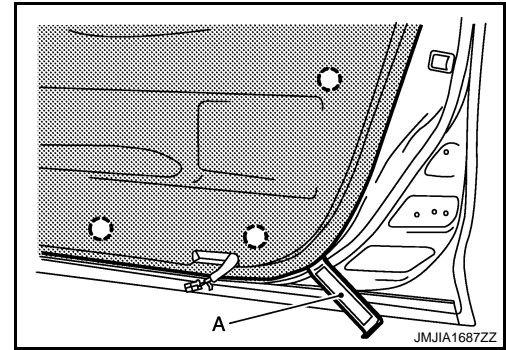
< ON-VEHICLE REPAIR >

8. Insert a remover tool (A) between the door finisher and door panel to disengage the clips.

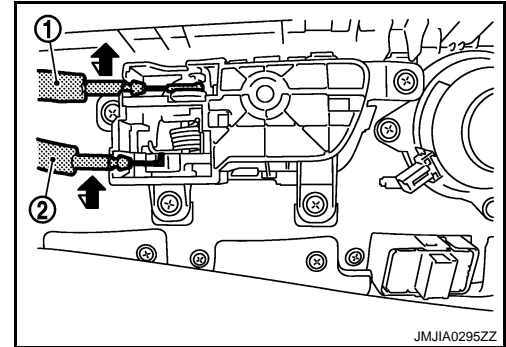
 : Clip

CAUTION:

Insert a remover tool (A) into the part show in the figure.
(Between the clips and the door panel)



9. Disconnect lock knob cable (1) and inside handle cable (2) from door inside handle assembly.



10. Disconnect the power window switch harness connector.
11. Remove the door finisher.
12. Remove the following parts after removing the door finisher.
 - Front door inside handle. Refer to [DLK-247, "INSIDE HANDLE : Removal and Installation"](#).
 - Power window switch finisher.

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.

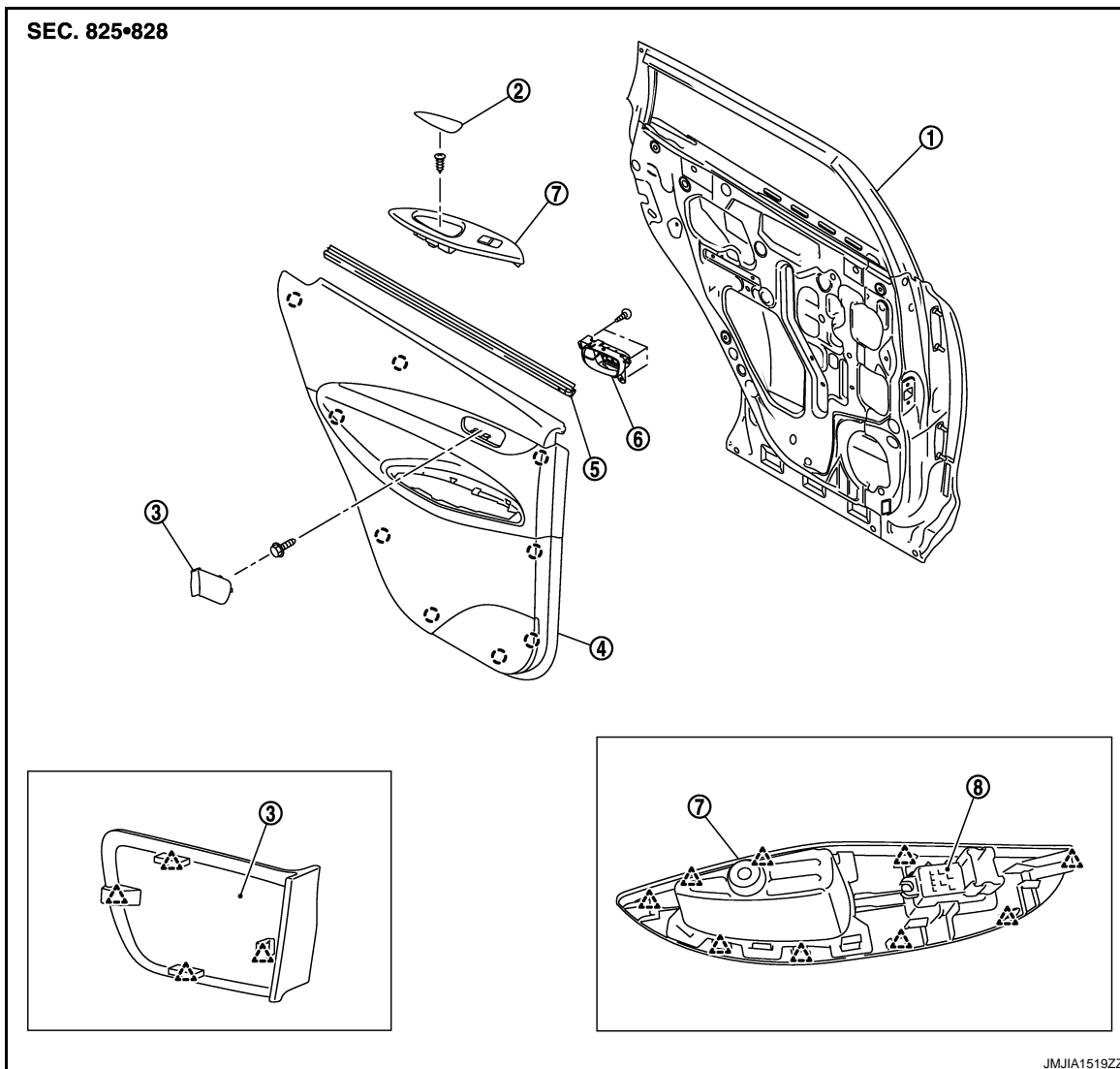
REAR DOOR FINISHER

< ON-VEHICLE REPAIR >

REAR DOOR FINISHER

Exploded View

INFOID:000000003140122



- | | | |
|---|-----------------------------|-----------------------------|
| 1. Rear door panel | 2. Pull handle cover | 3. Inside handle escutcheon |
| 4. Rear door finisher | 5. Rear door inside seal | 6. Rear door inside handle |
| 7. Rear door power window switch finisher | 8. Rear power window switch | |

- : Clip
 △ : Pawl

Removal and Installation

INFOID:000000003591418

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

REMOVAL


1. Fully open door window.

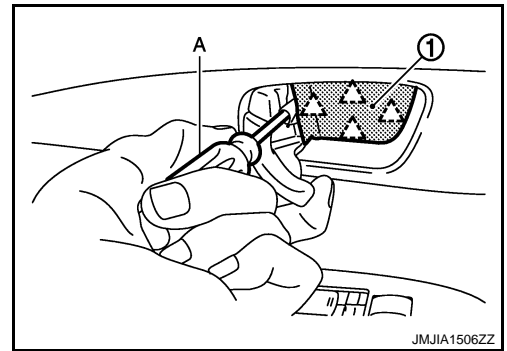
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REAR DOOR FINISHER

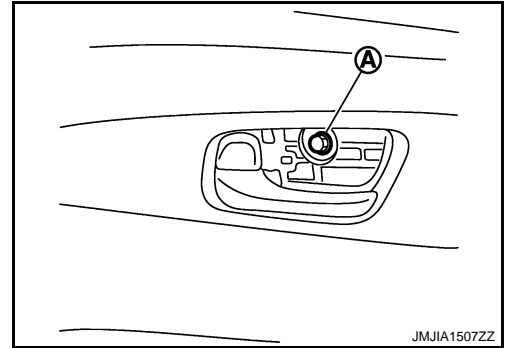
< ON-VEHICLE REPAIR >

2. Remove inside handle escutcheon (1) with a flatted-blade screwdriver (A) wrapped in a tape as shown in the figure.

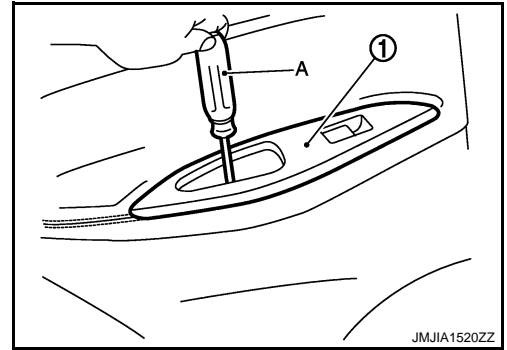
 : Pawl




3. Remove screw (A) located on the back side of inside handle escutcheon.



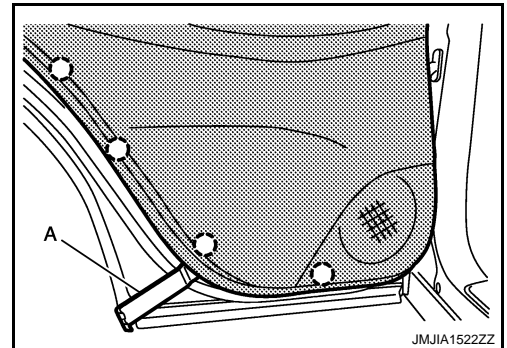
4. Remove power window switch finisher (1) fixing screw located under the pull handle cover with a screwdriver (A).



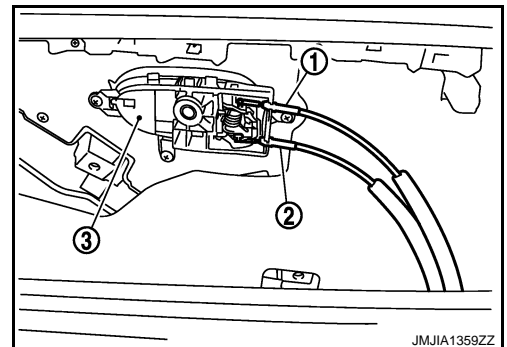
5. Insert a remover tool (A) between the door finisher and door panel to disengage the clips.

 : Clip

CAUTION:
Insert a remover tool (A) into the part show in the figure.
(Between the clips and the door panel)



6. Disconnect lock knob cable (1) and inside handle cable (2) from rear inside handle (3).



REAR DOOR FINISHER

< ON-VEHICLE REPAIR >

7. Disconnect the rear door power window switch harness connector.
8. Remove the rear door finisher. A
9. Remove the following parts after removing the door finisher.
 - Rear door inside handle. Refer to [DLK-252, "INSIDE HANDLE : Removal and Installation"](#).
 - Rear door power window switch finisher. B

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. C

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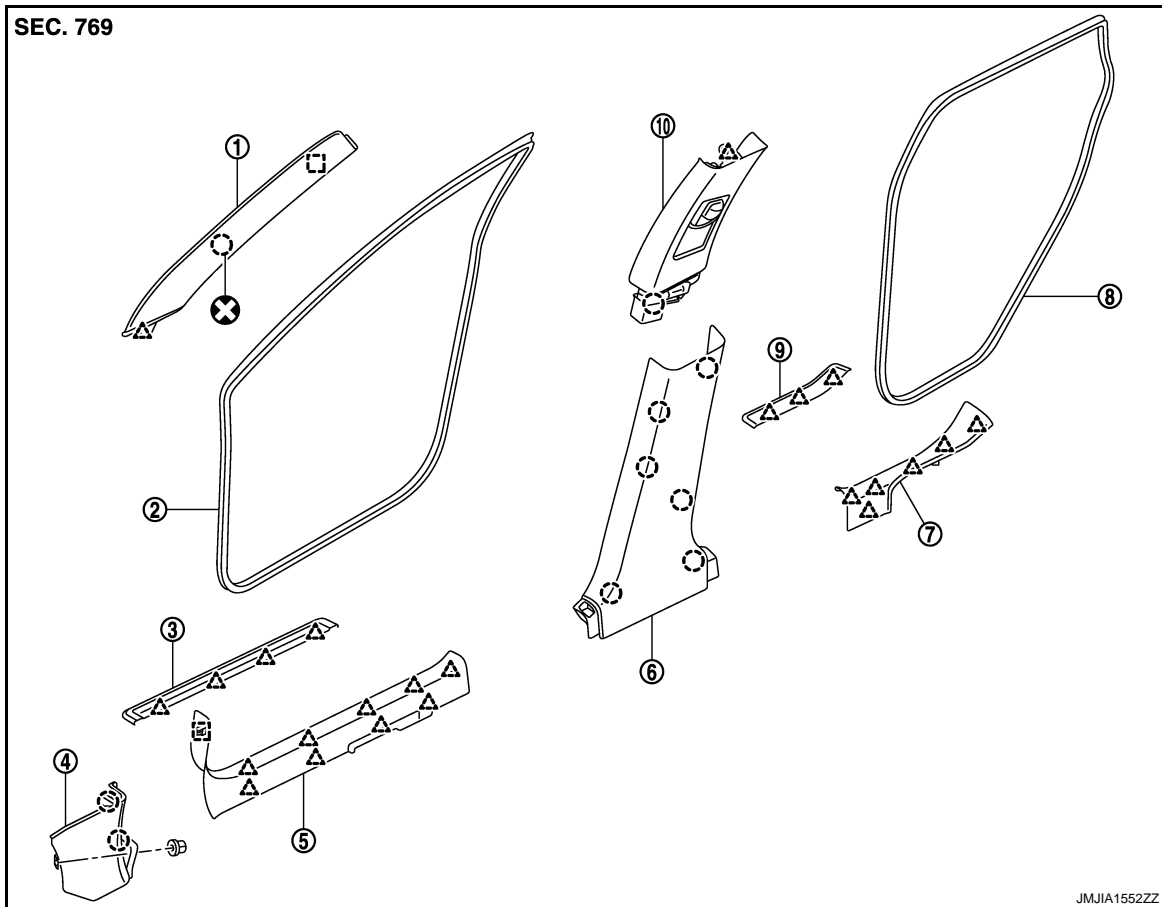
BODY SIDE TRIM

< ON-VEHICLE REPAIR >

BODY SIDE TRIM

Exploded View

INFOID:000000003591419



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

○ : Clip

△ : Pawl

□ : Metal clip

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

Removal and Installation

INFOID:000000003591420

CAUTION:

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

REMOVAL



FRONT PILLAR GARNISH

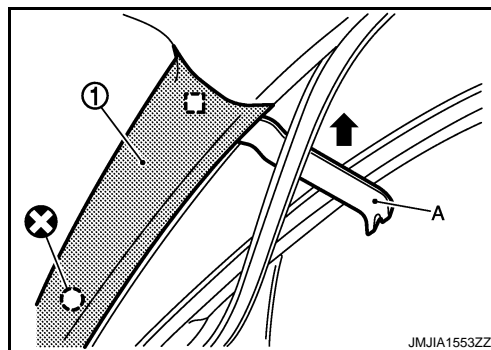
1. Remove front body side welt partially.

BODY SIDE TRIM

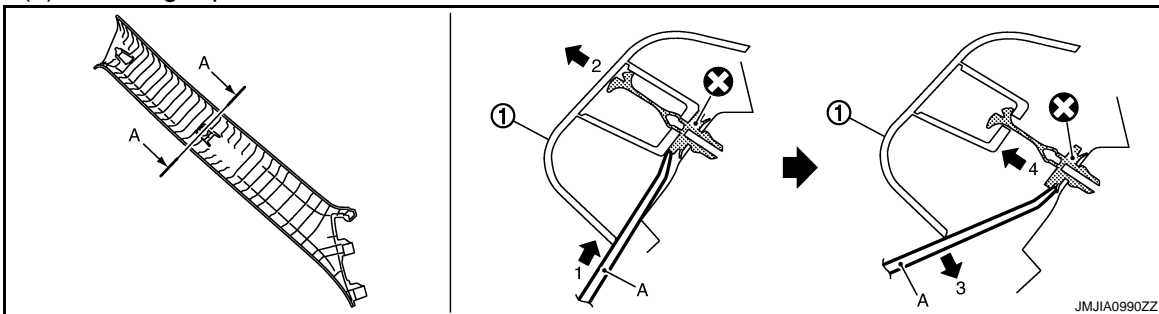
< ON-VEHICLE REPAIR >

- Disengage front pillar garnish (1) mounting clip and metal clip with remover tool (A).

-  : Clip
-  : Metal clip





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

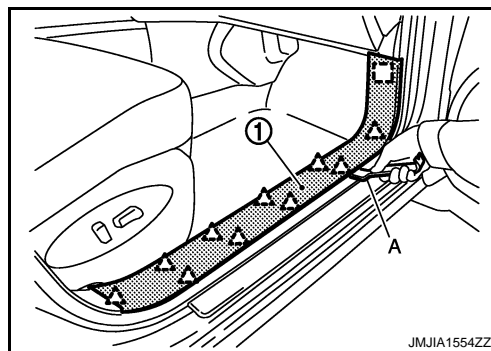


- Once free, pull front pillar garnish (1) upwards to disengage the lower locating tab from instrument panel.
- Remove front pillar garnish.

FRONT KICKING PLATE INNER


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

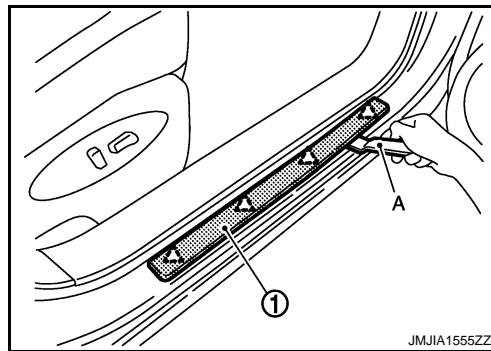
-  : Pawl
-  : Metal clip



FRONT KICKING PLATE OUTER

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

-  : Pawl




DASH SIDE FINISHER

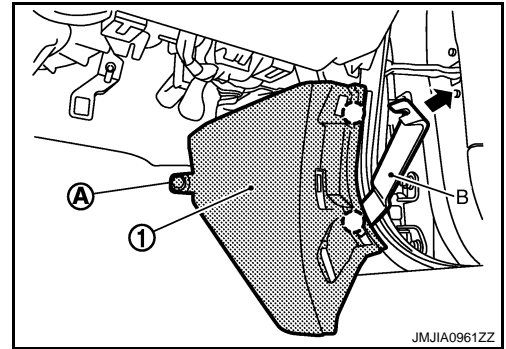
- Remove front kicking plate inner.
- Remove clip (A).

BODY SIDE TRIM

< ON-VEHICLE REPAIR >


3. Disengage dash side finisher (1) mounting clips with a remover tool (B).
4. Remove dash side finisher.

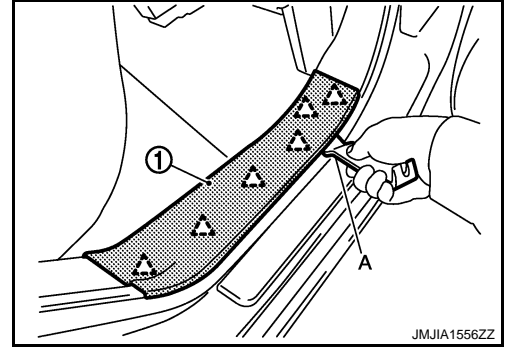
 : Clip



REAR KICKING PLATE INNER


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

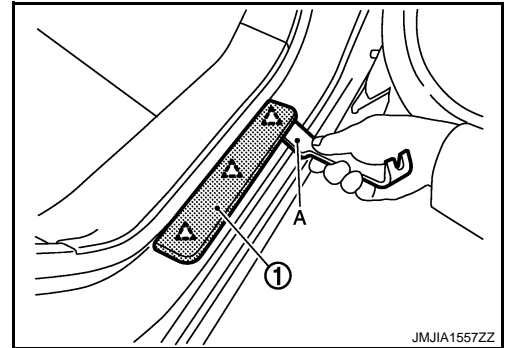
 : Pawl



REAR KICKING PLATE OUTER


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

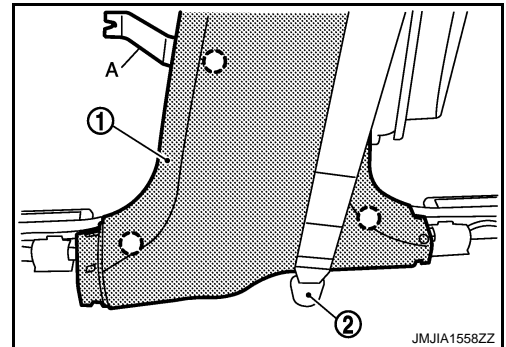
 : Pawl



CENTER PILLAR LOWER GARNISH

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

 : Clip



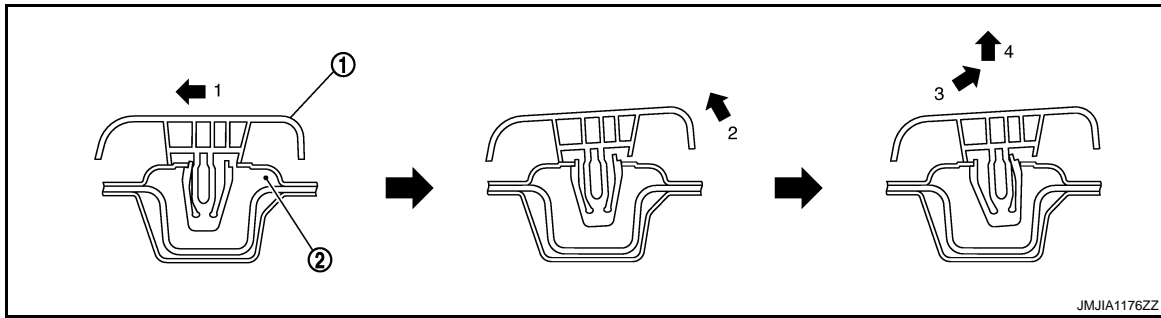
CENTER PILLAR UPPER GARNISH

1. Remove front kicking plate inner and rear kicking plate inner.
2. Remove center pillar lower garnish.
3. Remove center pillar upper garnish lower clip.

BODY SIDE TRIM

< ON-VEHICLE REPAIR >

4. Pull center pillar upper garnish from inside passenger room, disengage clips as shown in the figure, and remove garnish from vehicle.



1. Center pillar upper garnish

2. Center pillar 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.

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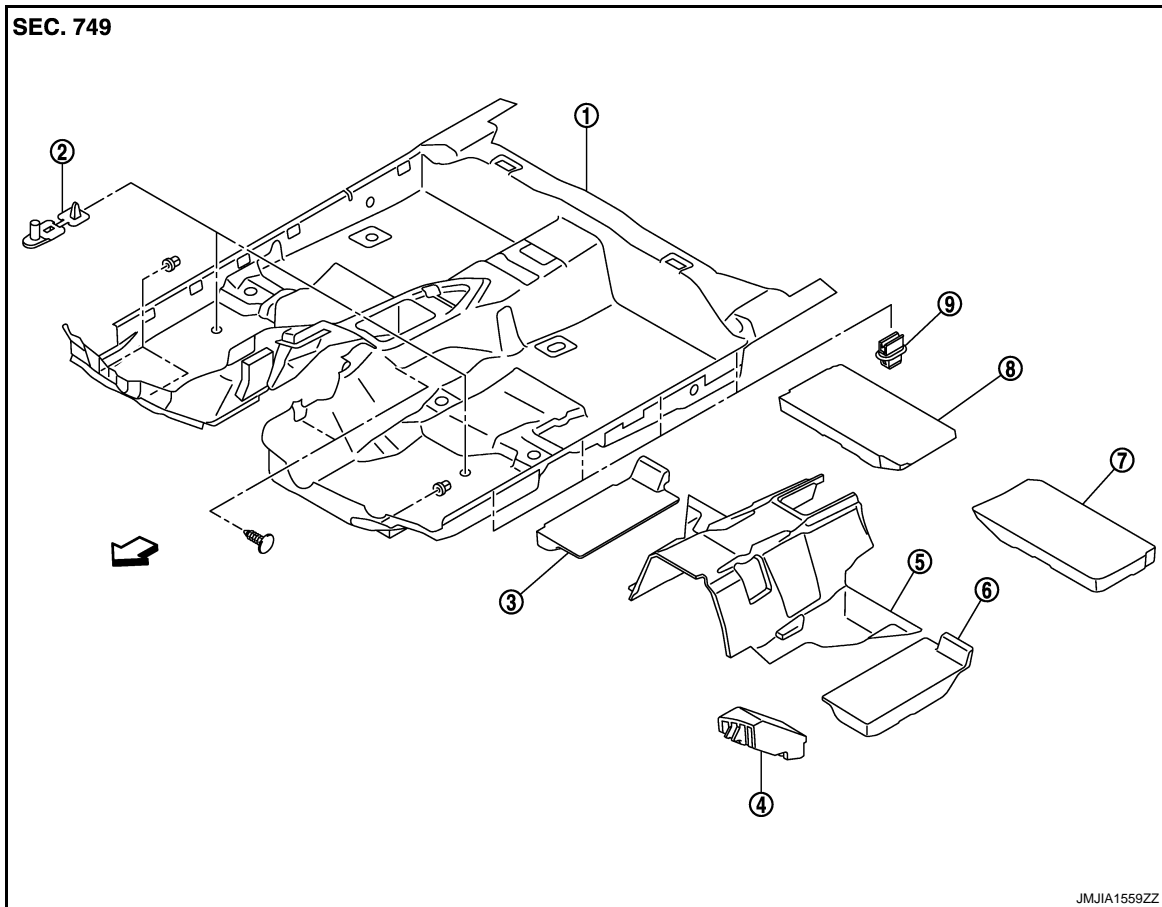
FLOOR TRIM

< ON-VEHICLE REPAIR >

FLOOR TRIM

Exploded View

INFOID:000000003591421




- | | | |
|---------------------------|------------------------------|----------------------------|
| 1. Floor trim | 2. Floor hook | 3. Front floor spacer (RH) |
| 4. Footrest | 5. Front floor spacer center | 6. Front floor spacer (LH) |
| 7. Rear floor spacer (LH) | 8. Rear floor spacer (RH) | 9. Fixing clip |

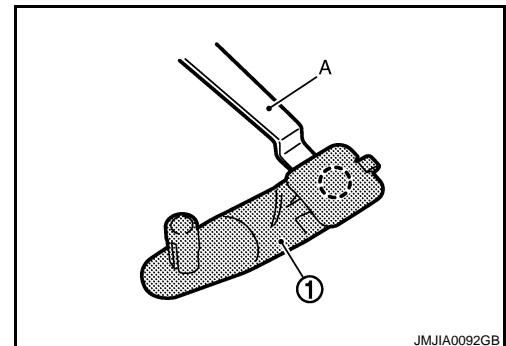
Removal and Installation

INFOID:000000003591422

REMOVAL

1. Remove front seat (LH/RH). Refer to [SE-90, "Removal and Installation"](#).
2. Remove rear seat cushion. Refer to [SE-99, "Removal and Installation"](#).
3. Remove accelerator pedal pad. Refer to [ACC-3, "Removal and Installation"](#).
4. Disengage clip of floor hook (1) with remover tool (A).

 : Clip

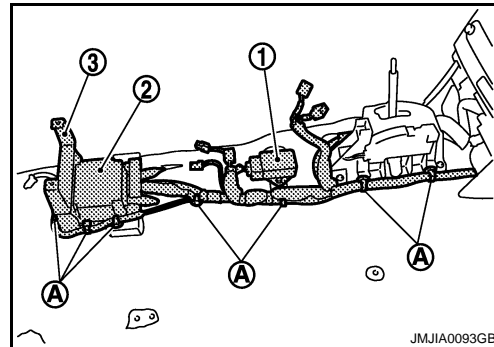


5. Remove foot grille (LH/RH). Refer to [VTL-59, "FOOT GRILLE : Removal and Installation"](#).

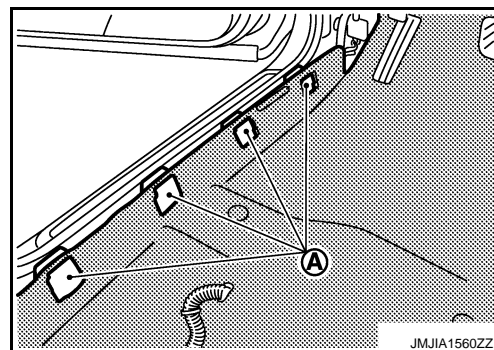
FLOOR TRIM

< ON-VEHICLE REPAIR >

6. Remove front seat belt floor anchor bolt (LH/RH). Refer to [SB-7. "SEAT BELT BUCKLE : Exploded View"](#).
7. Remove center console assembly. Refer to [IP-22. "Removal and Installation"](#).
8. Remove instrument lower cover, instrument driver lower panel, instrument assist lower panel and instrument side panel (LH/RH). Refer to [IP-12. "Removal and Installation"](#).
9. Remove G-sensor (1). Refer to [BRC-112. "Removal and Installation"](#).
10. Remove diagnosis sensor unit (2). Refer to [SR-16. "Removal and Installation"](#).
11. Remove console rear bracket (3). Refer to [IP-22. "Removal and Installation"](#).
12. Remove floor harness mounting clamps (A).



13. Remove dash side finisher (LH/RH), front kicking plate inner (LH/RH) and body side welt (LH/RH). Refer to [INT-20. "Removal and Installation"](#).
14. Remove floor trim mounting clips and fixing nuts.
15. Remove floor trim from floor trim fixing clips (A) and remove floor carpet.



INSTALLATION

Install in the reverse order of removal.

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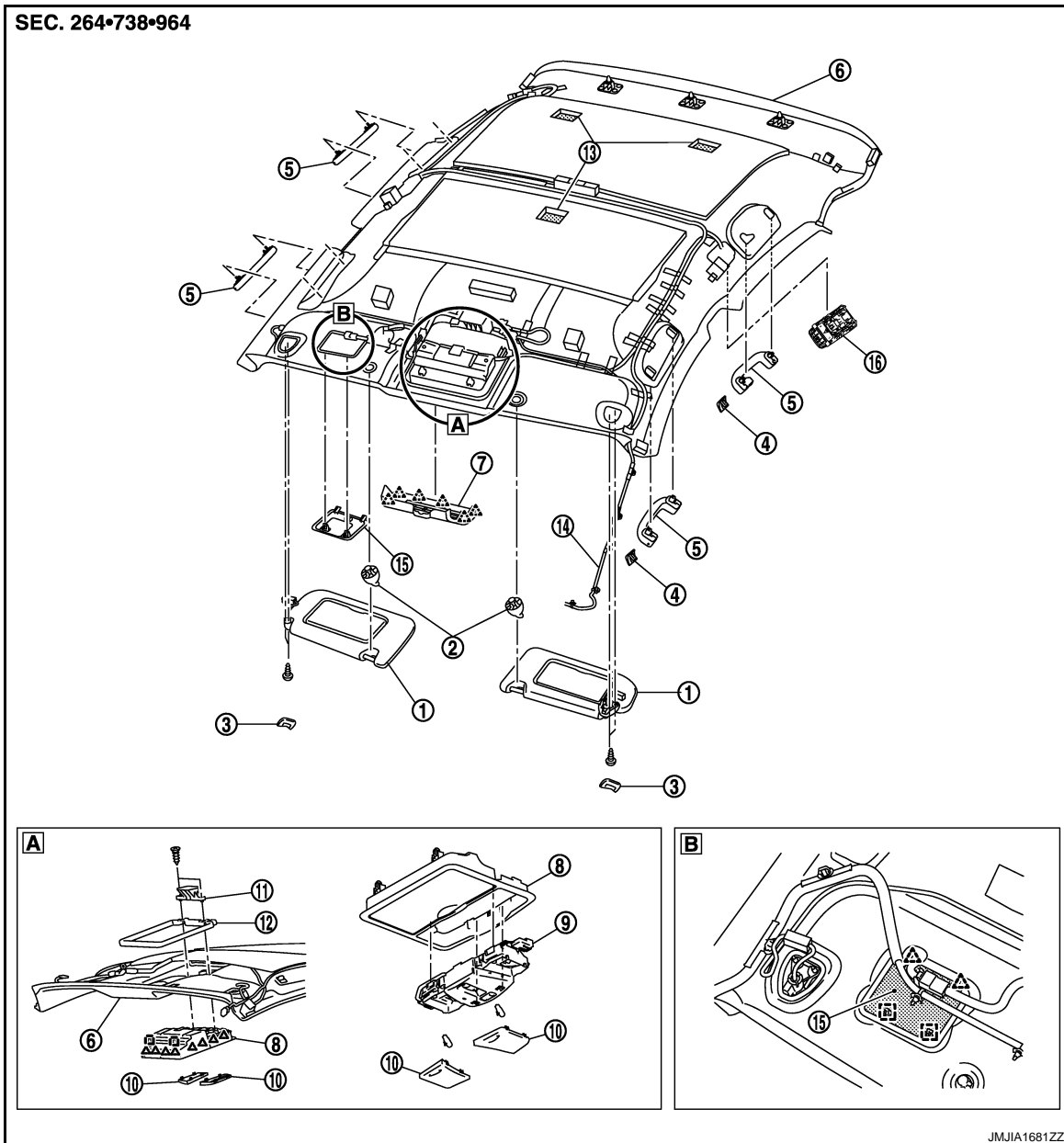
HEADLINING

< ON-VEHICLE REPAIR >

HEADLINING NORMAL ROOF

NORMAL ROOF : Exploded View

INFOID:000000003591455



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|----------------------------|----------------------------|-------------------------|
| 1. Sun-visor assembly | 2. Sun-visor holder | 3. Sun-visor cover |
| 4. Assist grip cap | 5. Assist grip | 6. Headlining assembly |
| 7. Front camera finisher | 8. Over head console | 9. Map lamp assembly |
| 10. Map lamp lens | 11. Bracket map lamp | 12. Roof plate assembly |
| 13. Dual lock fastener | 14. Antenna feeder harness | 15. Front roof finisher |
| 16. Personal lamp assembly | | |

○ : Clip

△ : Pawl

□ : Metal clip

HEADLINING


< ON-VEHICLE REPAIR >

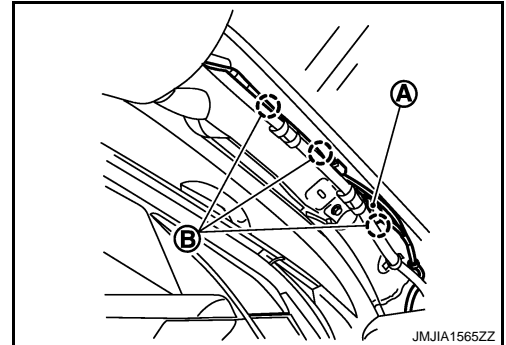
NORMAL ROOF : Removal and Installation

INFOID:000000003591456



REMOVAL

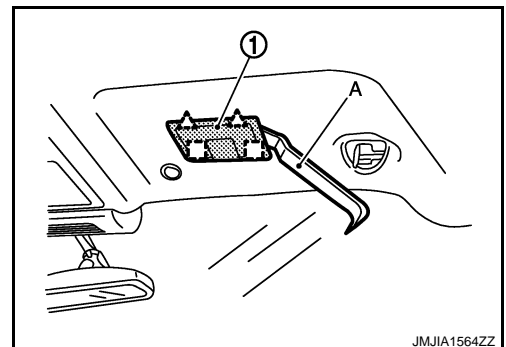
1. Remove rear seat cushion and seat back. Refer to [SE-99, "Removal and Installation"](#).
2. Remove front seat belt anchor bolt (LH/RH). Refer to [SB-7, "SEAT BELT BUCKLE : Exploded View"](#).
3. Remove rear seat belt anchor bolt (LH/RH). Refer to [SB-12, "SEAT BELT BUCKLE : Exploded View"](#).
4. Remove luggage side lower finisher (LH/RH), luggage side upper finisher (LH/RH). Refer to [INT-35, "Removal and Installation"](#).
5. 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), rear kicking plate (LH/RH). Refer to [INT-20, "Removal and Installation"](#).
6. Disconnect roof harness connectors (A) and clips (B), then remove the roof harness (1).

 : Clip




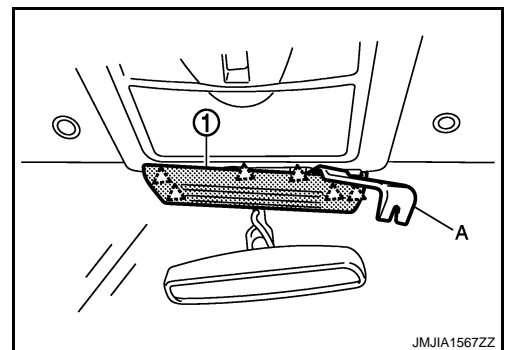
7. Remove front roof finisher mounting pawls with remover tool (A), then remove front roof finisher (1).

 : Pawl
 : Metal clip



8. Remove the front camera finisher mounting pawls with a remover tool (A), then remove the front camera finisher.

 : Pawl

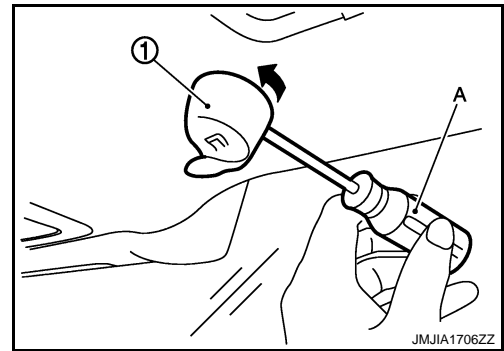


9. Remove sun-visor (LH/RH).
 - Remove sun-visor cap.
 - Remove mounting screws.
 - Disconnect vanity mirror lamp harness connector (With vanity mirror lamp)
10. Disconnect inside mirror harness connector.

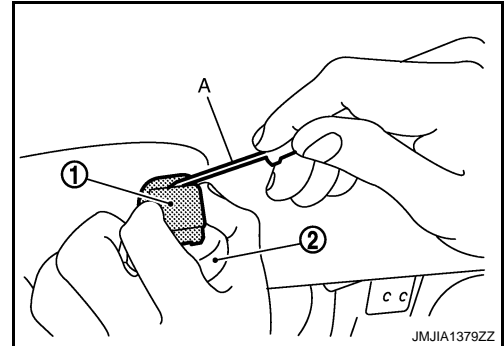
HEADLINING

< ON-VEHICLE REPAIR >

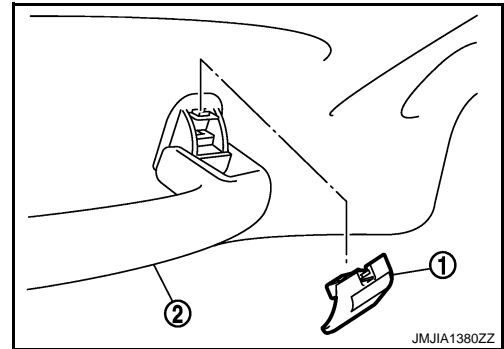
11. Insert a small flattened-blade screwdriver (A) into the hole of the sun-visor holder (1), press while rotating approximately 90 degrees to remove.



12. With a small flattened-blade screwdriver (A), press the upper side mounting plastic clip (1) and pull up to remove the mounting plastic clip (1) from assist grip (2).




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

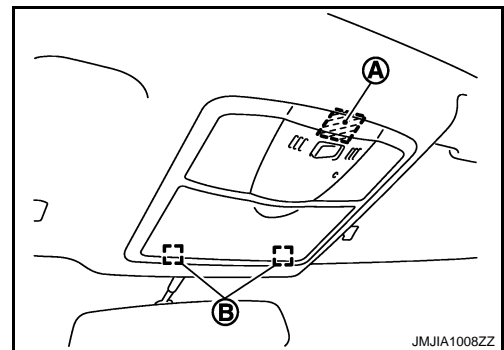


14. Recline front seat back to facilitate the headlining removal.
15. Pull map lamp assembly toward and disengage metal clips (B) and dual-lock fastener (A).

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.

 : Metal clip



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

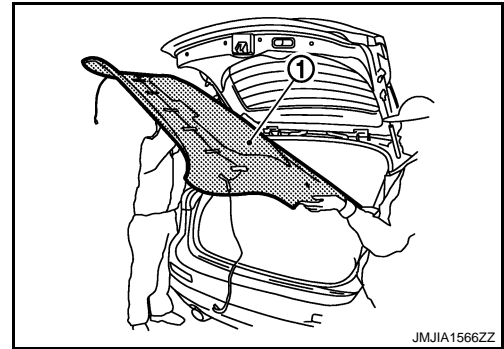
HEADLINING

< ON-VEHICLE REPAIR >

17. Remove headlining (1) from back door.

CAUTION:

- When removing, 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.

- Personal lamp. Refer to [INL-107, "Removal and Installation"](#).
- Map lamp assembly. Refer to [INL-100, "Removal and Installation"](#).
- Over-head console assembly.
- Antenna feeder harness. Refer to the following below.
 - Base audio without navigation. Refer to [AV-171, "Harness Layout"](#).
 - Bose audio without navigation. Refer to [AV-434, "Harness Layout"](#).
 - Bose audio with navigation. Refer to [AV-934, "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 hidden clips at the back side of headlining.
- Be careful not to bend the headlining when installing.

SUNROOF

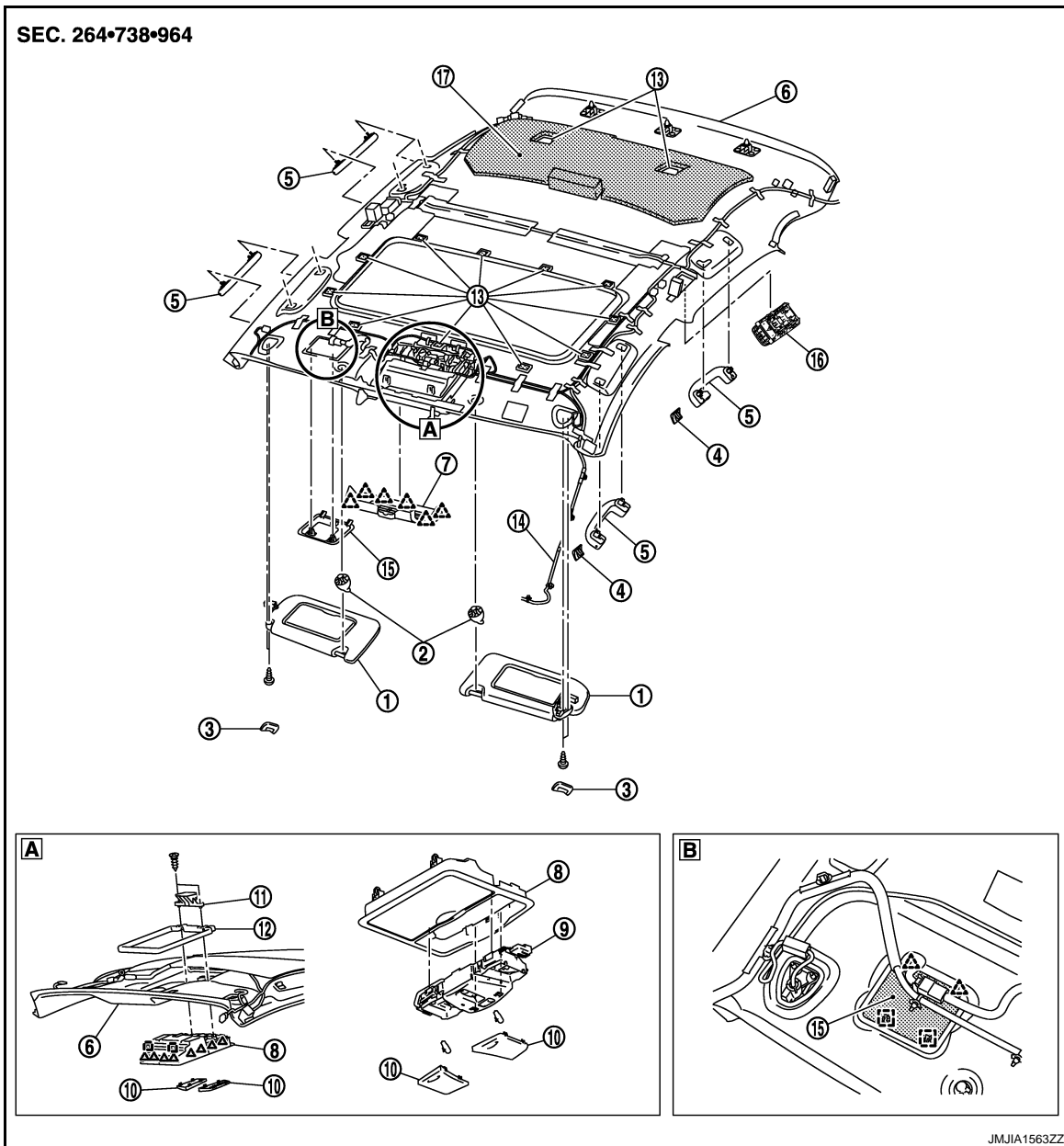
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HEADLINING

< ON-VEHICLE REPAIR >

SUNROOF : Exploded View

INFOID:000000003664586



- | | | |
|----------------------------|----------------------------|-------------------------|
| 1. Sun-visor assembly | 2. Sun-visor holder | 3. Sun-visor cover |
| 4. Assist grip cap | 5. Assist grip | 6. Headlining assembly |
| 7. Front camera finisher | 8. Over head console | 9. Map lamp assembly |
| 10. Map lamp lens | 11. Bracket map lamp | 12. Roof plate assembly |
| 13. Dual lock fastener | 14. Antenna feeder harness | 15. Front roof finisher |
| 16. Personal lamp assembly | 17. Insulator roof | |

○ : Clip

△ : Pawl

□ : Metal clip

SUNROOF : Removal and Installation

INFOID:000000003664587


REMOVAL

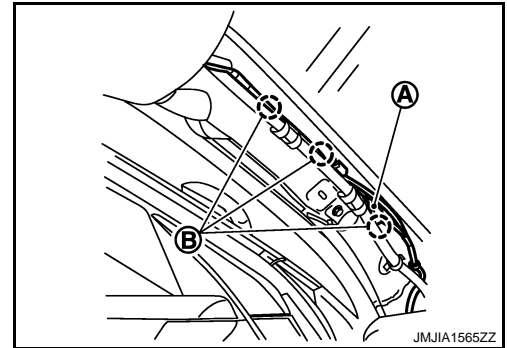
1. Remove rear seat cushion and seat back. Refer to [SE-99, "Removal and Installation"](#).

HEADLINING



< ON-VEHICLE REPAIR >

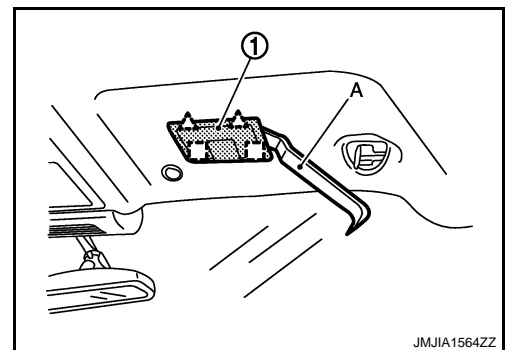
2. Remove front seat belt anchor bolt (LH/RH). Refer to [SB-7. "SEAT BELT BUCKLE : Removal and Installation"](#).
3. Remove rear seat belt anchor bolt (LH/RH). Refer to [SB-12. "SEAT BELT BUCKLE : Removal and Installation"](#).
4. Remove luggage side lower finisher (LH/RH), luggage side upper finisher (LH/RH). Refer to [INT-35. "Removal and Installation"](#).
5. 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), rear kicking plate (LH/RH). Refer to [INT-20. "Removal and Installation"](#).
6. Disconnect roof harness connectors (A) and clips (B), then remove the roof harness (1).

 : Clip




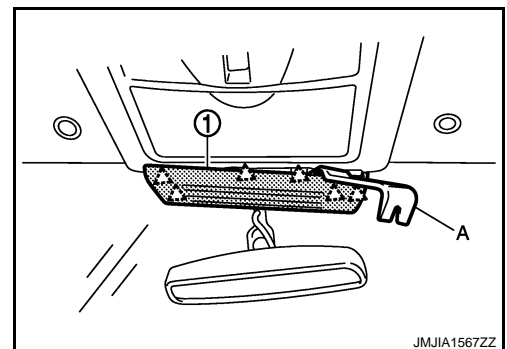
7. Remove front roof finisher mounting pawls with remover tool (A), disconnect the harness connector and then remove front roof finisher (1).

 : Pawl
 : Metal clip



8. Remove the front camera finisher mounting pawls with a remover tool (A), then remove the front camera finisher.

 : Pawl

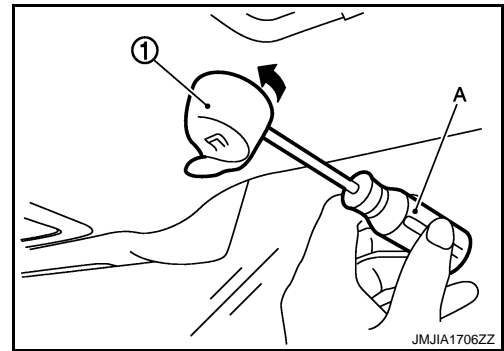


9. Remove sun-visor (LH/RH).
 - Remove sun-visor cap.
 - Remove mounting screws.
 - Disconnect vanity mirror lamp harness connector (With vanity mirror lamp)
10. Disconnect inside mirror harness connector.

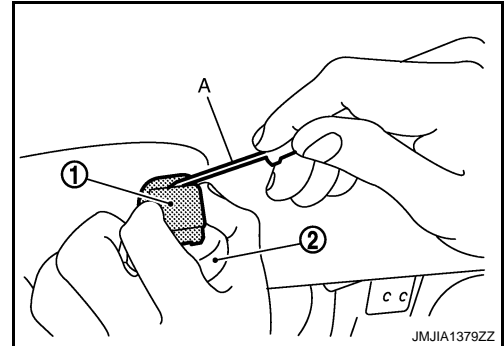
HEADLINING

< ON-VEHICLE REPAIR >

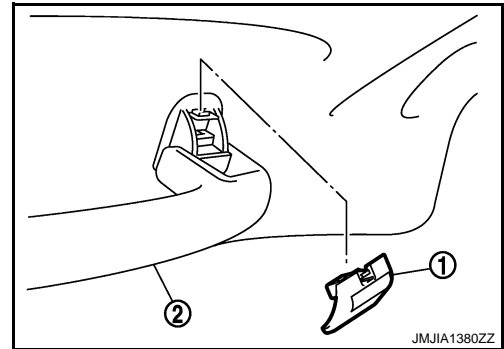
11. Insert a small flattened-blade screwdriver (A) into the hole of the sun-visor holder (1), press while rotating approximately 90 degrees to remove.



12. With a small flattened-blade screwdriver (A), press the upper side mounting plastic clip (1) and pull up to remove the mounting plastic clip (1) from assist grip (2).




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

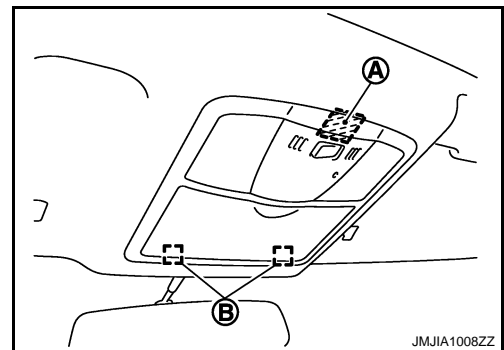


14. Recline front seat back to facilitate the headlining removal.
15. Pull map lamp assembly toward and disengage metal clips (B) and dual-lock fastener (A).

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.

 : Metal clip



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

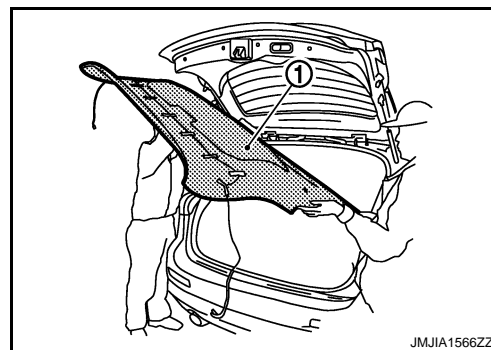
HEADLINING

< ON-VEHICLE REPAIR >

17. Remove headlining (1) from back door.

CAUTION:

- When removing, 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.

- Personal lamp. Refer to [INL-107, "Removal and Installation"](#).
- Map lamp assembly. Refer to [INL-100, "Removal and Installation"](#).
- Over-head console.
- Antenna feeder assembly. Refer to the following.
 - Base audio without navigation. Refer to [AV-171, "Harness Layout"](#).
 - Bose audio without navigation. Refer to [AV-434, "Harness Layout"](#).
 - Bose audio with navigation. Refer to [AV-934, "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 hidden clips at the back side of headlining.
- Be careful not to bend the headlining when installing.

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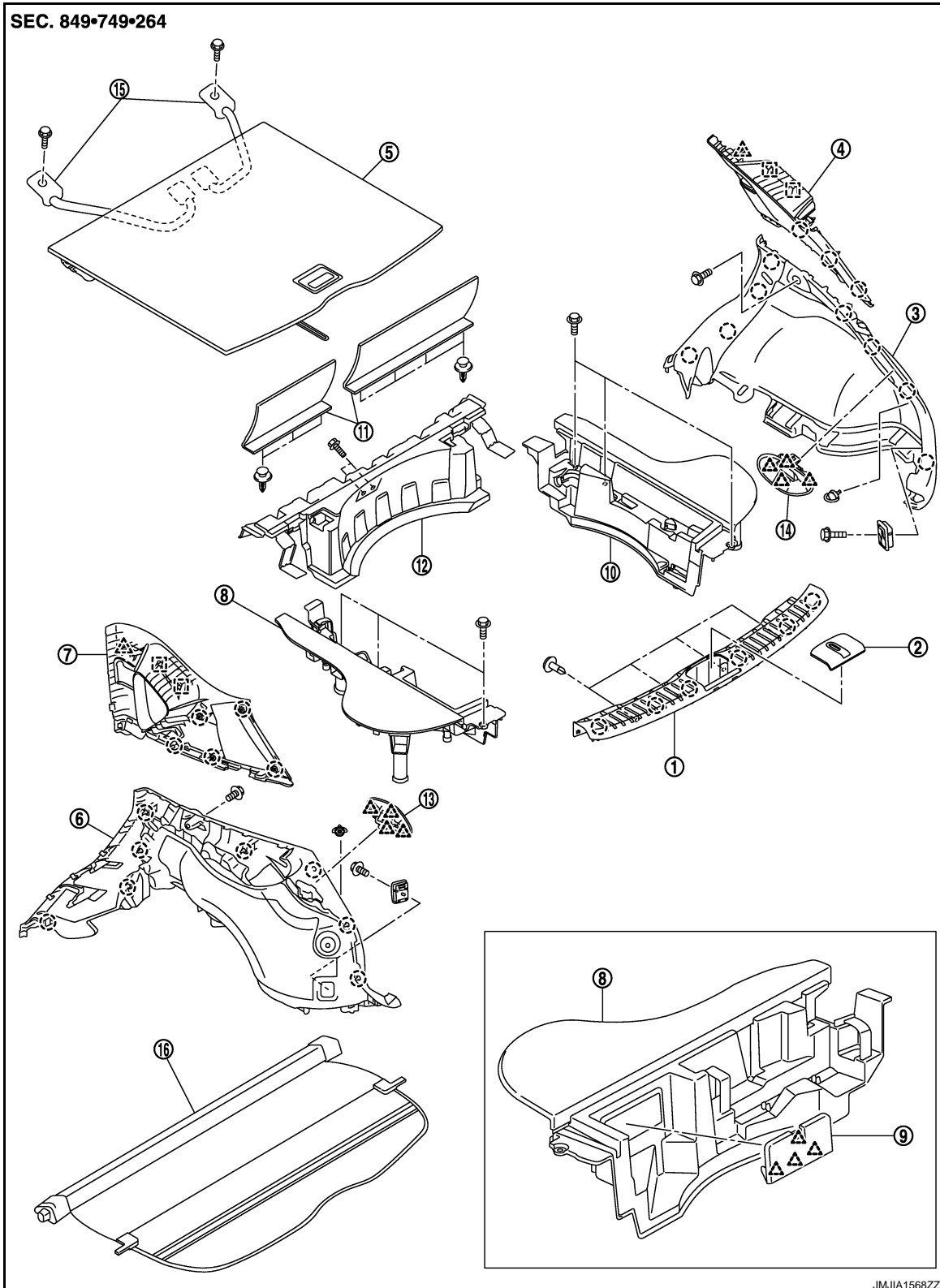
LUGGAGE FLOOR TRIM

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LUGGAGE FLOOR TRIM

Exploded View

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- | | | |
|-------------------------------------|------------------------------|-------------------------------------|
| 1. Rear plate | 2. Rear plate cap | 3. Luggage side finisher lower (RH) |
| 4. Luggage side finisher upper (RH) | 5. Luggage finisher center | 6. Luggage side finisher lower (LH) |
| 7. Luggage side finisher upper (LH) | 8. Luggage floor spacer (LH) | 9. Luggage side finisher lid |

LUGGAGE FLOOR TRIM

< ON-VEHICLE REPAIR >

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|---|---|---------------------------------------|
| 10. Luggage floor spacer (RH) | 11. Luggage floor finisher front | 12. Luggage floor finisher ASSY front |
| 13. Luggage side finisher lower escutcheon (LH) | 14. Luggage side finisher lower escutcheon (RH) | 15. Belt assembly |
| 16. Tonneau cover | | |

○ : Clip

△ : Pawl

□ : Metal clip

Removal and Installation

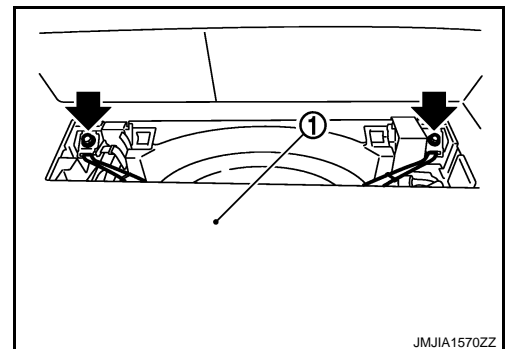
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REMOVAL

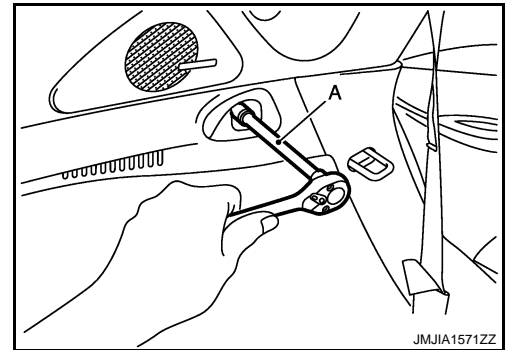
LUGGAGE REAR PLATE

1. Fully open back door.
2. Remove tonneau cover assembly.
3. Open and pull luggage finisher center (1) backwards, till the bolts are visible.

← : Bolt

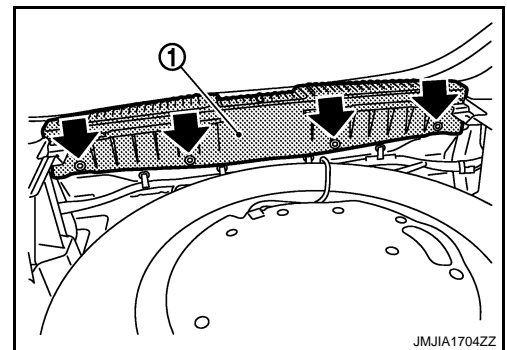


4. Remove both bolts and then remove luggage finisher center.
5. Remove luggage side finisher lower fixing bolts (LH/RH) with a remover tool (A).



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

← : Clip



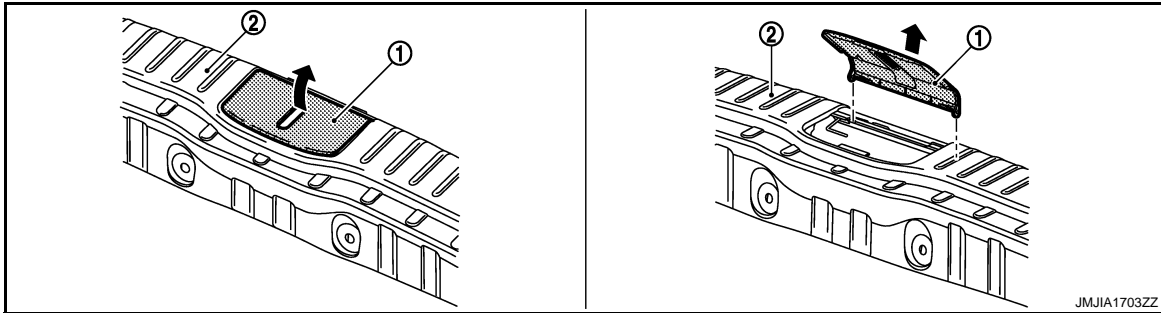
8. Hold both sides of luggage rear plate, pull upwards to remove.
9. Remove the bolts located inside the luggage floor spacer and remove luggage floor spacer. (RH/LH)

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LUGGAGE FLOOR TRIM

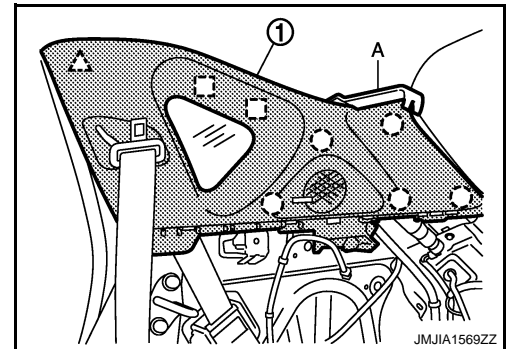
< ON-VEHICLE REPAIR >

10. Open the rear plate cap (1) at approximately 90 degree, then pull it up to remove from the rear plate (2) as shown by the figure below.



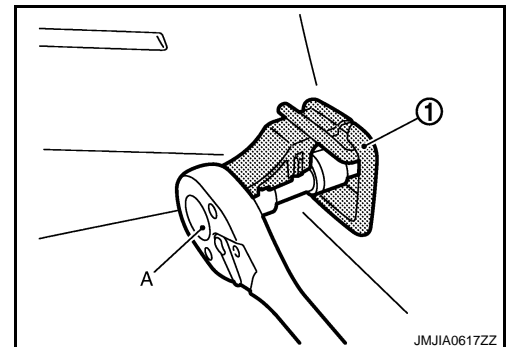
LUGGAGE SIDE FINISHER UPPER

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



LUGGAGE SIDE FINISHER LOWER

1. Remove rear kicking plate inner and rear body side welt. Refer to [INT-20. "Removal and Installation"](#).
2. Remove rear seat cushion fixing bolts. Refer to [SE-99. "Removal and Installation"](#).
3. Remove luggage rear plate.
4. Disengage rope hook mounting bolt caps, and remove rope hook mounting bolts with socket wrench (A), and then remove rope hooks (1) (LH/RH).

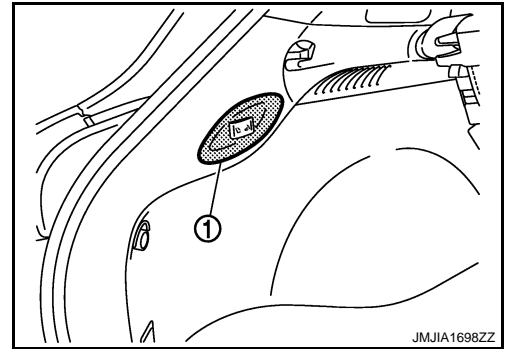


5. Remove the luggage side finisher lower room lamp. Refer to [INL-110. "LUGGAGE SIDE : Removal and Installation"](#).

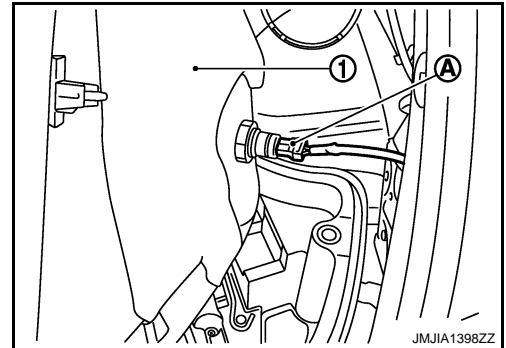
LUGGAGE FLOOR TRIM

< ON-VEHICLE REPAIR >

6. Remove the luggage side finisher lower switch escutcheon (1) (LH/RH).



7. Remove luggage side finisher lower fixing clips and hooks 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. (Europe Models ONLY)



9. Remove luggage side lower finisher.

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.

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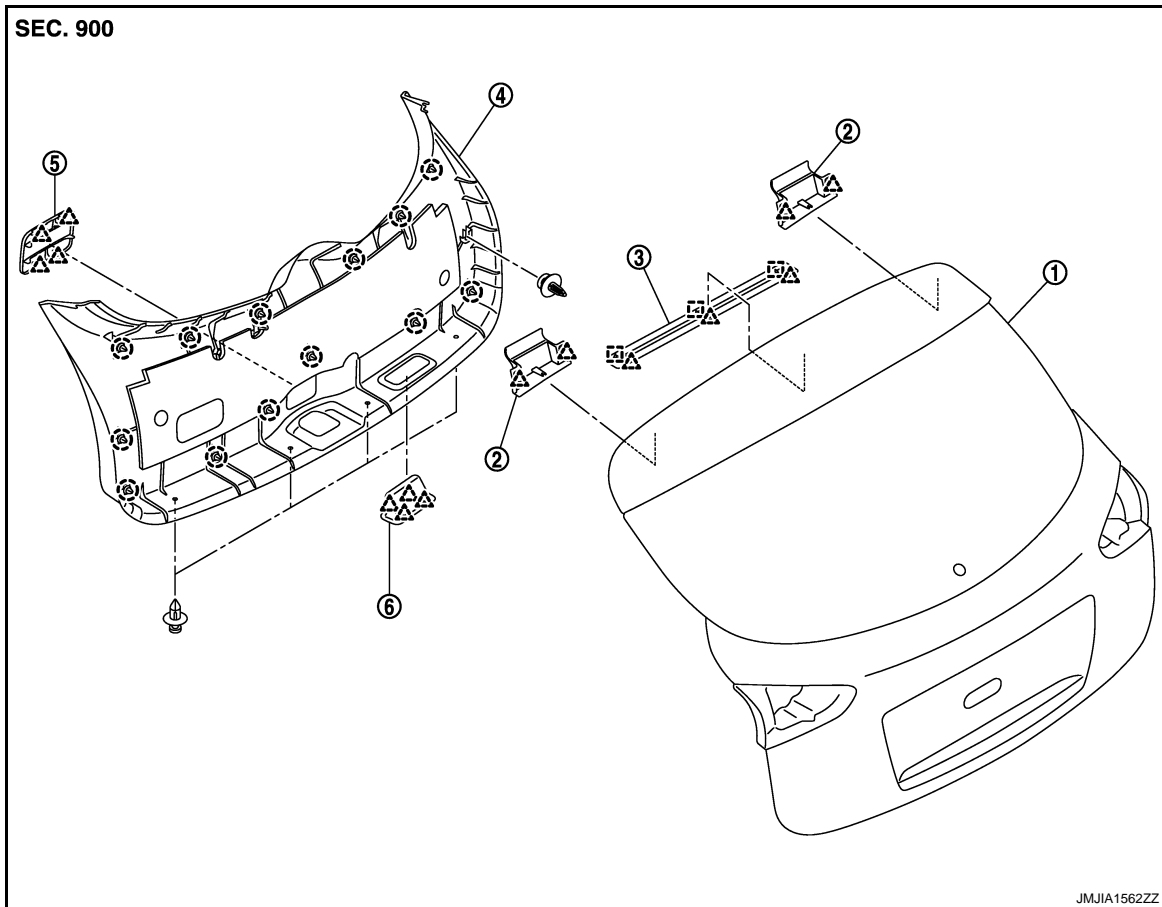
BACK DOOR TRIM

< ON-VEHICLE REPAIR >

BACK DOOR TRIM

Exploded View

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

○ : Clip

△ : Pawl

□ : Metal clip

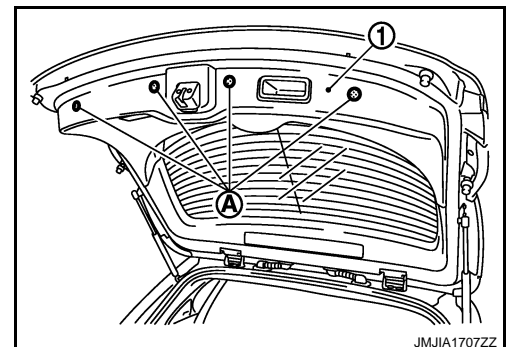
Removal and Installation

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REMOVAL

BACK DOOR FINISHER INNER

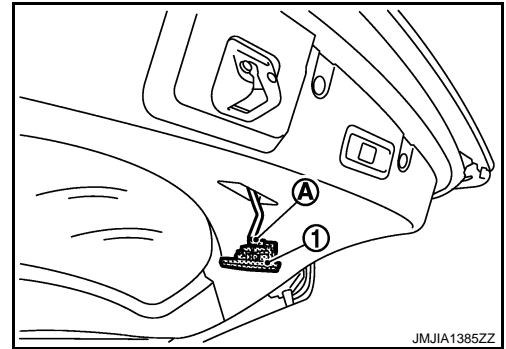
1. Fully open back door.
2. Remove the clips (A) from the back door finisher inner (1) with tool.




BACK DOOR TRIM

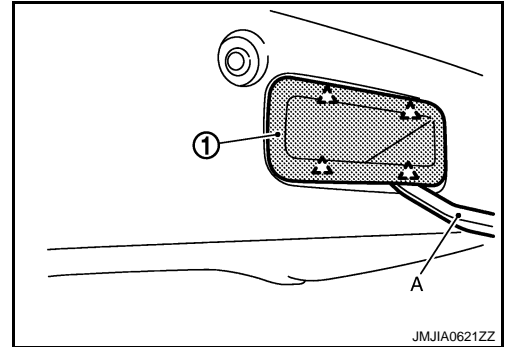
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3. Disengage the luggage room lamp fixing pawls with a tool, disconnect the harness connector (A) then remove the lamp (1) (LH/RH)




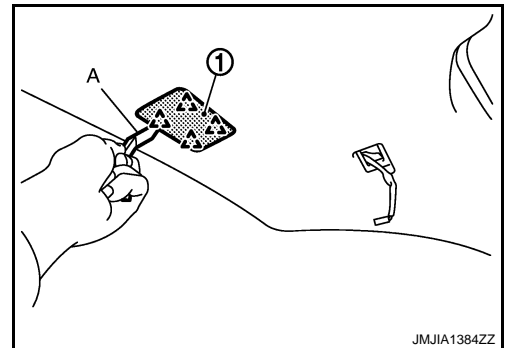
4. Disengage pull handle finisher (1) fixing pawls with remover tool (A) and then remove pull handle finisher (1).

 : Pawl




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

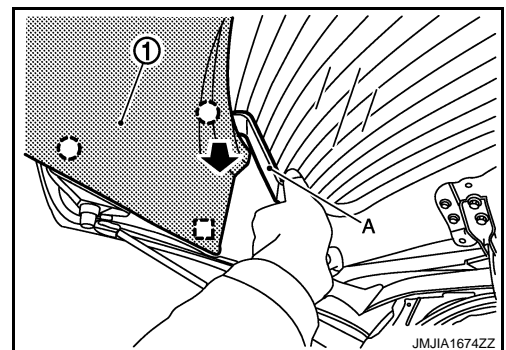
 : Pawl



6. Remove the back door finisher inner.
 1. 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



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
BACK DOOR TRIM

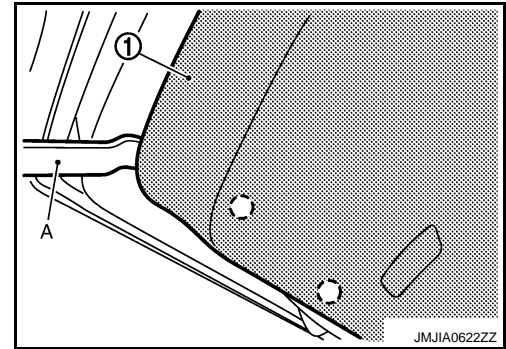
< ON-VEHICLE REPAIR >

2. 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.

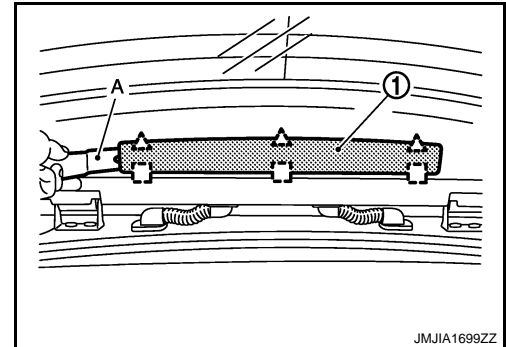
 : Clip




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

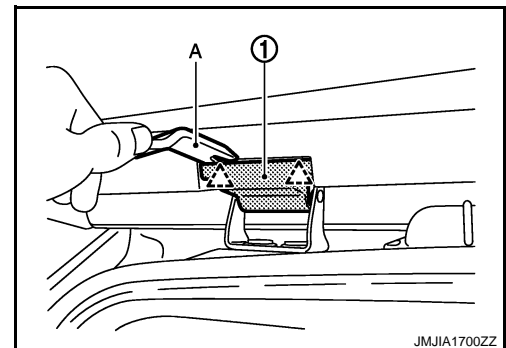
 : Pawl

 : Metal clip



9. Disengage back door hinge cover (1) fixing clips with remover tool (A) and then remove back door hinge cover (1).

 : 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.