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#### **PRECAUTIONS**

PRECAUTIONS PFP:00001

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

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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 harness connectors.

## **PREPARATION**

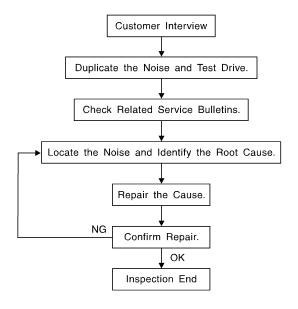
**PREPARATION** PFP:00002 Α **Special Service Tools** EIS004WX The actual shapes of Kent-Moore tools may differ from those of special service tools illustrated here. В Tool number (Kent-Moore No.) Description Tool name Locating the noise (J-39570) Chassis ear  $\mathsf{D}$ Е Repairing the cause of noise (J-43980) NISSAN Squeak and Rattle kit Н **Commercial Service Tools** Tool name Description (Kent-Moore No.) Engine ear Locating the noise (J-39565) M SIIA0995E Power Tool Loosening bolts and nuts

PBIC0191E

# SQUEAK AND RATTLE TROUBLE DIAGNOSIS Work Flow

PFP:00000

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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 <a href="Months of the IP-8">IP-8</a>, "Diagnostic Worksheet"</a>. This information is necessary to duplicate the conditions that exist when the noise occurs.

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

#### **DUPLICATE THE NOISE AND TEST DRIVE**

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, drive position on A/T model).
- 6. Raise the vehicle on a hoist and hit a tire with a rubber hammer.
- Drive the vehicle and attempt to duplicate the conditions the customer states exist when the noise occurs.
- If it is difficult to duplicate the noise, drive the vehicle slowly on an undulating or rough road to stress the vehicle body.

#### CHECK RELATED SERVICE BULLETINS

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

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

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

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

Refer to 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.
- Insulate components with a suitable insulator such as urethane pads, foam blocks, felt cloth tape or urethane tape. A NISSAN Squeak and Rattle Kit (J-43980) is available through your authorized NISSAN Parts Department.

#### **CAUTION:**

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

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

URETHANE PADS [1.5 mm (0.059 in) thick]

Insulates connectors, harness, etc.

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

INSULATOR (Foam blocks)

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

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

INSULATOR (Light foam block)

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

**FELT CLOTH TAPE** 

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

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

**UHMW (TEFLON) TAPE** 

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

SILICONE GREASE

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

Note: Will only last a few months.

SILICONE SPRAY

Use when grease cannot be applied.

**DUCT TAPE** 

Use to eliminate movement.

#### **CONFIRM THE REPAIR**

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

# **Generic Squeak and Rattle Troubleshooting**

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

#### **INSTRUMENT PANEL**

Most incidents are caused by contact and movement between:

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

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

#### **CAUTION:**

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

#### **CENTER CONSOLE**

Components to pay attention to include:

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

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

#### **DOORS**

Pay attention to the:

- 1. Finisher and inner panel making a slapping noise
- 2. Inside handle escutcheon to door finisher
- Wiring harnesses tapping
- 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 bumpers out of adjustment
- Trunk lid striker out of adjustment
- The trunk lid torsion bars knocking together
- A loose license plate or bracket

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

#### SUNROOF/HEADLINING

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

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

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

#### OVERHEAD CONSOLE (FRONT AND REAR)

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

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

**SEATS** 

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

Cause of seat noise include:

- 1. Headrest rods and holder
- 2. A squeak between the seat pad cushion and frame
- 3. The rearseat back lock and bracket

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

#### **UNDERHOOD**

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

Causes of transmitted underhood noise include:

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

Revision: October 2005

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.

IP-7

# **Diagnostic Worksheet**

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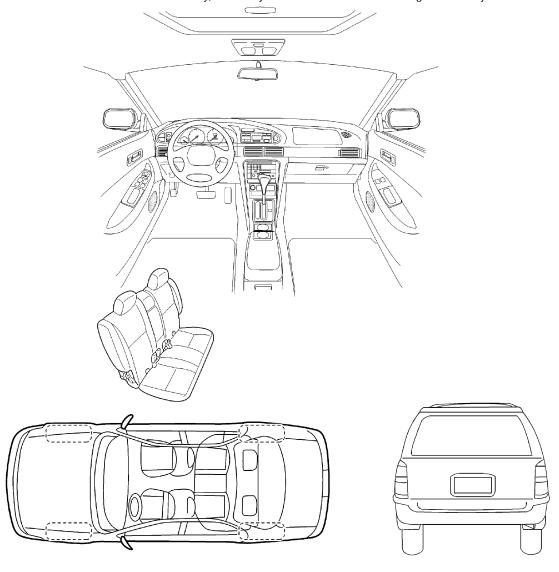
#### **SQUEAK & RATTLE DIAGNOSTIC WORKSHEET**

#### 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 advisor or technician to ensure we confirm the noise you are hearing.

# 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 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.

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				T- page 2	
Briefly describe the location where the	e noise o	curs:			
I. WHEN DOES IT OCCUR? (chec	k the box	es that a	oply)		_
□ anytime	□ after sit	tina out in	the si	ın	
· · · · · · · · · · · · · · · · · · ·	□ when it	•			
	☐ dry or d	_			
☐ only when it is hot outside	☐ other:				_
III. WHEN DRIVING:	IV.	WHATT	PE O	F NOISE?	
☐ through driveways	-			shoes on a clean floor)	
☐ over rough roads		•	_	on an old wooden floor	)
□ over speed bumps □ only at about mph		•	_	a baby rattle) con a door)	
☐ on acceleration		•		cond hand)	
coming to a stop		-		led knock noise)	
on turns : left, right or either (circle)		zz (like a l	-		
with passengers or cargo					
dother:					
after driving miles or minute	es				
TO BE COMPLETED BY DEALERSHIP	P PERSO	NNEL			
Test Drive Notes:					
					_
		VEC	NO	Initials of person	
		<u>YES</u>	NU	<u>performing</u>	
Vehicle test driven with customer					
- Noise verified on test drive					
<ul><li>Noise source located and repaired</li><li>Follow up test drive performed to confir</li></ul>	rm ropair				
- 1 onlow up test unive performed to confin	пп герап	_	_		
VIN: Custor	mer Name	»:			_
W.O. #: Date: _					SBT8

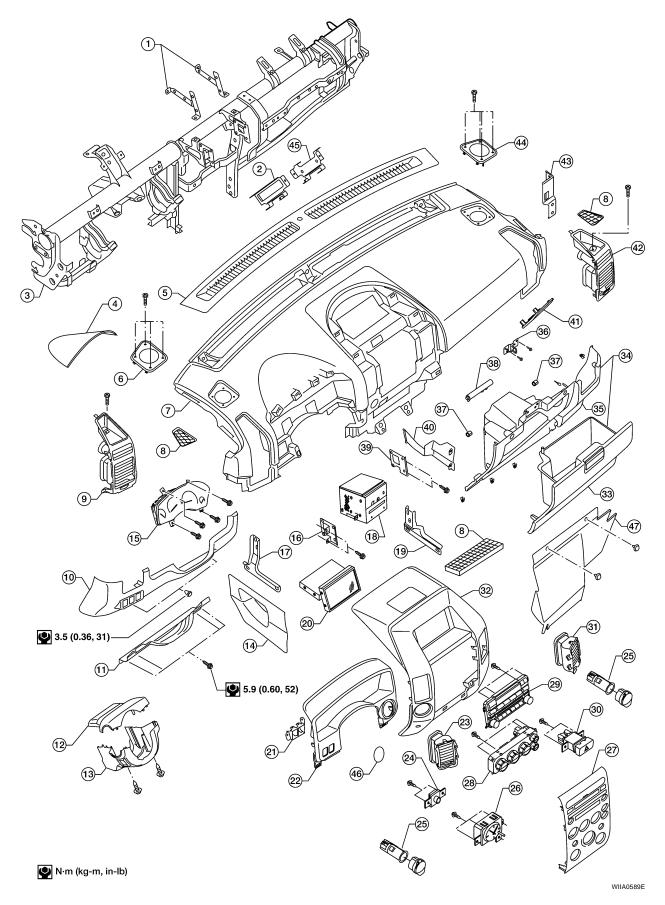
This form must be attached to Work Order

# **INSTRUMENT PANEL ASSEMBLY**

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# **Removal and Installation**



1.	Steering member brackets	2.	Bracket assembly LH	3.	Steering member assembly
4.	Combination meter cover	5.	Defrost grille	6.	Instrument panel speaker LH
7.	Instrument panel	8.	Bin mat	9.	Side ventilator assembly LH
10.	Instrument lower cover LH	11.	Lower knee protector LH	12.	Steering column cover upper
13.	Steering column cover lower	14.	Center console lower cover LH	15.	Combination meter
16.	Audio unit bracket LH	17.	Driver instrument stay	18.	Audio unit
19.	Passenger instrument stay	20.	Display assembly	21.	Switch assembly
22.	Cluster lid A	23.	Cluster lid D ventilator LH	24.	Front passenger air bag status light
25.	Power point assemblies	26.	Clock	27.	Cluster lid C
28.	Front air control	29.	Audio control	30.	Hazard switch
31.	Cluster lid D ventilator RH	32.	Cluster lid D	33.	Glove box door
34.	Glove box assembly	35.	Glove box housing	36.	Glove box striker
37.	Rubber bumpers	38.	Glove box damper	39.	Audio unit bracket RH
40.	Center console lower cover RH	41.	Fuse block cover	42.	Side ventilator assembly RH
43.	Instrument panel bracket	44.	Instrument panel speaker RH	45.	Bracket assembly RH
46.	Key cylinder escutcheon	47.	Instrument lower cover RH		
Re	emove instrument lower cove	r LH. F	Refer to <u>IP-13, "Instrument L</u> e	ower C	Cover LH" .
Re	emove glove box assembly.				
Re	emove center console lower o	covers			

- 5. Remove control device. Refer to AT-227, "Control Device Removal and Installation".
- 6. Remove center console and disconnect harness.7. Remove cluster lid C and disconnect harnesses.
- 8. Remove cluster lid D and disconnect harness.
- 9. Remove display assembly and the audio unit. Refer to AV-45, "Removal and Installation for Audio Unit" and AV-158, "Removal and Installation of Display Unit".
- 10. Remove power point assemblies.
- 11. Remove front passenger air bag status light.
- 12. Remove hazard switch.
- 13. Remove clock.
- 14. Remove combination meter cover.
- 15. Remove cluster lid A and disconnect harness.
- 16. Remove combination meter and disconnect harness.
- 17. Remove lower knee protector LH.
- 18. Remove the upper and lower steering column covers.
  - Disconnect harness from ADP steering switch.
- 19. Remove defrost grille and disconnect optical sensor harness.
- 20. Remove side ventilator assembly LH.
- 21. Remove side ventilator assembly RH.
- 22. Remove instrument panel.
  - Remove passenger air bag nuts and remove air bag. Refer to <u>SRS-51, "FRONT PASSENGER AIR</u> BAG MODULE".
  - Disconnect GPS antenna.
  - Disconnect harnesses to instrument panel speakers LH and RH and remove speakers.
  - Disconnect all remaining harnesses.

Installation is in the reverse order of removal.

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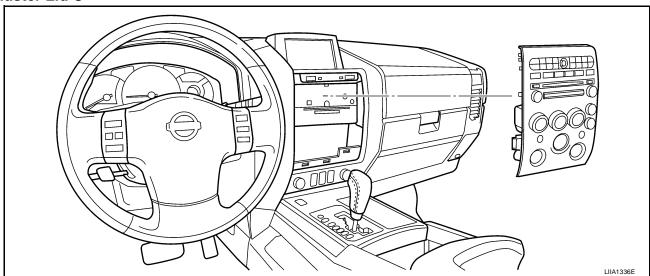
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#### **REMOVAL AND INSTALLATION**

#### Cluster Lid C



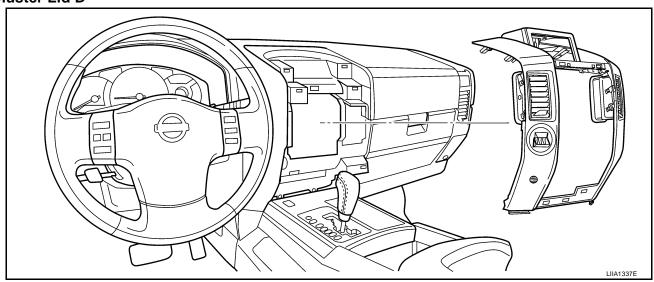
- 1. Remove center console. Refer to IP-10, "INSTRUMENT PANEL ASSEMBLY".
- 2. Pull cluster lid C towards rear of vehicle to release clips.
- 3. Disconnect electrical connectors.

Installation is in the reverse order of removal.

#### CAUTION

When removing and installing, place shop cloths onto surrounding parts to protect A/T finisher and center console from damage.

#### **Cluster Lid D**



- 1. Remove cluster lid C. Refer to IP-12, "Cluster Lid C".
- 2. Pull lid toward rear of vehicle to release clips, remove cluster lid D.
  - Disconnect electrical connectors.

Installation is in the reverse order of removal.

#### CAUTION:

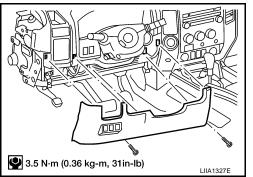
When removing and installing, place shop cloths onto surrounding parts to protect A/T finisher and center console from damage.

#### **Instrument Lower Cover LH**

Remove screws using power tool, and remove instrument lower cover LH.

- Pull to disconnect clips.
- Disconnect harnesses from back of instrument lower cover LH.

Installation is in the reverse order of removal.



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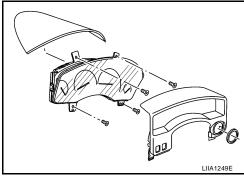
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#### **Combination Meter**

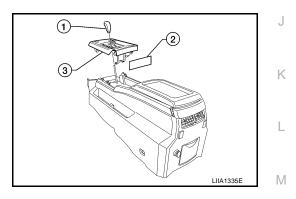
- 1. Remove instrument lower cover LH. Refer to IP-13, "Instrument Lower Cover LH".
- 2. Remove the combination meter cover.
- 3. Remove cluster lid A.
- 4. Remove screws using power tool and remove the combination meter assembly.
  - Disconnect electrical connectors.

Installation is in the reverse order of removal.



#### A/T Finisher

- 1. Remove shift knob (1).
- 2. Remove console mask (2).
- 3. Pull up to release clips and remove A/T finisher (3).
  - Disconnect harnesses.
- 4. Installation is in the reverse order of removal.

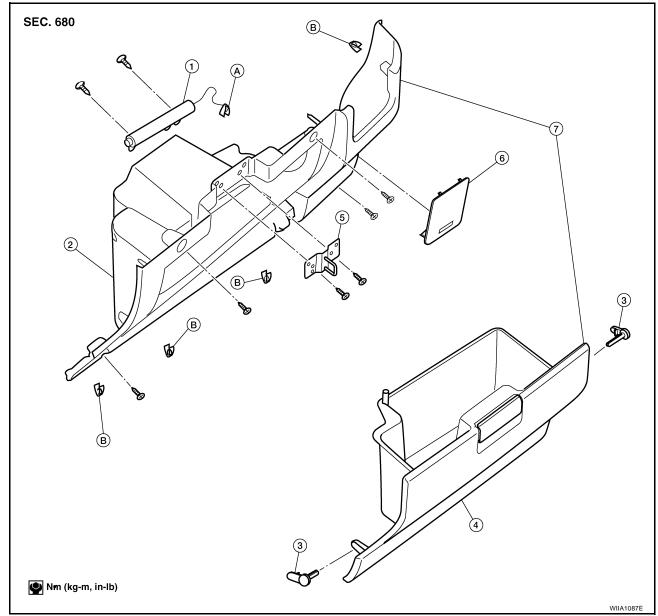


#### **Display Assembly and Audio Unit**

- 1. Remove audio unit. Refer to AV-45, "Removal and Installation for Audio Unit".
- 2. Remove display assembly. Refer to AV-158, "Removal and Installation of Display Unit".

**IP-13** Revision: October 2005 2005 QX56

#### **Instrument Lower Cover RH and Glove Box**

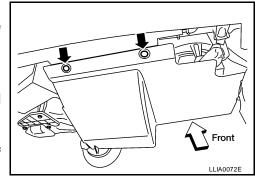


- 1. Glove box damper
- 4. Glove box
- 7. Glove box assembly
- 2. Lower instrument panel RH
- 5. Glove box striker
- A. Damper clip

- 3. Glove box pins
- 6. Fuse block cover
- B. Clips

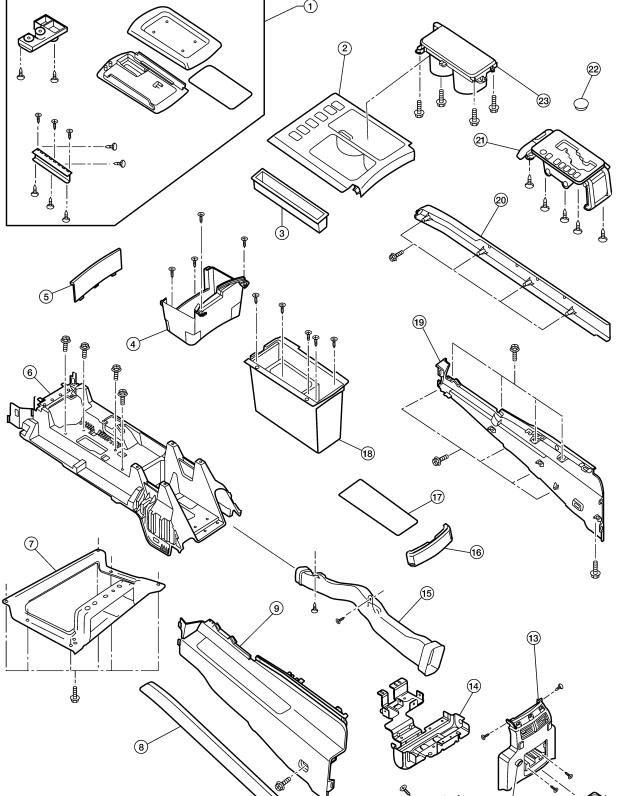
- 1. Remove the instrument lower cover RH.
- 2. Remove screws using power tool, release clips and remove glove box and housing as an assembly.
- 3. Remove damper clip from glove box.
- 4. Remove glove box pins and glove box.
- 5. Remove screws from glove box striker using power tool and remove striker.
- Remove fuse block cover.
- 7. Remove screws and remove glove box damper from back of glove box housing.

Installation is in the reverse order of removal.



# Disassembly and Assembly CENTER CONSOLE





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1. Console lid assembly 2. A/T finisher 3. Tray	
4. Storage compartment 5. Storage compartment mask 6. Console reinforcem	ent assembly
7. Console front bracket 8. Upper side finisher LH 9. Console cover LH	
10. Rear console duct 11. Power point assembly 12. Rear cup holder as	sembly
13. Rear finisher assembly 14. Console rear bracket 15. Heat duct	
16. Rear upper finisher 17. Console bin mat 18. Console bin	
19. Console cover RH 20. Upper side finisher RH 21. A/T transmission co	ontrol
22. Mask 23. Cup holder insert	

- 1. Remove instrument lower cover RH. Refer to IP-10, "INSTRUMENT PANEL ASSEMBLY".
- 2. Remove glove box assembly. Refer to IP-14, "Instrument Lower Cover RH and Glove Box" .
- 3. Remove instrument lower cover LH. Refer to IP-10, "INSTRUMENT PANEL ASSEMBLY".
- 4. Remove shift knob and A/T console finisher. Refer to IP-13, "A/T Finisher" .
  - Remove cup holder insert.
  - Remove shift indicator.
- 5. Remove cluster lid D. Refer to IP-12, "Cluster Lid D".
- 6. Disconnect shift cable and electrical harness from control device.
- 7. Remove control device. Refer to AT-227, "Control Device Removal and Installation".
- 8. Remove screws from center console.
  - Disconnect electrical harnesses.
- 9. Move front seats forward and remove center console assembly in a rearward direction.
- 10. Remove tray and mat from console bin.
- 11. Remove latch from console lid.
- 12. Remove hinge from console lid. Remove console lid.
  - Remove console lid mat.
- 13. Remove console bin.
  - Disconnect electrical harness from DVD player, if equipped.
  - Remove hinge from console bin.
- 14. Remove rear upper finisher.
- 15. Remove rear cup holder assembly.
- 16. Remove upper side finishers LH/RH.
- 17. Remove screws on each side, disconnect clips and remove console covers LH/RH.
- 18. Remove rear finisher assembly.
  - Disconnect electrical connectors.
- 19. Remove power point assembly.
- 20. Remove mask and storage compartment.
- 21. Remove console front bracket.
- 22. Remove heat duct and console rear duct.
- 23. Remove console rear bracket.

Assembly is in the reverse order of disassembly.

# Disassembly and Assembly REAR CONSOLE

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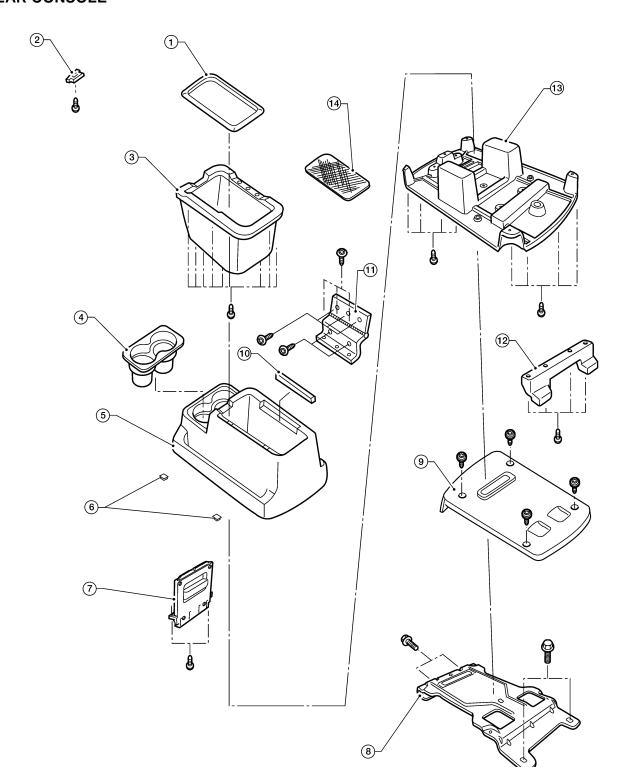
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- Lid assembly
- Cup holder insert
- Floor latch 7.
- 10. Hinge cover
- 13. Rear lower console assembly
- Lid latch 2.
- 5. Rear upper console assembly
- Rear console floor bracket 8.
- 11. Hinge
- 14. Console bin mat

- 3. Console bin
- 6. Rubber bumper
- 9. Rear console floor base
- 12. Base hook

- 1. Remove cup holder insert.
- 2. Release latch and remove rear console assembly.
- 3. Remove hinge cover.
- 4. Remove screws from hinge assembly and remove console lid assembly.
  - Remove hinge from upper console assembly.
  - Remove latch from lid assembly.
- 5. Remove screws and separate upper and lower console assemblies.
  - Remove floor latch from upper console assembly.
- 6. Remove screws and remove bin from upper console assembly.
- 7. Remove screws and remove floor base.
- 8. Remove bolts and remove floor bracket.

Assembly is in the reverse order of disassembly.