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# **CONTENTS**

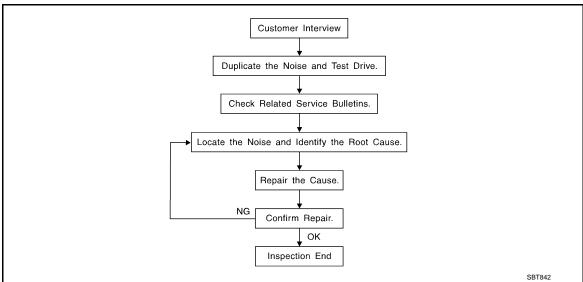
| SYMPTOM DIAGNOSIS  | 2              |
|--|----------------|
| SQUEAK AND RATTLE TROUBLE DIAG-<br>NOSES   | . 2            |
| Work Flow  | .2             |
| Inspection Procedure  Diagnostic Worksheet   |                |
| PRECAUTION   | 8              |
| PRECAUTIONS  | 8              |
| FOR USA AND CANADA  FOR USA AND CANADA: Precaution for Supplemental Restraint System (SRS) "AIR BAG" and "SEAT BELT PRE-TENSIONER"  FOR USA AND CANADA: Precaution for Procedure without Cowl Top Cover  FOR USA AND CANADA: Precautions for Removing of Battery Terminal  FOR USA AND CANADA: Precaution for Work | .8<br>.8<br>.9 |
| FOR MEXICO : Precaution for Supplemental Restraint System (SRS) "AIR BAG" and "SEAT BELT PRE-TENSIONER"  FOR MEXICO : Precaution for Procedure without Cowl Top Cover  | .9<br>10       |
| PREPARATION1   | 11             |
| PREPARATION  | 11             |
| CLIP LIST1   | 12             |

| REMOVAL AND INSTALLATION13  |  |
|---|--|
| DOOR FINISHER13   |  |
| FRONT DOOR FINISHER   |  |
| REAR DOOR FINISHER  |  |
| BODY SIDE TRIM20Exploded View20Removal and Installation20   |  |
| FLOOR TRIM24Exploded View24Removal and Installation24   |  |
| HEADLINING26  |  |
| NORMAL ROOF26  NORMAL ROOF : Exploded View26  NORMAL ROOF : Removal and Installation26                                |  |
| SUNROOF         29           SUNROOF: Exploded View         30           SUNROOF: Removal and Installation         30 |  |
| LUGGAGE FLOOR TRIM  |  |
| BACK DOOR TRIM  |  |

# SYMPTOM DIAGNOSIS

# SQUEAK AND RATTLE TROUBLE DIAGNOSES

Work Flow



#### **CUSTOMER INTERVIEW**

Interview the customer if possible, to determine the conditions that exist when the noise occurs. Use the Diagnostic Worksheet during the interview to document the facts and conditions when the noise occurs and any customer comments. Refer to <a href="INT-6">INT-6</a>. "Diagnostic Worksheet". This information is necessary to duplicate the conditions that exist when the noise occurs.

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

#### DUPLICATE THE NOISE AND TEST DRIVE

#### < SYMPTOM DIAGNOSIS >

If possible, drive the vehicle with the customer until the noise is duplicated. Note any additional information on the Diagnostic Worksheet regarding the conditions or location of the noise. This information can be used to duplicate the same conditions when the repair is reconfirmed.

If the noise can be duplicated easily during the test drive, to help identify the source of the noise, try to duplicate the noise with the vehicle stopped by doing one or all of the following items:

- 1) Close a door.
- 2) Tap or push/pull around the area where the noise appears to be coming from.
- 3) Rev the engine.
- 4) Use a floor jack to recreate vehicle "twist".
- 5) At idle, apply engine load (electrical load, half-clutch on M/T models, drive position on A/T models).
- 6) Raise the vehicle on a hoist and hit a tire with a rubber hammer.
- Drive the vehicle and attempt to duplicate the conditions the customer states exist when the noise occurs.
- If it is difficult to duplicate the noise, drive the vehicle slowly on an undulating or rough road to stress the vehicle body.

#### CHECK RELATED SERVICE BULLETINS

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

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

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

- 1. Narrow down the noise to a general area. To help pinpoint the source of the noise, use a listening tool (Chassis ear: J-39570, engine ear, and mechanics stethoscope).
- 2. Narrow down the noise to a more specific area and identify the cause of the noise by:
- Removing the component(s) in the area that is / are suspected to be the cause of the noise.
   Do not use too much force when removing clips and fasteners, otherwise clips and fasteners can be broken or lost during the repair, resulting in the creation of new noise.
- Tapping or pushing/pulling the component(s) that is / are suspected to be the cause of the noise.
   Do not tap or push/pull the component(s) with excessive force, otherwise the noise is eliminated only temporarily.
- Feeling for a vibration by hand by touching the component(s) that is / are suspected to be the cause of the noise.
- Placing a piece of paper between components that are suspected to be the cause of the noise.
- Looking for loose components and contact marks.
   Refer to INT-4, "Inspection Procedure".

#### REPAIR THE CAUSE

- If the cause is a loose component, tighten the component securely.
- If the cause is insufficient clearance between components:
- Separate components by repositioning or loosening and retightening the components, if possible.
- Insulate components with a suitable insulator such as urethane pads, foam blocks, felt cloth tape, or urethane tape. A NISSAN Squeak and Rattle Kit (J-50397) is available through the authorized NISSAN Parts Department.

#### **CAUTION:**

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

Always check with the Parts Department for the latest parts information.

The following materials are contained in the NISSAN Squeak and Rattle Kit (J-50397) are listed on the inside cover of the kit; and can each be ordered separately as needed.

INT-3

URETHANE PADS [1.5 mm (0.059 in) thick]

Insulates connectors, harness, etc.

- 76268-9E005:  $100 \times 135 \text{ mm} (3.937 \times 5.315 \text{ in})$
- 76884-71L01:  $60 \times 85$  mm (2.362  $\times$  3.346 in)
- 76884-71L02: 15  $\times$  25 mm (0.591  $\times$  0.984 in)

INSULATOR (Foam blocks)

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

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

INSULATOR (Light foam block)

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

FELT CLOTHTAPE

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#### < SYMPTOM DIAGNOSIS >

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

- 68370-4B000:  $15 \times 25 \text{ mm} (0.591 \times 0.984 \text{ in}) \text{ pad}$
- 68239-13E00: 5 mm (0.197 in) wide tape roll

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

**UHMW (TEFLON) TAPE** 

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

SILICONE GREASE

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

SILICONE SPRAY

Used when grease cannot be applied.

**DUCT TAPE** 

Used to eliminate movement.

#### CONFIRM THE REPAIR

After repair is complete, test drive the vehicle to confirm that the cause of noise is repaired by test driving the vehicle. Operate the vehicle under the same conditions as when the noise originally occurred. Refer to the notes on the Diagnostic Worksheet.

# Inspection Procedure

INFOID:0000000009720353

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

#### **CAUTION:**

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

#### CENTER CONSOLE

Components to check include:

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

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

#### **DOORS**

Check the following items:

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

Tapping, moving the components, or pressing on them while driving to duplicate the conditions can isolate many of these incidents. The areas can usually be insulated with felt cloth tape or insulator foam blocks from the NISSAN Squeak and Rattle Kit (J-50397) to repair the noise.

#### **TRUNK**

Trunk noises are often caused by a loose jack or loose items put into the trunk by the customer. In addition check for the following items:

#### < SYMPTOM DIAGNOSIS >

- Trunk lid dumpers out of adjustment
- Trunk lid striker out of adjustment
- Trunk lid torsion bars knocking together
- 4. A loose license plate or bracket

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

#### SUNROOF/HEADLINING

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

- Sunroof lid, rail, linkage, or seals making a rattle or light knocking noise
- 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.

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

Causes of seat noise include:

- Headrest rods and holder
- A squeak between the seat pad cushion and frame
- The rear seatback lock and bracket

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

#### UNDERHOOD

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

Causes of transmitted underhood noise include:

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

These noises can be difficult to isolate since they cannot be reached from the interior of the vehicle. The best method is to secure, move, or insulate one component at a time and test drive the vehicle. Also, engine RPM or load can be changed to isolate the noise. Repairs can usually be made by moving, adjusting, securing, or insulating the component causing the noise.

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# **Diagnostic Worksheet**

INFOID:0000000009720354



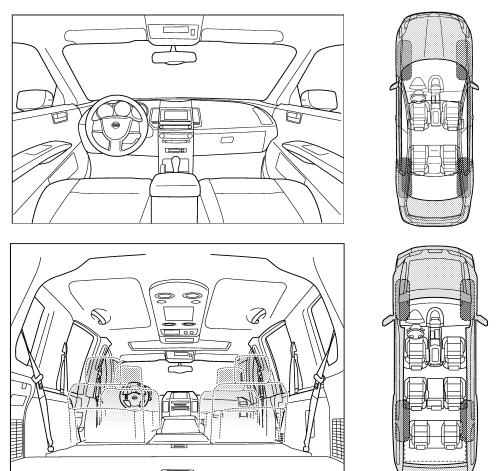
# SQUEAK & RATTLE DIAGNOSTIC WORKSHEET

#### Dear Nissan Customer:

We are concerned about your satisfaction with your Nissan vehicle. Repairing a squeak or rattle sometimes can be very difficult. To help us fix your Nissan right the first time, please take a moment to note the area of the vehicle where the squeak or rattle occurs and under what conditions. You may be asked to take a test drive with a service advisor or technician to ensure we confirm the noise you are hearing.

# I. WHERE DOES THE NOISE COME FROM? (circle the area of the vehicle)

The illustrations are for reference only, and may not reflect the actual configuration of your vehicle.



Continue to page 2 of the worksheet and briefly describe the location of the noise or rattle. In addition, please indicate the conditions which are present when the noise occurs.

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< SYMPTOM DIAGNOSIS >

| II. WHEN DOES IT OCCUR? (please ch  | eck the boxes that apply)  |             |
|---|--|-------------|
| anytime   | after sitting out in the rain  |             |
| ☐ 1st time in the morning   | when it is raining or wet  |             |
| ☐ only when it is cold outside☐ only when it is hot outside   | ☐ dry or dusty conditions☐ other:  |             |
| III. WHEN DRIVING:  | IV. WHAT TYPE OF NOISE   |             |
| through driveways   | gueak (like tennis shoes on a clean floor)   |             |
| over rough roads  | creak (like walking on an old wooden floor)  |             |
| ☐ over speed bumps<br>☐ only about mph  | ☐ rattle (like shaking a baby rattle) ☐ knock (like a knock at the door)   |             |
| on acceleration   | itick (like a clock second hand)   |             |
| coming to a stop  | thump (heavy, muffled knock noise)   |             |
| on turns: left, right or either (circle)  | ☐ buzz (like a bumble bee)   |             |
|   |  |             |
|   |  |             |
| ☐ with passengers of cargo ☐ other: miles or m  | nutes  |             |
| other: miles or m   |  |             |
| other: miles or m  TO BE COMPLETED BY DEALERSHIP  |  |             |
| other: miles or m  TO BE COMPLETED BY DEALERSHIP  |  |             |
| other:  |  | on          |
| other: miles or m  TO BE COMPLETED BY DEALERSHIP  | PERSONNEL  YES NO Initials of person   | on          |
| other: after driving miles or m  TO BE COMPLETED BY DEALERSHIF  Test Drive Notes:  Vehicle test driven with customer - Noise verified on test drive   | PERSONNEL  YES NO Initials of person   | on          |
| other: after driving miles or m  TO BE COMPLETED BY DEALERSHIF  Test Drive Notes:  Vehicle test driven with customer - Noise verified on test drive - Noise source located and repaired   | YES NO Initials of person performing   | on          |
| other: after driving miles or m  TO BE COMPLETED BY DEALERSHIF  Test Drive Notes:  Vehicle test driven with customer - Noise verified on test drive   | YES NO Initials of person performing   | on -        |
| other: after driving miles or m  TO BE COMPLETED BY DEALERSHIF  Test Drive Notes:  Vehicle test driven with customer - Noise verified on test drive - Noise source located and repaired - Follow up test drive performed to confi | YES NO Initials of person performing  The performing to the performance of the performance | -<br>-<br>- |

Revision: 2013 August INT-7 2014 MURANO

# **PRECAUTION**

# PRECAUTIONS FOR USA AND CANADA

FOR USA AND CANADA: Precaution for Supplemental Restraint System (SRS) "AIR BAG" and "SEAT BELT PRE-TENSIONER"

The Supplemental Restraint System such as "AIR BAG" and "SEAT BELT PRE-TENSIONER", used along with a front seat belt, helps to reduce the risk or severity of injury to the driver and front passenger for certain types of collision. 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 AIR BAG" and "SEAT BELT" of this Service Manual.

#### **WARNING:**

Always observe the following items for preventing accidental activation.

- To avoid rendering the SRS inoperative, which could increase the risk of personal injury or death in the event of a collision that 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 "SRS AIR BAG".
- Never use electrical test equipment on any circuit related to the SRS unless instructed to in this Service Manual. SRS wiring harnesses can be identified by yellow and/or orange harnesses or harness connectors.

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

#### WARNING:

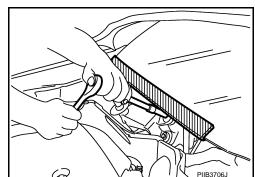
Always observe the following items for preventing accidental activation.

- When working near the Air Bag Diagnosis Sensor Unit or other Air Bag System sensors with the
  ignition ON or engine running, never use air or electric power tools or strike near the sensor(s) with
  a hammer. Heavy vibration could activate the sensor(s) and deploy the air bag(s), possibly causing
  serious injury.
- When using air or electric power tools or hammers, always switch the ignition OFF, disconnect the battery, and wait at least 3 minutes before performing any service.

FOR USA AND CANADA: Precaution for Procedure without Cowl Top Cover

INFOID:0000000009720356

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



# FOR USA AND CANADA: Precautions for Removing of Battery Terminal

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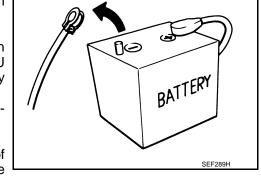
 When removing the 12V battery terminal, turn OFF the ignition switch and wait at least 30 seconds.

#### NOTE:

ECU may be active for several tens of seconds after the ignition switch is turned OFF. If the battery terminal is removed before ECU stops, then a DTC detection error or ECU data corruption may occur.

For vehicles with the 2-batteries, be sure to connect the main battery and the sub battery before turning ON the ignition switch.
 NOTE:

If the ignition switch is turned ON with any one of the terminals of main battery and sub battery disconnected, then DTC may be detected.



After installing the 12V battery, always check "Self Diagnosis Result" of all ECUs and erase DTC.
 NOTE:

The removal of 12V battery may cause a DTC detection error.

### FOR USA AND CANADA: Precaution for Work

 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.

#### FOR MEXICO

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

The Supplemental Restraint System such as "AIR BAG" and "SEAT BELT PRE-TENSIONER", used along with a front seat belt, helps to reduce the risk or severity of injury to the driver and front passenger for certain types of collision. Information necessary to service the system safely is included in the "SRS AIR BAG" and "SEAT BELT" of this Service Manual.

#### **WARNING:**

Always observe the following items for preventing accidental activation.

- To avoid rendering the SRS inoperative, which could increase the risk of personal injury or death in the event of a collision that 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 "SRS AIR BAG".
- Never use electrical test equipment on any circuit related to the SRS unless instructed to in this Service Manual. SRS wiring harnesses can be identified by yellow and/or orange harnesses or harness connectors.

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

#### **WARNING:**

Always observe the following items for preventing accidental activation.

- When working near the Air Bag Diagnosis Sensor Unit or other Air Bag System sensors with the
  ignition ON or engine running, never use air or electric power tools or strike near the sensor(s) with
  a hammer. Heavy vibration could activate the sensor(s) and deploy the air bag(s), possibly causing
  serious injury.
- When using air or electric power tools or hammers, always switch the ignition OFF, disconnect the battery, and wait at least 3 minutes before performing any service.

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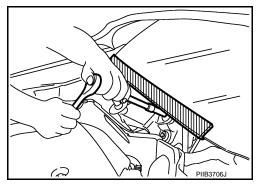
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Revision: 2013 August INT-9 2014 MURANO

# FOR MEXICO: Precaution for Procedure without Cowl Top Cover

INFOID:0000000009720359

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



# FOR MEXICO: Precautions for Removing of Battery Terminal

INFOID:0000000009956130

 When removing the 12V battery terminal, turn OFF the ignition switch and wait at least 30 seconds.

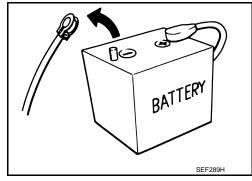
#### NOTE:

ECU may be active for several tens of seconds after the ignition switch is turned OFF. If the battery terminal is removed before ECU stops, then a DTC detection error or ECU data corruption may occur.

• For vehicles with the 2-batteries, be sure to connect the main battery and the sub battery before turning ON the ignition switch.

#### NOTE:

If the ignition switch is turned ON with any one of the terminals of main battery and sub battery disconnected, then DTC may be detected.



After installing the 12V battery, always check "Self Diagnosis Result" of all ECUs and erase DTC.
 NOTE:

The removal of 12V battery may cause a DTC detection error.

#### FOR MEXICO: Precaution for Work

INFOID:0000000009720360

- 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.

# **PREPARATION**

# **PREPARATION**

# **Commercial Service Tools**

| Tool name    |             | Description                              | (  |
|--------------|-------------|--|----|
| Engine ear   | SIIA0995E   | Locates the noise                        |    |
| Remover tool | JMKIA3050ZZ | Removes the clips, pawls and metal clips | (  |
| Power tool   |             | Loosening bolts, nuts and screws         | _  |
|              | PIIB1407E   |  | 11 |

# 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<br>(Kent-Moore No.)<br>Tool name |           | Description                |  |
|--|-----------|----------------------------|--|
| (J-39570)<br>Chassis ear                     | SIIA0993E | Locates the noise          |  |
| (J-50397)<br>NISSAN Squeak and Rattle<br>Kit | SIIA0994F | Repairs the cause of noise |  |

Clip List INFOID:0000000009720363

| Shapes | Removal & Installation  | Shapes                  | Removal & Installation  |
|--------|---|-------------------------|---|
|        | Removal: Remove by bending up with flat-bladed screwdrivers or clip remover.                  | Clip A                  | Removal:  Finisher Clip A  Flat-bladed screwdriver Clip B   |
| TTTT   | Removal:<br>Remove with a clip remover.   | Clip A Clip B (Grommet) | Removal: Flat-bladed screwdriver  Body panel  Clip A Clip B (Grommet)                                       |
|        | Removal: Push center pin to catching position. (Do not remove center pin by hitting it.) Push |                         | Removal: Holder portion of clip must be spread out to remove rod.   |
|        | Removal: Remove by bending up with flat-bladed screwdrivers or clip remover.  Clip Finisher   |                         | Removal:  1. Screw out with a Phillips screwdriver.  2. Remove female portion with flat-bladed screwdriver. |
|        | Removal:  |                         | Removal: Installation:  Rotate 45' to remove.  Removal:   |
|        | Removal:  |                         | Removal:  |

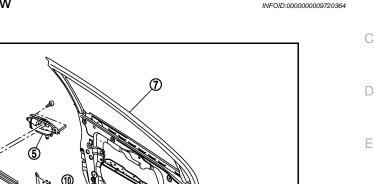
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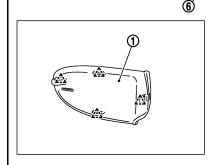
# REMOVAL AND INSTALLATION

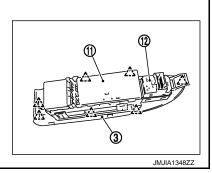
DOOR FINISHER FRONT DOOR FINISHER

SEC. 809-826-828-829

FRONT DOOR FINISHER: Exploded View









- 4. Front door finisher
- 7. Front door panel
- 10. Door mirror corner cover
- ( ☐) : Clip
  ∴ : Pawl

- 2. Step lamp
- 5. Front door inside handle
- 8. Front door inside seal
- 11. Power window switch
- 3. Power window switch finisher
- 6. Seat memory switch finisher
- 9. Armrest finisher
- 12. Door mirror remote control switch

FRONT DOOR FINISHER: Removal and Installation

#### CAUTION:

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

#### **REMOVAL**

Fully open front door window.

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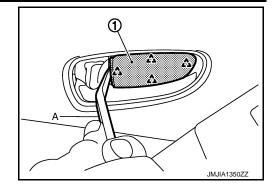
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Revision: 2013 August INT-13 2014 MURANO

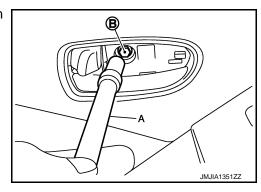
# < REMOVAL AND INSTALLATION >

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



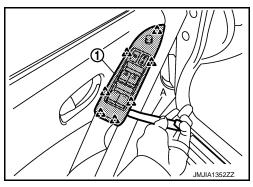


3. Remove bolt (B) located behind the inside handle escutcheon with tool (A).

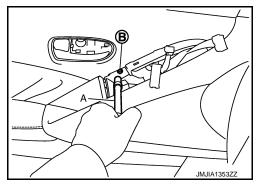


4. Disengage the power window switch finisher (1) fixing pawls with a remover tool (A).





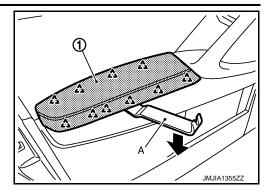
- 5. Disconnect power window and door mirror remote control switch harness connectors, and then remove power window switch finisher.
- 6. Remove bolt (B) located behind power window switch finisher with tool (A).



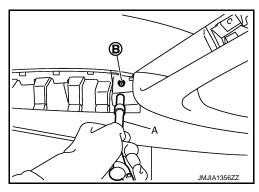
# < REMOVAL AND INSTALLATION >

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



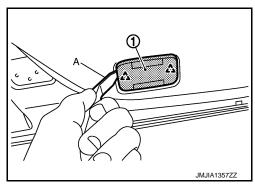


8. Remove the bolt (B) located behind the armrest finisher with tool (A).



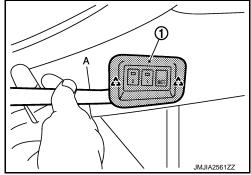
9. Remove step lamp (1) with remover tool (A) and then disconnect the harness connector. Refer to <a href="INL-131">INL-131</a>, "Removal and Installation".





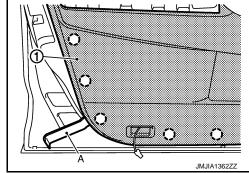
 Remove seat memory switch finisher (1) with remover tool (A) and then disconnect the harness connectors. (With seat memory switch)





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





Revision: 2013 August INT-15 2014 MURANO

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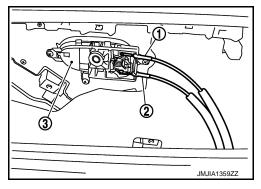
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#### < REMOVAL AND INSTALLATION >

- 12. Pull up front door finisher and pull out.
- 13. Disconnect mood lamp (front door grip) harness connector.
- 14. Disconnect lock knob cable (1) and inside handle cable (2) from front door inside handle (3).



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- 15. Remove front door finisher.
- 16. Remove the inside handle after removing front door finisher. Refer to <u>DLK-343</u>, "INSIDE HANDLE : <u>Removal and Installation"</u>.

#### **INSTALLATION**

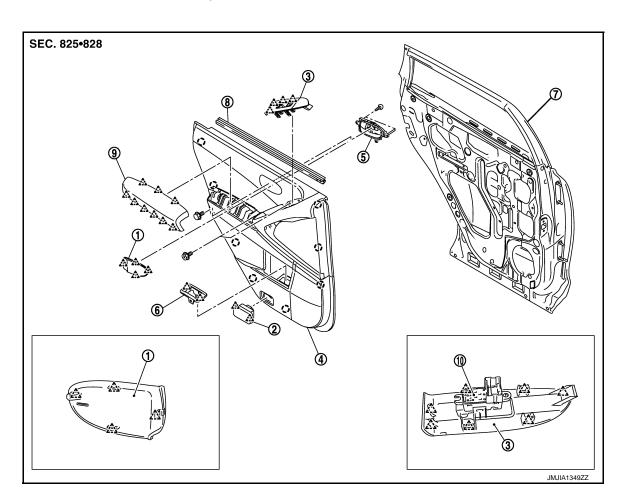
Note the following item, and install in the reverse order of removal.

#### **CAUTION:**

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

REAR DOOR FINISHER

REAR DOOR FINISHER: Exploded View



#### < REMOVAL AND INSTALLATION >

- 1. Inside handle escutcheon
- 4. Rear door finisher
- 7. Rear door panel
- 10. Power window switch
- ( ): Clip

- 2. Step lamp
- 5. Rear door inside handle
- B. Rear door inside seal
- 3. Power window switch finisher
- 6. Rear heated seat switch finisher
- 9. Armrest finisher

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# REAR DOOR FINISHER: Removal and Installation

#### CAUTION:

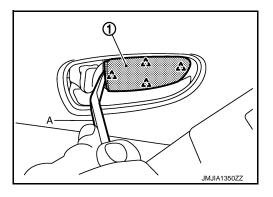
Wrap the tip of flat-bladed screwdriver with a cloth before remove.

#### REMOVAL

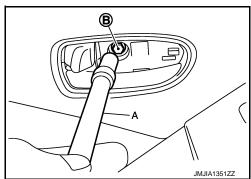
1. Fully open rear door window.

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

\_\_\_\_\_\_: Pawl

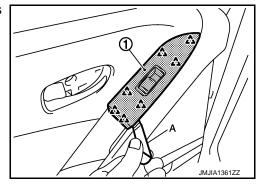


3. Remove bolt (B) located behind the inside handle escutcheon with tool (A).



4. Disengage the power window switch finisher (1) fixing pawls with a remover tool (A).

^` : Pawl



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

Revision: 2013 August INT-17 2014 MURANO

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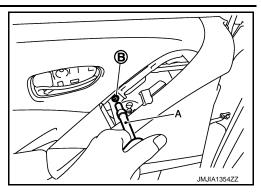
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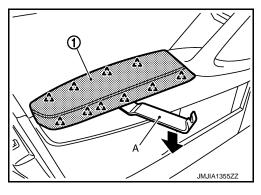
# < REMOVAL AND INSTALLATION >

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

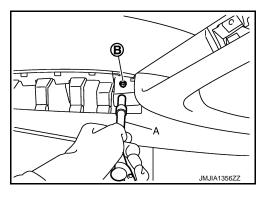


7. Remove armrest finisher (1) with remover tool (A).



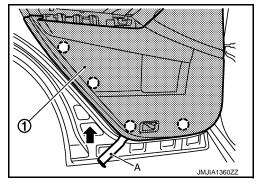


8. Remove bolt (B) located behind armrest finisher with tool (A).



- 9. Remove rear heated seat (LH/RH) switch finisher with remover tool, and then disconnect the harness connectors. (With rear heated seat switch)
- 10. Insert remover tool (A) between door finisher and door panel to disengage door finisher mounting clips, starting from the bottom and working to the top.

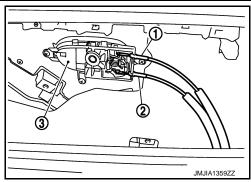




11. Pull up rear door finisher and pull out.

#### < REMOVAL AND INSTALLATION >

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



- 13. Remove rear door finisher.
- 14. Remove the inside handle after removing rear door finisher. Refer to <u>DLK-348, "INSIDE HANDLE : Removal and Installation"</u>.

#### INSTALLATION

Note the following item, and 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.

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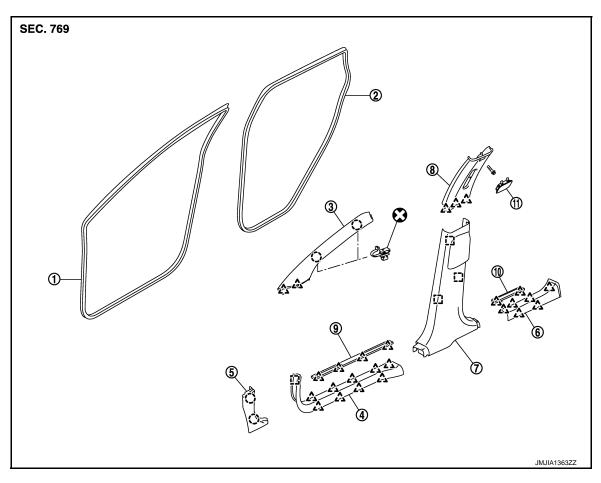
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Exploded View



- 1. Front body side welt
- 4. Front kicking plate (inner)
- 7. Center pillar lower garnish
- 10. Rear kicking plate (outer)
- ( ̅) : Clip ∴ : Pawl
- : Metal clip
- : Always replace after every disassembly.

- 2. Rear body side welt
- 5. Dash side finisher
- 8. Center pillar upper garnish
- 11. Center pillar upper cap
- Front pillar garnish
- 6. Rear kicking plate (inner)
- 9. Front kicking plate (outer)

### Removal and Installation

**CAUTION:** 

- When removing, always use a remover tool that is made of plastic to prevent damage to the parts.
- Never damage the body.
- Fabric upholstered parts are easily damaged. Be careful while performing work and storing parts.
- Be careful not to pull out clips forcibly. Otherwise, vehicle body may be deformed.

#### **REMOVAL**

#### FRONT PILLAR GARNISH

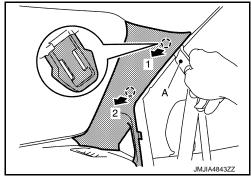
- 1. Remove front body side welt partially.
- 2. Remove front pillar garnish.

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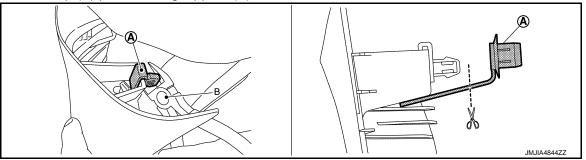
# < REMOVAL AND INSTALLATION >

a. Disengage front pillar garnish fixing anchor clips with remover tool (A).

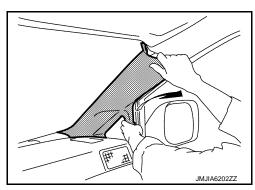




b. Cut anchor clip (A) portion using nippers (B).



c. Remove front pillar garnish while lifting it upward.

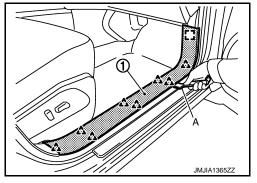


d. Remove clips remaining on body side using a remover tool.

#### FRONT KICKING PLATE INNER

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





FRONT KICKING PLATE OUTER

Revision: 2013 August INT-21 2014 MURANO

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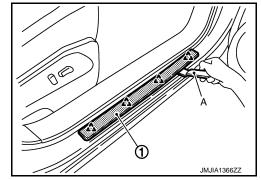
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#### < REMOVAL AND INSTALLATION >

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





#### FRONT BODY SIDE WELT

- 1. Remove front kicking plate inner.
- Remove center pillar upper garnish.
- 3. Remove front body side welt.

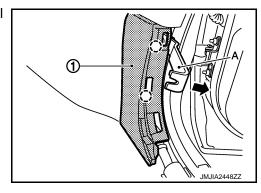
#### **REAR BODY SIDE WELT**

- 1. Remove rear kicking plate inner.
- 2. Remove center pillar upper garnish.
- 3. Remove rear body side welt.

#### DASH SIDE FINISHER

- 1. Remove front kicking plate inner.
- 2. Disengage dash side finisher (1) mounting clip with remover tool (A).
- 3. Remove dash side finisher (1).

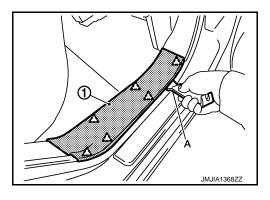




#### REAR KICKING PLATE INNER

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

\_\_\_\_\_: Pawl

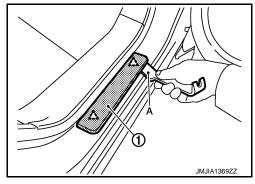


REAR KICKING PLATE OUTER

#### < REMOVAL AND INSTALLATION >

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

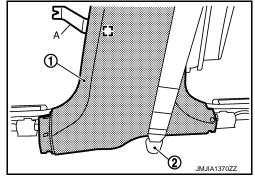




#### CENTER PILLAR LOWER GARNISH

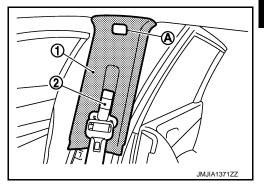
- 1. Remove front kicking plate inner and rear kicking plate inner.
- 2. Insert remover tool (A) between center pillar lower garnish (1) and body side panel to disengage the metal clips.
- 3. Remove anchor bolt cover (2), then remove the anchor bolt behind the cover.
- 4. Remove center pillar lower garnish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





#### CENTER PILLAR UPPER GARNISH

- 1. Remove partially front and rear body side welt.
- 2. Remove front kicking plate inner and rear kicking plate inner.
- 3. Remove center pillar lower garnish.
- 4. Remove front seat belt shoulder anchor (2).
- 5. Remove the bolt located behind the center pillar upper cap (A).
- 6. Pull back center pillar upper garnish (1) to disengage clips and remove center pillar upper garnish from the body side panel.



#### **INSTALLATION**

Note the following item, and install in the reverse order of removal.

#### **CAUTION:**

- When installing, check in advance that clips are accurately aligned with the holes on body panel side, and then install by pressing in.
- Never reuse front pillar garnish fixing anchor clip. Always replace it with a new one when it is removed.

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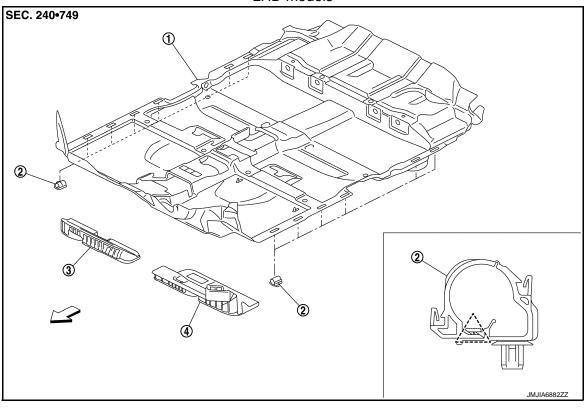
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Revision: 2013 August INT-23 2014 MURANO

# **FLOOR TRIM**

Exploded View

#### LHD models



- 1. Floor carpet assembly
- 4. Front floor spacer LH

\_\_\_\_\_: Pawl

2. Harness protector

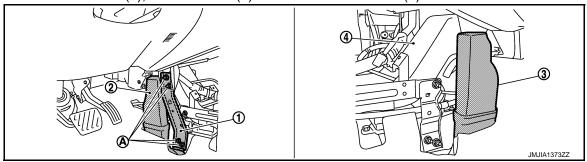
3. Front floor spacer RH

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#### Removal and Installation

**REMOVAL** 

- 1. Remove front seat assembly (LH and RH). Refer to <a>SE-98</a>, "Removal and Installation"</a>.
- 2. Remove rear seat assembly (LH and RH). Refer to SE-109, "Removal and Installation".
- 3. Remove dash side finisher (LH and RH), front kicking plate inner (LH and RH), center pillar lower garnish (LH and RH), and rear kicking plate inner (LH and RH). Refer to <a href="INT-20">INT-20</a>, "Removal and Installation".
- 4. Remove center console assembly. Refer to IP-23, "Removal and Installation".
- 5. Remove instrument stay fixing nuts (A), and then remove instrument stay (1). Remove rear foot duct (2), rear foot duct (3) and rear ventilator duct (4).

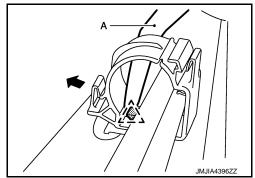


# **FLOOR TRIM**

#### < REMOVAL AND INSTALLATION >

6. Disengage pawl using a remover tool (A) and open the harness protector.





7. Remove floor carpet.

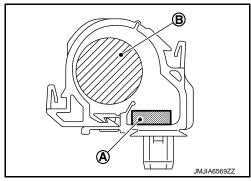
#### **INSTALLATION**

Install in the reverse order of removal.

#### **CAUTION:**

When inserting floor carpet assembly (A) into harness clip, always check that floor carpet assembly is hooked to harness clip normally. Otherwise, carpet may be misaligned after installation when it is stepped on.

B: Harness



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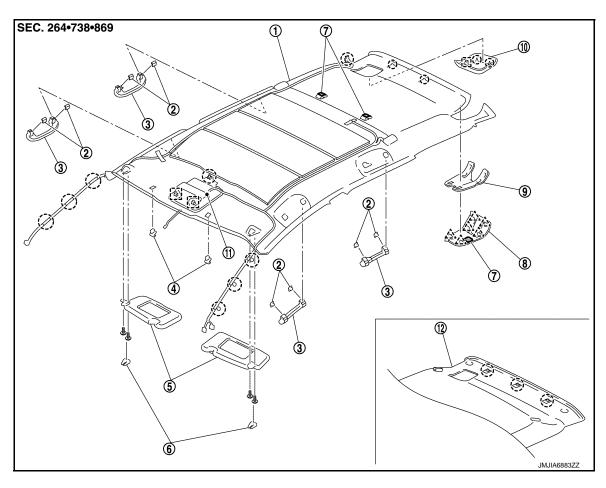
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# HEADLINING NORMAL ROOF

NORMAL ROOF: Exploded View

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- Headlining assembly (with auto back 2. door)
- 4. Sun-visor holder

( ☐) : Clip△ ∴ : Pawl[ ☐] : Metal clip

- 7. Dual-lock fastener
- 10. Rear center seat belt cover
- Assist grip cap
- 5. Sun-visor assembly
- 8. Auto back door finisher
- 11. Map lamp assembly
- 3. Assist grip
- 6. Sun-visor cover
- 9. Auto back door plate
- 12. Headlining assembly (without auto back door)

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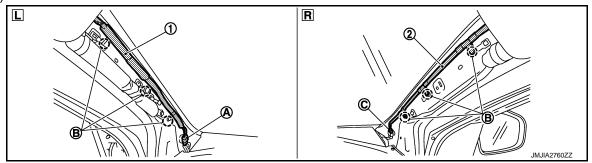
# NORMAL ROOF: Removal and Installation

# **REMOVAL**

- 1. Remove luggage side upper finisher (LH and RH). Refer to <a href="INT-35">INT-35</a>, "Removal and Installation".
- 2. Remove front pillar garnish (LH and RH) and center pillar upper garnish (LH and RH). Refer to <a href="INT-20">INT-20</a>, "Removal and Installation".

#### < REMOVAL AND INSTALLATION >

3. Disconnect roof harness (1) connectors (A), the antenna feeder (2) harness connector (C) and the clips (B).



L: Left side of vehicle

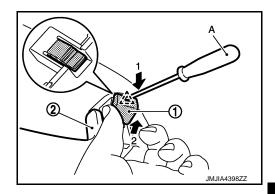
R: Right side of vehicle

( ) : Clip

- Remove all assist grips.
- Disengage pawl of assist grip clip (1) using a remover tool (A).
   Slide assist grip clip forward and remove it.

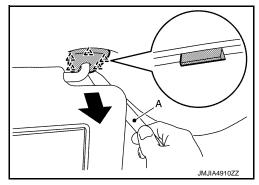


b. Slide assist grip (2) forward and remove it.



- 5. Remove sun-visor assembly (LH and RH).
- a. Disengage sun-visor cover fixing pawls using a remover tool (A), and then remove sun-visor cover.

\_\_\_\_\_\_: Pawl



- b. Remove sun-visor assembly fixing screws.
- c. Disconnect harness connector, and then remove sun-visor assembly.
- 6. Disconnect inside mirror and rain sensor harness connector.
  - with ADP: Refer to MIR-70, "Exploded View".
  - without ADP: Refer to MIR-93, "Exploded View".

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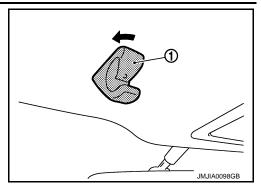
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#### < REMOVAL AND INSTALLATION >

7. Rotate 90° degrees and remove sun-visor holder (1) (LH and RH).

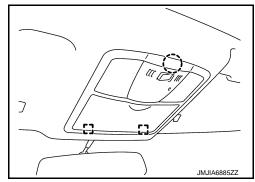


- 8. Recline front seat back to facilitate the headlining removal.
- 9. Pull the map lamp assembly toward and disengage clip and metal clips.

#### **CAUTION:**

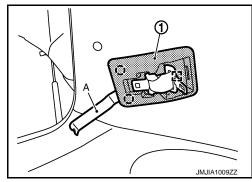
Map lamp assembly is crimped from the back of headlining. Remove it by disengaging the crimped area of back of map lamp assembly after removing headlining from the vehicle.





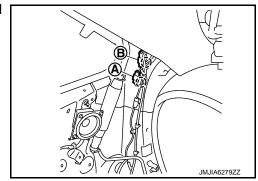
 Disengage rear center seat belt cover (1) fixing clips and metal clip using a remover tool (A), then remove rear center seat belt cover (1).





11. Disconnect the antenna feeder harness connectors (A), (B), and clips.





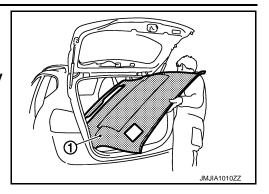
- 12. Using remover tool, remove headlining hidden clip at the back side of headlining.
- 13. Peel dual-lock fastener.

#### < REMOVAL AND INSTALLATION >

14. Remove headlining (1) from back door.

#### **CAUTION:**

- · When removing headlining, two 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.



15. Remove the following parts after removing headlining.

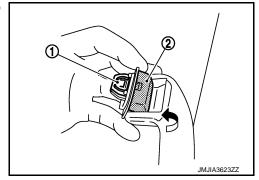
- Map lamp assembly. Refer to <a href="INL-124">INL-124</a>, "Removal and Installation".
- Personal lamp. Refer to INL-132, "Removal and Installation".
- · Roof harness assembly.
- Antenna feeder harness assembly. Refer to the following.
- BASE AUDIO WITHOUT COLOR DISPLAY. Refer to AV-45, "Feeder Lavout".
- BASE AUDIO WITH COLOR DISPLAY. Refer to AV-167. "Feeder Layout".
- BASE AUDIO WITHOUT NAVIGATION LHD MODELS. Refer to AV-298, "Feeder Layout".
- BOSE AUDIO WITH NAVIGATION LHD MODELS. Refer to AV-469, "Feeder Layout".

#### **INSTALLATION**

Note the following items, and then install in the reverse order of removal.

#### **CAUTION:**

- As for guide, first install the sun-visor holder (LH and RH) and then the rear hidden clips at the back side of headlining.
- Be careful not to bend the headlining when installing.
- When installing assist grip, install metal clip (1) to assist grip clip (2), and then install to the vehicle body.



**SUNROOF** 

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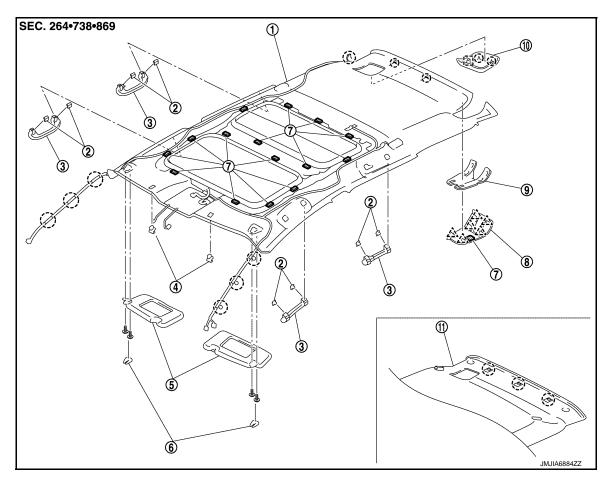
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Revision: 2013 August INT-29 2014 MURANO

**SUNROOF**: Exploded View

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- Headlining assembly (with auto back 2. door)
- 4. Sun-visor holder
- 7. Dual-lock fastener

: Clip

: Metal clip

- 10. Rear center seat belt cover
- Assist grip cap
- 5. Sun-visor assembly
- 8. Auto back door finisher
- 11. Headlining assembly (without auto back door)
- 3. Assist grip
- 6. Sun-visor cover
- 9. Auto back door plate

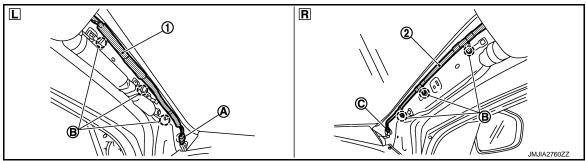
# SUNROOF: Removal and Installation

#### **REMOVAL**

- 1. Remove luggage side upper finisher (LH and RH). Refer to <a href="INT-35">INT-35</a>, "Removal and Installation".
- Remove front pillar garnish (LH and RH) and center pillar upper garnish (LH and RH). Refer to <u>INT-20</u>. "Removal and Installation".

#### < REMOVAL AND INSTALLATION >

3. Disconnect roof harness (1) connectors (A), the antenna feeder (2) harness connector (C) and the clips (B).



L: Left side of vehicle

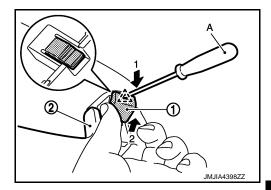
R: Right side of vehicle

( ) : Clip

- Remove all assist grips.
- Disengage pawl of assist grip clip (1) using a remover tool (A).
   Slide assist grip clip forward and remove it.

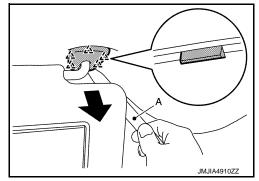


b. Slide assist grip (2) forward and remove it.



- 5. Remove sun-visor assembly (LH and RH).
- a. Disengage sun-visor cover fixing pawls using a remover tool (A), and then remove sun-visor cover.

\_\_\_\_\_\_: Pawl



- b. Remove sun-visor assembly fixing screws.
- c. Disconnect harness connector, and then remove sun-visor assembly.
- Disconnect inside mirror and rain sensor harness connector.
  - with ADP: Refer to MIR-70, "Exploded View".
  - without ADP: Refer to MIR-93, "Exploded View".

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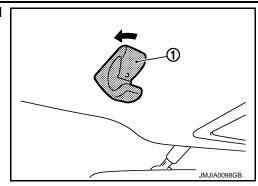
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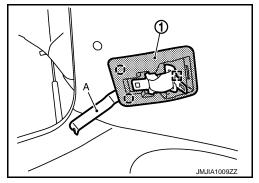
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7. Rotate 90° degrees and remove sun-visor holder (1) (LH and RH).



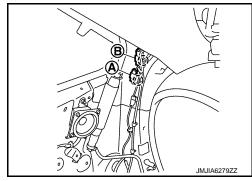
- 8. Recline front seat back to facilitate the headlining removal.
- 9. Remove map lamp assembly. Refer to INL-124, "Removal and Installation".
- Disengage rear center seat belt cover (1) fixing clips and metal clip using a remover tool (A), then remove rear center seat belt cover (1).





11. Disconnect the antenna feeder harness connectors (A), (B), and clips.

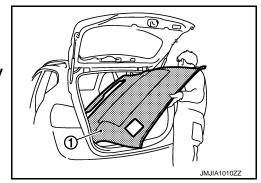




- 12. Using remover tool, remove headlining hidden clip at the back side of headlining.
- 13. Peel dual-lock fastener.
- 14. Remove headlining (1) from back door.

#### **CAUTION:**

- · When removing the headlining, two 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.



- 15. Remove the following parts after removing headlining.
  - Personal lamp. Refer to INL-132, "Removal and Installation".
  - Roof harness assembly
  - Antenna feeder harness assembly. Refer to the following.
  - BASE AUDIO WITHOUT COLOR DISPLAY. Refer to AV-45, "Feeder Layout".
  - BASE AUDIO WITH COLOR DISPLAY LHD MODELS. Refer to AV-167, "Feeder Layout".
  - BOSE AUDIO WITHOUT NAVIGATION LHD MODELS. Refer to AV-298, "Feeder Lavout".

#### < REMOVAL AND INSTALLATION >

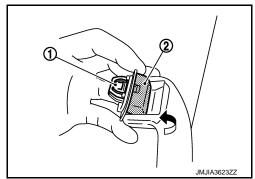
- BOSE AUDIO WITH NAVIGATION LHD MODELS. Refer to AV-469, "Feeder Layout".

#### **INSTALLATION**

Note the following items, and then install in the reverse order of removal.

#### **CAUTION:**

- As for guide, first install the sun-visor holder (LH and RH) and then the rear hidden clips at the back side of headlining.
- Be careful not to bend the headlining when installing.
- When installing assist grip, install metal clip (1) to assist grip clip (2), and then install to the vehicle body.



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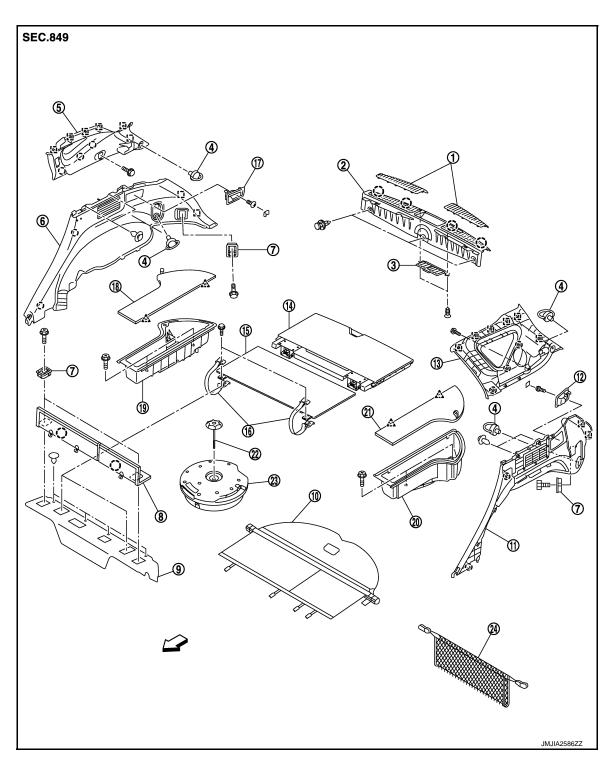
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Exploded View



- 1. Rear plate ornament (LH/RH)
- 4. Trunk net hook
- 7. Rear rope hook
- 10. Tonneau cover assembly
- 13. Luggage side upper finisher LH
- 2. Luggage rear plate
- 5. Luggage side upper finisher RH
- 8. Luggage floor front finisher
- 11. Luggage side lower finisher LH
- 14. Luggage floor center finisher (rear)
- 3. Luggage rear plate cap
- 6. Luggage side lower finisher RH
- 9. Luggage mask
- 12. Seatback control lever escutcheon LH
- 15. Luggage floor center finisher (front)

#### < REMOVAL AND INSTALLATION >

17. Seatback control lever escutcheon 16. Belt assembly 18. Luggage floor finisher RH 19. Luggage floor spacer RH 20. Luggage floor spacer LH 21. Luggage floor finisher LH 23. Woofer 22. Clamp 24. Net : Clip : Pawl : Metal clip ⟨ ∵ : Vehicle front

### Removal and Installation

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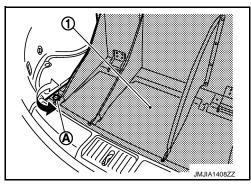
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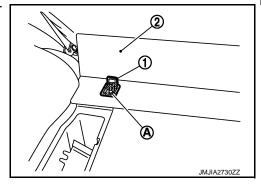
#### **REMOVAL**

LUGGAGE FLOOR CENTER FINISHER (FRONT) AND LUGGAGE FLOOR CENTER FINISHER (REAR)

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



Remove rear rope hook (1) fixing bolts (A) form the luggage floor front finisher (2) and then remove luggage floor front finisher.



- Remove both of luggage floor center finisher (front) fixing bolts, and then remove the luggage floor center finisher (front).
- 8. Remove the woofer. (BOSE audio with navigation models) Refer to AV-455, "Removal and Installation".

#### LUGGAGE SIDE UPPER FINISHER

- Remove rear seat belt anchor bolt (upper). Refer to SB-13, "SEAT BELT RETRACTOR: Removal and Installation".
- 2. Remove rear body side welt. Refer to INT-20, "Removal and Installation".
- 3. Remove back door weather-strip. Refer to DLK-336, "BACK DOOR WEATHER-STRIP: Removal and Installation".
- 4. Remove tonneau cover assembly.
- 5. Remove trunk net hook.
- Remove luggage side upper finisher fixing bolt.

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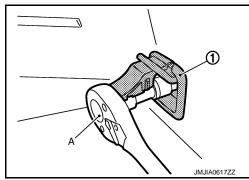
**INT-35** Revision: 2013 August 2014 MURANO

#### < REMOVAL AND INSTALLATION >

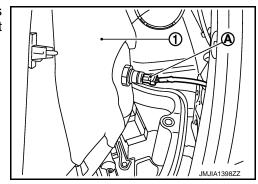
- 7. Remove luggage side upper finisher clips and metal clips with remover tool.
- 8. Remove luggage side upper finisher from the body side panel.

#### LUGGAGE SIDE LOWER FINISHER

- 1. Remove rear seat belt outer anchor fixing bolts. Refer to <u>SB-12, "SEAT BELT RETRACTOR: Exploded View"</u>.
- 2. Remove luggage rear plate.
- 3. Remove the luggage side upper finisher.
- 4. Disengage rear rope hook mounting bolt caps, remove rear rope hook mounting bolts with socket wrench (A), and then remove rope hooks (1) (LH/RH).



- 5. Remove the seatback control lever escutcheon. Refer to <u>SE-107</u>, "Exploded View".
- 6. Remove luggage side lower finisher fixing clip with remover tool.
- 7. Pull the luggage side lower finisher (1) to disengage the clips and metal clips, then disconnect the luggage room power socket harness connector (A).

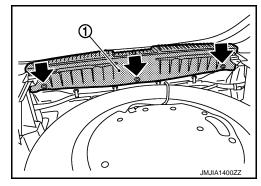


8. Remove luggage side lower finisher.

#### LUGGAGE REAR PLATE

- Remove back door weather-strip. Refer to <u>DLK-336, "BACK DOOR WEATHER-STRIP: Removal and Installation"</u>.
- 2. Remove luggage rear plate (1) fixing clips with remover tool.

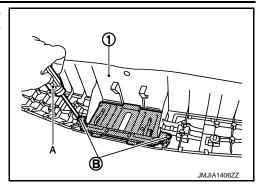




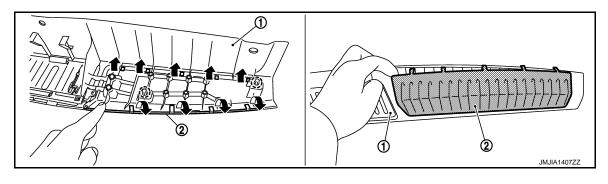
3. Hold both sides of luggage rear plate, pull upwards to remove.

#### < REMOVAL AND INSTALLATION >

4. After removal, place the luggage rear plate (1) as shown in the figure, then with a screwdriver (A) remove the luggage rear plate cap fixing bolts (B) and then remove the cap.



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



( ) : Clip

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

#### **INSTALLATION**

Note the following item, and then 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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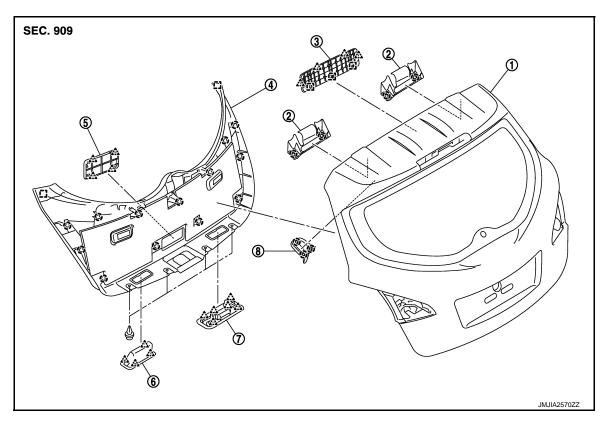
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**Exploded View** INFOID:0000000009720378



- 1. Back door assembly
- Back door finisher inner
- Auto power back door switch finisher 8.
- Back door hinge cover (LH/RH) 2.
- Back door finisher lid 5.
  - Back door upper cover
- Back door plate 3.
- Pull handle finisher 6.

# Removal and Installation

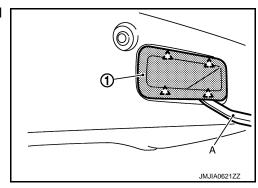
#### **REMOVAL**

: Clip : Pawl [ ] : Metal clip

#### BACK DOOR FINISHER INNER

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

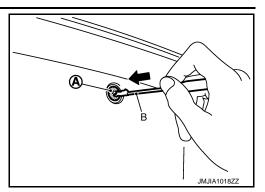




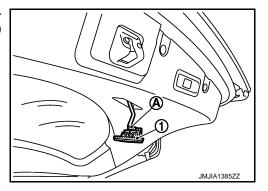
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#### < REMOVAL AND INSTALLATION >

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

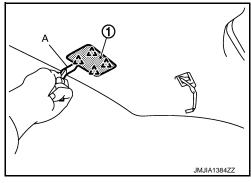


Disengage the luggage room lamp fixing pawls with a tool, disconnect the harness connector (A) then remove the lamps (1) (LH and RH)



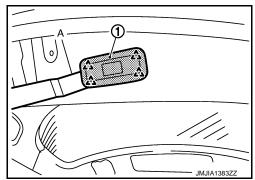
5. Disengage the back door finisher lid (1) fixing pawls, then remove the back door finisher lid with remover tool (A).





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





7. Remove the back door finisher inner.

#### NOTE:

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

Revision: 2013 August INT-39 2014 MURANO

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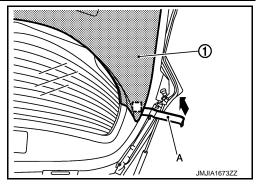
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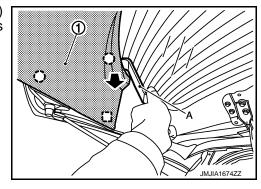
 Insert remover tool (A) between back door finisher inner (1) and back door panel to disengage the metal clips (LH and RH).

[ ]: Metal clip



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

( ) : Clip [ ] : Metal clip

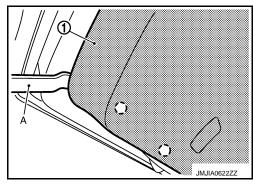


 Insert remover tool (A) between back door lower finisher inner (1) and back door panel to disengage the clips.

NOTE:

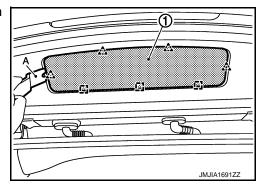
Start from the lower-downward side and work around the edges and up to the sides.

( ) : Clip



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

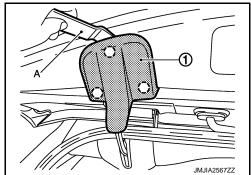
: Pawl : Metal clip



#### < REMOVAL AND INSTALLATION >

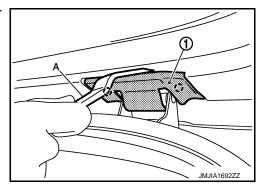
| 10. | Disengage back    | door upper | cover (1)   | fixing clips | with remover |
|-----|-------------------|------------|-------------|--------------|--------------|
|     | tool (A) and then | remove bac | ck door upp | oer cover (L | .H and RH).  |





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

( ) : Clip



#### **INSTALLATION**

Note the following item, and then 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.

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