## BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY

## N EX SECTION EXTERIOR CONTENTS PRECAUTION ......2 FRONT GRILLE ......16 Removal and Installation ......16 PRECAUTIONS ......2 Precaution for Supplemental Restraint System (SRS) "AIR BAG" and "SEAT BELT PRE-TEN-Removal and Installation .....17 FRONT FENDER .....18 Removal and Installation ......18 LICENSE LAMP FINISHER ......19 Removal and Installation .....19 Component ......20 Removal and Installation of Front Fender Protector ......20 Removal and Installation of Rear Fender Protector ....21 Removal and Installation ......22 Removal and Installation ......23 DOOR OUTSIDE MOLDING ......24 Removal and Installation ......24 SIDE GUARD MOLDING ......25 Removal and Installation ......25

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### < PRECAUTION >

## PRECAUTION PRECAUTIONS

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

### Service Notice

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- When removing or installing various parts, place a cloth or padding on the vehicle body to prevent scratches.
- Handle trim, molding, instruments, grille, etc. carefully during removing or installing. Be careful not to soil or damage them.
- Apply sealing compound where necessary when installing parts.
- When applying sealing compound, be careful that the sealing compound does not protrude from parts.
- When replacing any metal parts (for example body outer panel, members, etc.), be sure to take rust prevention measures.

### PREPARATION

### < PREPARATION >

## PREPARATION PREPARATION

## Special Service Tool

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

Tool number (Kent-Moore No.) Tool name		Description	С
 (J-39570) Chassis ear		Locating the noise	D
			F
	Ч SBT839		G
— (J-43980) NISSAN Squeak and Rattle kit		Repairing the cause of noise	Н
	SBT840		J
Commercial Service Too	I	INFOID:00000	D000001686387
(Kent-Moore No.) Tool name		Description	L
(J-39565) Engine ear		Locating the noise	M
	SIIA0995E		Ν
			0

Ρ

А

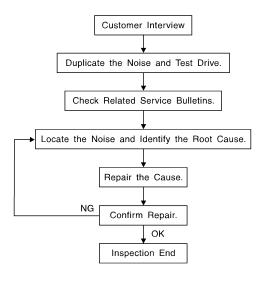
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< ON-VEHICLE MAINTENANCE >

## ON-VEHICLE MAINTENANCE SQUEAK AND RATTLE TROUBLE DIAGNOSES

### Work Flow



SBT842

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### CUSTOMER INTERVIEW

Interview the customer if possible, to determine the conditions that exist when the noise occurs. Use the Diagnostic Worksheet during the interview to document the facts and conditions when the noise occurs and any customer's comments; refer to <u>EXT-8</u>, "<u>Diagnostic Worksheet</u>". This information is necessary to duplicate the conditions that exist when the noise occurs.

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

DUPLICATE THE NOISE AND TEST DRIVE

## < ON-VEHICLE MAINTENANCE >

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 and diverse the sam	А
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:	В
<ol> <li>Close a door.</li> <li>Tap or push/pull around the area where the noise appears to be coming from.</li> </ol>	D
<ul><li>3) Rev the engine.</li><li>4) Use a floor jack to recreate vehicle "twist".</li></ul>	С
<ul><li>5) At idle, apply engine load (electrical load, A/T in drive position).</li><li>6) Raise the vehicle on a hoist and hit a tire with a rubber hammer.</li></ul>	
<ul> <li>Drive the vehicle and attempt to duplicate the conditions the customer states exist when the noise occurs.</li> <li>If it is difficult to duplicate the noise, drive the vehicle slowly on an undulating or rough road to stress the vehicle body.</li> </ul>	D
CHECK RELATED SERVICE BULLETINS	Е
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.	F
LOCATE THE NOISE AND IDENTIFY THE ROOT CAUSE	
1. Narrow down the noise to a general area. To help pinpoint the source of the noise, use a listening tool (Chassis Ear: J-39570, Engine Ear: J-39565 and mechanic's stethoscope).	G
2. Narrow down the noise to a more specific area and identify the cause of the noise by:	
<ul> <li>removing the components in the area that you suspect the noise is coming from.</li> <li>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.</li> </ul>	Н
<ul> <li>tapping or pushing/pulling the component that you suspect is causing the noise.</li> <li>Do not tap or push/pull the component with excessive force, otherwise the noise will be eliminated only temporarily.</li> </ul>	Ι
• feeling for a vibration with your hand by touching the component(s) that you suspect is (are) causing the noise.	
<ul> <li>placing a piece of paper between components that you suspect are causing the noise.</li> <li>looking for loose components and contact marks.</li> </ul>	J
Refer to EXT-6. "Generic Squeak and Rattle Troubleshooting".	сvт
REPAIR THE CAUSE	EXT
<ul> <li>If the cause is a loose component, tighten the component securely.</li> <li>If the cause is insufficient clearance between components:</li> </ul>	
<ul> <li>separate components by repositioning or loosening and retightening the component, if possible.</li> <li>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 Depart-</li> </ul>	L
ment. CAUTION:	$\mathbb{N}$
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.	Ν
URETHANE PADS [1.5 mm (0.059 in) thick]	
Insulates connectors, harness, etc. 76268-9E005: 100×135 mm (3.94×5.31 in)/76884-71L01: 60×85 mm (2.36×3.35 in)/76884-71L02: 15×25	0
mm (0.59×0.98 in)	
INSULATOR (Foam blocks) Insulates components from contact. Can be used to fill space behind a panel. 73982-9E000: 45 mm (1.77 in) thick, 50×50 mm (1.97×1.97 in)/73982-50Y00: 10 mm (0.39 in) thick,	Ρ
50×50 mm (1.97×1.97 in) INSULATOR (Light foam block)	
80845-71L00: 30 mm (1.18 in) thick, 30×50 mm (1.18×1.97 in)	
FELT CLOTH TAPE Used to insulate where movement does not occur. Ideal for instrument panel applications.	

#### < ON-VEHICLE MAINTENANCE >

### 68370-4B000: 15×25 mm (0.59×0.98 in) pad/68239-13E00: 5 mm (0.20 in) wide tape roll. The following materials not found in the kit can also be used to repair squeaks and rattles. UHMW (TEFLON) TAPE Insulates where slight movement is present. Ideal for instrument panel applications. SILICONE GREASE Used instead of UHMW tape that will be visible or not fit. Note: Will only last a few months. SILICONE SPRAY Use when grease cannot be applied. DUCT TAPE Use to eliminate movement. CONFIRM THE REPAIR

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

## Generic Squeak and Rattle Troubleshooting

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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:

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

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

### CAUTION:

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

### CENTER CONSOLE

Components to pay attention to include:

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

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

### DOORS

Pay attention to the:

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

Tapping or moving the components or pressing on them while driving to duplicate the conditions can isolate many of these incidents. You can usually insulate the areas with felt cloth tape or insulator foam blocks from the NISSAN Squeak and Rattle Kit (J-43980) to repair the noise.

#### 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

## < ON-VEHICLE MAINTENANCE >

_		
2	2. Trunk lid striker out of adjustment	
3	3. The trunk lid torsion bars knocking together	А
2	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) caus- ng the noise.	В
S	SUNROOF/HEADLINING	
	Noises in the sunroof/headlining area can often be traced to one of the following:	0
	1. Sunroof lid, rail, linkage or seals making a rattle or light knocking noise	C
2	2. Sun visor shaft shaking in the holder	
3	3. Front or rear windshield touching headliner and squeaking	D
	Again, pressing on the components to stop the noise while duplicating the conditions can isolate most of these ncidents. Repairs usually consist of insulating with felt cloth tape.	
(	OVERHEAD CONSOLE (FRONT AND REAR)	Ε
t	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.	
	n addition look for:	F
	1. Loose harness or harness connectors.	
	2. Front console map/reading lamp lens loose.	$\sim$
	3. Loose screws at console attachment points.	G
١	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	Н
	ne 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	2. A squeak between the seat pad cushion and frame	
:	3. The rear seatback lock and bracket	1
(	These noises can be isolated by moving or pressing on the suspected components while duplicating the con- ditions under which the noise occurs. Most of these incidents can be repaired by repositioning the component or applying urethane tape to the contact area.	J
	JNDERHOOD	ΕX
e t	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:	L
	1. Any component mounted to the engine wall	
2	<ol><li>Components that pass through the engine wall</li></ol>	M
(	3. Engine wall mounts and connectors	IV
4	4. Loose radiator mounting pins	
Į	5. Hood bumpers out of adjustment	N
6	<ol><li>Hood striker out of adjustment</li></ol>	
r	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 nsulating the component causing the noise.	0

#### < ON-VEHICLE MAINTENANCE >

#### Diagnostic Worksheet

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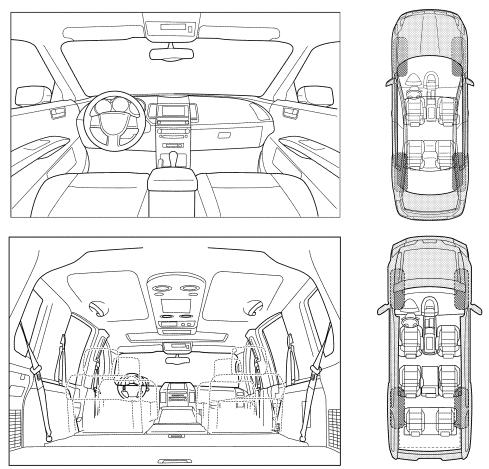
Dear Customer:

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

#### SQUEAK & RATTLE DIAGNOSTIC WORKSHEET

#### 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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### < ON-VEHICLE MAINTENANCE >

Briefly describe the location where the no	se occurs:	
		-
II. WHEN DOES IT OCCUR? (please cho	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	Dry or dusty conditions	
Only when it is hot outside	Other:	
III. WHEN DRIVING:	IV. WHAT TYPE OF NOISE	
☐ Through driveways	☐ Squeak (like tennis shoes on a clean floor)	
Over rough roads	Creak (like walking on an old wooden floor)	
Over speed bumps	Rattle (like shaking a baby rattle)	
☐ Only about mph	$\Box$ Knock (like a knock at the door)	
On acceleration	Tick (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 or cargo		
Other:		
☐ After driving miles or min	utes	
		-
TO BE COMPLETED BY DEALERSHIP F	ERSONNEL	
Test Drive Notes:		

/ehicle test driven with customer       Image: Constraint of the customer       Image: Constraint of the customer         - Noise verified on test drive       Image: Constraint of the customer       Image: Constraint of the customer         - Noise source located and repaired       Image: Constraint of the customer       Image: Constraint of the customer         - Follow up test drive performed to confirm repair       Image: Constraint of the customer       Image: Constraint of the customer

EXT

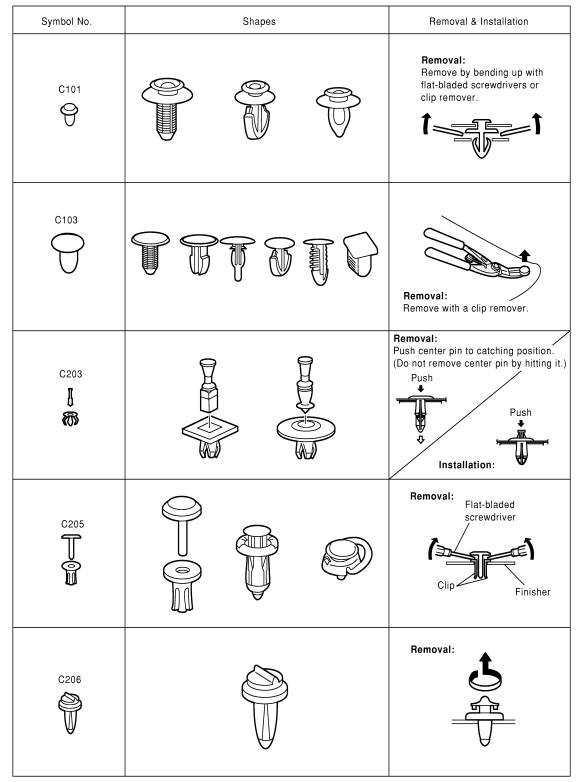
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## < ON-VEHICLE MAINTENANCE >

## CLIP AND FASTENER

## Clip and Fastener

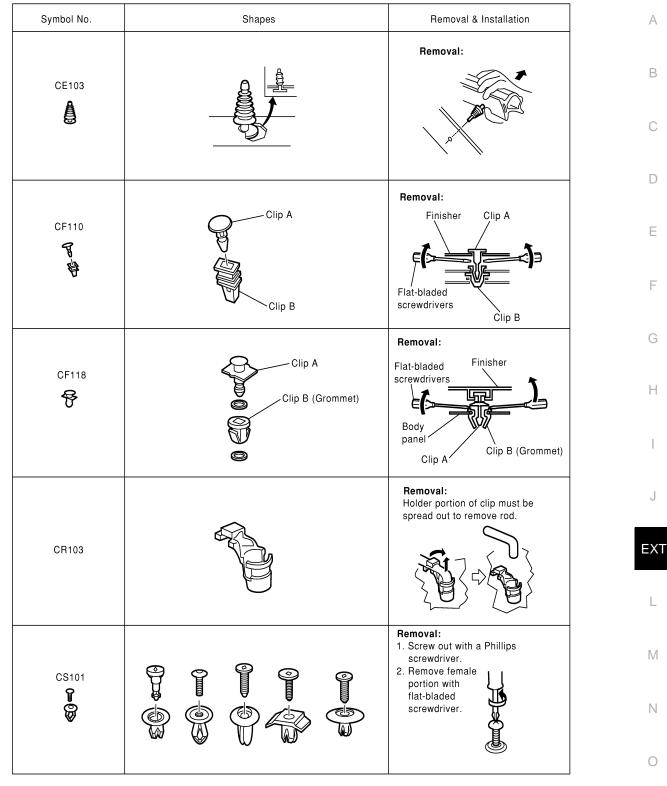
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## **CLIP AND FASTENER**

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## **CLIP AND FASTENER**

#### < ON-VEHICLE MAINTENANCE >

Symbol No.	Shapes	Remo	val & Installation
CG101		Removal: Rotate 45° to remove Removal:	Installation:
CS102	() June		
CS113		with a flat-blad then remove cl	ber connection of clip ed screwdriver, ip while inserting a ewdriver between d clip.
C111			TA)

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### **FRONT BUMPER**

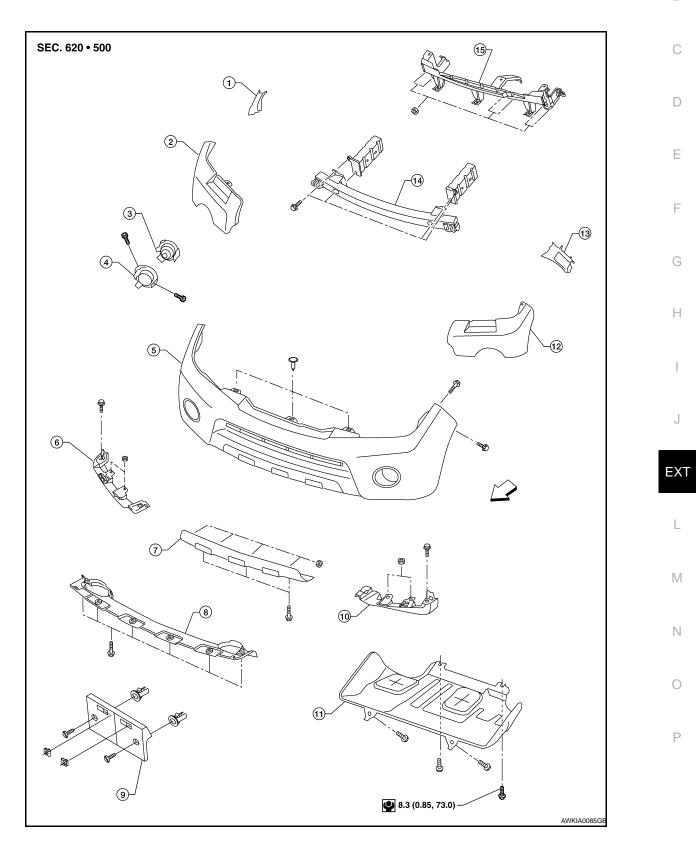
### < ON-VEHICLE REPAIR >

## ON-VEHICLE REPAIR FRONT BUMPER

Removal and Installation

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### **FRONT BUMPER**

### < ON-VEHICLE REPAIR >

1.	Front bumper stay RH	2.	Front bumper reinforcement RH	3.	Fog lamp opening finisher (if equipped)
4.	Fog lamp (if equipped)	5.	Front bumper fascia assembly	6.	Front valance RH
7.	Front bumper protector assembly (if equipped)	8.	Front valance center	9.	Front license plate bracket
10.	Front valance LH	11.	Engine under cover	12.	Front bumper reinforcement LH
13.	Front bumper stay LH	14.	Front bumper	15.	Front bumper bracket
$\Leftarrow$	Front				

## REMOVAL

- 1. Disconnect the negative and positive battery terminals, then wait at least 3 minutes.
- 2. Remove the front grille. Refer to EXT-16.
- 3. Remove the front fender protectors LH and RH. Refer to <u>EXT-20, "Removal and Installation of Front</u> <u>Fender Protector"</u>.
- 4. Remove the front valance LH, center, then RH.
- 5. Remove the engine undercover.
- 6. Disconnect the fog lamp harness connectors, if equipped.
- 7. Remove the front bumper fascia assembly.
- 8. Remove the front bumper.
- 9. Remove the front bumper bracket.

#### INSTALLATION

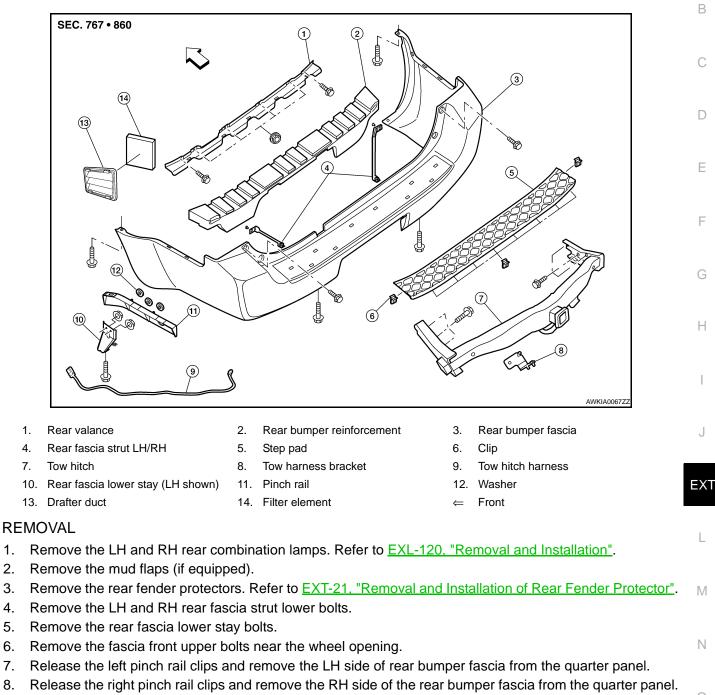
## REAR BUMPER

## **Removal and Installation**

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- 9. Remove the fascia rear upper bolts near the rear combination lamps LH/RH.
- 10. Remove the rear bumper fascia.
- 11. Disconnect the harness on left side of tow hitch.
- 12. Detach the I-key antenna from the rear bumper reinforcement, then remove rear bumper reinforcement.
- 13. Remove the drafter duct from the lower side of LH quarter panel.
- 14. Remove the rear valance nuts and bolts, then remove the rear valance.

#### INSTALLATION

1. 2.

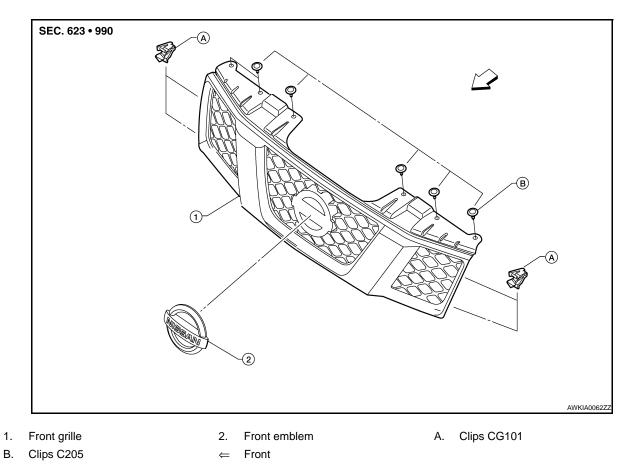
Installation is in the reverse order of removal.

Apply sealant to clips securing upper step pad during installation.

## FRONT GRILLE

## Removal and Installation

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### REMOVAL

- 1. Remove the upper clips from the front grille.
- 2. Twist and release the LH and RH side clips and release the top of the front grille.
- 3. Detach the lower front grille clips and remove the front grille.

### INSTALLATION

## COWL TOP

## Removal and Installation

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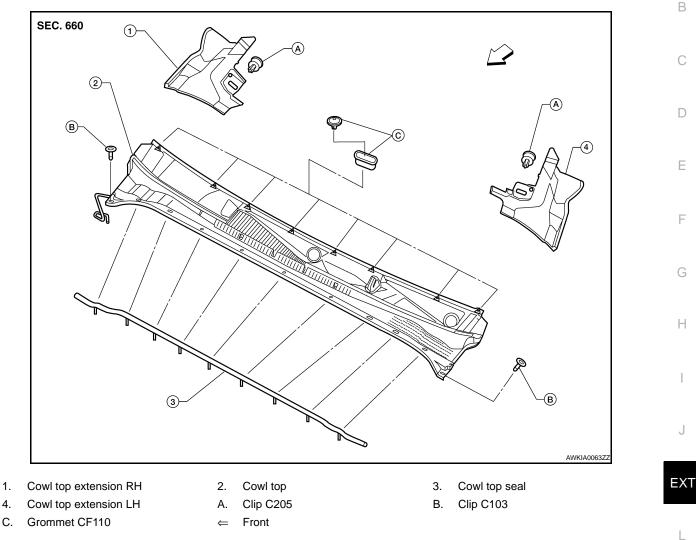
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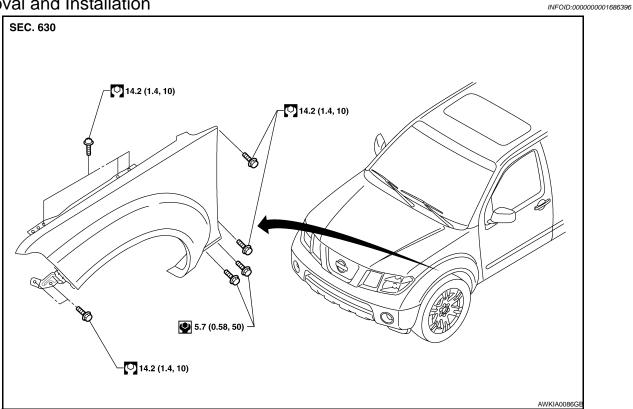
### REMOVAL

- 1. Remove the front wiper arms. Refer to WW-49, "Removal and Installation".
- 2. Remove the cowl top seal.
- 3. Remove the cowl top clips and lift the cowl top, disconnect the washer tubes from the washer nozzles and remove the cowl top.
- 4. Release the clips and remove the LH and RH cowl top extensions.

### INSTALLATION

## **FRONT FENDER**

**Removal and Installation** 



### REMOVAL

- 1. Remove the LH and RH headlamp assemblies. Refer to EXL-112, "Removal and Installation".
- 2. Remove the front fender protector. Refer to EXT-20.
- 3. Remove the front bumper fascia. Refer to EXT-13, "Removal and Installation".
- 4. Remove the front fender bolts from hoodledge and the dash panel.
- 5. Remove the front fender bolts from the rocker panel and the radiator core support member.
- 6. Remove the front fender.

### **INSTALLATION**

### LICENSE LAMP FINISHER

#### < ON-VEHICLE REPAIR >

## LICENSE LAMP FINISHER

### **Removal and Installation**

SEC. 900 1 (2) (A)AWKIA0065ZZ 1. Back door 2. License lamp finisher A. License lamp finisher nuts 1. Remove the back door finisher. Refer to INT-21, "Removal and Installation".

2. Remove the license lamp nuts and remove the license lamp finisher.

#### **INSTALLATION**

REMOVAL

Installation is in the reverse order of removal.

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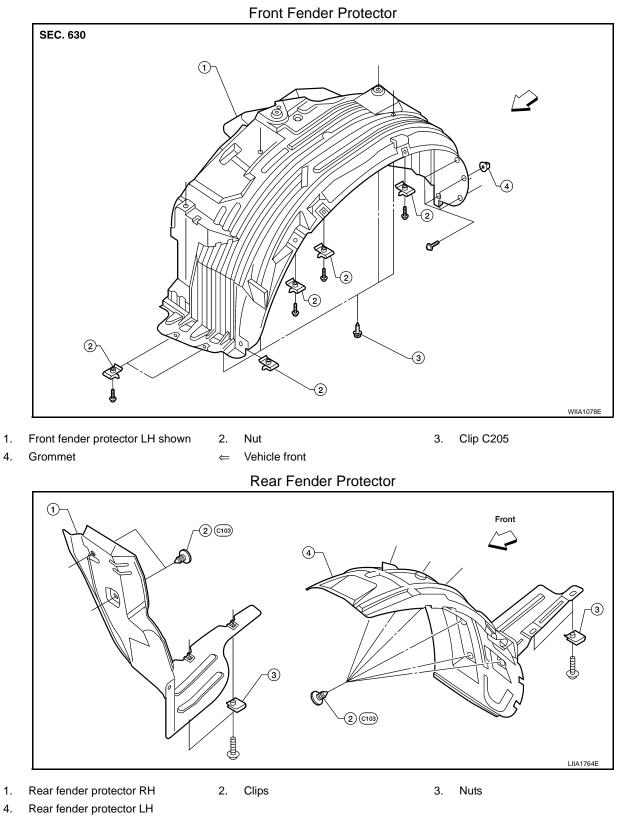
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# FENDER PROTECTOR

## Component

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Removal and Installation of Front Fender Protector

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### REMOVAL

## FENDER PROTECTOR

< C	DN-VEHICLE REPAIR >	
1.	Remove the screws.	
2.	Remove the plastic clips.	Α
3.	Remove the pushpins.	
4.	Remove the front fender protector.	D
INS	STALLATION	В
Ins	tallation is in the reverse order of removal.	
Re	emoval and Installation of Rear Fender Protector	С
RE	MOVAL	
1.	Remove the screws.	D
2.	Remove the plastic clips.	
3.	Remove the pushpins.	Е
4.	Remove the rear fender protector.	
INS	STALLATION	
Ins	tallation is in the reverse order of removal.	F
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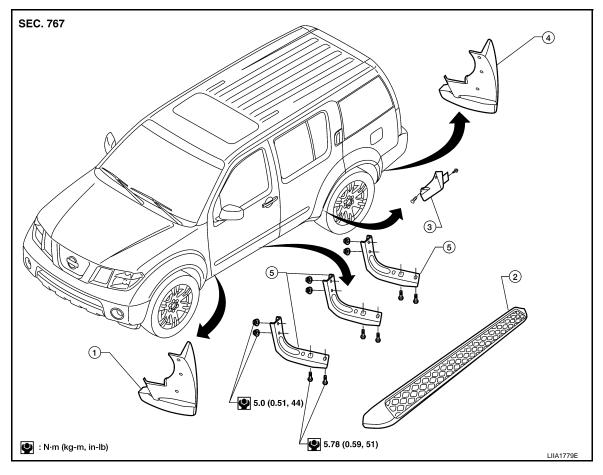
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## **RUNNING BOARDS**

### **Removal and Installation**

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- 1. Front mud flap (if equipped) Rear mud flap (if equipped)
- 2. Running board Running board bracket 5.
- 3. Rear wheel wind deflector

### REMOVAL

4.

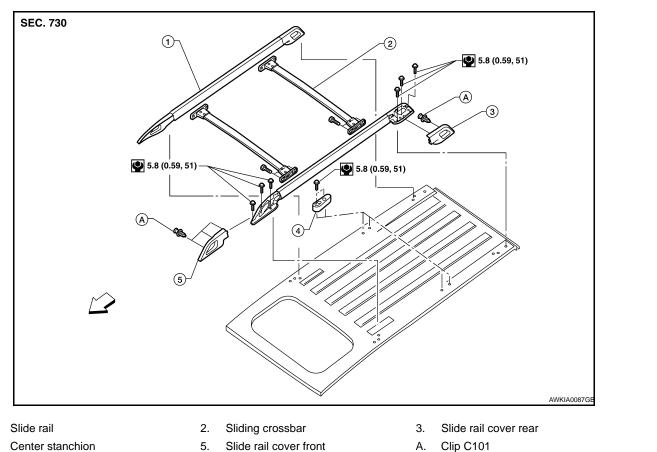
- 1. Remove the mud flaps (if equipped).
- 2. Remove the bolts and remove the running board from the running board brackets.
- 3. Remove the nuts and remove the running board brackets from the chassis.
- 4. Remove the screw and clip and remove the wind deflector.

#### **INSTALLATION**

# **ROOF RACK**

### **Removal and Installation**

INFOID:000000001686402



- 4.
- Front ⇐

#### REMOVAL

1.

- 1. Pry outward releasing the clips and remove the slide rail cover front LH and RH.
- 2. Pry outward releasing the clips and remove the slide rail cover rear LH and RH.
- 3. Remove the bolts and remove front and rear sliding crossbars from slide rails.
- 4. Remove the bolts from the slide rails LH and RH.
- Shift the slide rails forward to disengage from the center stanchion and remove. 5.
- 6. Remove the bolts and remove the center stansions LH and RH.

#### **INSTALLATION**

Installation is in the reverse order of removal.

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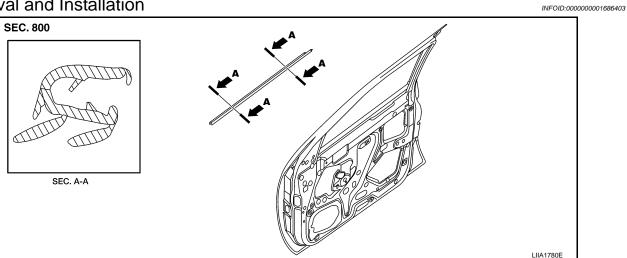
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### DOOR OUTSIDE MOLDING

#### < ON-VEHICLE REPAIR >

## DOOR OUTSIDE MOLDING

**Removal and Installation** 



### FRONT DOOR OUTSIDE MOLDING

#### Removal

- 1. Open the window fully.
- 2. Remove the door mirror. Refer to MIR-13, "Door Mirror Assembly".
- Lift molding from the front side off of flange. 3.
- Remove the front door outside molding. 4.

Installation

## SIDE GUARD MOLDING

### Removal and Installation

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