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INSTRUMENT PANEL

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# PRECAUTIONS

< SERVICE INFORMATION >

## SERVICE INFORMATION

### PRECAUTIONS

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

INFOID:000000004277401

The Supplemental Restraint System such as "AIR BAG" and "SEAT BELT PRE-TENSIONER", used along with a front seat belt, helps to reduce the risk or severity of injury to the driver and front passenger for certain types of collision. This system includes seat belt switch inputs and dual stage front air bag modules. The SRS system uses the seat belt switches to determine the front air bag deployment, and may only deploy one front air bag, depending on the severity of a collision and whether the front occupants are belted or unbelted. Information necessary to service the system safely is included in the SRS and SB section of this Service Manual.

#### **WARNING:**

- To avoid rendering the SRS inoperative, which could increase the risk of personal injury or death in the event of a collision which would result in air bag inflation, all maintenance must be performed by an authorized NISSAN/INFINITI dealer.
- Improper maintenance, including incorrect removal and installation of the SRS, can lead to personal injury caused by unintentional activation of the system. For removal of Spiral Cable and Air Bag Module, see the SRS section.
- Do not use electrical test equipment on any circuit related to the SRS unless instructed to in this Service Manual. SRS wiring harnesses can be identified by yellow and/or orange harnesses or harness connectors.

# PREPARATION

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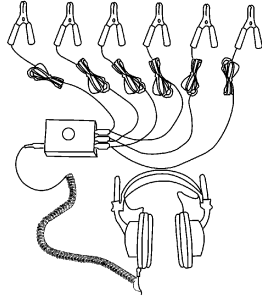
## PREPARATION

### Special Service Tool

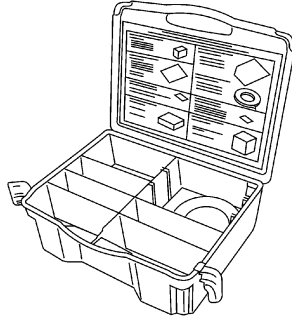
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The actual shapes of Kent-Moore tools may differ from those of special service tools illustrated here.

Tool number (Kent-Moore No.) Tool name	Description
— (J-39570) Chassis ear	Locating the noise
— (J-43980) NISSAN Squeak and Rattle kit	Repairing the cause of noise



SBT839

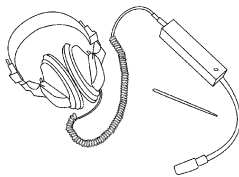


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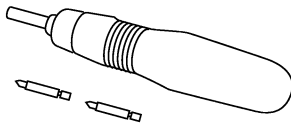
### Commercial Service Tool

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(Kent-Moore No.) Tool name	Description
(J-39565) Engine ear	Locating the noise
Power Tool	Loosening bolts and nuts



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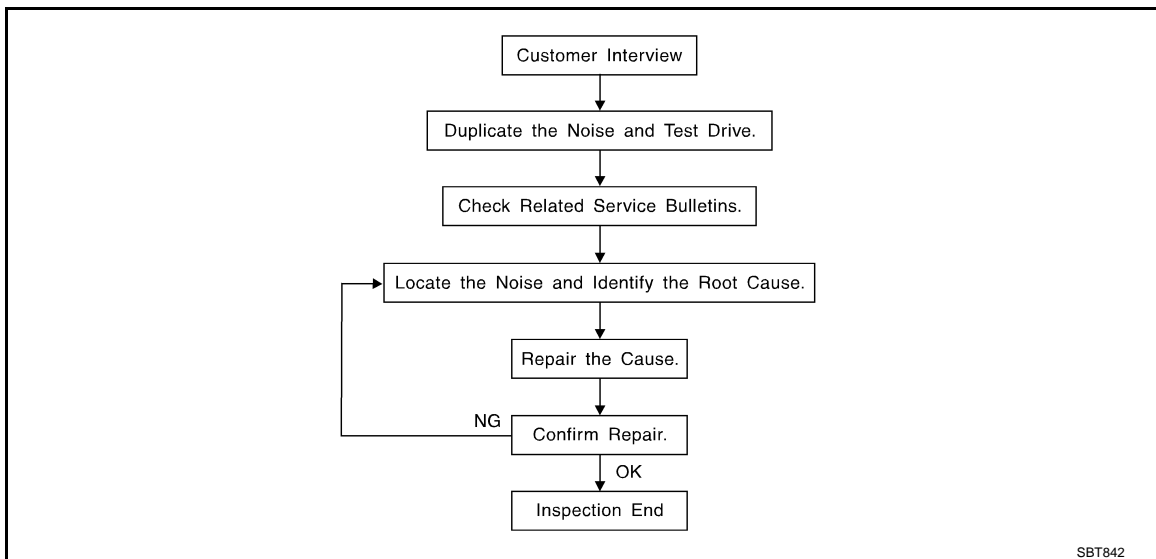
# SQUEAK AND RATTLE TROUBLE DIAGNOSIS

< SERVICE INFORMATION >

## SQUEAK AND RATTLE TROUBLE DIAGNOSIS

### Work Flow

INFOID:000000004277404



### 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 [IP-8, "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, be sure to diagnose and repair the noise that the customer is concerned about. This can be accomplished by test driving the vehicle with the customer.
- After identifying the type of noise, isolate the noise in terms of its characteristics. The noise characteristics are provided so the customer, service adviser and technician are all speaking the same language when defining the noise.
- Squeak — (Like tennis shoes on a clean floor)  
Squeak characteristics include the light contact/fast movement/brought on by road conditions/hard surfaces = higher pitch noise/softer surfaces = lower pitch noises/edge to surface = chirping.
- Creak — (Like walking on an old wooden floor)  
Creak characteristics include firm contact/slow movement/twisting with a rotational movement/pitch dependent on materials/often brought on by activity.
- Rattle — (Like shaking a baby rattle)  
Rattle characteristics include the fast repeated contact/vibration or similar movement/loose parts/missing clip or fastener/incorrect clearance.
- Knock — (Like a knock on a door)  
Knock characteristics include hollow sounding/sometimes repeating/often brought on by driver action.
- Tick — (Like a clock second hand)  
Tick characteristics include gentle contacting of light materials/loose components/can be caused by driver action or road conditions.
- Thump — (Heavy, muffled knock noise)  
Thump characteristics include softer knock/dead sound often brought on by activity.
- Buzz — (Like a bumblebee)  
Buzz characteristics include high frequency rattle/firm contact.
- Often the degree of acceptable noise level will vary depending upon the person. A noise that you may judge as acceptable may be very irritating to the customer.
- Weather conditions, especially humidity and temperature, may have a great effect on noise level.

### DUPLICATE THE NOISE AND TEST DRIVE

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

# SQUEAK AND RATTLE TROUBLE DIAGNOSIS

## < SERVICE INFORMATION >

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

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

## CHECK RELATED SERVICE BULLETINS

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

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

## LOCATE THE NOISE AND IDENTIFY THE ROOT CAUSE

1. Narrow down the noise to a general area. To help pinpoint the source of the noise, use a listening tool (Chassis Ear: J-39570, Engine Ear: J-39565, and mechanics stethoscope).
2. Narrow down the noise to a more specific area and identify the cause of the noise by:
  - Removing the components in the area that you suspect the noise is coming from.  
**Do not use too much force when removing clips and fasteners, otherwise clips and fasteners can be broken or lost during the repair, resulting in the creation of new noise.**
  - Tapping or pushing/pulling the component that you suspect is causing the noise.  
**Do not tap or push/pull the component with excessive force, otherwise the noise will be eliminated only temporarily.**
  - Feeling for a vibration with your hand by touching the component(s) that you suspect is (are) causing the noise.
  - Placing a piece of paper between components that you suspect are causing the noise.
  - Looking for loose components and contact marks.Refer to [IP-6, "Generic Squeak and Rattle Troubleshooting"](#).

## REPAIR THE CAUSE

- If the cause is a loose component, tighten the component securely.
- If the cause is insufficient clearance between components:
  - Separate components by repositioning or loosening and retightening the component, if possible.
  - Insulate components with a suitable insulator such as urethane pads, foam blocks, felt cloth tape or urethane tape. A NISSAN Squeak and Rattle Kit (J-43980) is available through your authorized NISSAN Parts Department.

### CAUTION:

**Do not use excessive force as many components are constructed of plastic and may be damaged.**

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

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

URETHANE PADS [1.5 mm (0.059 in) thick]

Insulates connectors, harness, etc.

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

INSULATOR (Foam blocks)

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

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

INSULATOR (Light foam block)

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

FELT CLOTH TAPE

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

68370-4B000: 15 x 25 mm (0.59 x 0.98 in) pad/68239-13E00: 5 mm (0.20 in) wide tape roll

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

UHMW (TEFLON) TAPE

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

# SQUEAK AND RATTLE TROUBLE DIAGNOSIS

## < SERVICE INFORMATION >

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### SILICONE GREASE

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

Note: Will only last a few months.

### SILICONE SPRAY

Use when grease cannot be applied.

### DUCT TAPE

Use to eliminate movement.

### CONFIRM THE REPAIR

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

## Generic Squeak and Rattle Troubleshooting

INFOID:000000004277405

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
2. Trunk lid striker out of adjustment
3. The trunk lid torsion bars knocking together
4. A loose license plate or bracket

# SQUEAK AND RATTLE TROUBLE DIAGNOSIS

## < SERVICE INFORMATION >

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

### SUNROOF/HEADLINING

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

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

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

### OVERHEAD CONSOLE (FRONT AND REAR)

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

In addition look for:

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

### SEATS

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

Cause of seat noise include:

1. Headrest rods and holder
2. A squeak between the seat pad cushion and frame
3. The 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
2. Components that pass through the engine wall
3. Engine wall mounts and connectors
4. Loose radiator mounting pins
5. Hood bumpers out of adjustment
6. Hood striker out of adjustment

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

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# SQUEAK AND RATTLE TROUBLE DIAGNOSIS

< SERVICE INFORMATION >

## Diagnostic Worksheet

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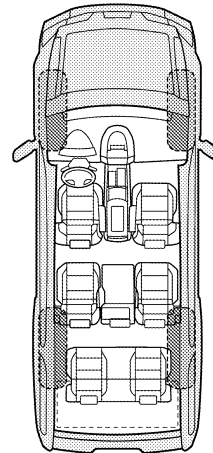
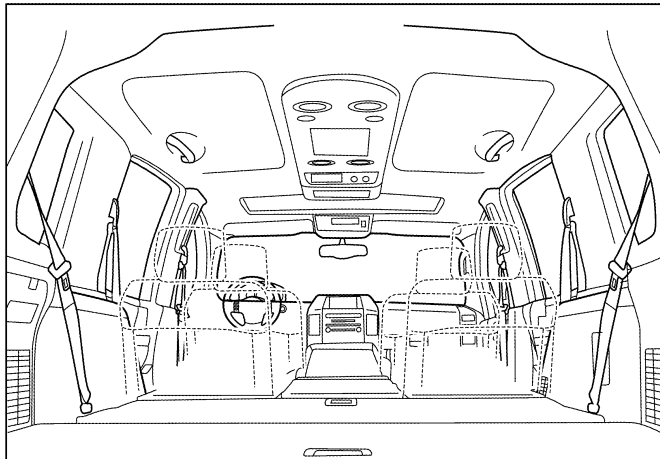
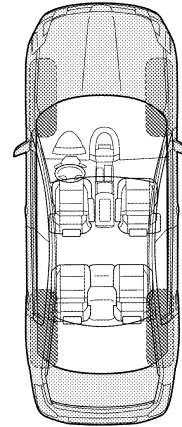
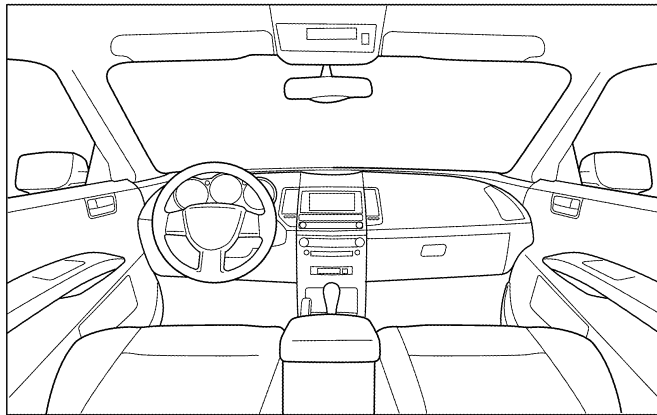
Dear Customer:

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.



# SQUEAK AND RATTLE TROUBLE DIAGNOSIS

< SERVICE INFORMATION >

## SQUEAK & RATTLE DIAGNOSTIC WORKSHEET - page 2

Briefly describe the location where the noise occurs:

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### II. WHEN DOES IT OCCUR? (please check the boxes that apply)

- |   |  |
|---|--|
| <input type="checkbox"/> Anytime                      | <input type="checkbox"/> After sitting out in the rain |
| <input type="checkbox"/> 1st time in the morning      | <input type="checkbox"/> When it is raining or wet     |
| <input type="checkbox"/> Only when it is cold outside | <input type="checkbox"/> Dry or dusty conditions       |
| <input type="checkbox"/> Only when it is hot outside  | <input type="checkbox"/> Other:                        |

### III. WHEN DRIVING:

- Through driveways
- Over rough roads
- Over speed bumps
- Only about \_\_\_\_ mph
- On acceleration
- Coming to a stop
- On turns: left, right or either (circle)
- With passengers or cargo
- Other: \_\_\_\_\_
- After driving \_\_\_\_ miles or \_\_\_\_ minutes

### IV. WHAT TYPE OF NOISE

- Squeak (like tennis shoes on a clean floor)
- Creak (like walking on an old wooden floor)
- Rattle (like shaking a baby rattle)
- Knock (like a knock at the door)
- Tick (like a clock second hand)
- Thump (heavy muffled knock noise)
- Buzz (like a bumble bee)

### TO BE COMPLETED BY DEALERSHIP PERSONNEL

Test Drive Notes:

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	YES	NO	Initials of person performing
Vehicle test driven with customer	<input type="checkbox"/>	<input type="checkbox"/>	_____
- Noise verified on test drive	<input type="checkbox"/>	<input type="checkbox"/>	_____
- Noise source located and repaired	<input type="checkbox"/>	<input type="checkbox"/>	_____
- Follow up test drive performed to confirm repair	<input type="checkbox"/>	<input type="checkbox"/>	_____

VIN: \_\_\_\_\_ Customer Name \_\_\_\_\_

W.O.# \_\_\_\_\_ Date: \_\_\_\_\_

This form must be attached to Work Order

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# INSTRUMENT PANEL ASSEMBLY

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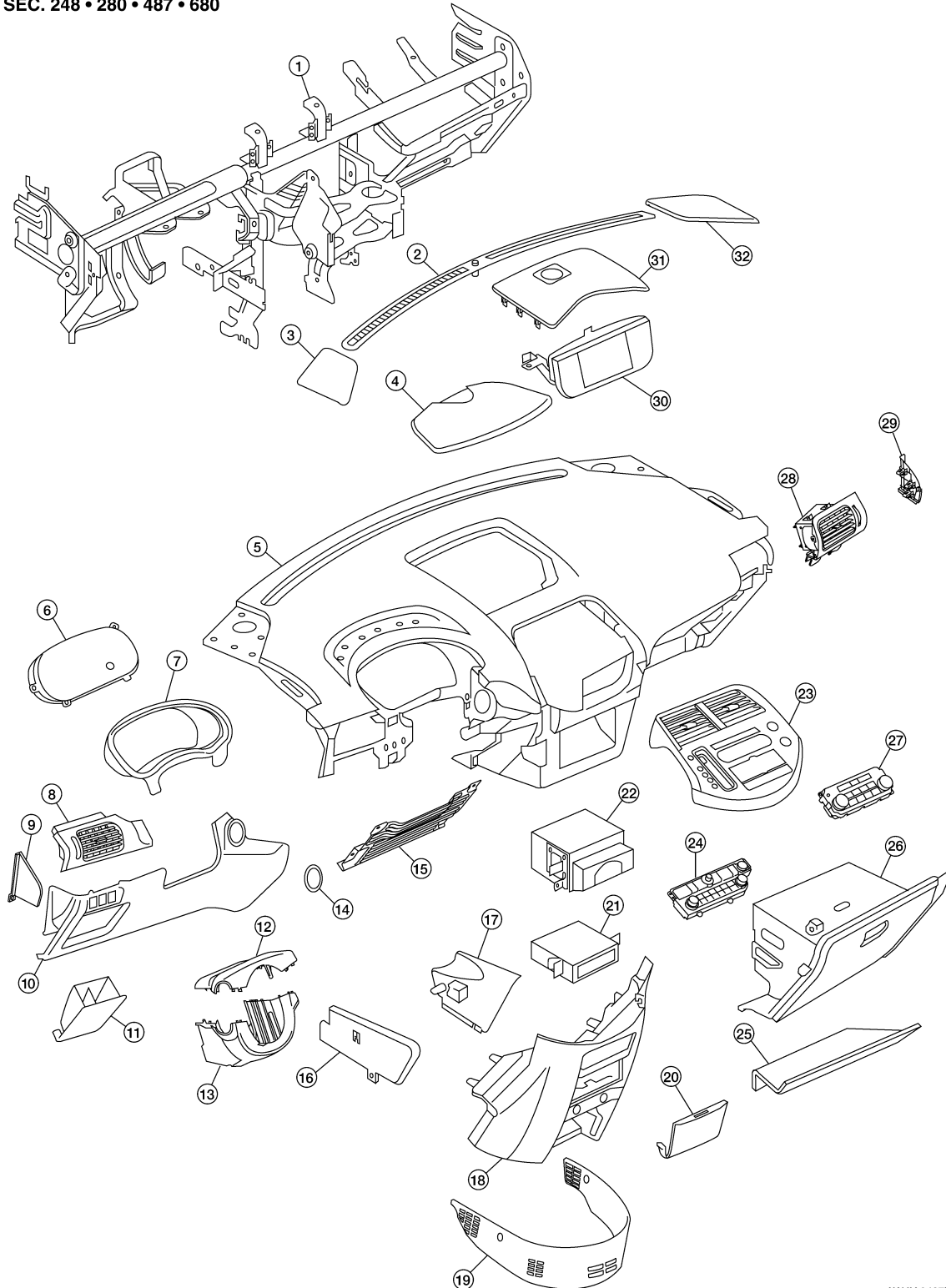
## INSTRUMENT PANEL ASSEMBLY

### Instrument Panel

INFOID:000000004277407

### COMPONENTS

SEC. 248 • 280 • 487 • 680



- 1. Steering member assembly
- 4. Meter cover

- 2. Defrost grille
- 5. Instrument panel

- 3. Speaker cover LH
- 6. Combination meter

# INSTRUMENT PANEL ASSEMBLY

## < SERVICE INFORMATION >

- |                                    |                                       |                                      |
|------------------------------------|---------------------------------------|--------------------------------------|
| 7. Cluster lid A                   | 8. LH vent grille                     | 9. Instrument panel side finisher LH |
| 10. Instrument lower panel LH      | 11. Storage bin                       | 12. Steering column upper cover      |
| 13. Steering column lower cover    | 14. Ignition switch bezel             | 15. Knee protector                   |
| 16. Instrument panel side cover LH | 17. Instrument panel side cover RH    | 18. Center stack trim panel          |
| 19. Center lower trim              | 20. DVD door                          | 21. DVD deck                         |
| 22. Audio unit                     | 23. Cluster lid C                     | 24. AV switch                        |
| 25. Assistant under cover panel    | 26. Glove box assembly                | 27. Front air control                |
| 28. RH vent grille                 | 29. Instrument panel side finisher RH | 30. Display unit                     |
| 31. Cluster lid D                  | 32. Speaker cover RH                  |                                      |

## REMOVAL

1. Disconnect the battery negative and positive terminals.
2. Remove cluster lid C. Refer to [IP-13, "Cluster Lid C"](#).
3. Remove steering column. Refer to [PS-9](#).
4. Remove combination meter. Refer to [IP-12, "Combination Meter"](#).
5. Remove display unit. Refer to [AV-148, "Removal and Installation"](#).
6. Disconnect center speaker.
7. Disconnect GPS antenna.
8. Remove defrost grille.
9. Remove front pillar finishers LH and RH.
10. Remove front speakers. Refer to [AV-72, "Removal and Installation"](#).
11. Remove instrument panel assembly.

## INSTALLATION

Installation is in the reverse order of removal.

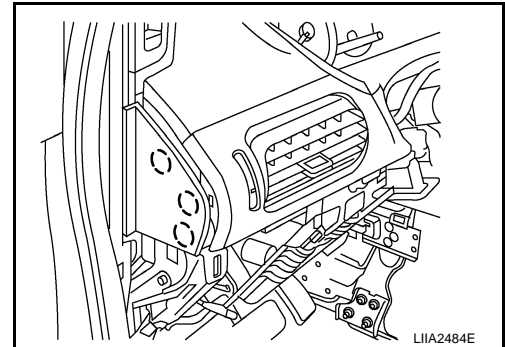
## Cluster Lid A

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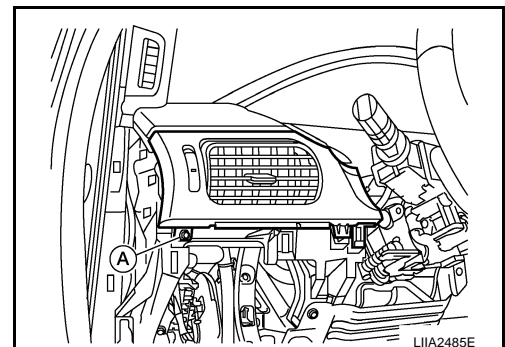
## REMOVAL

1. Remove instrument panel side finisher.

○: Pawl



2. Remove screw (A) and LH vent grille.



3. Remove upper and lower steering column covers.
4. Pull to release clips and remove cluster lid A.

# INSTRUMENT PANEL ASSEMBLY

## < SERVICE INFORMATION >

### INSTALLATION

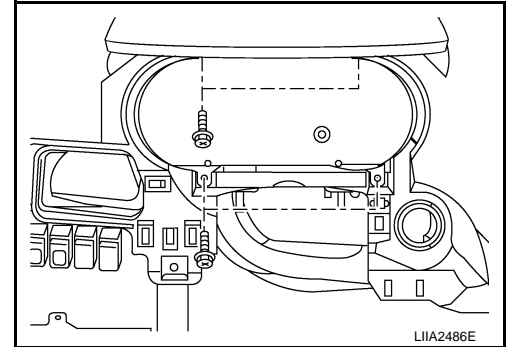
Installation is in the reverse order of removal.

### Combination Meter

INFOID:000000004277409

#### REMOVAL

1. Disconnect battery negative terminal.
2. Remove cluster lid A. Refer to [IP-11, "Cluster Lid A"](#).
3. Remove the combination meter, using power tool.
4. Disconnect combination meter electrical connectors.



### INSTALLATION

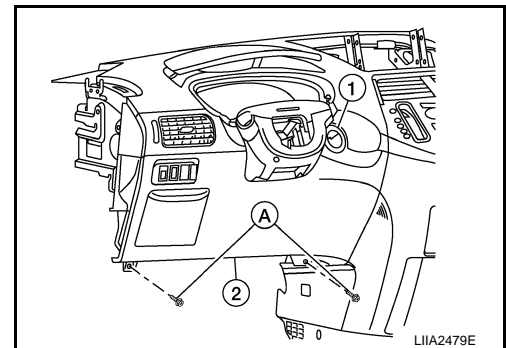
Installation is in the reverse order of removal.

### Instrument Lower Panel LH

INFOID:000000004277410

#### REMOVAL

1. Disconnect battery negative terminal.
2. Remove the ignition switch bezel (1), screws (A), and instrument lower panel LH (2).



3. Disconnect harness connectors.

### INSTALLATION

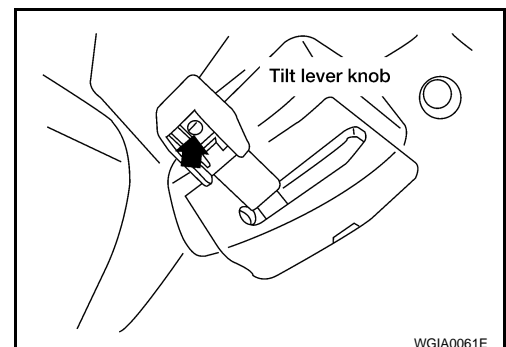
Installation is in the reverse order of removal.

### Steering Column Cover

INFOID:000000004277411

#### REMOVAL

1. Remove tilt lever knob from tilt lever by inserting a suitable tool into slot of tilt knob, then depress tab and withdraw tilt lever knob.



# INSTRUMENT PANEL ASSEMBLY

## < SERVICE INFORMATION >

2. Remove the screws and the steering column upper and lower covers.

### INSTALLATION

Installation is in the reverse order of removal.

### Cluster Lid C

INFOID:000000004277412

### REMOVAL

#### CAUTION:

**To prevent damage, place shop cloths onto surrounding parts.**

1. Disconnect battery negative and positive terminals.
2. Remove center stack trim panel. Refer to [IP-13, "Center Stack Trim Panel"](#).
3. Remove selector knob. Refer to [AT-215, "Removal and Installation"](#).
4. Pull up to release cluster lid C clips.
5. Disconnect harness connectors and remove cluster lid C.

### INSTALLATION

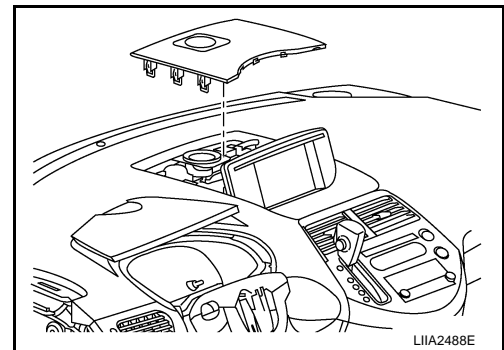
Installation is in the reverse order of removal.

### Cluster Lid D

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### REMOVAL

1. Pull up to release clips and remove cluster lid D.



### INSTALLATION

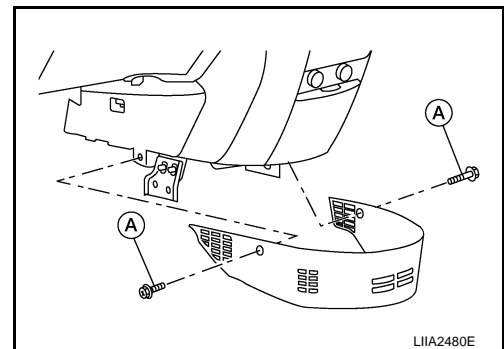
Installation is in the reverse order of removal.

### Center Stack Trim Panel

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### REMOVAL

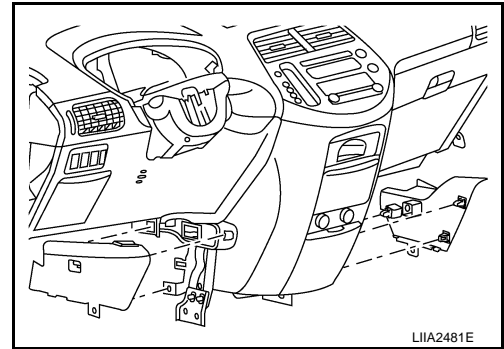
1. Remove instrument lower panel LH. Refer to [IP-12, "Instrument Lower Panel LH"](#).
2. Remove glove box. Refer to [IP-14, "Glove Box"](#).
3. Remove the screws (A) and center lower trim.



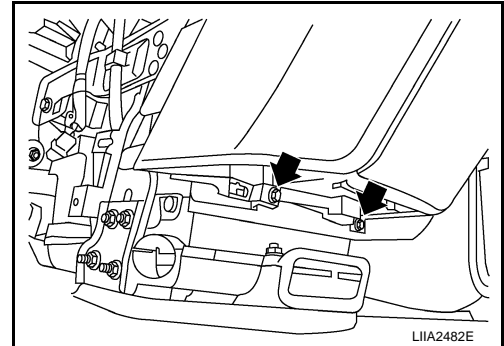
# INSTRUMENT PANEL ASSEMBLY

## < SERVICE INFORMATION >

4. Remove center stack lower trim RH and LH.



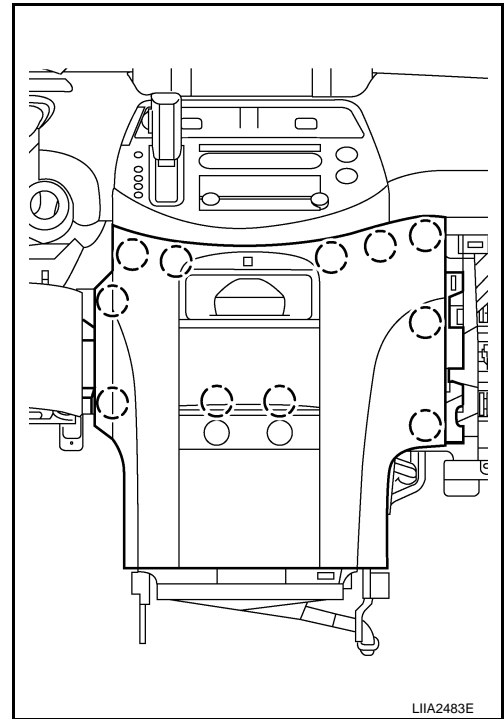
5. Remove lower screws using power tool.



6. Pull to release pawls and remove center stack trim panel.

○: Pawl

7. Disconnect both power point electrical connectors.



## INSTALLATION

Installation is in the reverse order of removal.

## Glove Box

INFOID:000000004277415

## REMOVAL

### CAUTION:

To prevent damage, place shop cloths onto surrounding parts.

1. Place the door weatherstrip by the glove box aside.

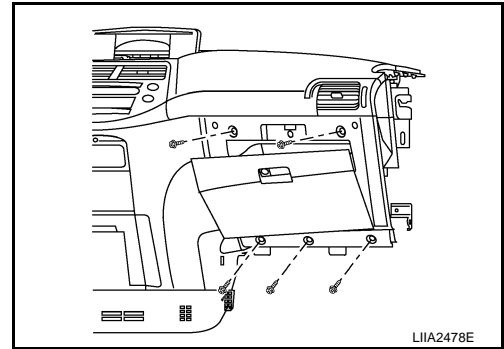
# INSTRUMENT PANEL ASSEMBLY

## < SERVICE INFORMATION >

2. Remove glove box screws using power tool.
3. Carefully remove the clips by prying loose.
4. Disconnect glove box lamp harness.

**CAUTION:**

**To prevent damage, do not let the glove box hang from glove box lamp harness.**



## INSTALLATION

Installation is in the reverse order of removal.

A

B

C

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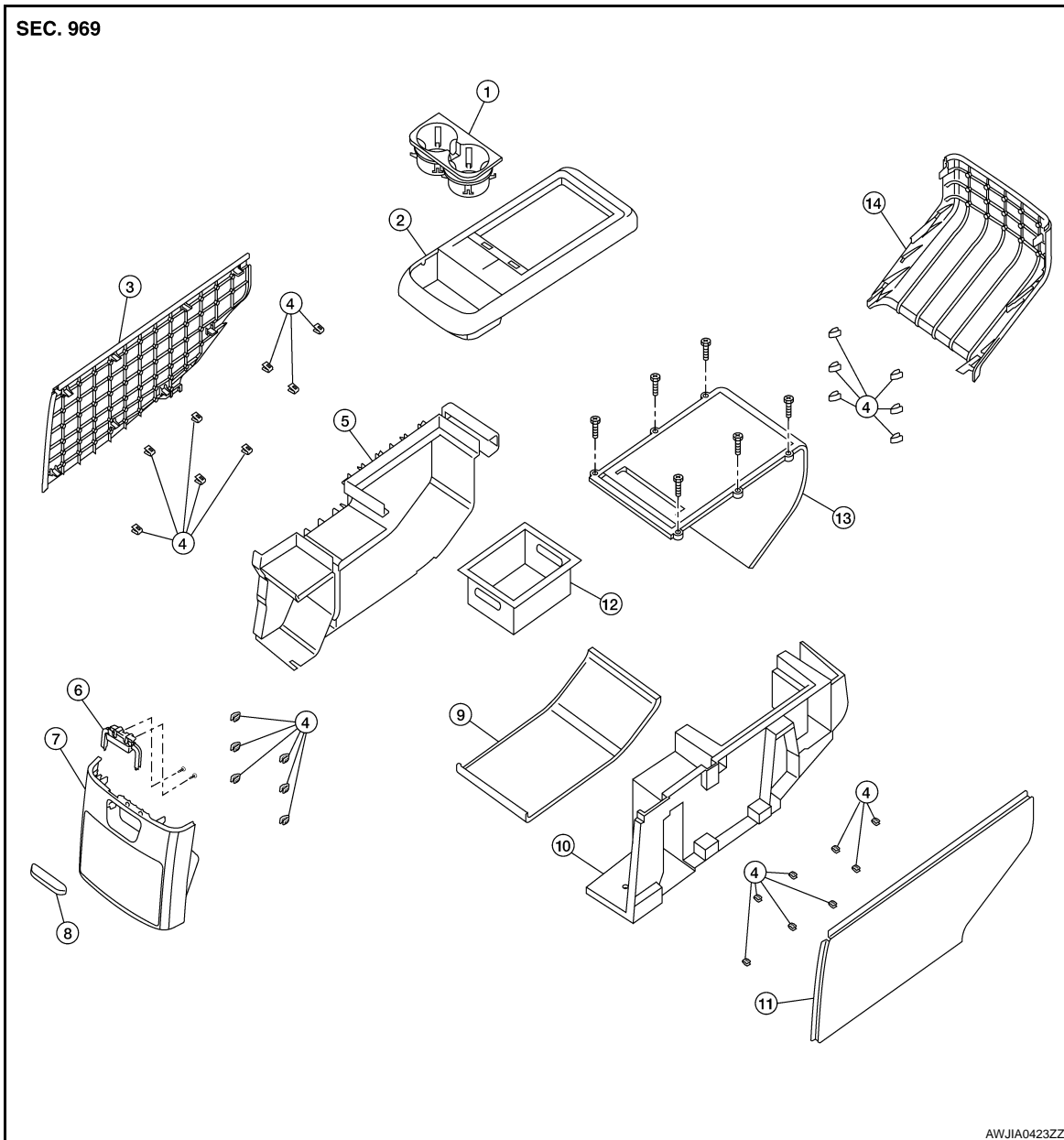
# CENTER CONSOLE ASSEMBLY

< SERVICE INFORMATION >

## CENTER CONSOLE ASSEMBLY

Component

INFOID:000000004277416



- |                               |                                |                               |
|-------------------------------|--------------------------------|-------------------------------|
| 1. Cup holder                 | 2. Top cover assembly          | 3. RH console side trim panel |
| 4. Clip                       | 5. RH case                     | 6. Front bin latch assembly   |
| 7. Front bin assembly         | 8. Front bin latch handle      | 9. Console mat                |
| 10. LH case                   | 11. LH console side trim panel | 12. Storage bin insert        |
| 13. Storage bin door assembly | 14. Rear console trim cover    |                               |



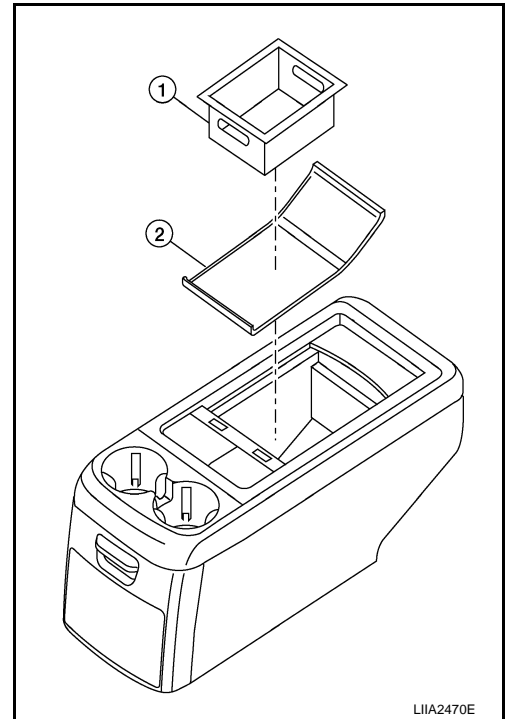
# CENTER CONSOLE ASSEMBLY

< SERVICE INFORMATION >

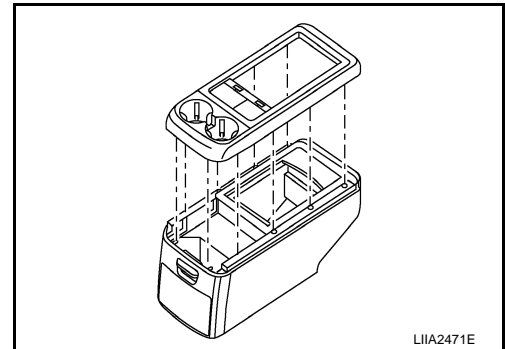
## Removal

INFOID:000000004277417

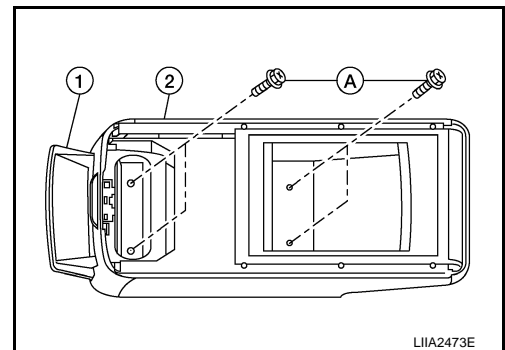
1. Remove storage bin insert (1) and console mat (2).



2. Remove top cover assembly.



3. Open the front bin (1), remove the bolts (A), and center console (2).



## Disassembly

INFOID:000000004277418

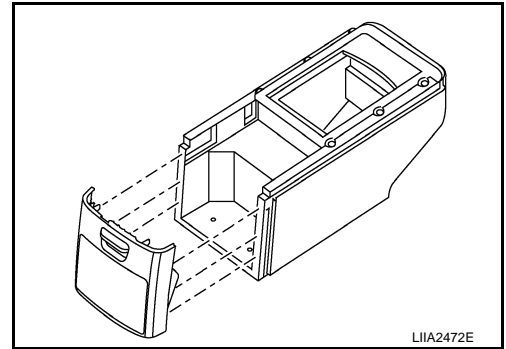
1. Remove center console. Refer to [IP-17, "Removal"](#).

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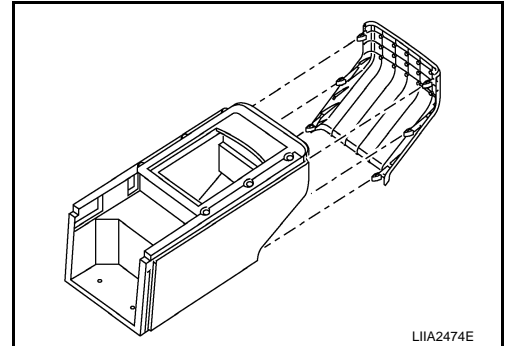
# CENTER CONSOLE ASSEMBLY

## < SERVICE INFORMATION >

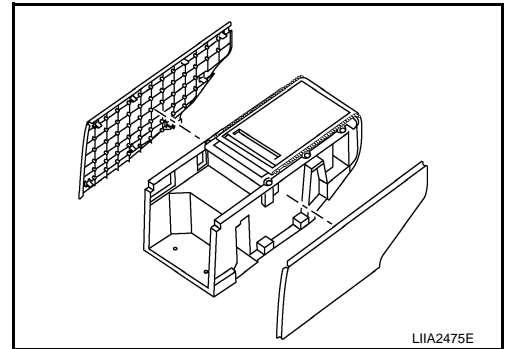
2. Remove front bin assembly.



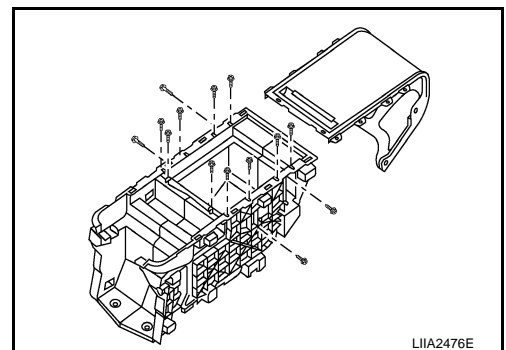
3. Remove rear console trim cover.



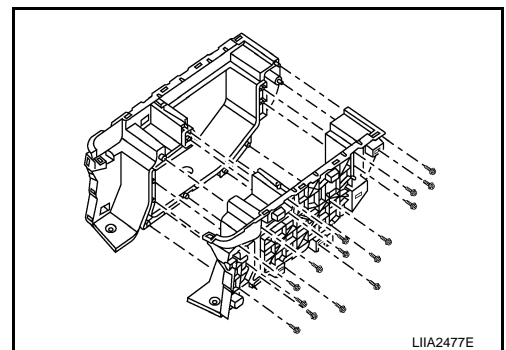
4. Remove RH and LH console side trim panels.



5. Remove storage bin door assembly.



6. Remove screws and split RH from LH case.



# CENTER CONSOLE ASSEMBLY

< SERVICE INFORMATION >

---

## Assembly

INFOID:000000004277419

A

Assembly is in the reverse order of disassembly

## Installation

INFOID:000000004277420

B

Installation is in the reverse order of removal.

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