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# **BASIC INSPECTION**

# DIAGNOSIS AND REPAIR WORKFLOW

Work Flow

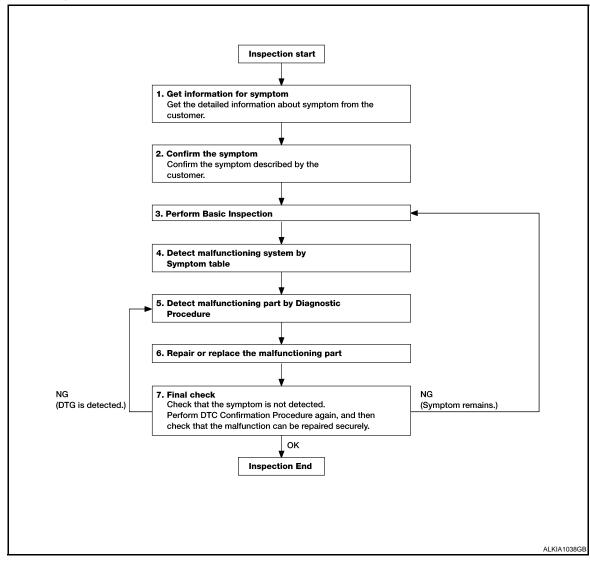
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## **OVERALL SEQUENCE**



## **DETAILED FLOW**

# 1. GET INFORMATION FOR SYMPTOM

Get the detailed information from the customer about the symptom (the condition and the environment when the incident/malfunction occurred).

>> GO TO 2

# 2. CONFIRM THE SYMPTOM

Confirm the symptom described by the customer.

Verify relation between the symptom and the condition when the symptom is detected.

>> GO TO 3

# 3. PERFORM BASIC INSPECTION

Perform RF-5, "BASIC INSPECTION: Special Repair Requirement".

# **DIAGNOSIS AND REPAIR WORKFLOW**

## < BASIC INSPECTION >

Inspection End>>GO TO 4

# 4. DETECT MALFUNCTIONING SYSTEM BY SYMPTOM DIAGNOSIS

Detect malfunctioning system according to symptom diagnosis based on the confirmed symptom in step 4, and determine the trouble diagnosis order based on possible causes and symptom.

>> GO TO 5

# 5. DETECT MALFUNCTIONING PART BY DIAGNOSTIC PROCEDURE

Inspect according to Diagnostic Procedure of the system.

#### NOTE:

The Diagnostic Procedure described based on open circuit inspection. A short circuit inspection is also required for the circuit check in the Diagnostic Procedure.

## Is malfunctioning part detected?

YES >> GO TO 6

NO >> Check voltage of related BCM terminals using CONSULT-III.

# 6. REPAIR OR REPLACE THE MALFUNCTIONING PART

- 1. Repair or replace the malfunctioning part.
- 2. Reconnect parts or connectors disconnected during Diagnostic Procedure.

>> GO TO 7

# 7. FINAL CHECK

When symptom was described from the customer, refer to confirmed symptom in step 3 or 4, and check that the symptom is not detected.

## Does the symptom reappear?

YES >> GO TO 5

NO >> Inspection End.

# **INSPECTION AND ADJUSTMENT**

# < BASIC INSPECTION > INSPECTION AND ADJUSTMENT Α ADDITIONAL SERVICE WHEN REPLACING CONTROL UNIT ADDITIONAL SERVICE WHEN REPLACING CONTROL UNIT: Description INFOID:0000000001621573 MEMORY RESET PROCEDURE 1. Please observe the following instructions at confirming the sunroof operation. NOTE: Do not disconnect the electronic power while the sunroof is operating or within 5 seconds after the sunroof stops. (to wipe-out the memory of lid position and operating friction.) D 2. Initialization of system should be conducted after the following conditions. When the battery has been disconnected or discharged When the sunroof motor has been disconnected from power Е • When the sunroof motor is changed. When the sunroof does not operate normally. (Incomplete initialization conditions) ADDITIONAL SERVICE WHEN REPLACING CONTROL UNIT: Special Repair Requirement INFOID:0000000001621574 INITIALIZATION PROCEDURE If the sunroof does not close or open automatically, use the following procedure to return sunroof operation to normal. Turn ignition switch ON. Н Push and hold the sunroof tilt switch in the down position until the sunroof is fully closed. After the sunroof has closed all the way, push and hold the tilt switch down again for more than 2 seconds to re-learn motor position. 4. Initialization is complete if the sunroof operates normally. BASIC INSPECTION BASIC INSPECTION: Special Repair Requirement INFOID:0000000001621575 BASIC INSPECTION RF 1. INSPECTION START Check the service history. Check the following parts. Fuse/circuit breaker blown. · Poor connection, open or short circuit of harness connector. · Battery voltage. Is the inspection result normal? YES >> Inspection End. NO >> Repair or replace the malfunctioning parts. N

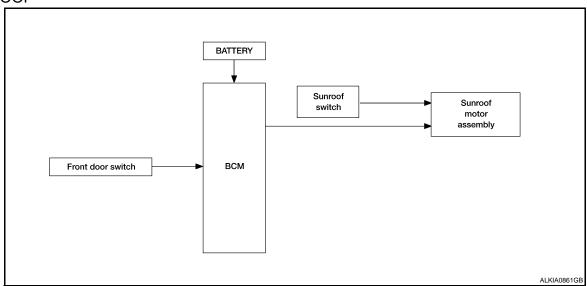
# **FUNCTION DIAGNOSIS**

# SUNROOF SYSTEM

System Diagram

INFOID:0000000001621576

## **SUNROOF**



# System Description

INFOID:0000000001621577

# SUNROOF SYSTEM INPUT/OUTPUT SIGNAL CHART

Item	Input signal to sunroof motor assembly	Sunroof motor function	Actuator	
Sunroof switch	Sunroof switch signal (tilt down or slide open)			
Sunroof switch signal (tilt up or slide close)		Sunroof control	Sunroof motor	
BCM	RAP signal			

## SUNROOF OPERATION

- The sunroof motor assembly operates with a power supply that is output from the BCM while the ignition switch is ON or retained power is operating.
- The tilt up/down & slide open/close signals from the sunroof switch enable the sunroof motor to move arbitrarily.

## **AUTO OPERATION**

The sunroof AUTO feature makes it possible to slide open and slide close or tilt up and tilt down the sunroof without holding the sunroof switch in the slide open/tilt down or slide close/tilt up position.

## RETAINED POWER OPERATION

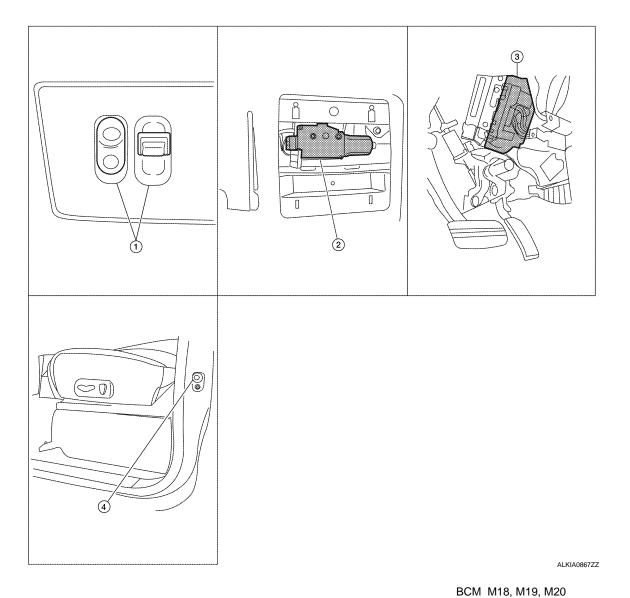
Retained power operation is an additional power supply function that enables the sunroof system to operate up to 45 seconds after the ignition switch is turned OFF.

Retained power function cancel conditions

- When a front door is opened (door switch ON)
- When ignition switch is turned ON again.
- When 45 seconds elapse on the timer.

# Component Parts Location

INFOID:0000000001621578



1. Sunroof switch R104

2. Sunroof motor assembly R4

3. (View with instrument panel removed)

4. Front door switch LH B8, RH B108

# Component Description

INFOID:0000000001621579

Component	Function
BCM	Supplies power to the sunroof motor assembly.
Sunroof switch	Transmits tilt up/down & slide open/close operation signal to sunroof motor assembly.
Sunroof motor assembly	The sunroof motor and integrated CPU enables tilt up/down & slide open/close as requested by the sunroof switch.
Front door switch	Detects door open/close condition and transmits to BCM.

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# **DIAGNOSIS SYSTEM (BCM)**

## < FUNCTION DIAGNOSIS >

# **DIAGNOSIS SYSTEM (BCM)**

**COMMON ITEM** 

COMMON ITEM: CONSULT-III Function (BCM - COMMON ITEM)

INFOID:0000000001621580

## APPLICATION ITEM

CONSULT-III performs the following functions via CAN communication with BCM.

Diagnosis mode	Function Description
WORK SUPPORT	Changes the setting for each system function.
SELF-DIAG RESULTS	Displays the diagnosis results judged by BCM. Refer to BCS-47, "DTC Index".
CAN DIAG SUPPORT MNTR	Monitors the reception status of CAN communication viewed from BCM.
DATA MONITOR	The BCM input/output signals are displayed.
ACTIVE TEST	The signals used to activate each device are forcibly supplied from BCM.
ECU IDENTIFICATION	The BCM part number is displayed.
CONFIGURATION	This function is not used even though it is displayed.

## SYSTEM APPLICATION

BCM can perform the following functions for each system.

System	Sub system selection item	Diagnosis mode		
System	Sub system selection item	WORK SUPPORT DATA MONITOR ACTIVE TEST		ACTIVE TEST
BCM	BCM	×		
BCIVI	RETAINED PWR	×	×	×

# **RETAINED PWR**

RETAINED PWR: CONSULT-III Function (BCM - RETAINED PWR)

INFOID:0000000001621581

# **WORK SUPPORT**

Work Support Item	Description		
RETAINED PWR SET	MODE 1 MODE 2 MODE 3		

## **DATA MONITOR**

Monitor Item	Description
IGN ON SW	Indicates [ON/OFF] condition of the ignition switch.
DOOR SW-DR	Indicates [ON/OFF] condition of the front door switch LH.
DOOR SW-AS	Indicates [ON/OFF] condition of the front door switch RH.

## **ACTIVE TEST**

Active Test Item	Description
RETAINED PWR	Turns retained power function [ON/OFF].

# POWER SUPPLY AND GROUND CIRCUIT

## < COMPONENT DIAGNOSIS >

# **COMPONENT DIAGNOSIS**

# POWER SUPPLY AND GROUND CIRCUIT SUNROOF MOTOR ASSEMBLY

# SUNROOF MOTOR ASSEMBLY: Diagnosis Procedure

#### INFOID:0000000001621582

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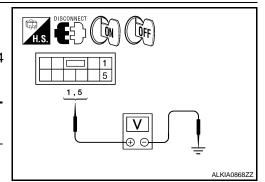
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# SUNROOF MOTOR ASSEMBLY

# 1. CHECK SUNROOF MOTOR POWER SUPPLY

- Turn ignition switch OFF.
- 2. Disconnect sunroof motor assembly connector R4.
- 3. Turn ignition switch ON.
- 4. Check voltage between sunroof motor assembly connector R4 terminals 1 and 5 and ground.

(+)		(–)	Voltage	
Connector	Terminal	(-)	voilage	
R4	1	Ground	Battery voltage	
174	5	Giodila	Dattery Voltage	



## Is the voltage as specified?

YES >> GO TO 4 NO

# >> GO TO 2 2. CHECK SUNROOF MOTOR POWER SUPPLY

- Turn ignition switch OFF.
- 2. Disconnect BCM connector M20.
- 3. Check continuity between BCM connector M20 (A) and sunroof motor assembly connector R4 (B).

A		В		
Connector	Terminal	Connector	Terminal	Continuity
M20	68	R4	1	Yes
IVIZU	69	114	5	165

4. Check continuity between BCM connector M20 (A) and ground.

f	H.S. DISCONNECT OFFI	B 1,5
	68,69 \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	ALKIA0870ZZ

A			Continuity	
Connector	Terminal	_	Continuity	
M20	68	Ground	No	
IVIZO	69	Glound	140	

## Are the continuity test results as specified?

YES >> GO TO 3

NO >> Repair or replace harness.

# 3. CHECK BCM OUTPUT SIGNAL

Р

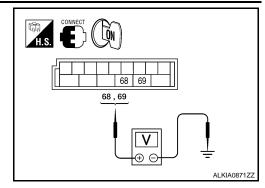
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# **POWER SUPPLY AND GROUND CIRCUIT**

## < COMPONENT DIAGNOSIS >

- 1. Connect BCM connector M20.
- 2. Turn ignition switch ON.
- 3. Check voltage between BCM connector M20 and ground.

	(+)	(-)	Voltage	
Connector	Terminal	(-)		
M20	68	Ground	Battery voltage	
IVIZU	69	Gloulia	Battery voltage	



## Is the voltage reading as specified?

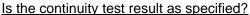
YES >> Check condition of harness and connector.

NO >> Replace BCM. Refer to BCS-50, "Removal and Installation".

# 4. CHECK GROUND CIRCUIT

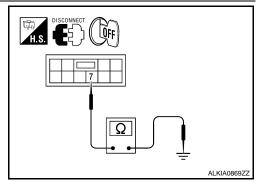
- 1. Turn ignition switch OFF.
- 2. Check continuity between sunroof motor assembly connector R4 terminal 7 and ground.

Connector	Terminal	_	Continuity
R4	7	Ground	Yes



YES >> Power supply and ground circuits are OK.

NO >> Repair or replace harness.



# SUNROOF MOTOR ASSEMBLY: Special Repair Requirement

INFOID:0000000001621583

# 1. PERFORM INITIALIZATION PROCEDURE

Perform initialization procedure.

Refer to RF-5, "ADDITIONAL SERVICE WHEN REPLACING CONTROL UNIT: Special Repair Requirement".

Does the sunroof motor assembly operate properly?

YES >> Repair is complete.

NO >> Check fitting adjustment.

# SUNROOF SWITCH CIRCUIT

## < COMPONENT DIAGNOSIS >

# SUNROOF SWITCH CIRCUIT

Description INFOID:000000001621584

The BCM supplies power to the integrated CPU of the sunroof motor assembly. The tilt and slide functions of the sunroof motor assembly is controlled by the sunroof switch.

# Component Function Check

# 1. CHECK SUNROOF MOTOR FUNCTION

Do tilt up/down & slide open/close functions operate normally with sunroof switch?

## Is the inspection result normal?

YES >> Sunroof motor assembly is OK.

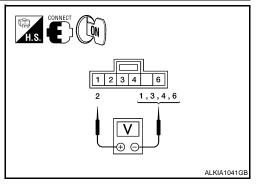
NO >> Refer to RF-9, "SUNROOF MOTOR ASSEMBLY: Diagnosis Procedure".

# Diagnosis Procedure

# 1. CHECK SUNROOF SWITCH INPUT SIGNAL

- 1. Turn ignition switch ON.
- 2. Check voltage between sunroof switch connector and ground.

Connector	Terminals		Sunroof switch position	Voltage (V)	
Connector	(+)	(-)	Sumoor switch position	(Approx.)	
	1		SLIDE CLOSE	0V	
	· ·		Other than above	Battery voltage	
	3		SLIDE OPEN	0V	
R104		2	Other than above	Battery voltage	
11104		2	TILT UP	0V	
	4	7	Other than above	Battery voltage	
	6		TILT DOWN	0V	
	0	Other than above	Battery voltage		



# Are the voltage measurements as specified?

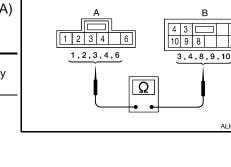
YES >> Sunroof switch is operating normally.

NO >> GO TO 2

# 2. CHECK SUNROOF SWITCH CIRCUITS

- 1. Turn ignition switch OFF.
- Disconnect sunroof motor assembly connector R4 and sunroof switch connector R104.
- 3. Check continuity between sunroof switch connector R104 (A) and sunroof motor assembly connector R4 (B).

А		В	Continuity	
Connector	Terminal	Connector	Terminal	Continuity
	1	R4	3	
	2		8	
R104	3		9	Yes
	4		4	
	6		10	



4. Check continuity between sunroof switch connector R104 (A) and ground.

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# SUNROOF SWITCH CIRCUIT

## < COMPONENT DIAGNOSIS >

A			Continuity
Connector	Terminal	_	
	1	Ground	No
	2		
R104	3		
	4		
	6		

# Are the continuity test results as specified?

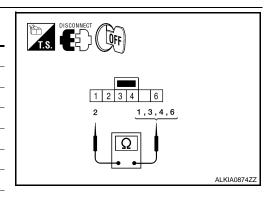
YES >> GO TO 3

NO >> Repair harness or connector.

# 3. CHECK SUNROOF SWITCH

1. Check continuity between sunroof switch terminals.

Term	inals	Sunroof switch position	Continuity
1	2	SLIDE CLOSE	Yes
1		Other than above	No
		SLIDE OPEN	Yes
3		Other than above	No
4		TILT UP	Yes
4		Other than above	No
6		TILT DOWN	Yes
O		Other than above	No



# Are the continuity test results as specified?

YES >> Sunroof switch is operating normally.

NO >> Replace sunroof switch (map lamp assembly). Refer to <a href="INL-58">INL-58</a>, "Removal and Installation".

# **DOOR SWITCH**

Description INFOID:000000001621587

Detects door open/close condition and transmits the signal to BCM.

# Component Function Check

# 1. CHECK DOOR SWITCH INPUT SIGNAL

Check ("DOOR SW-DR" and "DOOR SW-AS") in "DATA MONITOR" mode with CONSULT-III.

Monitor item		Condition	
DOOR SW-DR	OPEN	: ON	
DOOK SW-DK	CLOSE	: OFF	
DOOR SW-AS	OPEN	: ON	
DOOR SW-AS	CLOSE	: OFF	

## Is the inspection result normal?

YES >> Door switch circuit is OK.

NO >> Refer to RF-13, "Diagnosis Procedure".

# Diagnosis Procedure

# 1. CHECK FRONT DOOR SWITCH

Check front door switches.

Terminal		Switch condition	Continuity
2	2 Ground	Pressed	No
		Released	Yes

## Are the continuity test results as specified?

YES >> GO TO 2

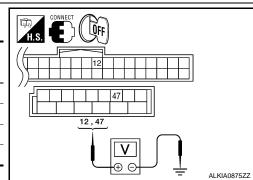
NO >> Replace front door switch.

# DISCONNECT PARTIES DISCONNECT PARTIES LIIA2377E

# 2. CHECK FRONT DOOR SWITCH INPUT SIGNAL

Check voltage between BCM connectors M18 and M19 and ground.

					T
(+)		(–)	Front door condition		Voltage
Connector	Terminal	(-)	1 Tont doc	or condition	vollage
M18	12		RH	OPEN	0V
IVITO	12	Ground		CLOSE	Battery voltage
M19	47	Ground	LH	OPEN	0V
	47			CLOSE	Battery voltage



## Are the voltage readings as specified?

YES >> Replace BCM. Refer to BCS-50, "Removal and Installation".

NO >> GO TO 3

# $3.\,$ CHECK HARNESS CONTINUITY

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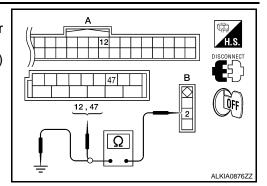
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# **DOOR SWITCH**

## < COMPONENT DIAGNOSIS >

- 1. Turn ignition switch OFF.
- 2. Disconnect BCM connectors M18 and M19 and front door switch connectors B8 and B108.
- 3. Check continuity between BCM connectors M18 and M19 (A) and front door switch connectors B8 and B108 (B).

А		В			Continuity
Connector	Terminal	Connector		Terminal	Continuity
M18	12	RH	B108	2	Yes
M19	47	LH	B8	2	165



4. Check continuity between BCM connectors M18 and M19 (A) and ground.

	1	_	
Connector	Terminal	_	Continuity
M18	12	Ground	No
M19	47	Giodila	NO

## Are the continuity test results as specified?

YES >> Replace BCM. Refer to BCS-50, "Removal and Installation".

NO >> Repair or replace harness.

# **BCM (BODY CONTROL MODULE)**

## < ECU DIAGNOSIS >

# **ECU DIAGNOSIS**

# **BCM (BODY CONTROL MODULE)**

Reference Value INFOID:0000000001621590 В

## VALUES ON THE DIAGNOSIS TOOL

Monitor Item	Condition	Value/Status
DOOR SW-DR	Front door LH closed	OFF
DOOK SW-DK	Front door LH opened	ON
DOOR SW-AS	Front door RH closed	OFF
DOOK SW-AS	Front door LH opened	ON

## **TERMINAL LAYOUT**

Refer to BCS-37, "Terminal Layout".

## PHYSICAL VALUES

Refer to BCS-37, "Physical Values".

## WIRING DIAGRAM

Refer to BCS-43, "Wiring Diagram".

## DTC INSPECTION

Refer to BCS-46, "DTC Inspection Priority Chart".

## DTC INDEX

Refer to BCS-47, "DTC Index".

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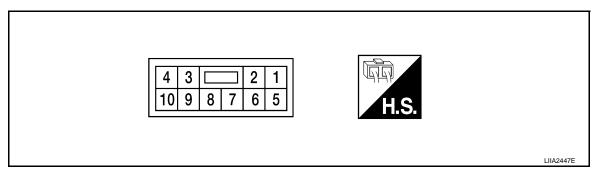
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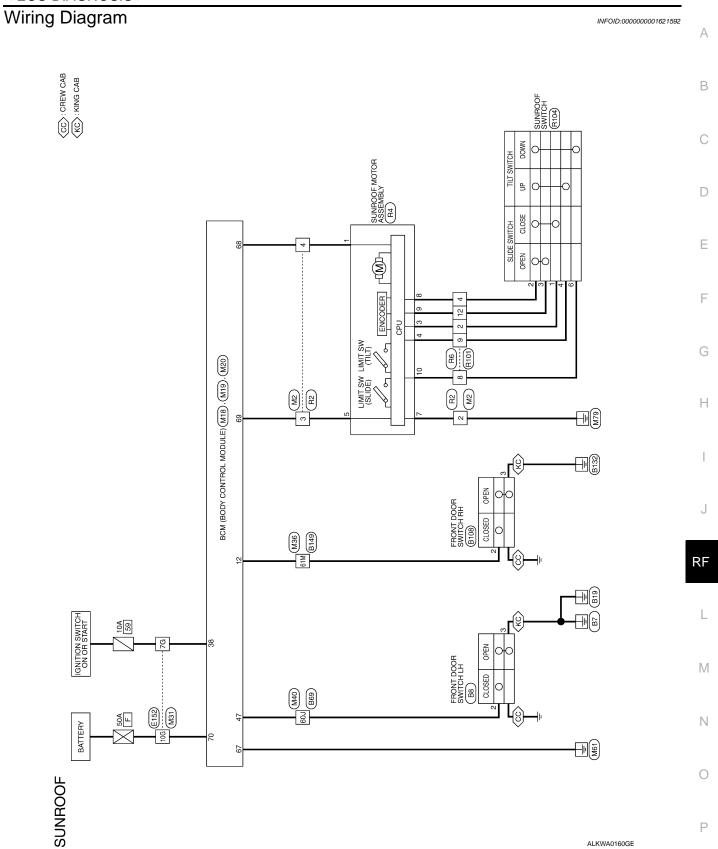
Reference Value

# **TERMINAL LAYOUT**



# PHYSICAL VALUES

	inal No. e color)	Description		Condition	Voltage (V)
+	-	Signal name	Input/ Output		(Approx.)
				Ignition switch ON	Battery voltage
1	Ground	RAP signal	Input	Within 45 seconds after ignition switch is turned OFF	Battery voltage
(W/L)				When front door LH or RH is open while retained power is operating	OV
3 (P/W)	Ground	Sunroof switch CLOSE	Input	Ignition switch is ON and sun- roof switch in CLOSE position	0V
(P/VV)		signal		Other than above	Battery voltage
4 (O)	Ground	Sunroof switch TILT UP signal	Input	Ignition switch is ON and sun- roof switch in TILT UP position	0V
(0)		Signal		Other than above	Battery voltage
5 (W/R)	Ground	BAT power supply	Input	_	Battery voltage
7 (B)	Ground	Ground	Input	_	Less than 0.2V
8 (Y)	Ground	Sunroof switch ground	Output	_	Less than 0.2V
9 (P)	Ground	Sunroof switch OPEN signal	Input	Ignition switch ON and sunroof switch in OPEN position	0V
(F)		Tidi		Other than above	Battery voltage
10 (L/R)	Ground	Sunroof switch TILT DOWN signal	Input	Ignition switch ON and sunroof switch in TILT DOWN position	0
(L/1\)		DOWN Signal		Other than above	Battery voltage



Connector Name BCM (BODY CONTROL MODULE)

Connector No. M19

Connector Color WHITE

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# SUNROOF CONNECTORS

Connector No.	M2	Connector No.	M18
Connector Name	WIRE TO WIRE	Connector Name BCM (BODY C	BCM (BODY CONTROL
Connector Color	WHITE		MODULE)
		TE:: "**   " "   "   "   "   "   "   "   "	L#:: 3**

	Connector Color   WHIT
	Connector Name BCM
M18	Connector No.
t	

											_
									2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20	21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40	
				1					8	38	H
									17.1	37 3	H
	$\preceq$								16 1	36	H
	Connector Name BCM (BODY CONTROL								15	32	1
	Ž								14	34	1
	8								13	33	1
	⊱							117	12	32	
	BCM (BOD	ا ت						W	1	31	
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<u>ا</u> و	ĕ		ĕ		_	$\overline{}$	ď	5	3	2 2	$\ $
Connector No. M18	ou		Connector Color   WHITE		A	E	SH	3	1	1 2	$\ $
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M2	lame WIRE TO WIRE	olor WHITE			5 4 3 2 1	12 11 10 9 8 7 6					
<u>o</u>	ame	olo			_						

Signal Name	1	ı	1
Color of Wire	В	W/R	M/L
Terminal No. Wire	2	3	4



DOOR SW (DR)

SB

47

DOOR SW (AS) Signal Name

> 몺 W/L

12 38

Color of Wire

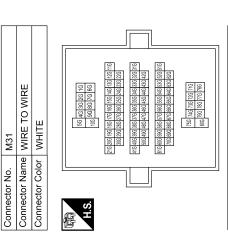
Terminal No.

IGN SW

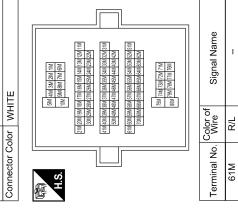
Signal Name

Color of Wire

Terminal No.



Signal Name	GND (POWER)	POWER WINDOW POWER SUPPLY (RAP)	POWER WINDOW POWER SUPPLY BAT)	
Color of Wire	Я	T/M	W/R	
No.				



Signal Name	GND (POWER)	POWER WINDOW POWER SUPPLY (RAP)	POWER WINDOW POWER SUPPLY BAT)	BATT (FL)
Wire	В	M/L	W/R	W/B
Terminal No.	29	89	69	20

Signal Name

Color of Wire

Terminal No.

M/B W/L

10G

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ALKIA0863GB

Connector Name | BCM (BODY CONTROL MODULE)

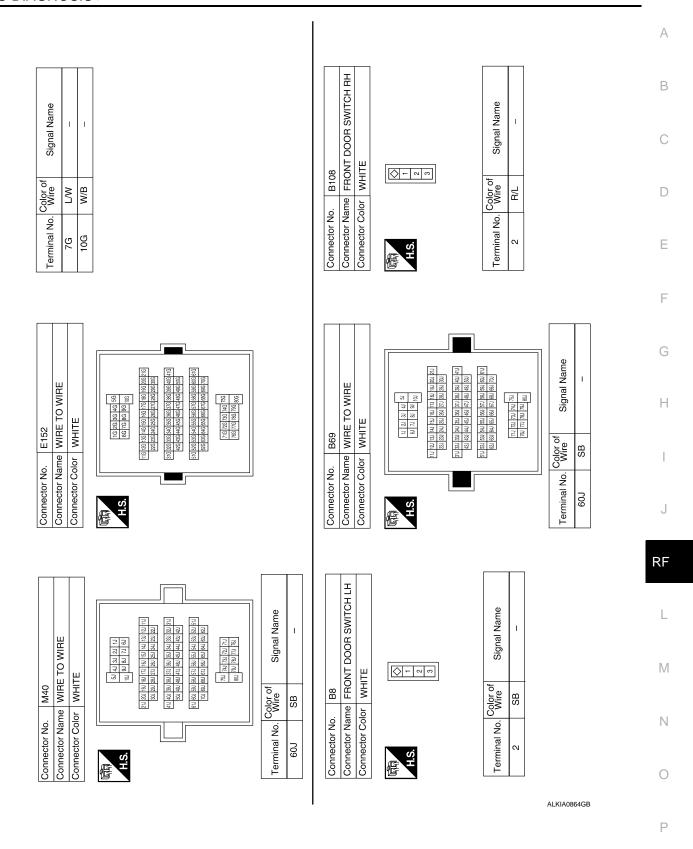
Connector No. | M20

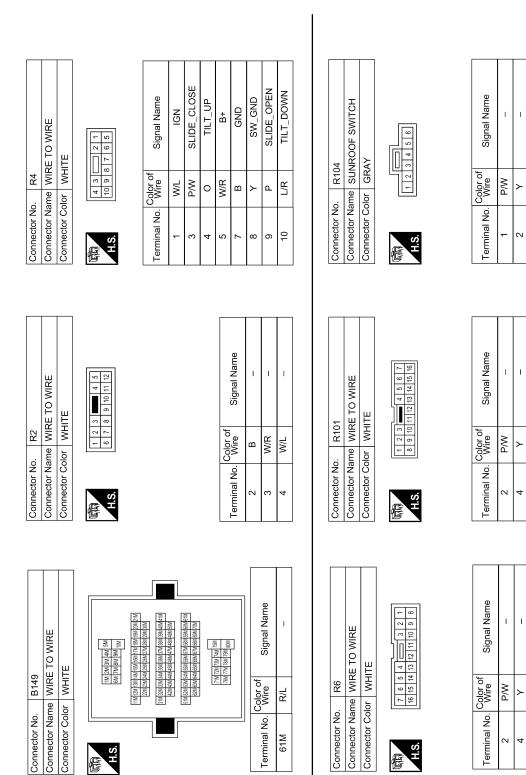
Connector Color BLACK

| 56|57|58|59|60|61|62|63|64 | 65| 66| 67| 68| 69| 70

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# SUNROOF DOES NOT OPERATE PROPERLY

# < SYMPTOM DIAGNOSIS > SYMPTOM DIAGNOSIS Α SUNROOF DOES NOT OPERATE PROPERLY Diagnosis Procedure INFOID:0000000001621567 В 1. CHECK BCM POWER SUPPLY AND GROUND CIRCUIT Check BCM power supply and ground circuit. Refer to BCS-29, "Diagnosis Procedure". >> GO TO 2 D ${f 2.}$ CHECK SUNROOF MOTOR ASSEMBLY POWER SUPPLY AND GROUND CIRCUIT Check sunroof motor assembly power supply and ground circuit. Е Refer to RF-11, "Component Function Check". >> GO TO 3 F 3. CHECK SUNROOF SWITCH CIRCUIT Check sunroof switch circuit. Refer to RF-11, "Diagnosis Procedure". Is the inspection result normal? >> Check intermittent incident. Refer to GI-41, "Intermittent Incident". Н J RF M Ν Р

## **AUTO OPERATION DOES NOT OPERATE**

## < SYMPTOM DIAGNOSIS >

# **AUTO OPERATION DOES NOT OPERATE**

# Diagnosis Procedure

INFOID:0000000001621568

1. PERFORM INITIALIZATION PROCEDURE

Perform initialization procedure.

Refer to RF-5, "ADDITIONAL SERVICE WHEN REPLACING CONTROL UNIT: Special Repair Requirement". Is the inspection result normal?

>> Check intermittent incident. Refer to GI-41, "Intermittent Incident".

# DOES NOT STOP FULLY-OPEN OR FULLY-CLOSED POSITION

< SYMPTOM DIAGNOSIS >

# DOES NOT STOP FULLY-OPEN OR FULLY-CLOSED POSITION

Diagnosis Procedure

INFOID:0000000001621569

1. PERFORM INITIALIZATION PROCEDURE

Perform initialization procedure.

Refer to RF-5, "ADDITIONAL SERVICE WHEN REPLACING CONTROL UNIT: Special Repair Requirement".

Is the inspection result normal?

>> Check intermittent incident. Refer to GI-41, "Intermittent Incident".

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# RETAINED POWER OPERATION DOES NOT OPERATE PROPERLY

< SYMPTOM DIAGNOSIS >

# RETAINED POWER OPERATION DOES NOT OPERATE PROPERLY

Diagnosis Procedure

INFOID:0000000001621570

1. CHECK FRONT DOOR SWITCH

Check front door switch.

Refer to RF-13, "Component Function Check".

Is the inspection result normal?

>> Check intermittent incident. Refer to GI-41, "Intermittent Incident".

# SUNROOF DOES NOT OPERATE ANTI-PINCH FUNCTION

< SYMPTOM DIAGNOSIS >

# SUNROOF DOES NOT OPERATE ANTI-PINCH FUNCTION

# Diagnosis Procedure

INFOID:0000000001621571

1. PERFORM INITIALIZATION PROCEDURE

Perform initialization procedure.

Refer to RF-5, "ADDITIONAL SERVICE WHEN REPLACING CONTROL UNIT: Special Repair Requirement".

Is the inspection result normal?

>> Check intermittent incident. Refer to GI-41, "Intermittent Incident".

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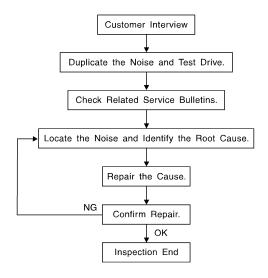
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Work Flow INFOID:0000000014515552



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## **CUSTOMER INTERVIEW**

Interview the customer if possible, to determine the conditions that exist when the noise occurs. Use the Diagnostic Worksheet during the interview to document the facts and conditions when the noise occurs and any customer's comments; refer to <a href="RF-30">RF-30</a>, "Diagnostic Worksheet"</a>. This information is necessary to duplicate the conditions that exist when the noise occurs.

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

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.

## < SYMPTOM DIAGNOSIS >

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 mechanic's 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 tem-
- 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 RF-28, "Inspection Procedure".

## REPAIR THE CAUSE

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

## **CAUTION:**

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

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

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

URETHANE PADS [1.5 mm (0.059 in) thick]

Insulates connectors, harness, etc.

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

**INSULATOR (Foam blocks)** 

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

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

**INSULATOR (Light foam block)** 

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

**FELT CLOTH TAPE** 

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

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.

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#### < SYMPTOM DIAGNOSIS >

## 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.

# Inspection Procedure

INFOID:0000000001451553

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 pins
- 6. Wiring harnesses behind the combination meter
- 7. A/C defroster duct and duct joint

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

#### **CAUTION:**

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

### CENTER CONSOLE

Components to pay attention to include:

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

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

#### **DOORS**

Pay attention to the:

- 1. Finisher and inner panel making a slapping noise
- 2. Inside handle escutcheon to door finisher
- Wiring harnesses tapping
- 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

## < SYMPTOM DIAGNOSIS >

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:

- Sunroof lid, rail, linkage or seals making a rattle or light knocking noise
- Sun visor shaft shaking in the holder
- 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:

- Loose harness or harness connectors.
- Front console map/reading lamp lense 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
- 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 installed to the engine wall
- 2. Components that pass through the engine wall
- Engine wall mounts and connectors
- 4. Loose radiator pins
- Hood bumpers out of adjustment
- 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**

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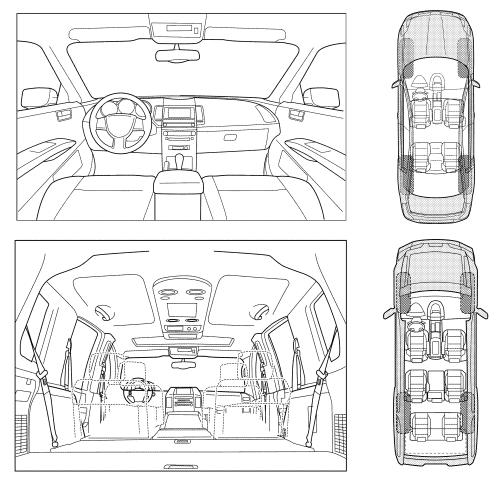
## Dear Customer:

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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# < 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	Dry or dusty conditions	
Only when it is hot outside	Other:	
II. 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	☐ 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)	
1 10/11		
☐ With passengers or cargo		
Other:	utes	
Other:	utes	
Other: miles or min		
Other: miles or min  OBE COMPLETED BY DEALERSHIP I		
Other: miles or min  O BE COMPLETED BY DEALERSHIP F		
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Other:		
Other: miles or min  After driving miles or min  TO BE COMPLETED BY DEALERSHIP F  Test Drive Notes:	PERSONNEL  YES NO Initials of person	
Other: miles or min  TO BE COMPLETED BY DEALERSHIP F  Test Drive Notes:  Vehicle test driven with customer	YES NO Initials of person performing	
Other: miles or min  After driving miles or min  TO BE COMPLETED BY DEALERSHIP F  Test Drive Notes:  Vehicle test driven with customer  Noise verified on test drive	YES NO Initials of person performing	
Other: miles or min  TO BE COMPLETED BY DEALERSHIP F  Test Drive Notes:  Vehicle test driven with customer  Noise verified on test drive  Noise source located and repaired	YES NO Initials of person performing	
Other: miles or min  After driving miles or min  TO BE COMPLETED BY DEALERSHIP IT  Test Drive Notes:  Vehicle test driven with customer  Noise verified on test drive  Noise source located and repaired  Follow up test drive performed to confir	YES NO Initials of person performing	

# **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.

Precaution INFOID:000000001451549

- Disconnect both battery cables in advance.
- Never tamper with or force air bag lid open, as this may adversely affect air bag performance.
- Be careful not to scratch pad and other parts.
- When removing or disassembling any part, be careful not to damage or deform it. Protect parts which may get in the way with cloth.
- When removing parts with a screwdriver or other tool, protect parts by wrapping them with vinyl or tape.
- Keep removed parts protected with cloth.
- If a clip is deformed or damaged, replace it.
- If an unreusable part is removed, replace it with a new one.
- Tighten bolts and nuts firmly to the specified torque.
- After re-assembly has been completed, make sure each part functions correctly.
- Remove stains in the following way.

Water-soluble stains:

Dip a soft cloth in warm water, and then squeeze it tightly. After wiping the stain, wipe with a soft dry cloth. Oil stain:

Dissolve a synthetic detergent in warm water (density of 2 to 3% or less), dip the cloth, then clean off the stain with the cloth. Next, dip the cloth in fresh water and squeeze it tightly. Then clean off the detergent completely. Then wipe the area with a soft dry cloth.

• Do not use any organic solvent, such as thinner or benzine.

# **PREPARATION**

# **PREPARATION**

# **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	
	SIIA0993E		
_		Repairing the cause of noise	
(J-43980) NISSAN Squeak and Rattle Kit			
	SIIA0994E		

# **Commercial Service Tool**

INFOID:0000000001451551

(Kent-Moore No.) Tool name		Description	
(J-39565) Engine ear		Locating the noise	
	SIIA0995E		ı
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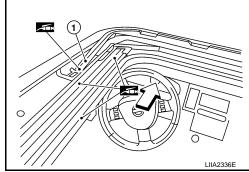
# ON-VEHICLE REPAIR

# SUNROOF SYSTEM

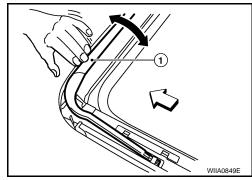
Inspection INFOID:000000001451572

## WIND DEFLECTOR

- 1. Open glass lid assembly fully.
- 2. Visually check for proper installation, damaged/deteriorated components, or foreign objects within mechanism. Correct as required for smooth operation.
- Check for grease at the wind deflector arm (1) and pivot areas. If necessary, apply a sufficient amount of grease for non-binding operation.



4. Check that the wind deflector (1) moves freely within the sunroof unit assembly while manually pressing down and releasing. If a malfunction is detected, remove the sunroof unit assembly and visually inspect. If damage is found, replace either wind deflector (1) or sunroof unit assembly as required.



## **WEATHERSTRIP**

Visually check weatherstrip for any damage, deterioration, or flattening.

- In the case of leakage around glass lid, close glass lid and pour water around it to find the damaged or gaped portion, remove glass lid assembly.
- If any damage is found, replace glass lid assembly.

## **CAUTION:**

Do not remove the weatherstrip.

## LINK AND WIRE ASSEMBLY

#### NOTE:

Before replacing any suspect part, carefully ensure it is the source of the noise being experienced.

- 1. Visually check to determine if a sufficient amount of petroleum jelly has been applied to the wire or rail groove. If not, add petroleum jelly as required.
- 2. Check wire for any damage or deterioration. If any damage is found, remove rear guide, then replace wire.

## **DRAIN HOSES**

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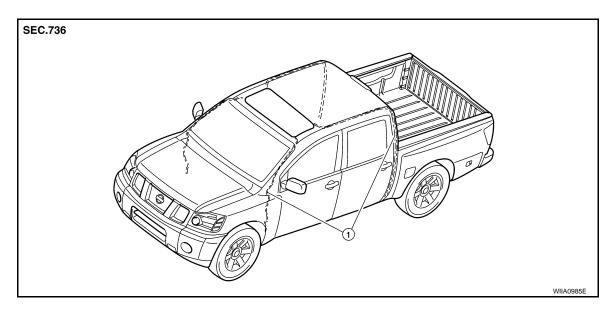
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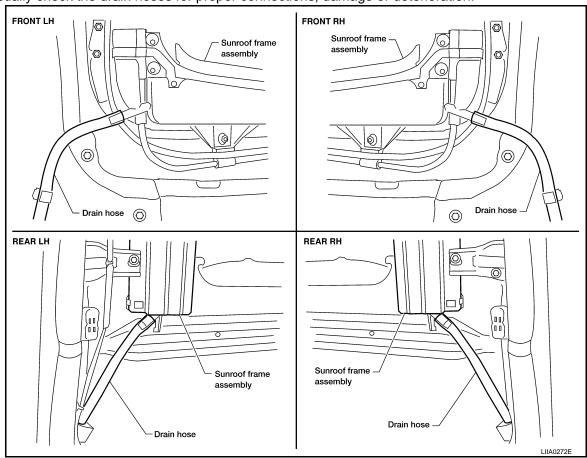
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1. Drain hoses

## Removal

- 1. Remove the headlining. Refer to <a href="INT-21">INT-21</a>, "Removal and Installation".
- 2. Visually check the drain hoses for proper connections, damage or deterioration.

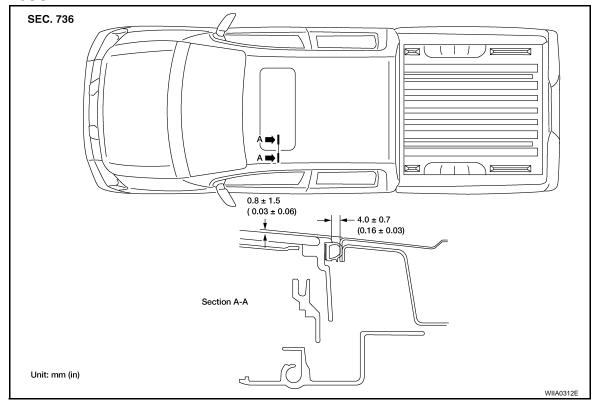


- 3. Remove each drain hose and check visually for damage, cracks or deterioration.
  - Pour water through the drain hose to check for damage. If any damage is found, replace the drain hose.

## Installation

Installation is in the reverse order of removal.

## **GAP ADJUSTMENT**



## NOTE:

If any gap or height difference between glass lid and roof panel is found, check glass lid fit and adjust as follows:

- 1. Open sunshade assembly.
- 2. Loosen glass lid securing screws (two each on left and right sides), then tilt glass lid down.
- 3. Manually adjust glass lid from outside of vehicle so it resembles "A A" as shown.
- 4. After adjusting glass lid tilt glass lid up and tighten screws.
- 5. Tilt glass lid up and down several times to check that it moves smoothly.

## HEIGHT DIFFERENCE ADJUSTMENT

If an excessive height difference between glass lid assembly and roof panel is found, adjust in the following manner:

- 1. Remove headlining. Refer to INT-21, "Removal and Installation".
- Loosen sunroof frame assembly nuts and sunroof bracket bolts.
- 3. Add shims until gap is within specification "A-A".

## NOTE:

Temporarily snug nuts and bolts to prevent movement between each adjustment.

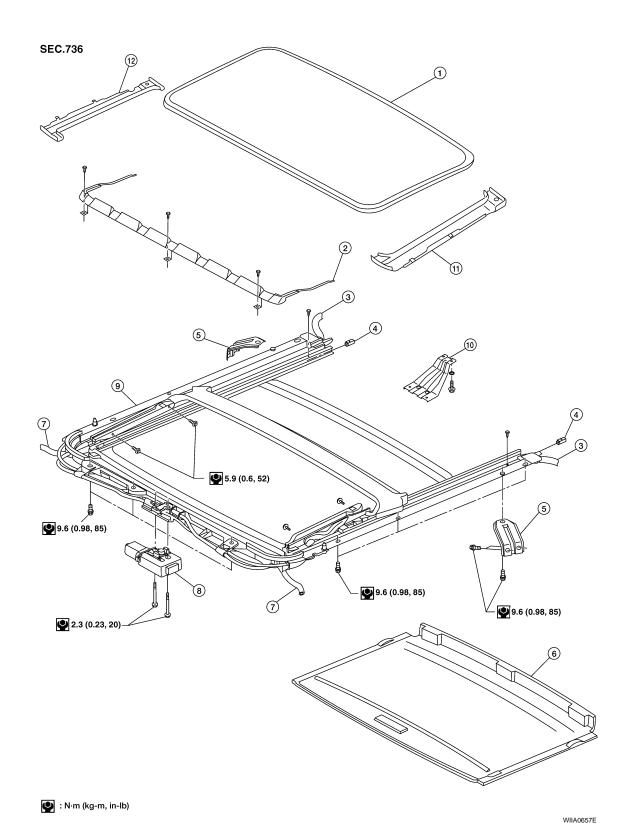
- 4. Tilt glass lid assembly up and down several times to check that it moves and seals properly.
- 5. Tighten sunroof frame assembly nuts and sunroof bracket bolts.

#### NOTE:

First tighten left front then right rear sunroof frame assembly to prevent uneven torque while tightening remaining sunroof bracket bolts.

6. Install headlining. Refer to <a href="INT-21">INT-21</a>, "Removal and Installation".

Exploded View



- 1. Glass lid assembly
- 4. Shade stoppers
- 7. Front drain hoses
- 10. Overhead console bracket
- 2. Wind deflector
- 5. Sunroof bracket
- 8. Sunroof motor assembly
- 11. Side cover LH

- 3. Rear drain hoses
- 6. Sunshade assembly
- 9. Sunroof frame assembly
- 12. Side cover RH

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## < ON-VEHICLE REPAIR >

## **CAUTION:**

- Always work with a helper.
- Before removal, fully close the glass lid assembly. Then, after removal, do not move the motor assembly.
- After installing the sunroof and glass lid, check gap adjustment to ensure there is no malfunction. NOTE:
- After any adjustment, check sunroof operation and glass lid alignment.
- Handle glass lid with care so not to cause damage.
- For easier installation, mark each point before removal.

## Removal and Installation

#### INFOID:0000000001451593

## **SUNROOF UNIT**

#### **CAUTION:**

- · Always work with a helper.
- When taking sunroof unit out, use shop cloths to protect the seats and trim from damage.
- After installing the sunroof unit and glass lid, be sure to check gap adjustment to ensure there is no malfunction.

#### Removal

- 1. Remove headlining. Refer to INT-21, "Removal and Installation".
- Remove the sunroof glass lid. Refer to RF-38, "Removal and Installation".
- 3. Remove overhead console bracket.
- Disconnect the drain hoses.
- 5. Remove front sunroof bolts.
- Remove rear sunroof bracket bolts.
- 7. Remove the side bolts and the sunroof unit.

#### Installation

- 1. Position the sunroof frame assembly and install the side bolts.
- 2. Install the rear brackets.
- 3. Install the front sunroof frame assembly bolts.
- Connect drain hoses.
- 5. Install the overhead console bracket.
- Install the sunroof glass lid. Refer to <u>RF-38, "Removal and Installation"</u>.
- 7. Install headlining. Refer to <a href="INT-21">INT-21</a>, "Removal and Installation".

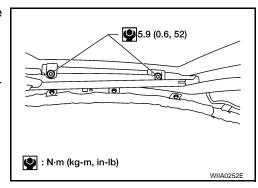
# **GLASS LID**

#### Removal

- Open sunshade.
- Ensure glass lid is closed.
- 3. Remove side cover LH and RH.
- 4. Remove the screws securing glass lid to the sunroof frame assembly.
- 5. Remove the glass lid assembly.

#### NOTE:

- After any adjustment, check sunroof operation and glass lid alignment.
- Handle glass lid with care so not to cause damage.
- For easier installation, mark each point before removal.



#### Installation

Position glass lid to sunroof assembly.

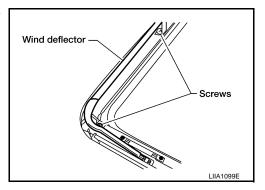
## < ON-VEHICLE REPAIR >

- 2. Install the glass lid assembly screws. (First tighten left front bolt, then tighten right rear bolt on glass lid to prevent lid from moving while tightening other bolts.)
- 3. Adjust the glass lid assembly. Refer to RF-34, "Inspection".
- 4. Install side cover LH and RH.

## WIND DEFLECTOR

#### Removal

- Open the sunroof.
- 2. Remove screws from the left, center, and right side wind deflector holders.
- 3. Remove the wind deflector from the sunroof frame assembly.



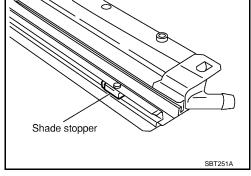
#### Installation

Installation is in the reverse order of removal.

## SUNSHADE

Removal

- 1. Remove the sunroof frame assembly. Refer to RF-38, "Removal and Installation".
- Remove the sunshade stoppers (2 points) from the rear end of the sunroof frame assembly.
- Remove the sunshade assembly from the rear end of the sunroof frame assembly.



#### Installation

Installation is in the reverse order of removal.

SUNROOF MOTOR

#### Removal

## **CAUTION:**

- When removing the sunroof motor, be sure to place the link and wire assembly in the symmetrical and fully closed position.
- · Never run the removed motor as a single unit.
- 1. Position the sunroof assembly in the fully closed position.
- 2. Disconnect the negative battery cable.
- Remove the roof console assembly. Refer to RF-37, "Exploded View".

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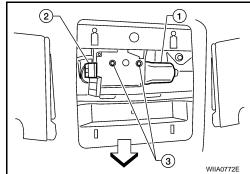
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## < ON-VEHICLE REPAIR >

- 4. Disconnect the sunroof motor harness connector (2).
- 5. Remove the sunroof motor screws (3), then remove the sunroof motor (1).



## Installation

## **CAUTION:**

Before installing the sunroof motor assembly, be sure to place the link and wire assembly in the symmetrical and fully closed position.

- ⇐:Vehicle front
- Move the sunroof motor (1) laterally little by little so that the gear is completely engaged into the wire on the sunroof unit and the installation surface becomes parallel. Then, secure the motor with screws (3).
- 2. Connect the wire harness connector (2) to the sunroof motor (1).
- 3. Install the roof console assembly. Refer to <a href="RF-38">RF-38</a>, "Removal and Installation".
- 4. Reset the sunroof motor memory. Refer to <u>RF-5</u>, "<u>ADDITIONAL SERVICE WHEN REPLACING CONTROL UNIT : Special Repair Requirement"</u>.

