

SECTION **EXT** EXTERIOR

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PRECAUTIONS

< PRECAUTION >

PRECAUTION

PRECAUTIONS

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

INFOID:000000009446815

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

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

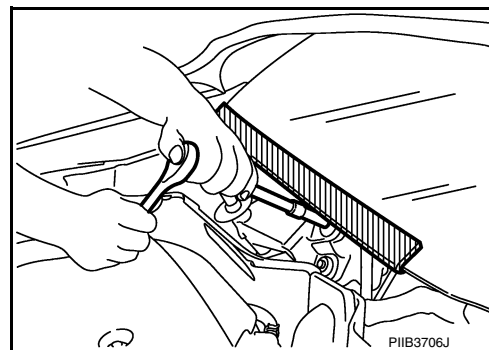
WARNING:

- When working near the Airbag Diagnosis Sensor Unit or other Airbag System sensors with the Ignition ON or engine running, DO NOT use air or electric power tools or strike near the sensor(s) with a hammer. Heavy vibration could activate the sensor(s) and deploy the air bag(s), possibly causing serious injury.
- When using air or electric power tools or hammers, always switch the Ignition OFF, disconnect the battery and wait at least three minutes before performing any service.

Procedure without Cowl Top Cover

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



Precaution for Work

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- When removing or disassembling each component, be careful not to damage or deform it. If a component may be subject to interference, be sure to protect it with a shop cloth.
- When removing (disengaging) components with a screwdriver or similar tool, be sure to wrap the component with a shop cloth or vinyl tape to protect it.
- Protect the removed parts with a shop cloth and prevent them from being dropped.
- Replace a deformed or damaged clip.
- If a part is specified as a non-reusable part, always replace it with a new one.
- Be sure to tighten bolts and nuts securely to the specified torque.
- After installation is complete, be sure to check that each part works properly.
- Follow the steps below to clean components:
 - Water soluble dirt:
 - Dip a soft cloth into lukewarm water, wring the water out of the cloth and wipe the dirty area.
 - Then rub with a soft, dry cloth.
 - Oily dirt:

PRECAUTIONS

< PRECAUTION >

- Dip a soft cloth into lukewarm water with mild detergent (concentration: within 2 to 3%) and wipe the dirty area.
- Then dip a cloth into fresh water, wring the water out of the cloth and wipe the detergent off.
- Then rub with a soft, dry cloth.
- Do not use organic solvent such as thinner, benzene, alcohol or gasoline.
- For genuine leather seats, use a genuine leather seat cleaner.

PREPARATION

< PREPARATION >

PREPARATION

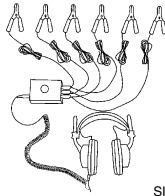
PREPARATION

Special Service Tools

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

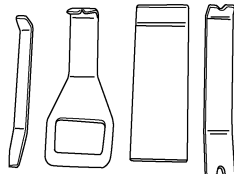
Tool number (Kent-Moore No.) Tool name	Description
— (J-39570) Chassis Ear	Locating the noise
— (J-50397) NISSAN Squeak and Rattle Kit	Repairing the cause of noise
— (J-46534) Trim Tool Set	Removing trim components



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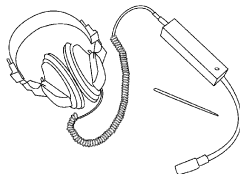
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Commercial Service Tools

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EXT

(Kent-Moore No.) Tool name	Description
(J-39565) Engine Ear	Locating the noise
(—) Power tool	Loosening nuts, screws and bolts



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CLIP LIST

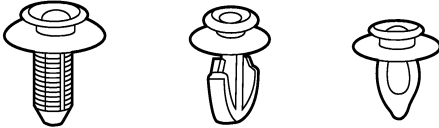
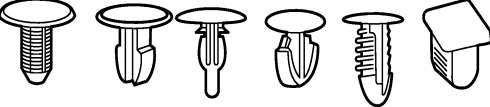
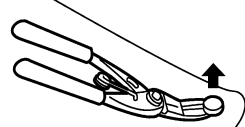
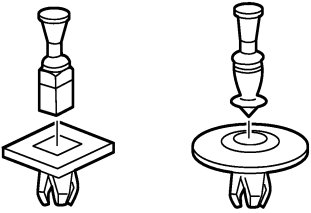
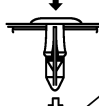
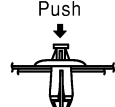
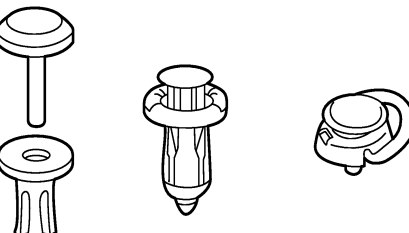
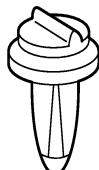
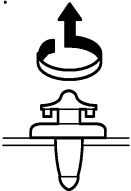
< PREPARATION >

CLIP LIST

Descriptions for Clips

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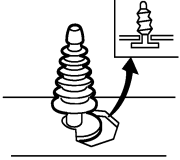
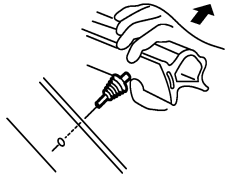
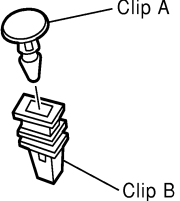
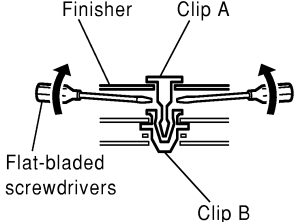
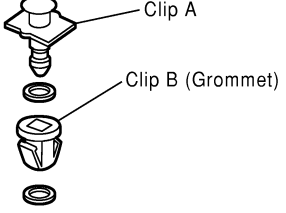
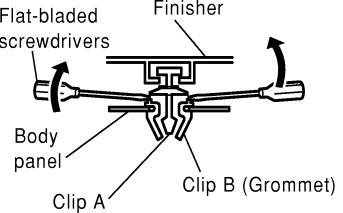
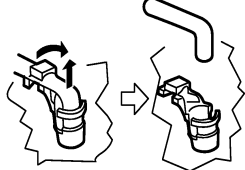
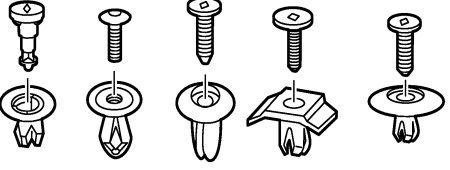
Replace any clips which are damaged during removal or installation.

Symbol No.	Shapes	Removal & Installation
C101 		Removal: Remove by bending up with flat-bladed screwdrivers or clip remover. 
C103 		 Removal: Remove with a clip remover.
C203 		Removal: Push center pin to catching position. (Do not remove center pin by hitting it.) Push  Installation: Push 
C205 		Removal: Flat-bladed screwdriver  Clip Finisher
C206 		Removal: 

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CLIP LIST

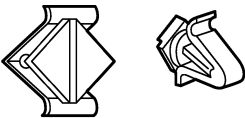
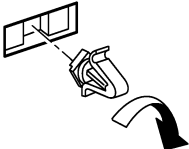
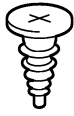
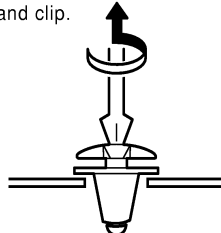
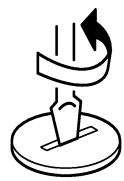
< PREPARATION >

Symbol No.	Shapes	Removal & Installation
CE103 		Removal: 
CF110 		Removal: 
CF118 		Removal: 
CR103 		Removal: Holder portion of clip must be spread out to remove rod. 
CS101 		Removal: 1. Screw out with a Phillips screwdriver. 2. Remove female portion with flat-bladed screwdriver. 

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CLIP LIST

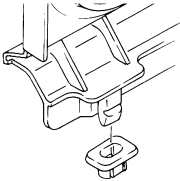
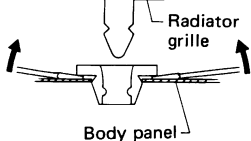
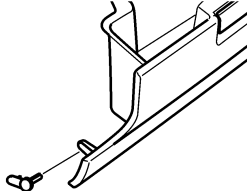
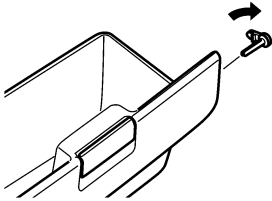
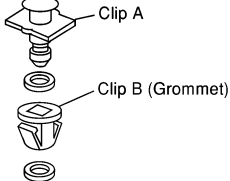
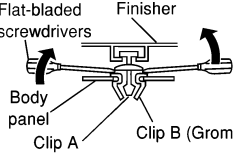
< PREPARATION >

Symbol No.	Shapes	Removal & Installation	
CG101 		Removal:  Rotate 45° to remove	Installation: 
CS102 			
CS113 		Removal: Disconnect upper connection of clip with a flat-bladed screwdriver, then remove clip while inserting a flat-bladed screwdriver between body panel and clip. 	
C111 			

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CLIP LIST

< PREPARATION >

Symbol No.	Shapes	Removal & Installation
CG104 		Removal: Remove by bending up with flat-bladed screwdrivers. 
CE114 		
CF118 		Removal: Flat-bladed screwdrivers 

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A
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COMPONENT PARTS

< SYSTEM DESCRIPTION >

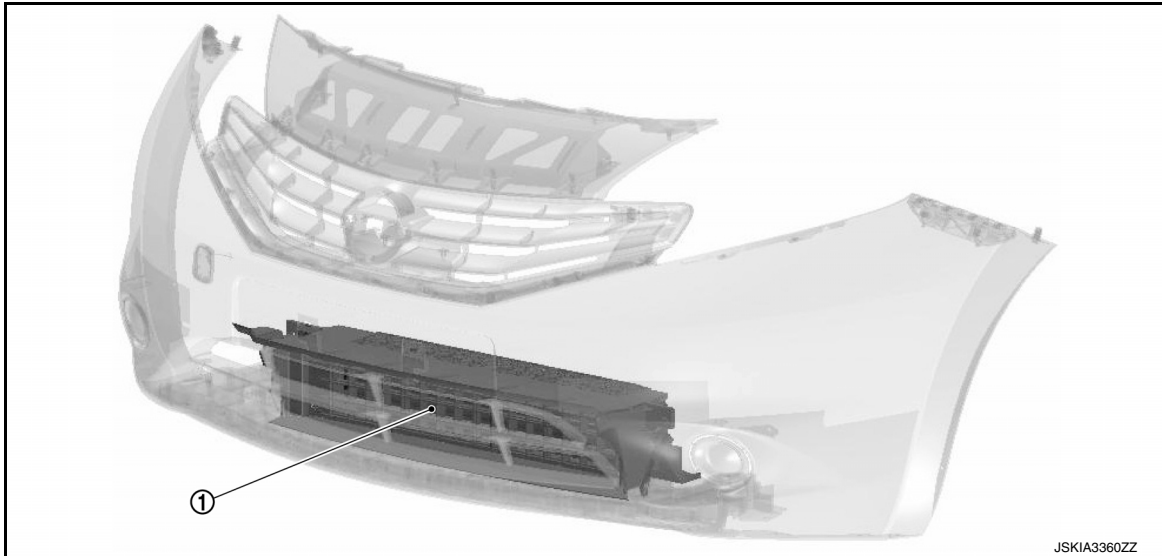
SYSTEM DESCRIPTION

COMPONENT PARTS

ACTIVE GRILLE SHUTTER SYSTEM

ACTIVE GRILLE SHUTTER SYSTEM : Component Parts Location

INFOID:000000009759581



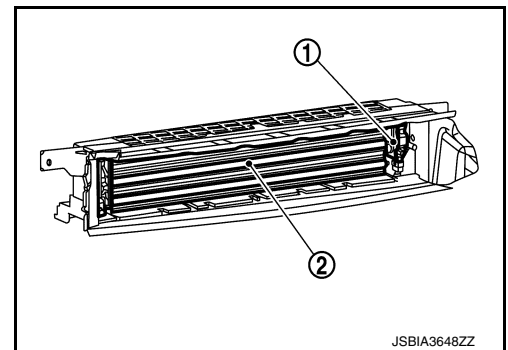
No.	Component	Reference
①	Active grille shutter	EXT-10, "ACTIVE GRILLE SHUTTER SYSTEM : Active grille shutter"

For the engine related component parts, refer to [EC-14, "ENGINE CONTROL SYSTEM : Component Parts Location"](#).

ACTIVE GRILLE SHUTTER SYSTEM : Active grille shutter

INFOID:000000009759580

Active grille shutter is located at front bumper lower opening, and according to the signal from ECM it operates actuator ① to perform open/close movement of flap ② to control the amount of air flow taken into engine compartment.



SYSTEM

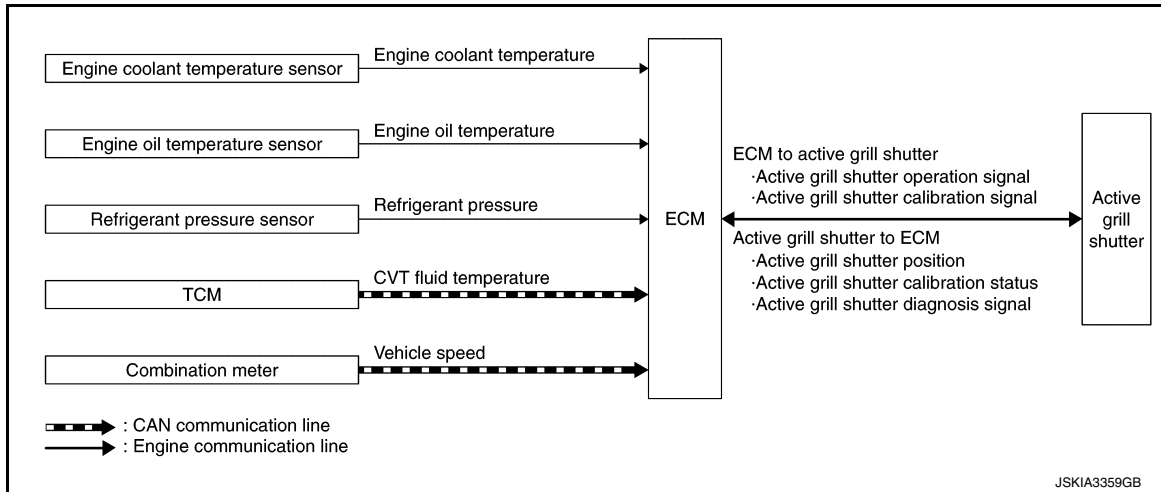
< SYSTEM DESCRIPTION >

SYSTEM

ACTIVE GRILLE SHUTTER SYSTEM

ACTIVE GRILLE SHUTTER SYSTEM : System Diagram

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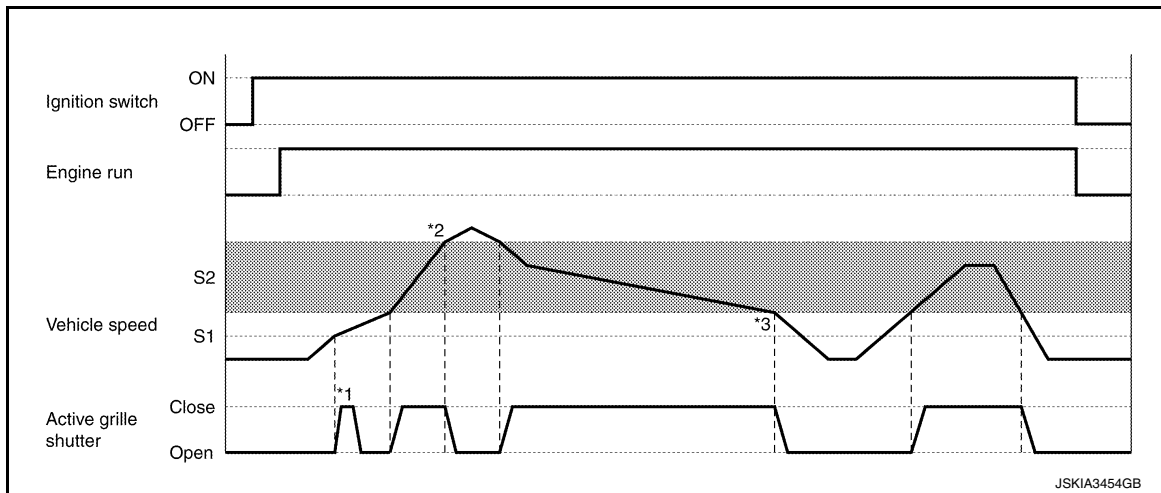


ACTIVE GRILLE SHUTTER SYSTEM : System Description

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While driving, the active grille shutter system closes shutter to reduce air flow to engine compartment for the purpose of reducing aerodynamic drag, and as a result, improves the vehicle's fuel efficiency. ECM controls active grille shutter system by detecting vehicle status through respective modules and sensors. Active grille shutter actuator is equipped with self-diagnosis function. When it detects malfunction, transmits diagnosis signal to ECM and ECM records active grille shutter malfunction.

BASIC MOVEMENTS



- S1: 6 km/h (4 MPH)
- S2: Approx. 30 - 140 km/h (19 - 88 MPH)
- *1: Shutter initial position learning.
- *2: Judgement of high vehicle speed.
- *3: Judgement of low vehicle speed.

DESCRIPTION OF MOVEMENTS

Active grille shutter is fully open when the vehicle stops or the ignition switch is turned OFF. ECM operates the shutter to close position in order to perform shutter's initial position learning when the ignition switch is turned ON and the vehicle reaches the specified speed for the first time. At the end of initial position learning ECM operates shutter to open position. (The initial position learning is performed every time when ignition switch is turned OFF → ON.) While driving, after the initial position learning ends, ECM operates the active grille shutter to close position when the operational conditions of active grille shutter are met.

SYSTEM

< SYSTEM DESCRIPTION >

While driving at high speed, ECM operates the shutter to open position when the vehicle reaches the specified speed in order to prevent the shutter from shutting up by wind resistance.

When the vehicle speed is reduced below the specified speed ECM operates active grille shutter to open position.

ACTIVE GRILLE SHUTTER OPERATIONAL CONDITIONS

ECM operates active grille shutter to close position when following all conditions are met.

Item	Status
Active grille shutter initial position learning	Complete
Vehicle speed	Approx. 30 - 140 km/h (19 - 88 MPH)
Engine coolant temperature	Approx. less than 95°C (203 °F)
Engine oil temperature	Approx. less than 140°C (284°F)
CVT fluid temperature	Approx. less than 135°C (275°F)
Cooling fan	OFF
Refrigerant pressure	0.78 MPa (7.95 kg/cm ² , 113.1 psi) or less
Malfunction of engine coolant temperature sensor system	Not detected
Malfunction of engine oil temperature sensor system	Not detected
Malfunction of vehicle speed sensor system	Not detected
Malfunction of CAN communication system	Not detected

ECM operates active grille shutter to open position when one of the following conditions is met.

Item	Status
Vehicle speed	• 22 km/h (14 MPH) or less • 140 km/h (88 MPH) or more
Engine coolant temperature	Approx. 95°C (203 °F) or more
Engine oil temperature	Approx. 140°C (284°F) or more
CVT fluid temperature	Approx. 135°C (275°F) or more
Cooling fan	ON
Refrigerant pressure	1.18 MPa (12.04 kg/cm ² , 171.1 psi) or more
Malfunction of engine coolant temperature sensor system	Detected
Malfunction of engine oil temperature sensor system	Detected
Malfunction of vehicle speed sensor system	Detected
Malfunction of CAN communication system	Detected

ACTIVE GRILLE SHUTTER

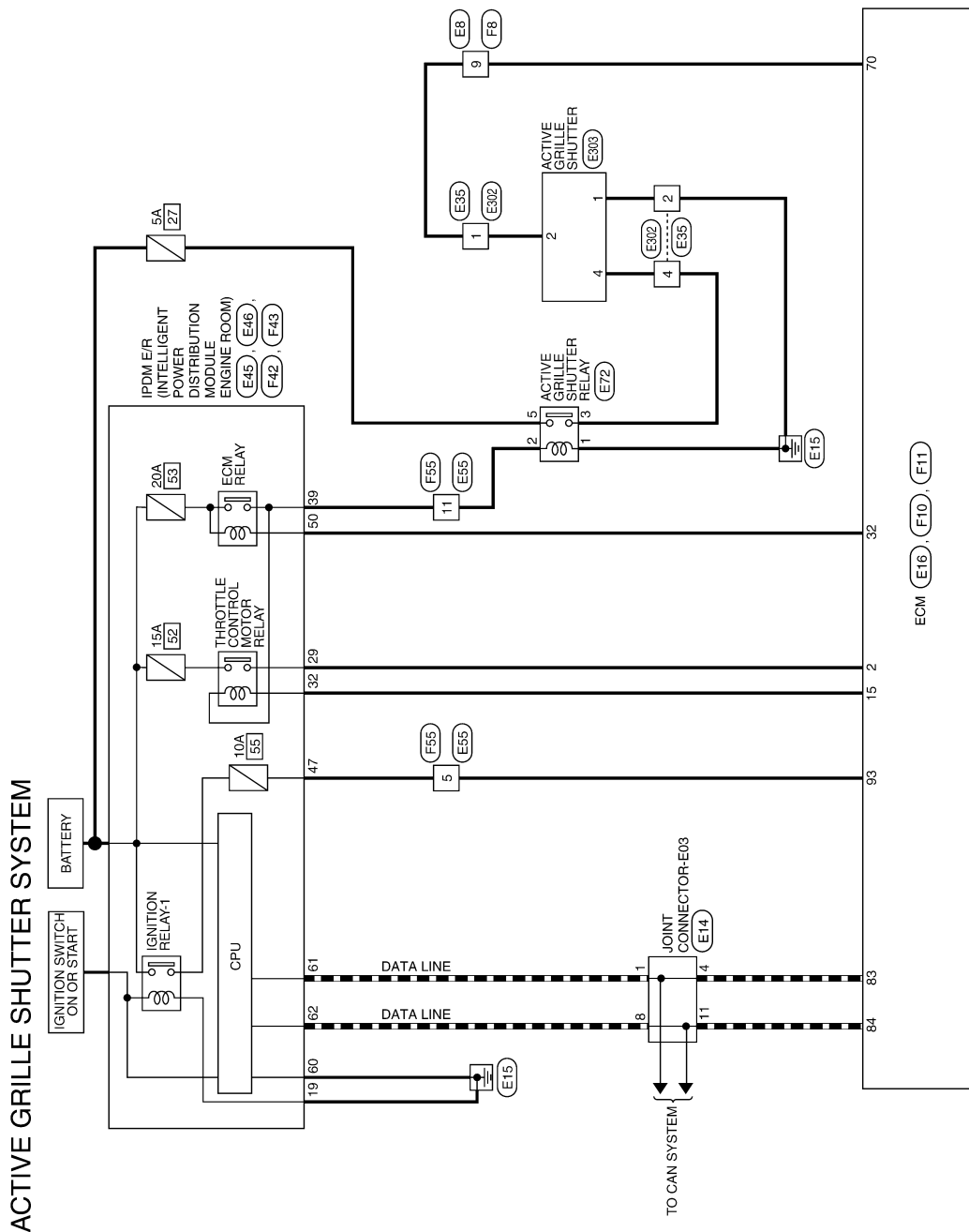
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WIRING DIAGRAM

ACTIVE GRILLE SHUTTER

Wiring Diagram

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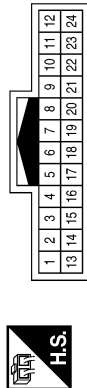
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ACTIVE GRILLE SHUTTER

< WIRING DIAGRAM >

ACTIVE GRILLE SHUTTER SYSTEM CONNECTORS

Connector No.	E8
Connector Name	WIRE TO WIRE
Connector Color	WHITE



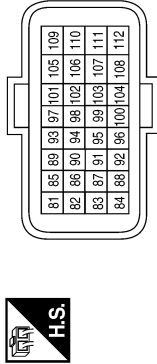
Terminal No.	Color of Wire	Signal Name
9	L	-

Connector No.	E14
Connector Name	JOINT CONNECTOR-M03
Connector Color	BLUE



Terminal No.	Color of Wire	Signal Name
1	P	-
4	P	-
8	L	-
11	L	-

Connector No.	E16
Connector Name	ECM
Connector Color	BLACK



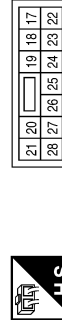
Terminal No.	Color of Wire	Signal Name
83	P	CAN-L
84	L	CAN-H
93	L	IGNSW

Connector No.	E35
Connector Name	WIRE TO WIRE
Connector Color	BLACK



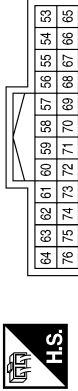
Terminal No.	Color of Wire	Signal Name
1	L	-
2	B	-
4	BR	-

Connector No.	E45
Connector Name	IPDM E/R (INTELLIGENT POWER DISTRIBUTION MODULE ENGINE ROOM)
Connector Color	BROWN



Terminal No.	Color of Wire	Signal Name
19	B	GND (POWER)

Connector No.	E46
Connector Name	IPDM E/R (INTELLIGENT POWER DISTRIBUTION MODULE ENGINE ROOM)
Connector Color	WHITE



Terminal No.	Color of Wire	Signal Name
60	B	GND
61	P	CAN-L
62	L	CAN-H

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ACTIVE GRILLE SHUTTER

< WIRING DIAGRAM >

Connector No.	E302
Connector Name	WIRE TO WIRE
Connector Color	BLACK



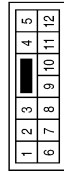
Terminal No.	Color of Wire	Signal Name
1	L	-
2	B	-
4	BR	-

Connector No.	E72
Connector Name	ACTIVE GRILLE SHUTTER RELAY
Connector Color	BLUE



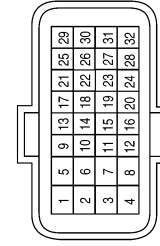
Terminal No.	Color of Wire	Signal Name
1	B	-
2	L	-
3	BR	-
5	R	-

Connector No.	E55
Connector Name	WIRE TO WIRE
Connector Color	GRAY



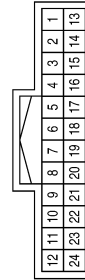
Terminal No.	Color of Wire	Signal Name
5	L	-
11	L	-

Connector No.	F10
Connector Name	ECM
Connector Color	GRAY



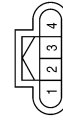
Terminal No.	Color of Wire	Signal Name
2	LW	VMOT
15	GW	MOTRLY
32	P	SSOFF

Connector No.	F8
Connector Name	WIRE TO WIRE
Connector Color	WHITE



Terminal No.	Color of Wire	Signal Name
9	LY	-

Connector No.	E303
Connector Name	ACTIVE GRILLE SHUTTER
Connector Color	BLACK



Terminal No.	Color of Wire	Signal Name
1	B	-
2	L	-
3	-	-
4	BR	-

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ACTIVE GRILLE SHUTTER

< WIRING DIAGRAM >

Connector No.	F43
Connector Name	IPDM E/R (INTELLIGENT POWER DISTRIBUTION MODULE ENGINE ROOM)
Connector Color	WHITE



46	45	44	43	42	41
52	51	50	49	48	47

Terminal No.	Color of Wire	Signal Name
47	R/W	ECM IGNSW
50	P	SSOFF

Connector No.	F42
Connector Name	IPDM E/R (INTELLIGENT POWER DISTRIBUTION MODULE ENGINE ROOM)
Connector Color	WHITE



33	32		31	30	29
40	39	38	37	36	35
				34	

Terminal No.	Color of Wire	Signal Name
29	L/W	ETC
32	G/W	MOTRLY
39	L	ENG SOL

Connector No.	F11
Connector Name	ECM
Connector Color	BROWN



33	37	41	45	49	53	57	61	65	69	73	77
34	38	42	46	50	54	58	62	66	70	74	78
35	39	43	47	51	55	59	63	67	71	75	79
36	40	44	48	52	56	60	64	68	72	76	80

Terminal No.	Color of Wire	Signal Name
70	L/Y	LIN

Connector No.	F55
Connector Name	WIRE TO WIRE
Connector Color	GRAY



5	4			3	2	1
12	11	10	9	8	7	6

Terminal No.	Color of Wire	Signal Name
5	R/W	-
11	L	-

ABKIA4516GB

SQUEAK AND RATTLE TROUBLE DIAGNOSES

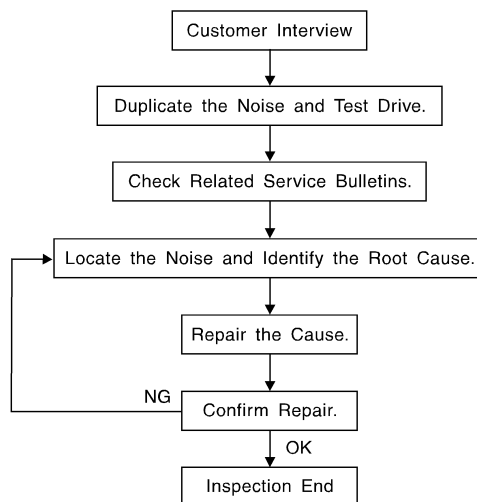
< SYMPTOM DIAGNOSIS >

SYMPTOM DIAGNOSIS

SQUEAK AND RATTLE TROUBLE DIAGNOSES

Work Flow

INFOID:000000009671256



SBT842

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 [EXT-21, "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 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

SQUEAK AND RATTLE TROUBLE DIAGNOSES

< SYMPTOM DIAGNOSIS >

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

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

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

CHECK RELATED SERVICE BULLETINS

After verifying the customer concern or symptom, check ASIST for Technical Service Bulletins (TSBs) related to 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 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 [EXT-18. "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-50397) 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.

NOTE:

- Always check with the Parts Department for the latest parts information.
- The materials contained in the NISSAN Squeak and Rattle Kit (J-50397) are listed on the inside cover of the kit; and can each be ordered separately as needed.
- The following materials not found in the kit can also be used to repair squeaks and rattles.
 - SILICONE GREASE: Use instead of UHMW tape that will be visible or does not fit. The silicone grease 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:000000009671257

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

SQUEAK AND RATTLE TROUBLE DIAGNOSES

< SYMPTOM DIAGNOSIS >

INSTRUMENT PANEL

Most incidents are caused by contact and movement between:

1. Cluster lid A and the instrument panel
2. Acrylic lens and combination meter housing
3. Instrument panel to front pillar finisher
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. Shift selector 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-50397) 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

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 headlining and squeaking

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

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:

A

B

C

D

E

F

G

H

I

J

EXT

L

M

N

O

P

SQUEAK AND RATTLE TROUBLE DIAGNOSES

< SYMPTOM DIAGNOSIS >

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 installed to the engine wall
2. Components that pass through the engine wall
3. Engine wall mounts and connectors
4. Loose radiator installation 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.

SQUEAK AND RATTLE TROUBLE DIAGNOSES

< SYMPTOM DIAGNOSIS >

Diagnostic Worksheet

INFOID:000000009671258

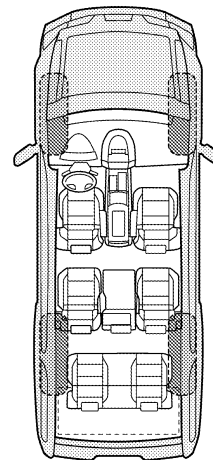
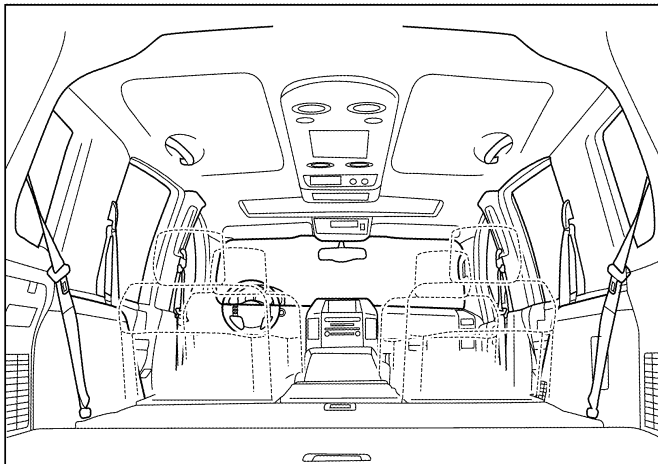
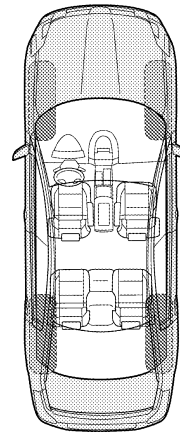
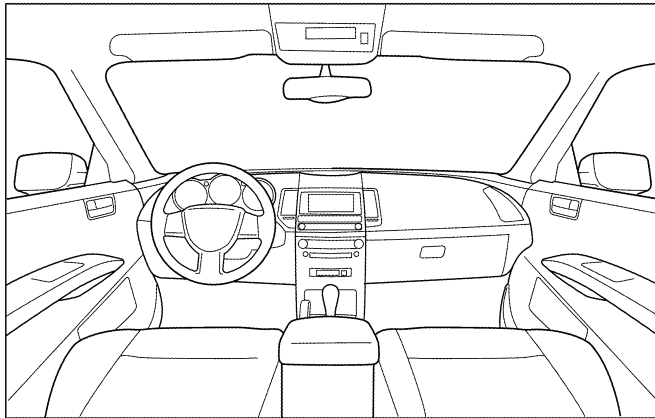
Dear Customer:

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 DIAGNOSES

< SYMPTOM DIAGNOSIS >

SQUEAK & RATTLE DIAGNOSTIC WORKSHEET - page 2

Briefly describe the location where the noise occurs:

II. WHEN DOES IT OCCUR? (please check 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:

- ☐ 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:

	YES	NO	Initials of person performing
Vehicle test driven with customer	☐	☐	_____
- Noise verified on test drive	☐	☐	_____
- Noise source located and repaired	☐	☐	_____
- Follow up test drive performed to confirm repair	☐	☐	_____

VIN: _____ Customer Name _____
W.O.# _____ Date: _____

This form must be attached to Work Order

LAIA0071E

FRONT BUMPER

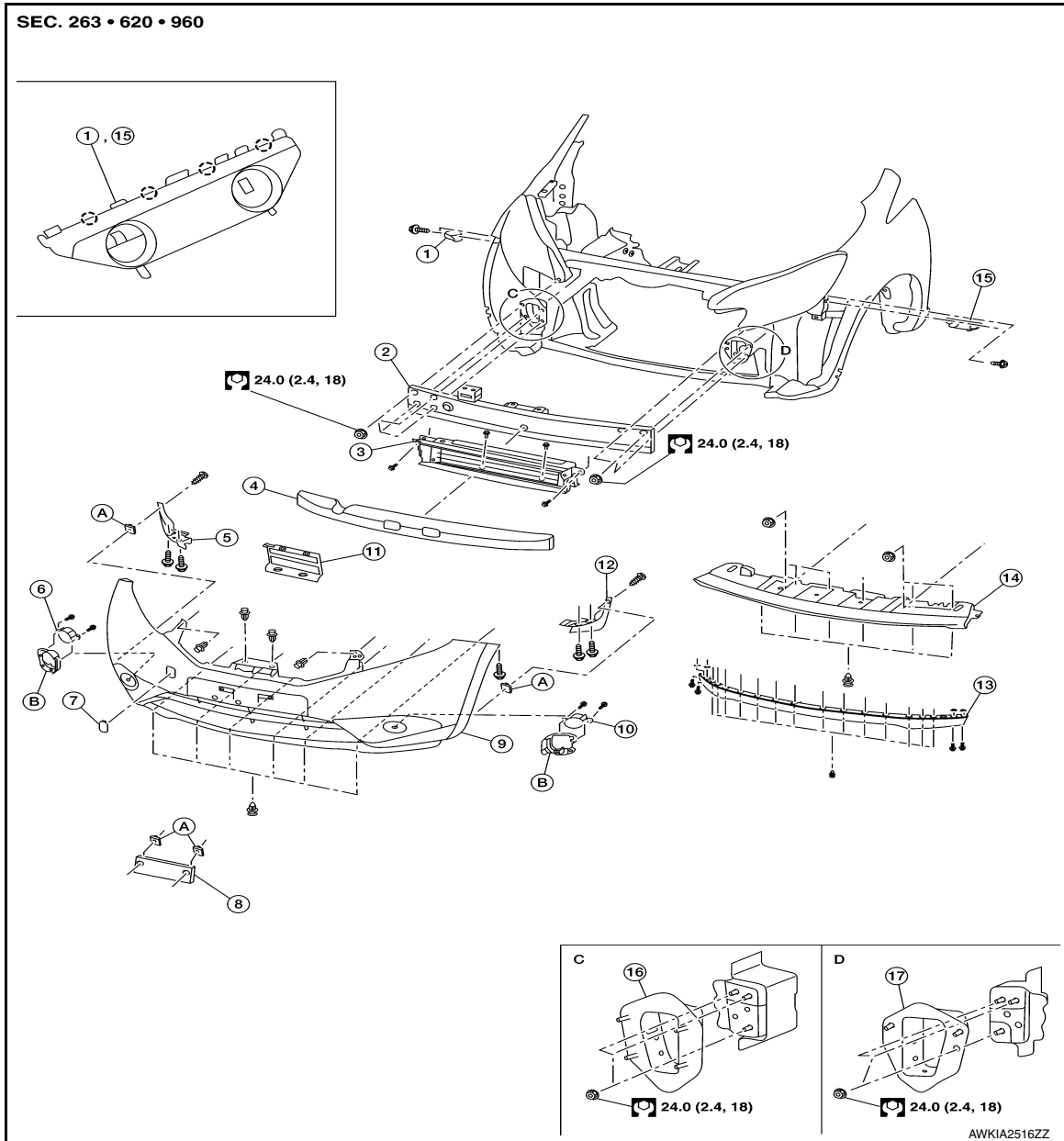
< REMOVAL AND INSTALLATION >

REMOVAL AND INSTALLATION

FRONT BUMPER

Exploded View

INFOID:000000008969513



FRONT BUMPER

< REMOVAL AND INSTALLATION >

- | | | |
|---|--|----------|
| 16. Front bumper reinforcement bracket (RH) | 17. Front bumper reinforcement bracket (LH) | A. J nut |
| B. Front fog lamp bracket |  Pawl | |

Removal and Installation

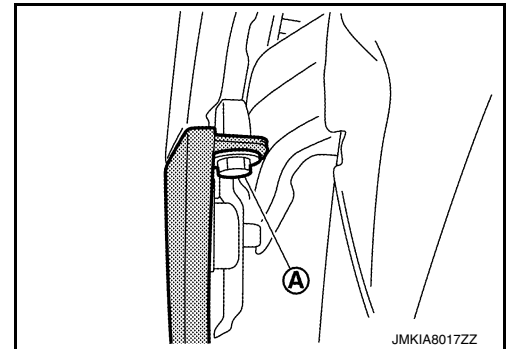
INFOID:000000008969514

CAUTION:

Bumper fascia is made of resin. Use care when handling to prevent damage. Avoid contact with oily substances.

REMOVAL

1. Remove the front grille. Refer to [EXT-29, "Removal and Installation"](#).
2. Remove the four front bumper fascia upper clips.
3. Remove the front under cover. Refer to [EXT-37, "FRONT UNDER COVER : Removal and Installation"](#).
4. Partially remove front fender protectors (LH/RH) at the front edge to access front bumper fascia bolts. Refer to [EXT-36, "Exploded View"](#).
5. Remove front bumper fascia bolts (A) (LH/RH).

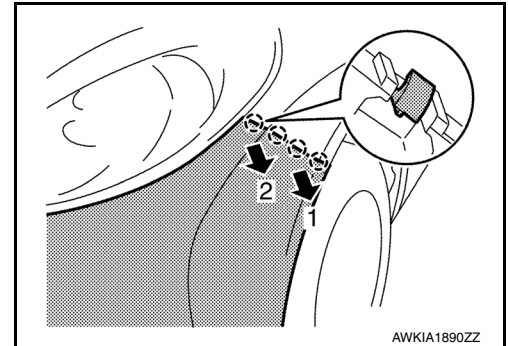


6. Remove the front bumper fascia from the front bumper fascia side brackets (LH/RH) by releasing the pawls as shown.

 Pawl

CAUTION:

When removing front bumper fascia, two people are required to avoid damaging.



7. Disconnect the harness connectors from the front fog lamps (LH/RH) (if equipped).
8. Remove front bumper fascia.
9. Remove the following parts after removing front bumper fascia (if necessary).
 - Tow cover
 - Front fog lamps (LH/RH) (if equipped). Refer to [EXL-101, "Removal and Installation"](#).
 - Front license plate bracket
 - Front bumper finisher (if equipped)
10. Remove the active grille shutter (if equipped) (if necessary). Refer to [EXT-31, "Removal and Installation"](#) (ACTIVE GRILLE SHUTTER).
11. Remove the front energy absorber (if necessary).
12. Remove nuts and front bumper reinforcement (if necessary).

INSTALLATION

Installation is in the reverse order of removal.

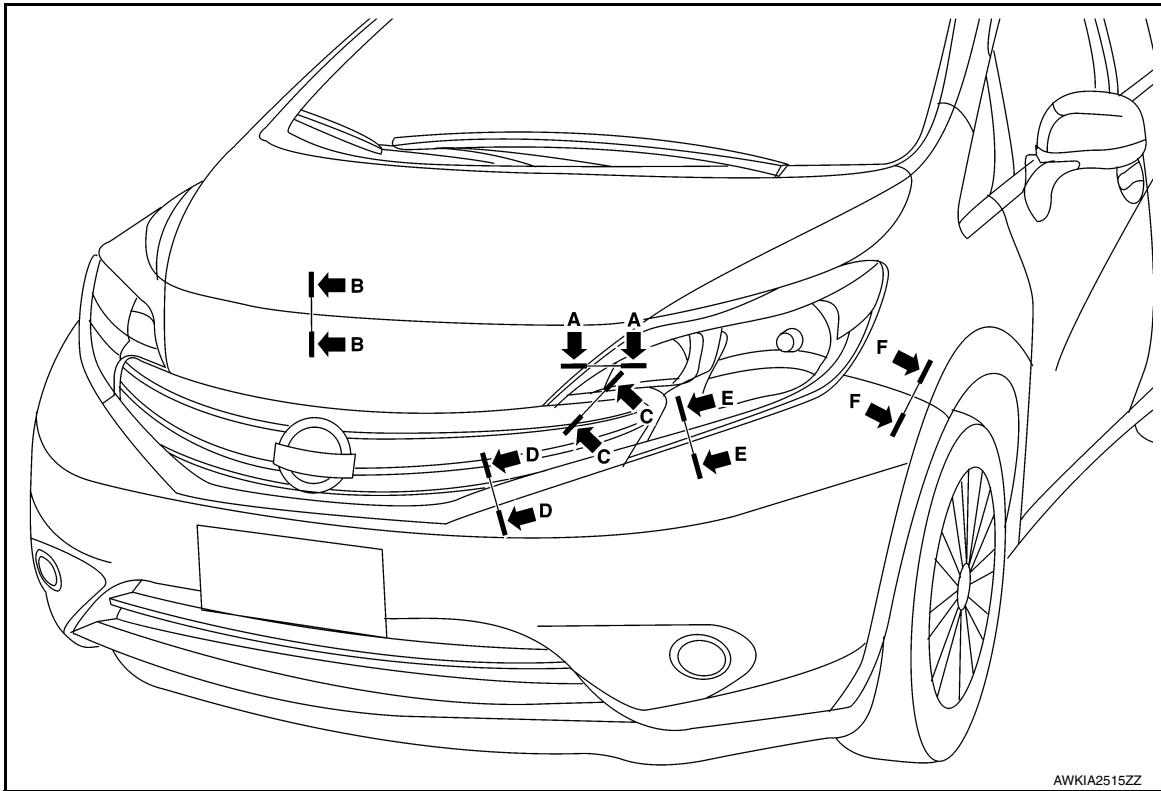
Tighten the front bumper reinforcement nuts to specification. Refer to [EXT-23, "Exploded View"](#).

NOTE:

- The following table shows the specified values for checking normal installation specifications.
- Fitting adjustment cannot be performed.

FRONT BUMPER

< REMOVAL AND INSTALLATION >



Section	Measurement	Minimum	Target Value	Maximum
A-A	Clearance	0.0 (0.00)	2.0 (0.08)	4.0 (0.16)
B-B	Clearance	2.4 (0.09)	4.4 (0.17)	6.4 (0.25)
B-B	Surface height	-1.5 (-0.06)	0.5 (0.02)	1.99 (0.08)
C-C	Clearance	0.0 (0.00)	2.0 (0.08)	4.0 (0.16)
D-D	Clearance	0.0 (0.00)	1.5 (0.06)	3.0 (0.12)
D-D	Surface height	0.0 (0.00)	1.5 (0.06)	3.0 (0.12)
E-E	Clearance	0.01 (0.00)	2.0 (0.08)	4.0 (0.16)
F-F	Clearance	0.1 (0.00)	0.3 (0.01)	1.0 (0.04)
F-F	Surface height	-0.1 (0.00)	0.7 (0.03)	1.7 (0.07)

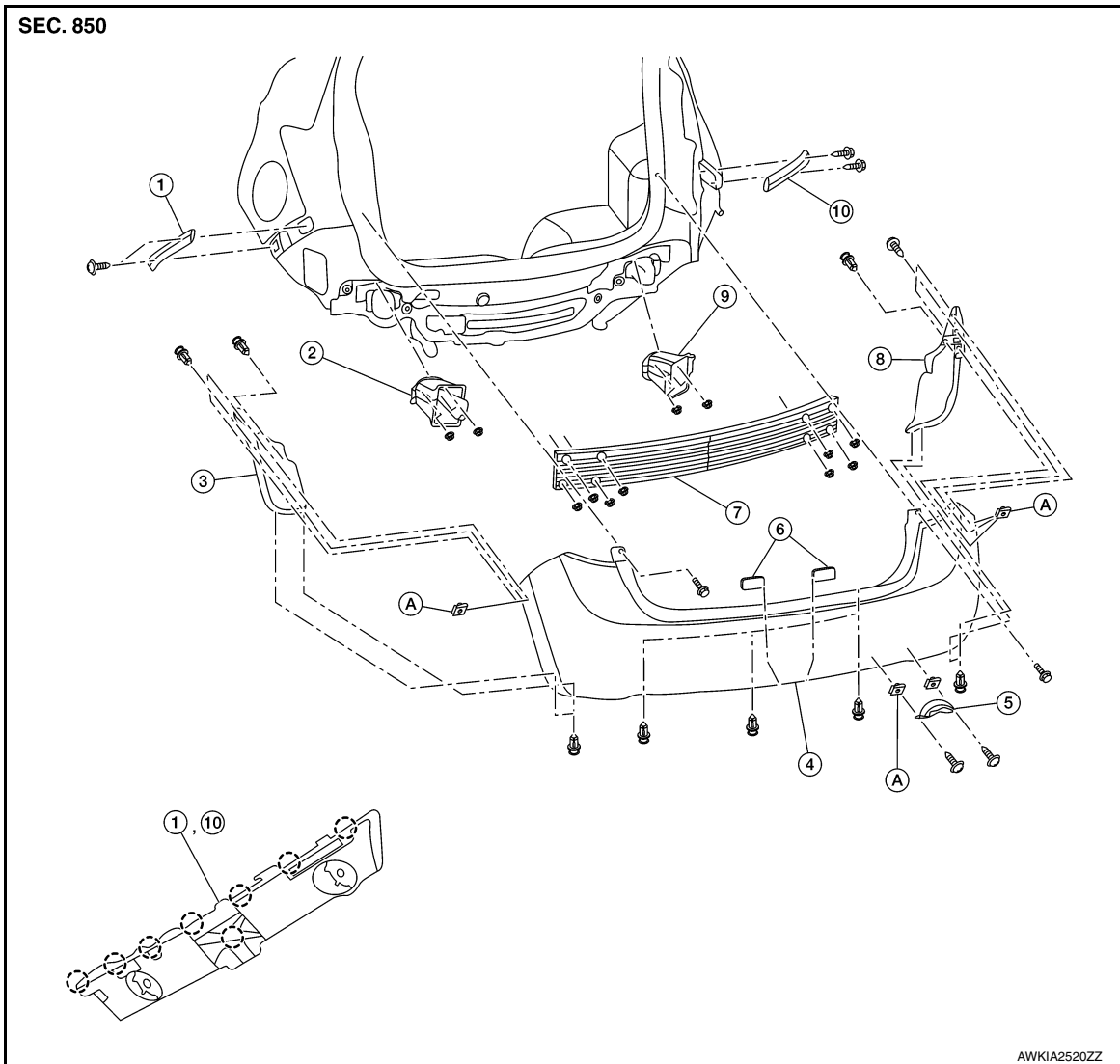
REAR BUMPER

< REMOVAL AND INSTALLATION >

REAR BUMPER

Exploded View

INFOID:000000008969515



- | | | |
|--|---|---|
| 1. Rear bumper fascia side bracket (LH) | 2. Rear bumper reinforcement support (LH) | 3. Rear bumper closing (LH) |
| 4. Rear bumper fascia | 5. Rear bumper finisher | 6. Rear bumper fascia spacer |
| 7. Rear bumper reinforcement | 8. Rear bumper closing (RH) | 9. Rear bumper reinforcement support (RH) |
| 10. Rear bumper fascia side bracket (RH) | A. J nut | ○ Pawl |

Removal and Installation

INFOID:000000008969516

CAUTION:

Bumper fascia is made of resin. Use care when handling to prevent damage. Avoid contact with oily substances.

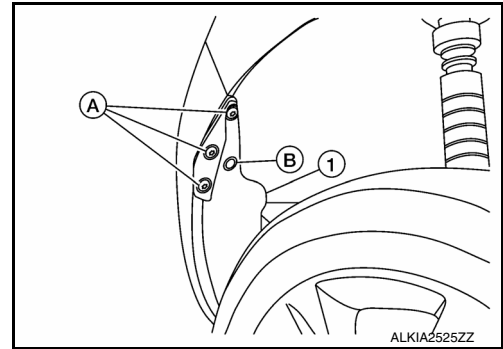
REMOVAL

1. Remove rear combination lamps (LH/RH). Refer to [EXL-105, "Removal and Installation"](#).

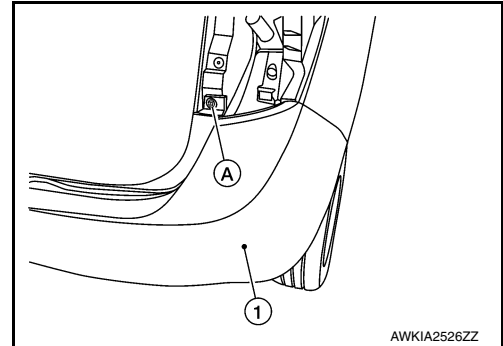
REAR BUMPER

< REMOVAL AND INSTALLATION >

2. Remove screws (A) and clip (B) from rear bumper closings (1) (LH/RH).



3. Remove the rear bumper fascia upper bolt (A) (LH/RH) from each side of the rear bumper fascia (1).

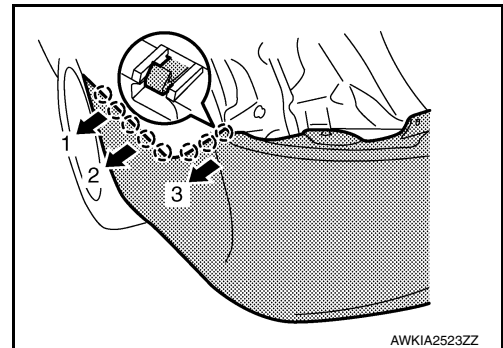


4. Remove rear bumper fascia lower clips.
5. Remove the rear bumper fascia from the rear bumper fascia side brackets (LH/RH) by releasing the pawls as shown.

(○): Pawl

CAUTION:

When removing rear bumper fascia, two people are required to avoid damaging.



6. Remove the following parts after removing rear bumper fascia (if necessary).
 - Two clips each and rear bumper closings (LH/RH)
 - Two screws and rear bumper finisher
 - Rear bumper fascia spacers
 - Two bolts each and rear bumper side brackets (LH/RH)
7. Remove rear bumper reinforcement nuts and rear bumper reinforcement (if necessary).
8. Remove rear bumper reinforcement support nuts from each and the rear bumper reinforcement supports (LH/RH) (if necessary).

INSTALLATION

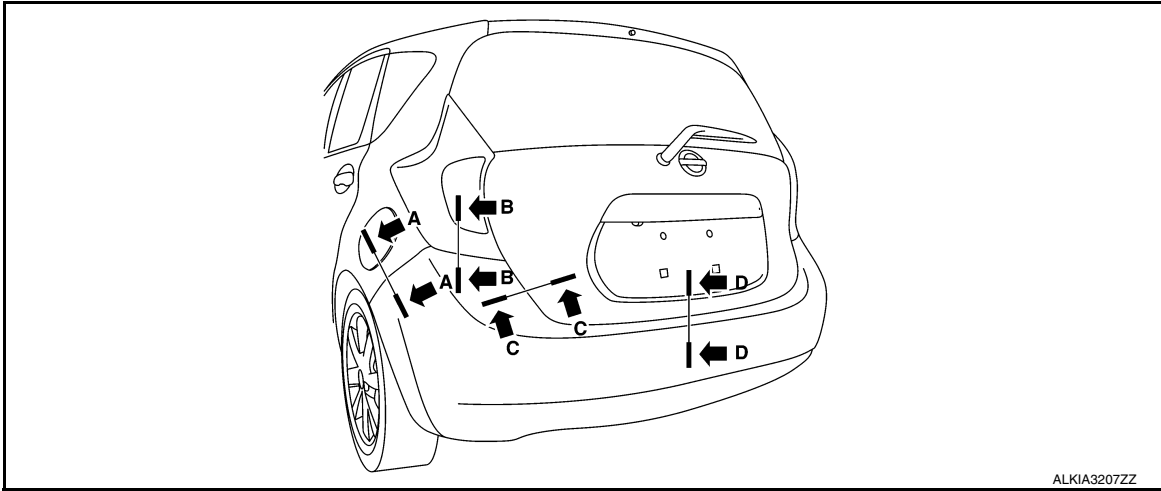
Installation is in the reverse order of removal.

NOTE:

- The following table shows the specified values for checking normal installation specifications.
- Fitting adjustment cannot be performed.

REAR BUMPER

< REMOVAL AND INSTALLATION >



Section	Measurement	Minimum	Target Value	Maximum
A-A	Clearance	0.1 (0.00)	0.3 (0.01)	1.0 (0.04)
B-B	Clearance	0.0 (0.00)	1.5 (0.06)	3.5 (0.14)
B-B	Surface height	-1.5 (-0.06)	0.5 (0.02)	2.5 (0.10)
C-C	Clearance	3.0 (0.12)	5.0 (0.20)	7.0 (0.28)
C-C	Surface height	-2.0 (-0.08)	-1.5 (-0.06)	3.5 (0.14)
D-D	Clearance	5.0 (0.20)	7.0 (0.28)	9.0 (0.35)

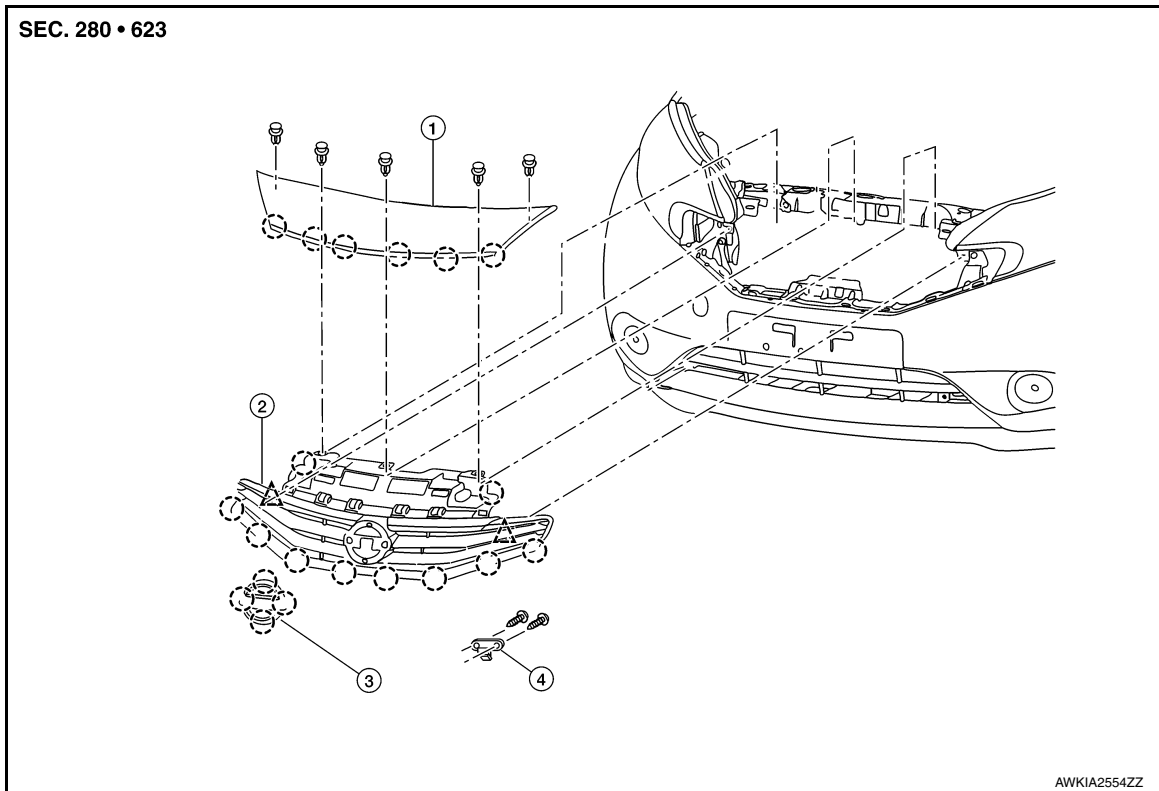
FRONT GRILLE

< REMOVAL AND INSTALLATION >

FRONT GRILLE

Exploded View

INFOID:000000008969517



- | | | |
|-------------------------------|-----------------|-----------------|
| 1. Front grille finisher | 2. Front grille | 3. Front emblem |
| 4. Front camera (if equipped) | △ Clip | ○ Pawl |

Removal and Installation

INFOID:000000008969518

EXT

REMOVAL

1. Remove the front grille finisher clips.
2. Release pawls using a suitable tool and remove the front grille finisher.
3. Disconnect the harness connector from the front camera (if equipped).
4. Release the clips using a suitable tool, then pull the front grille away from vehicle to release pawls and remove.
5. Release pawls and remove front emblem from front grille (if necessary).

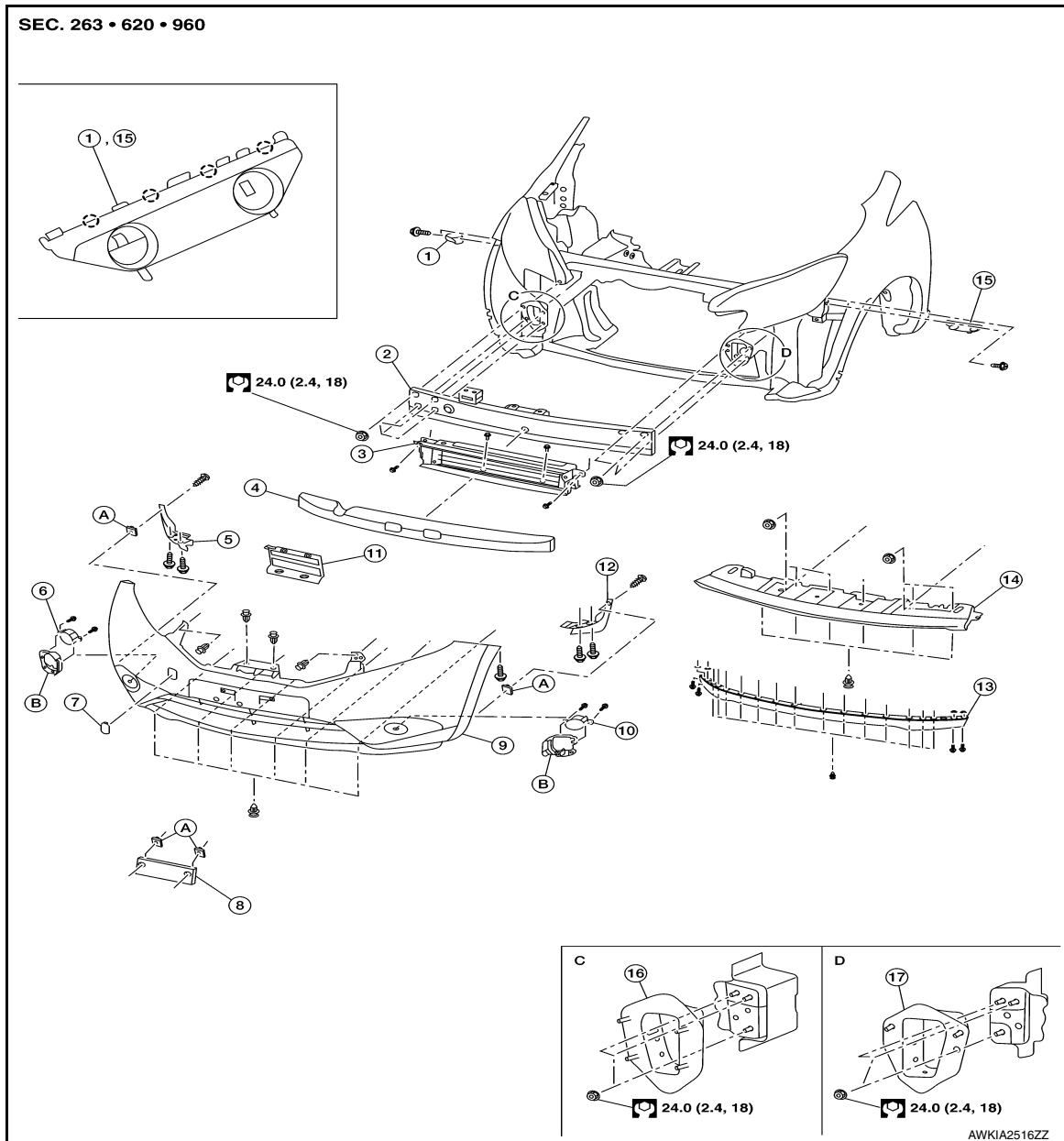
INSTALLATION

Installation is in the reverse order of removal.

NOTE:

Perform camera image calibration. Refer to [AV-181, "CALIBRATING CAMERA IMAGE \(AROUND VIEW MONITOR\) : Work Procedure"](#).

INFOID:0000000009640472



- | | | | | | |
|-----|---|---|---|-----|---------------------------------------|
| 1. | Front bumper fascia side bracket (RH) | 2. | Front bumper reinforcement | 3. | Active grille shutter |
| 4. | Front energy absorber | 5. | Front fascia side deflector (RH) | 6. | Front fog lamp (RH) (if equipped) |
| 7. | Tow cover | 8. | Front license plate bracket | 9. | Front bumper fascia |
| 10. | Front fog lamp (LH) (if equipped) | 11. | Front bumper finisher (if equipped) | 12. | Front fascia side deflector (LH) |
| 13. | Front air spoiler | 14. | Front under cover | 15. | Front bumper fascia side bracket (LH) |
| 16. | Front bumper reinforcement bracket (RH) | 17. | Front bumper reinforcement bracket (LH) | A. | J nut |
| B. | Front fog lamp bracket |  | Pawl | | |

ACTIVE GRILLE SHUTTER

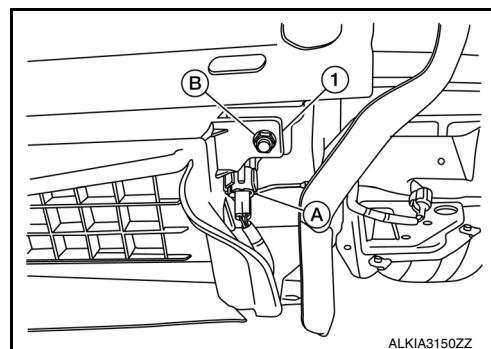
< REMOVAL AND INSTALLATION >

Removal and Installation

INFOID:000000009640471

REMOVAL

1. Remove the front bumper fascia. Refer to [EXT-24, "Removal and Installation"](#).
2. Remove the radiator core support upper. Refer to [DLK-139, "RADIATOR CORE SUPPORT UPPER : Removal and Installation"](#).
3. Reposition the radiator and condenser as necessary to access active grille shutter bolts.
4. Remove the active grille shutter bolts.
5. Release active grille shutter harness clips using a suitable tool.
6. Disconnect the harness connector (A) from the active grille shutter (1).
7. Remove the active grille shutter nut (B) (LH/RH).



INSTALLATION

Installation is in the reverse order of removal.

EXT

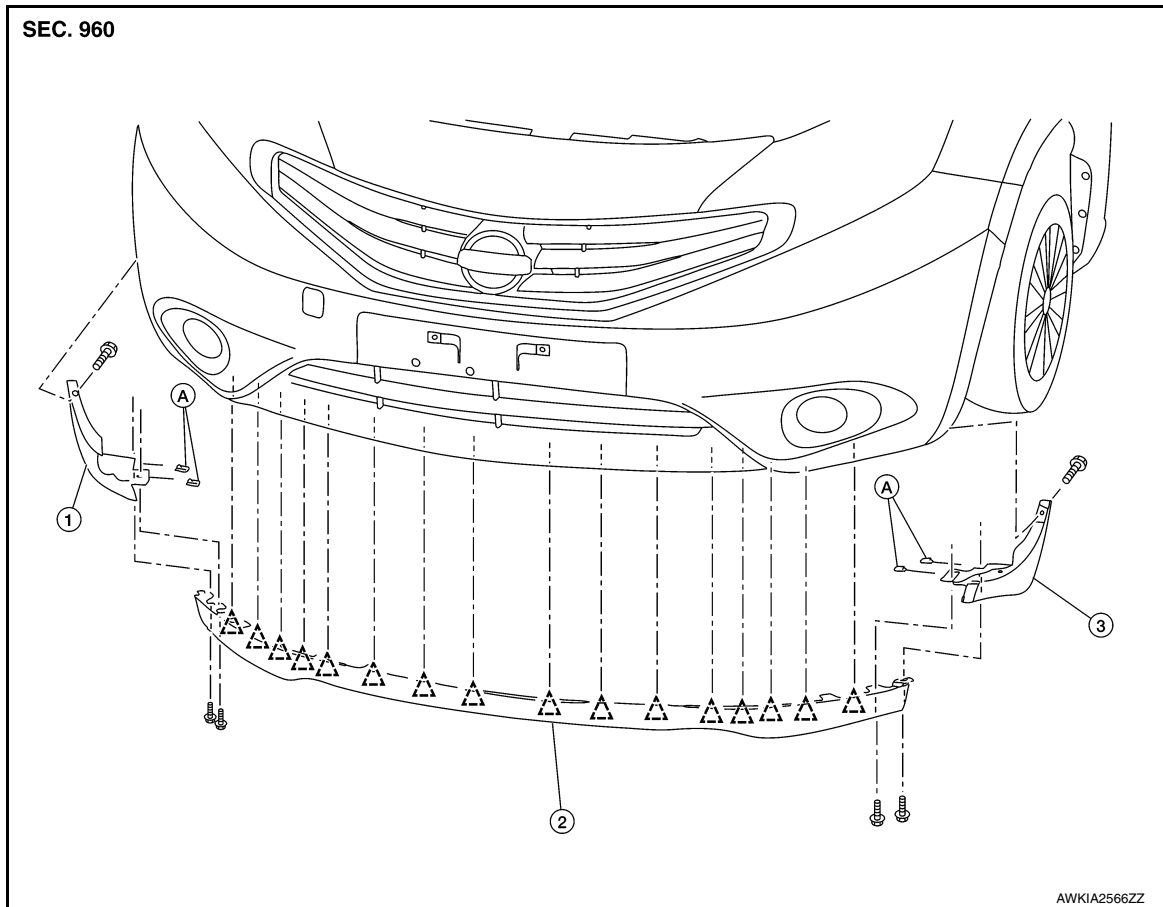
FRONT SPOILER

< REMOVAL AND INSTALLATION >

FRONT SPOILER

Exploded View

INFOID:000000008969519



1. Front fascia side deflector (RH) 2. Front air spoiler 3. Front fascia side deflector (LH)
A. J nut △ Clip

Removal and Installation

INFOID:000000008969520

REMOVAL

1. Remove front fascia side deflector screws from each front fascia side deflector (LH/RH) and remove.
2. Remove front air spoiler clips and front air spoiler.

INSTALLATION

Installation is in the reverse order of removal.

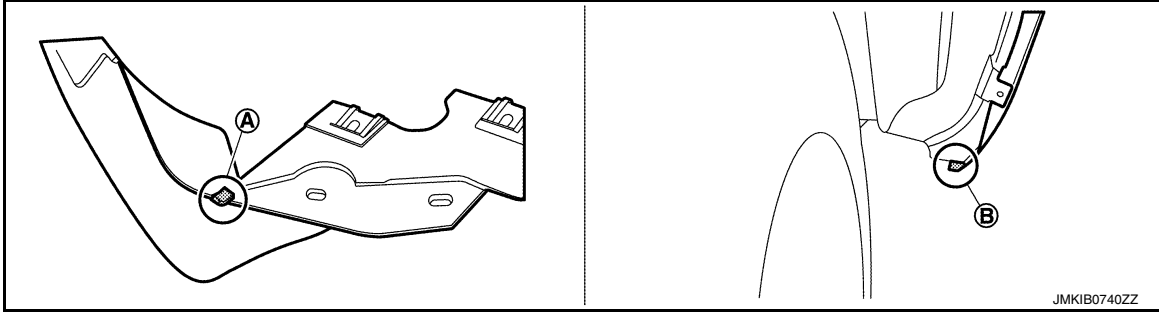
NOTE:

When installing front fascia side deflectors (LH/RH), install parts as shown to front bumper fascia.

FRONT SPOILER

< REMOVAL AND INSTALLATION >

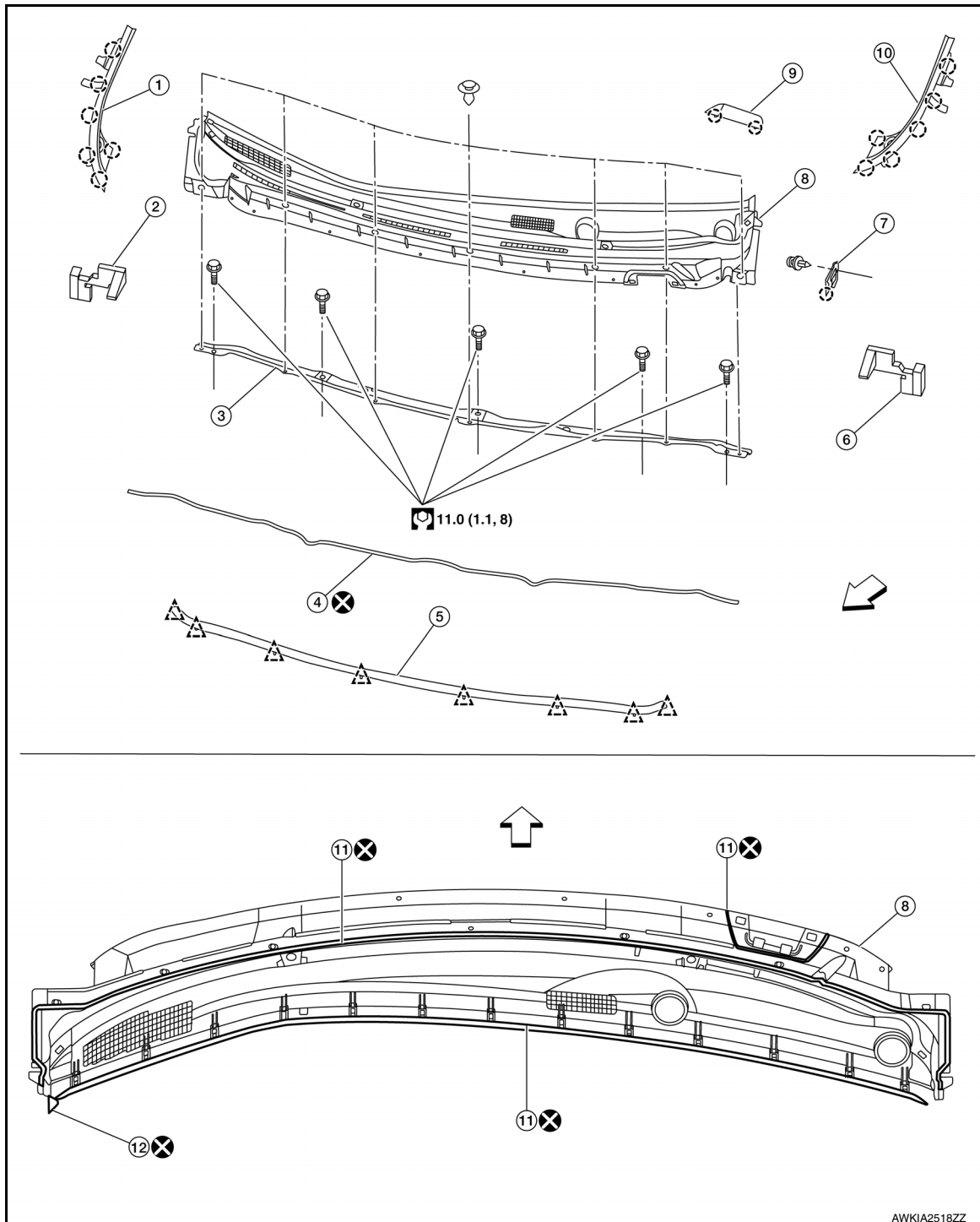
- Align portion (A) of front fascia side deflectors (LH/RH) to portion (B) of clearance between front bumper fascia and front fender protector.



- Tighten front fascia side deflector (LH/RH) screws while pressing front fascia side deflectors (LH/RH) to front bumper fascia.

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- | | | |
|---|--|--|
| 1. Cowl top side cover (RH) | 2. Front fender seal (RH) | 3. Cowl top extension |
| 4. EPT seal [t: 5.0 mm (0.197 in)] | 5. Cowl top cover seal | 6. Front fender seal (LH) |
| 7. One-way valve | 8. Cowl top cover | 9. Cowl top cover cap |
| 10. Cowl top side cover (LH) | 11. EPT seal [t: 3.0 mm (0.118 in)] | 12. EPT seal [t: 15.0 mm (0.591 in)] |
|  Front |  Clip |  Pawl |

COWL TOP

< REMOVAL AND INSTALLATION >

Removal and Installation

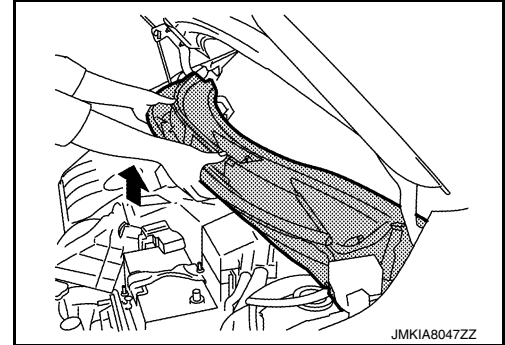
INFOID:000000008969522

REMOVAL

1. Remove front wiper arms (LH/RH). Refer to [WW-68, "Removal and Installation"](#).
2. Remove cowl top side covers (LH/RH).
3. Remove cowl top cover clips.
4. Pull forward to release cowl top cover from windshield.

CAUTION:

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



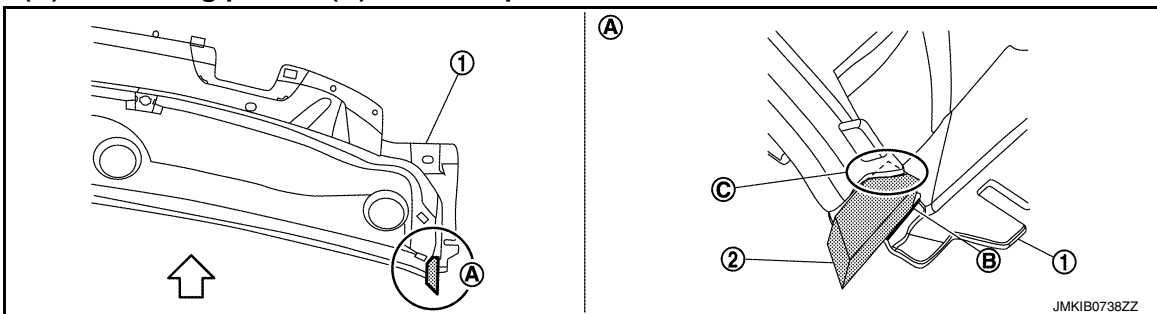
5. Disconnect the washer tube connector and harness clips.
6. Remove cowl top cover.
7. Remove the following parts after removing cowl top cover (if necessary).
 - EPT seals
 - Cowl top cover seal
 - Washer tube
 - Washer nozzles (LH/RH). Refer to [WW-65, "WASHER NOZZLE : Removal and Installation"](#).

INSTALLATION

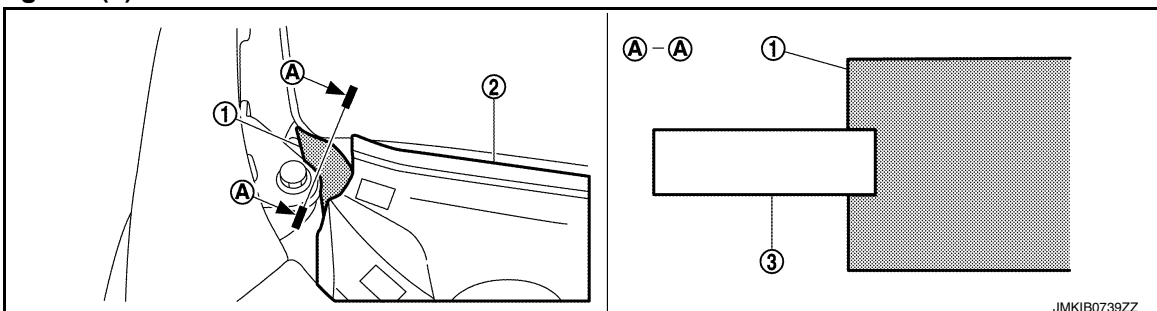
Installation is in the reverse order of removal.

CAUTION:

- Always replace EPT seals with new ones when reusing the cowl top cover.
- When installing EPT seal (2) of portion (A) on cowl top cover (1), install EPT seal by aligning to the line of (B) and setting portion (C) in cowl top cover.



- After installing cowl top cover (2), check that side surface of EPT seal (1) makes contact with windshield glass (3).



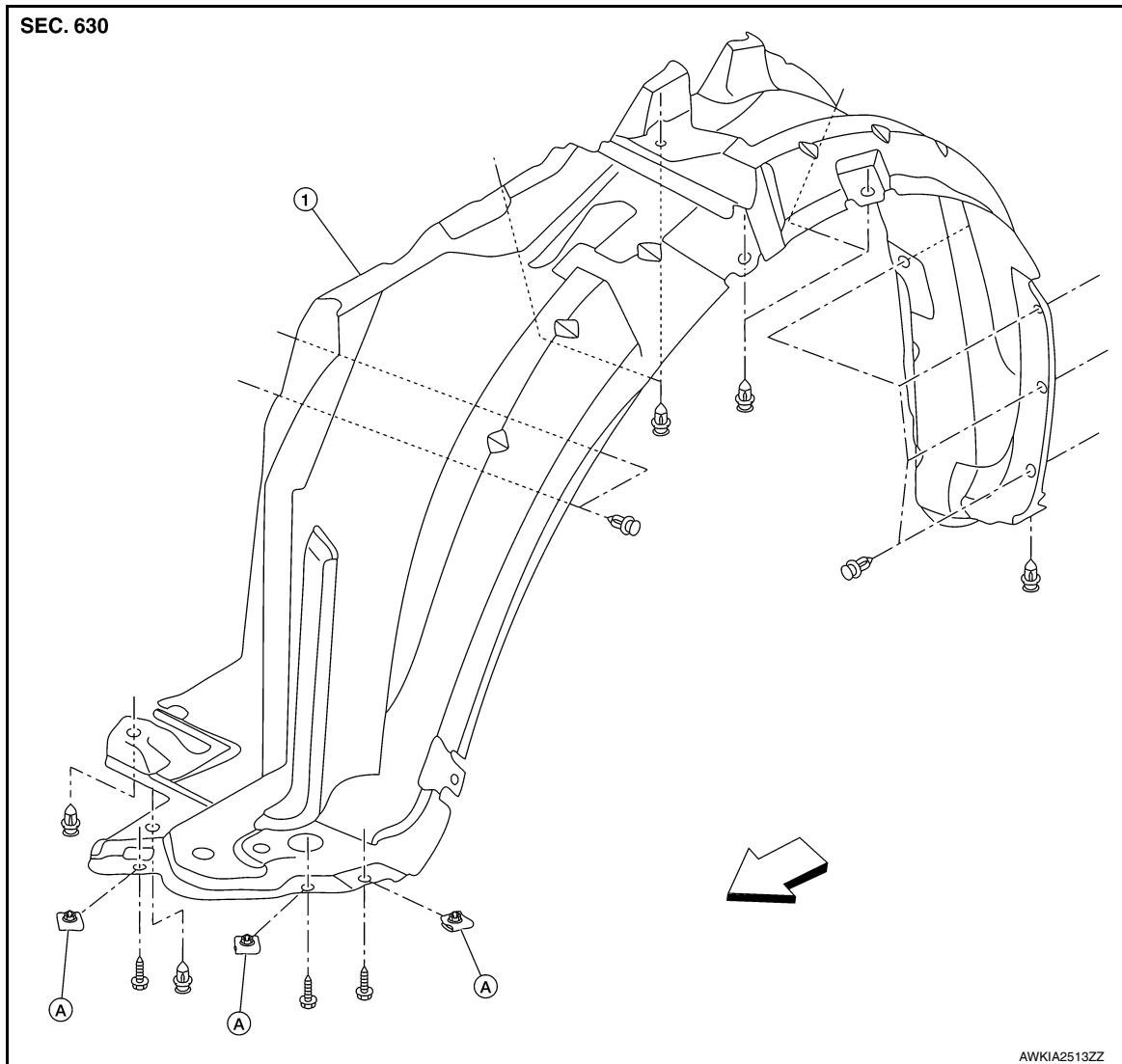
FENDER PROTECTOR

< REMOVAL AND INSTALLATION >

FENDER PROTECTOR

Exploded View

INFOID:000000008969523



1. Front fender protector

A. J nut

⇐ Front

Removal and Installation

INFOID:000000009444562

REMOVAL

1. Remove fender protector screws and clips.
2. Remove fender protector.

INSTALLATION

Installation is in the reverse order of removal.

UNDER COVER

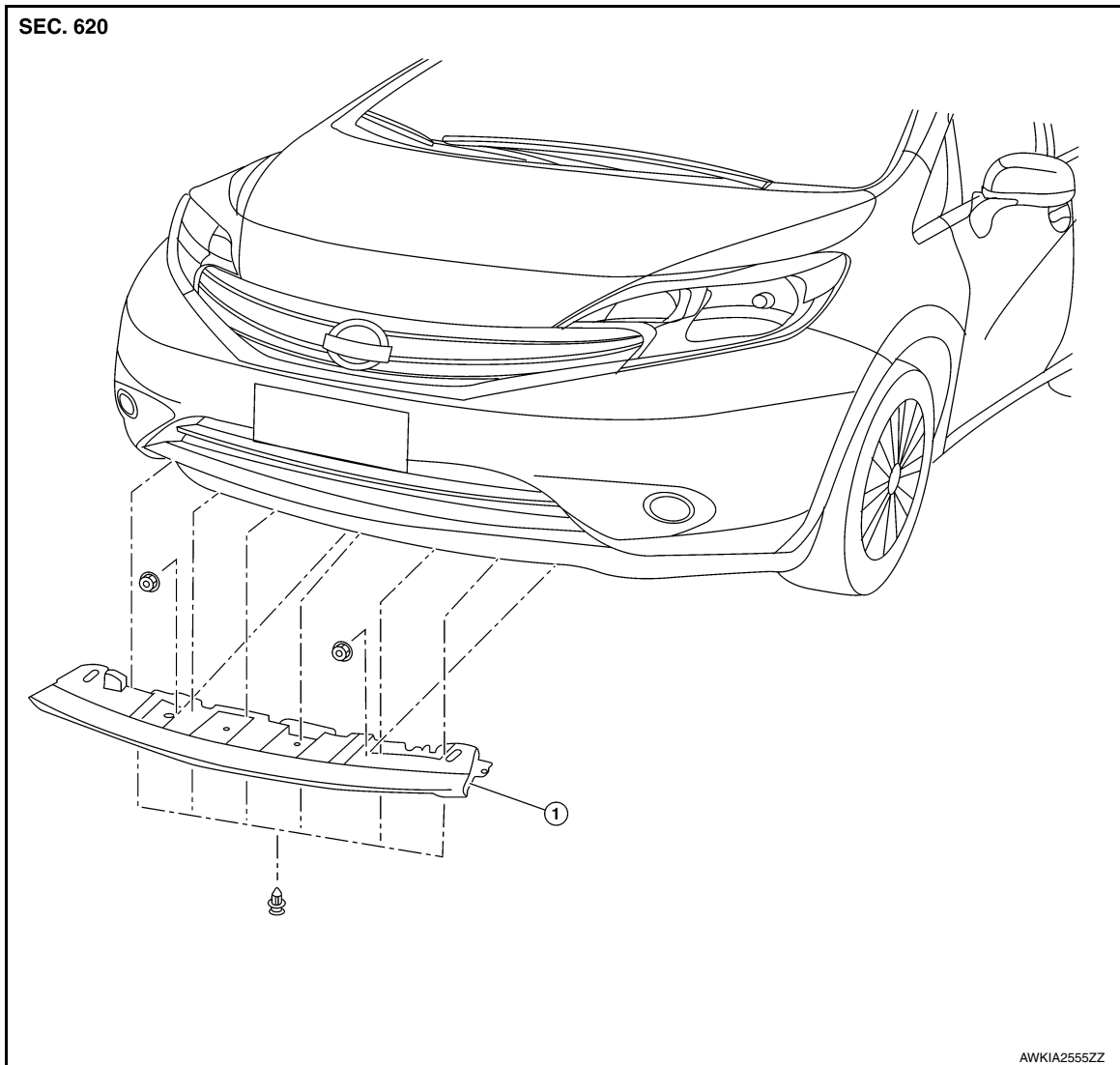
< REMOVAL AND INSTALLATION >

UNDER COVER

FRONT UNDER COVER

FRONT UNDER COVER : Exploded View

INFOID:000000009444558



1. Front under cover

FRONT UNDER COVER : Removal and Installation

INFOID:000000009444559

REMOVAL

1. Remove the front bumper fascia. Refer to [EXT-24, "Removal and Installation"](#).
2. Remove the front under cover clips and nuts.
3. Slide the front under cover forward slightly to release pawls and to allow clearance of studs, then remove the front under cover.

INSTALLATION

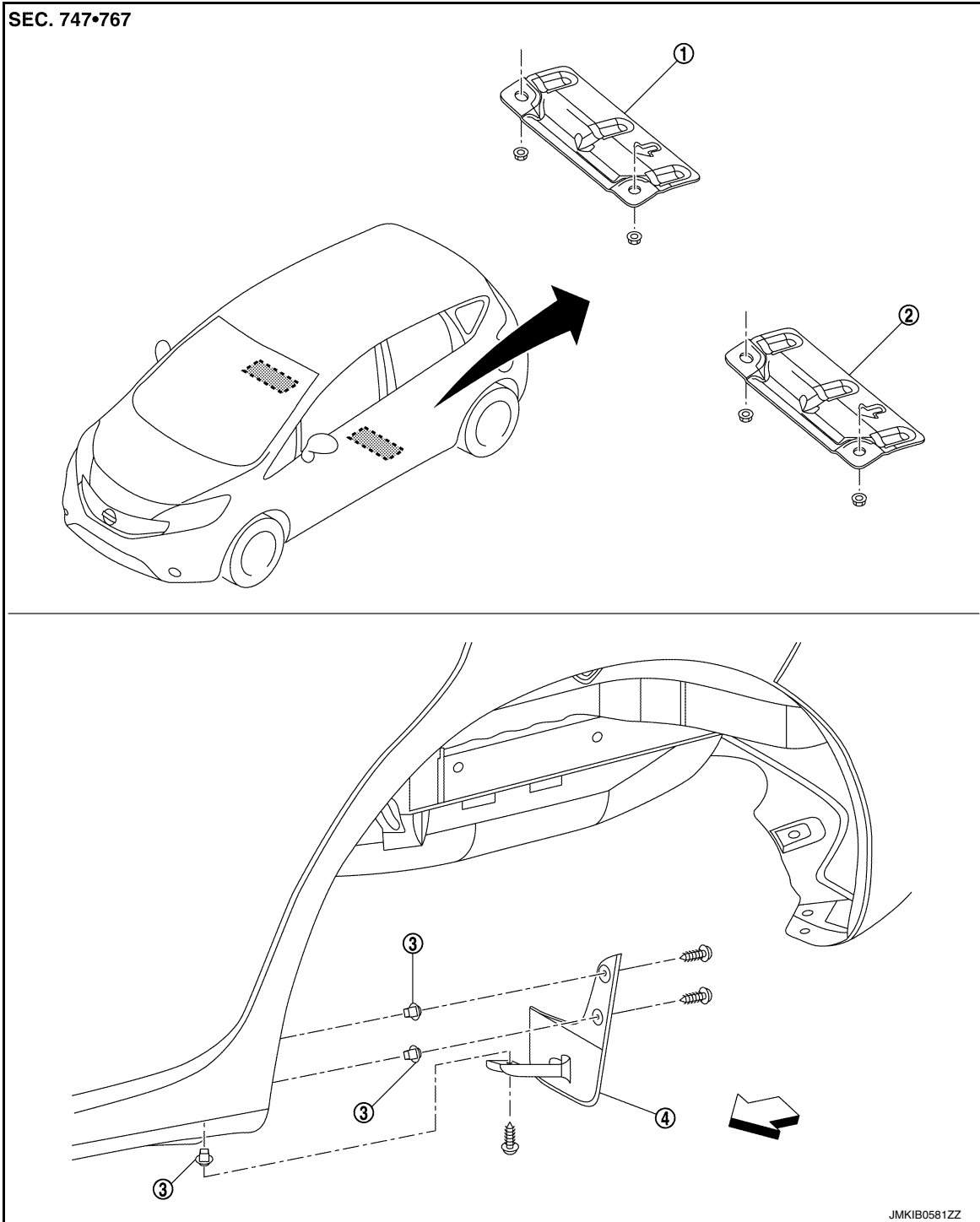
Installation is in the reverse order of removal.

UNDER COVER

< REMOVAL AND INSTALLATION >

Exploded View

INFOID:000000008969524



FLOOR UNDER COVER

FLOOR UNDER COVER : Removal and Installation

INFOID:000000009444568

REMOVAL

Remove the rear floor under cover nuts and the rear floor under cover.

UNDER COVER

< REMOVAL AND INSTALLATION >

INSTALLATION

Installation is in the reverse order of removal.

REAR WIND DEFLECTOR

REAR WIND DEFLECTOR : Removal and Installation

INFOID:0000000009606345

REMOVAL

Remove the rear wind deflector screws and the rear wind deflector.

INSTALLATION

Installation is in the reverse order of removal.

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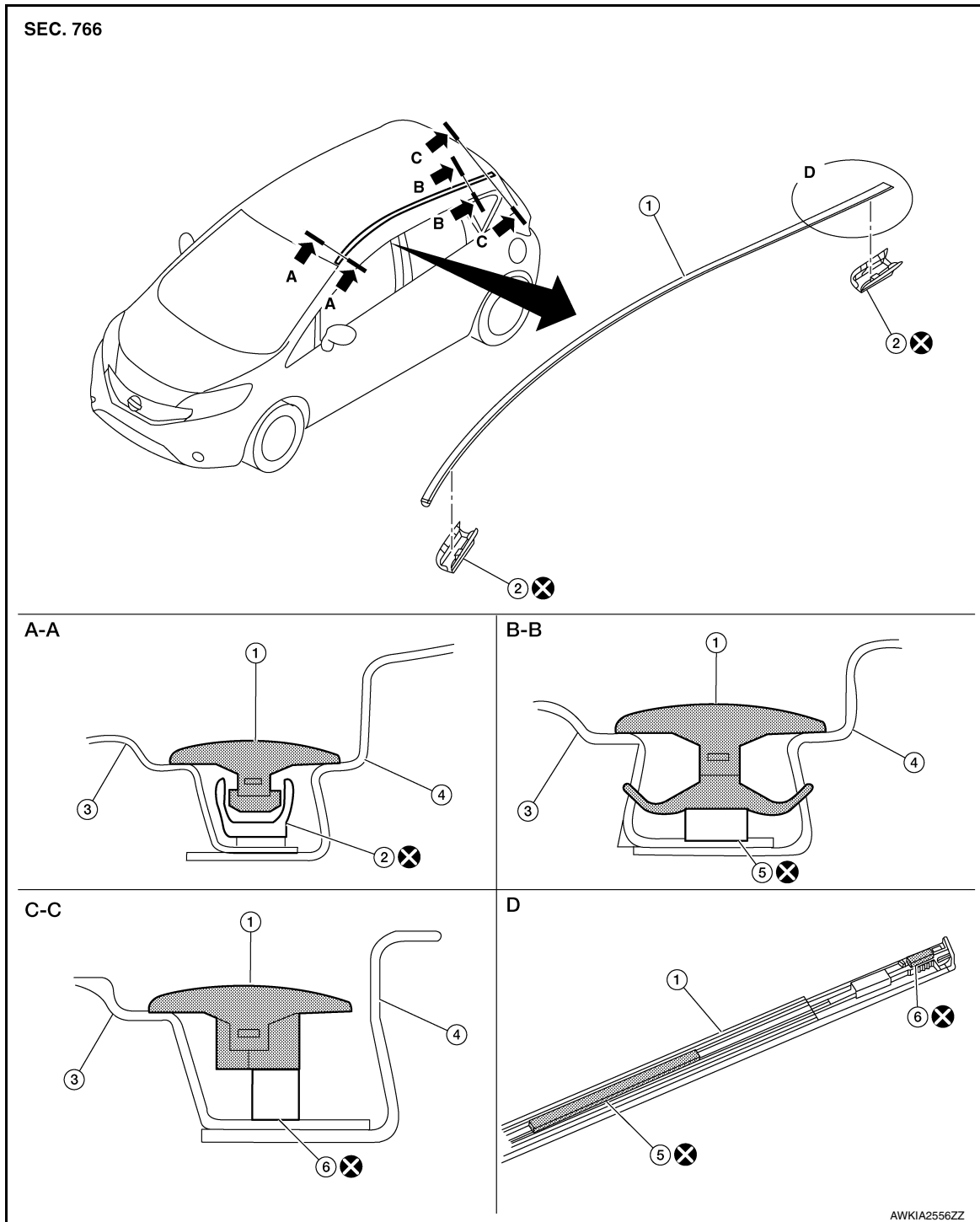
ROOF SIDE MOLDING

< REMOVAL AND INSTALLATION >

ROOF SIDE MOLDING

Exploded View

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Removal and Installation

INFOID:000000008969526

ROOF SIDE MOLDING

Revision: May 2013

EXT-40

2014 Versa Note

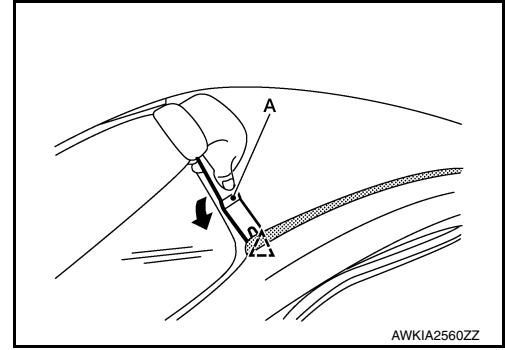
ROOF SIDE MOLDING

< REMOVAL AND INSTALLATION >

Removal

Lift using a suitable tool (A), then pull the roof side molding from the roof panel, starting from the front of vehicle and moving toward the rear.

△: Clip



Installation

Installation is in the reverse order of removal.

CAUTION:

Replace the double-sided tape on the back surface with new double-sided tape when reusing the roof side molding.

ROOF SIDE MOLDING CLIP

Removal

1. Remove roof side molding.
2. Heat double sided tape using a suitable tool, then remove roof side molding clips using a suitable tool.

CAUTION:

Use care not to damage the body paint.

Installation

1. Clean tape removed surface with a shop cloth soaked in white gasoline or IPA.
2. Use two-part epoxy adhesive.

Adhesive : 3M-weld DP-100 or equivalent

3. Apply adhesive evenly to clip tape surface.

Thickness : Approximately 0.5 mm (0.02 in)

4. Position clip to the proper location, then sufficiently press-fit until the adhesive protrudes to tape side.

Press-fit limit : 19.6 N (2.0 Kg - 4.41 lb) × 2 seconds

5. Tape clips after press fit to temporarily hold for specified time based on the following conditions.

5 to 10 °C (41 to 50 °F) : 1 hour or more

11 to 23 °C (52 to 73 °F) : 30 minutes or more

24 °C or more (75 °F or more) : 15 minutes or more

6. Install roof side molding from rear of vehicle to front after removing the temporary hold tape.

CAUTION:

- When installing roof side molding, check that the molding is securely inserted into the clips.
- Do not wash the vehicle within 24 hours so as to keep adhesive dry.

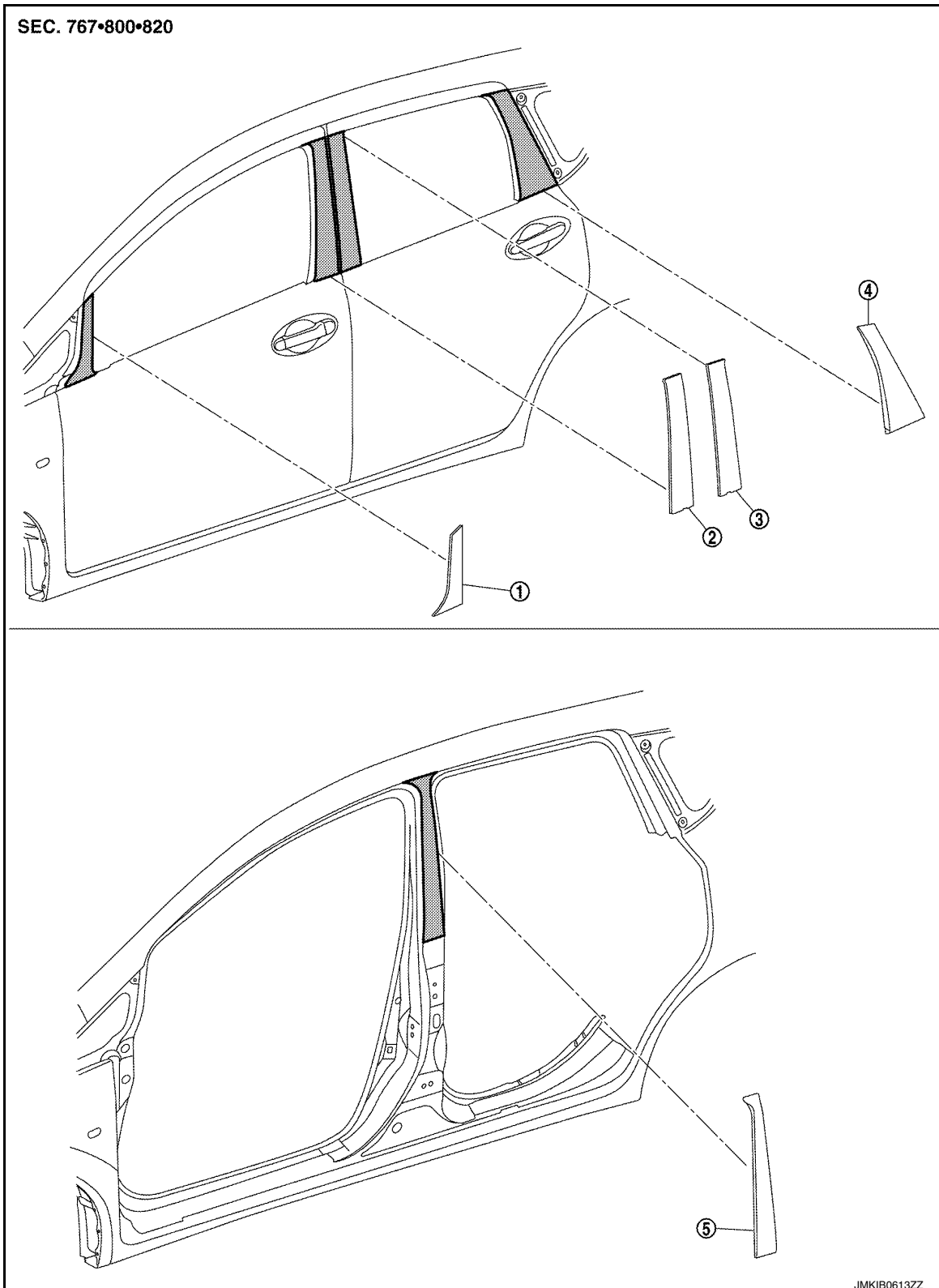
DOOR SASH TAPE

< REMOVAL AND INSTALLATION >

DOOR SASH TAPE

Exploded View

INFOID:000000008969527



DOOR SASH TAPE

< REMOVAL AND INSTALLATION >

Removal and Installation

INFOID:000000009606344

REMOVAL

Heat door sash tape surface using a suitable tool and remove door sash tape.

CAUTION:

Use care not to damage body paint.

INSTALLATION

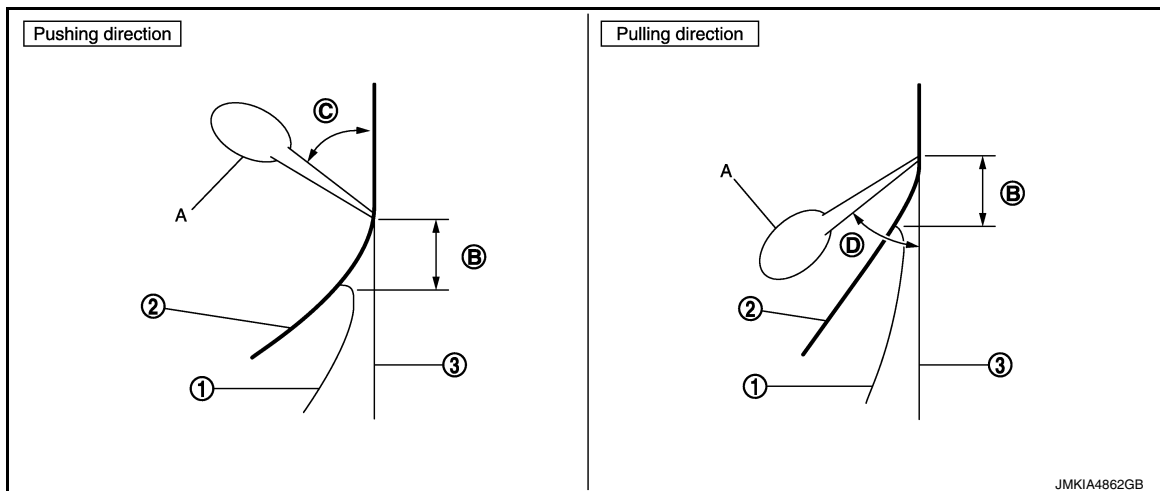
CAUTION:

- Degrease door assembly surface for sash tape.
- Grit or dust on surface of sash tape may spoil exterior appearance if not removed. Clean the surface and check that no grit or dust remains before starting the operation.
- Do not reuse blackout tape.

1. Affix door sash tape (2) to door panel (3) by applying pressure using a squeegee (A) while peeling off release coated paper (1).

NOTE:

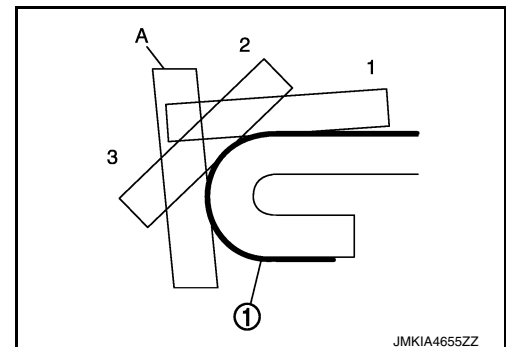
- Peel release coated paper at distance of 10 – 20 mm (0.4 – 0.8 in) ahead (B) of squeegee and affix blackout paper.
- To prevent any bubbles from forming, slightly lift the portion not yet affixed using a squeegee, so that portion does not contact with panel surface. Apply pressure and affix at a low and constant speed using squeegee tilted at 40 – 50° angle (pushing direction) (C) 30 – 45° angle (pulling direction) (D).



2. For small radius portion of hemming part, gradually apply pressure and affix door sash tape (1) using squeegee (A) as shown.

CAUTION:

Do not wash the vehicle with in 24 hours so as to keep adhesive dry.



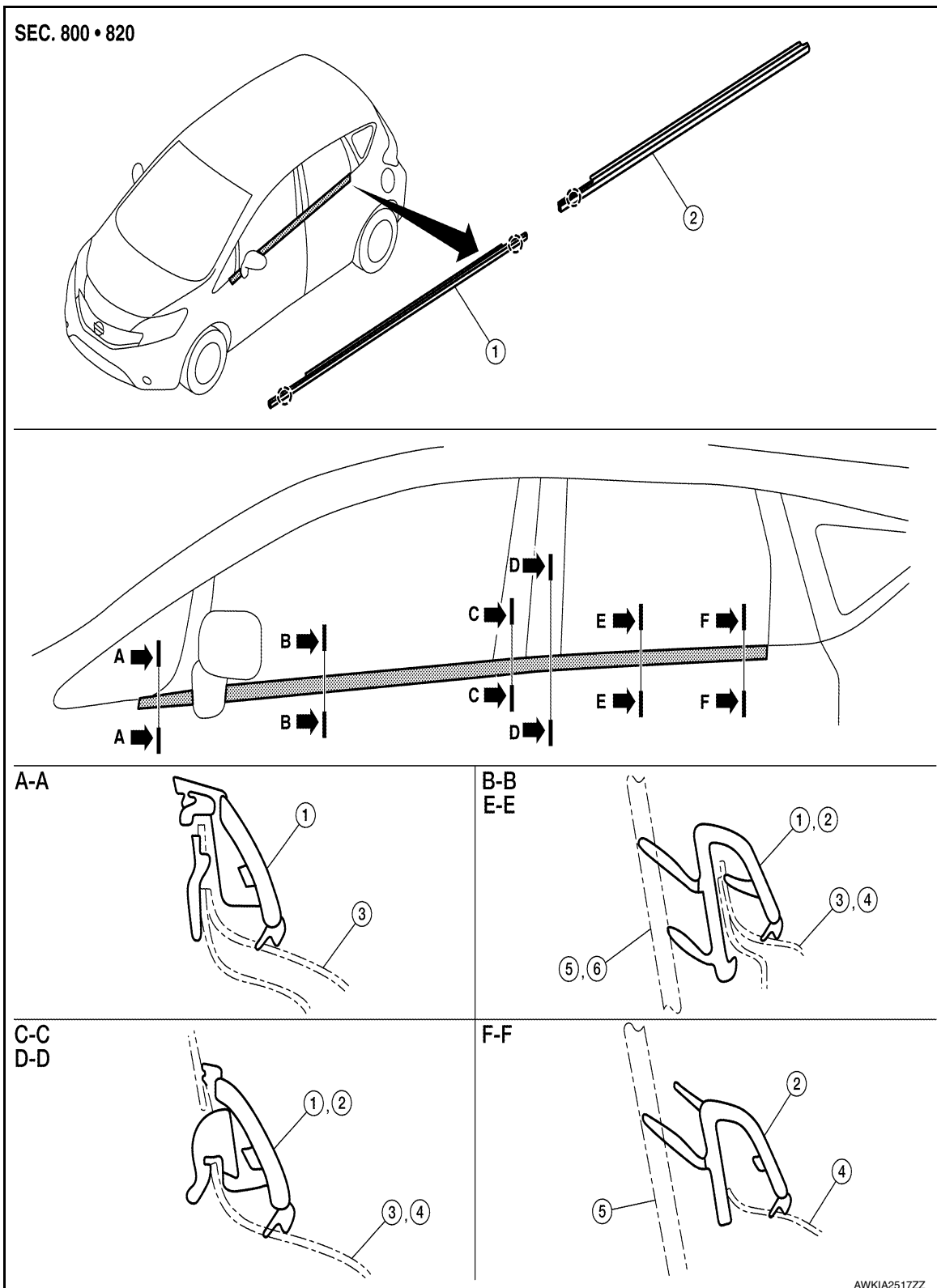
DOOR OUTSIDE MOLDING

< REMOVAL AND INSTALLATION >

DOOR OUTSIDE MOLDING

Exploded View

INFOID:000000008969529



DOOR OUTSIDE MOLDING

< REMOVAL AND INSTALLATION >

4. Rear door panel

5. Rear door glass

6. Front door glass



Pawl

Removal and Installation

INFOID:000000009444566

FRONT DOOR OUTSIDE MOLDING

Removal

1. Lower front door glass fully.
2. Release the pawls using a suitable tool, then rotate front door outside molding toward the outside of the vehicle and lift up to remove.

Installation

Installation is in the reverse order of removal.

REAR DOOR OUTSIDE MOLDING

Removal

1. Lower rear door glass fully.
2. Release the pawl using a suitable tool, then rotate rear door outside molding toward the outside of the vehicle and lift up to remove.

Installation

Installation is in the reverse order of removal.

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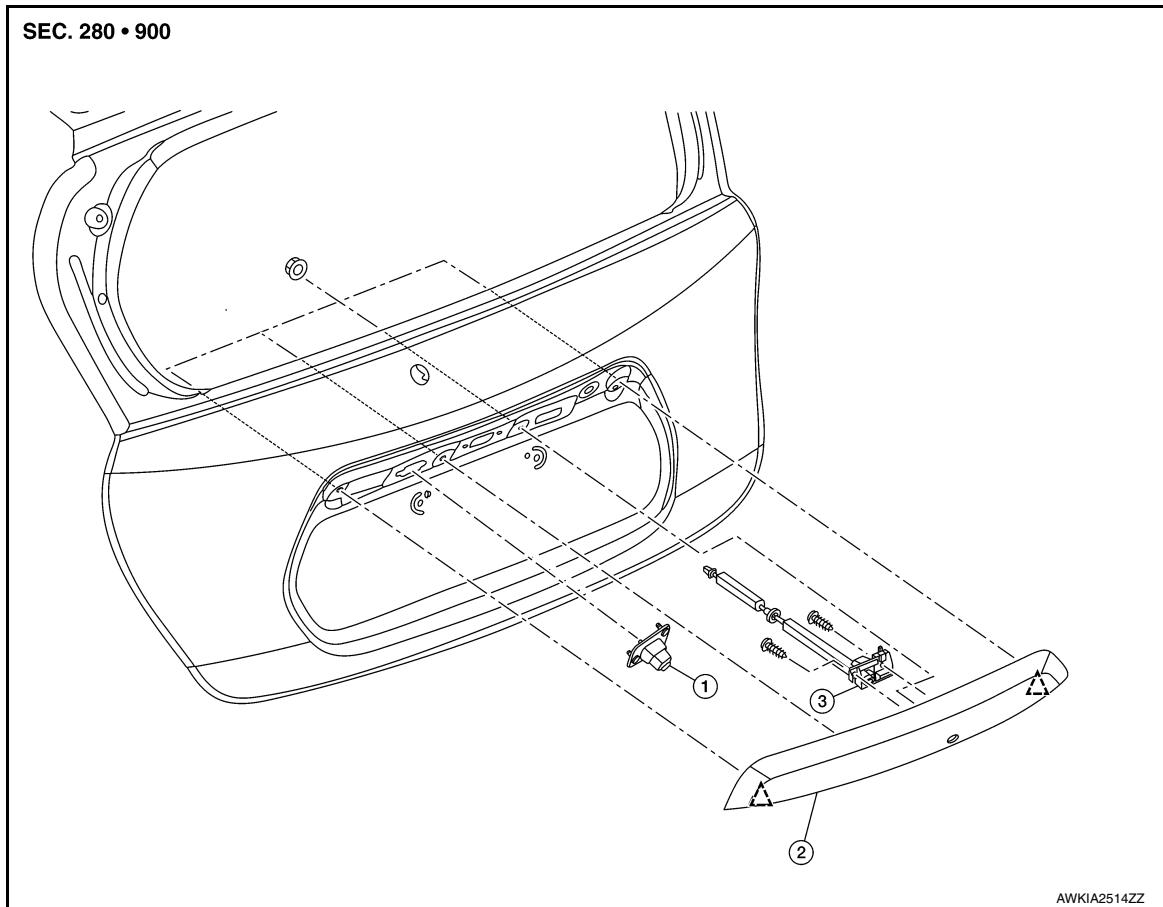
BACK DOOR OUTER FINISHER

< REMOVAL AND INSTALLATION >

BACK DOOR OUTER FINISHER

Exploded View

INFOID:000000008969530



1. Rear camera (if equipped) 2. Back door outer finisher 3. Back door request switch
- △ Clip

Removal and Installation

INFOID:000000008969531

REMOVAL

1. Remove back door inner finisher. Refer to [INT-36, "BACK DOOR INNER FINISHER : Removal and Installation"](#).
2. Disconnect the harness connectors from back door request switch.
3. Remove back door outer finisher nuts.
4. Release clips and remove the back door outer finisher.
5. Remove back door request switch from the back door outer finisher (if necessary).

INSTALLATION

Installation is in the reverse order of removal.

CAUTION:

When installing back door finisher, check that clips are securely placed into body panel holes.