

SECTION

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SQUEAK AND RATTLE TROUBLE DIAGNOSES

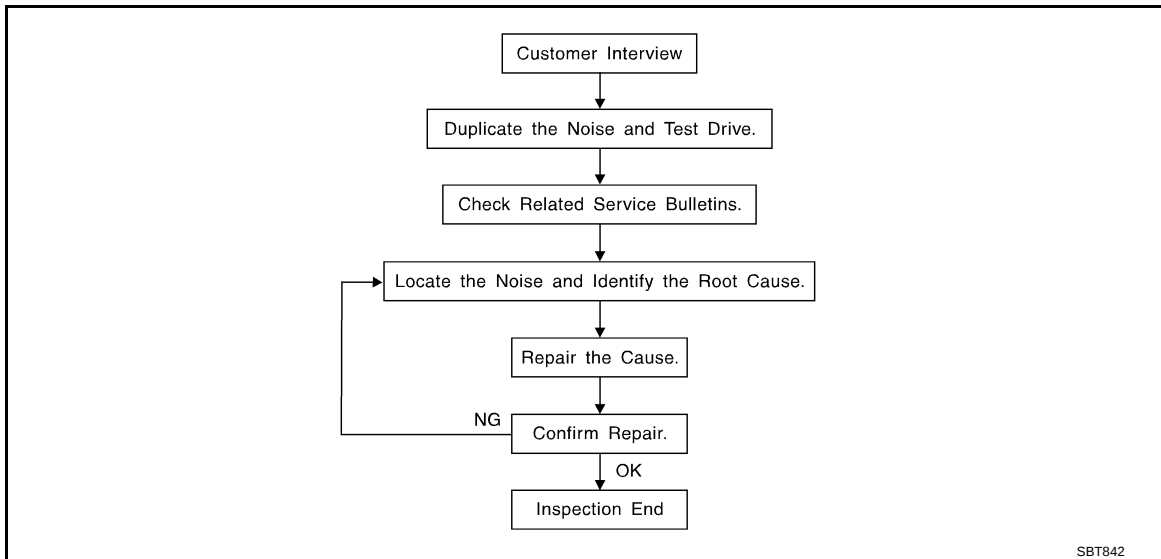
< SYMPTOM DIAGNOSIS >

SYMPTOM DIAGNOSIS

SQUEAK AND RATTLE TROUBLE DIAGNOSES

Work Flow

INFOID:000000003122872



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 of customer's comments; refer to [INT-6, "Diagnostic Worksheet"](#). This information is necessary to duplicate the conditions that exist when the noise occurs.

- The customer may not be able to provide a detailed description or the location of the noise. Attempt to obtain all the facts and conditions that exist when the noise occurs (or does not occur).
- If there is more than one noise in the vehicle, perform a diagnosis and repair the noise that the customer is concerned about. This can be accomplished by performing a cruise test on the vehicle with the customer.
- After identifying the type of noise, isolate the noise in terms of its characteristics. The noise characteristics are provided so the customer, service adviser and technician are all speaking the same language when defining the noise.
- Squeak – (Like tennis shoes on a clean floor)
Squeak characteristics include the light contact/fast movement/brought on by road conditions/hard surfaces = higher pitch noise/softer surfaces = lower pitch noises/edge to surface = chirping
- Creak – (Like walking on an old wooden floor)
Creak characteristics include firm contact/slow movement/twisting with a rotational movement/pitch dependent on materials/often brought on by activity.
- Rattle – (Like shaking a baby rattle)
Rattle characteristics include the fast repeated contact/vibration or similar movement/loose parts/missing clip or fastener/incorrect clearance.
- Knock – (Like a knock on a door)
Knock characteristics include hollow sounding/sometimes repeating/often brought on by driver action.
- Tick – (Like a clock second hand)
Tick characteristics include gentle contacting of light materials/loose components/can be caused by driver action or road conditions.
- Thump – (Heavy, muffled knock noise)
Thump characteristics include softer knock/dead sound often brought on by activity.
- Buzz – (Like a bumblebee)
Buzz characteristics include high frequency rattle/firm contact.
- Often the degree of acceptable noise level will vary depending up on 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 models, drive position on A/T models).
 - 6) Raise the vehicle on a hoist and hit a tire with a rubber hammer.
- Drive the vehicle and attempt to duplicate the conditions the customer states exist when the noise occurs.
 - If it is difficult to duplicate the noise, drive the vehicle slowly on an undulating or rough road to stress the vehicle body.

CHECK RELATED SERVICE BULLETINS

After verifying the customer concern or symptom, check ASIST for Technical Service Bulletins (TSBs) related to 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 and mechanics stethoscope).
2. Narrow down the noise to a more specific area and identify the cause of the noise by:
 - Removing the components in the area that you suspect the noise is coming from.
Do not use too much force when removing clips and fasteners, otherwise clips and fastener 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 [INT-4, "Inspection Procedure"](#).

REPAIR THE CAUSE

- If the cause is a loose component, tighten the component securely.
- If the cause is insufficient clearance between components:
 - Separate components by repositioning or loosening and retightening the 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.

NOTE:

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

The following materials are contained in the Nissan Squeak and Rattle Kit (J-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 CLOTHTAPE

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

SQUEAK AND RATTLE TROUBLE DIAGNOSES

< SYMPTOM DIAGNOSIS >

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

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

UHMW (TEFLON) TAPE

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

SILICONE GREASE

Used in place of UHMW tape that will be visible or not fit. 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:000000003122873

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

INSTRUMENT PANEL

Most incidents are caused by contact and movement between:

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

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

CAUTION:

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

CENTER CONSOLE

Components to pay attention to include:

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

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

DOORS

Pay attention to the:

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

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

TRUNK

Trunk noises are often caused by a loose jack or loose items put into the trunk by the owner.

In addition look for:

1. Trunk lid dumpers out of adjustment
2. Trunk lid striker out of adjustment

SQUEAK AND RATTLE TROUBLE DIAGNOSES

< SYMPTOM DIAGNOSIS >

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. Sunvisor shaft shaking in the holder
3. Front or rear windshield touching headlining and squeaking

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

SEATS

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

Cause of seat noise include:

1. Headrest rods and holder
2. A squeak between the seat pad cushion and frame
3. The rear seatback lock and bracket

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

UNDERHOOD

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

Causes of transmitted underhood noise include:

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

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

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SQUEAK AND RATTLE TROUBLE DIAGNOSES

< SYMPTOM DIAGNOSIS >

Diagnostic Worksheet

INFOID:000000003122874



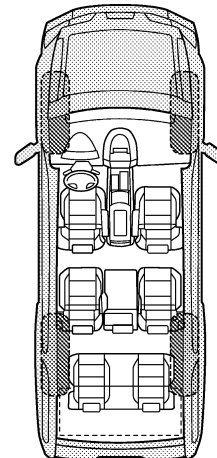
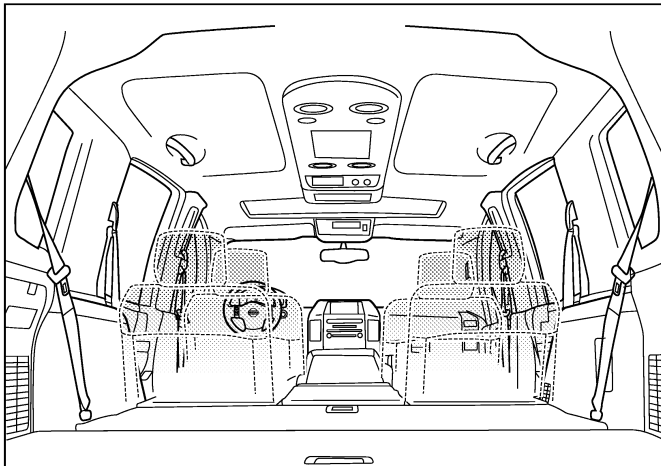
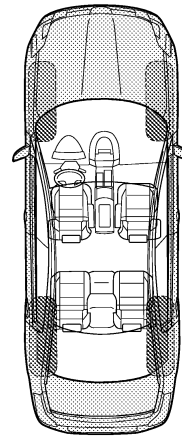
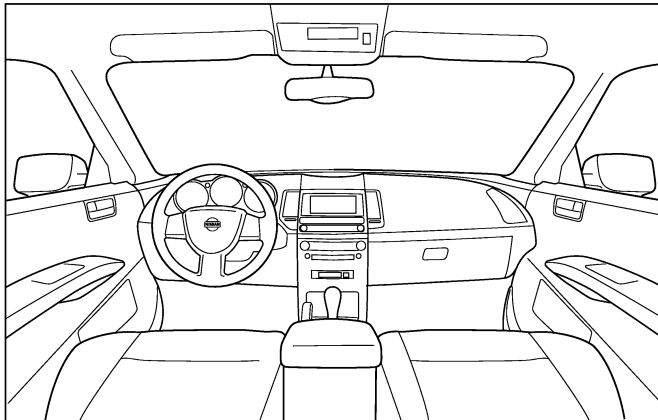
SQUEAK & RATTLE DIAGNOSTIC WORKSHEET

Dear Nissan Customer:

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

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

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



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

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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

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PRECAUTIONS

< PRECAUTION >

PRECAUTION

PRECAUTIONS FOR MEXICO

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

INFOID:000000003247309

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

WARNING:

- To avoid rendering the SRS inoperative, which could increase the risk of personal injury or death in the event of a collision which would result in air bag inflation, all maintenance must be performed by an authorized NISSAN/INFINITI dealer.
- Improper maintenance, including incorrect removal and installation of the SRS, can lead to personal injury caused by unintentional activation of the system. For removal of Spiral Cable and Air Bag Module, see the "SRS AIRBAG".
- 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.

FOR MEXICO : Precaution Necessary for Steering Wheel Rotation After Battery Disconnect

INFOID:000000003123353

NOTE:

- This Procedure is applied only to models with Intelligent Key system and NVIS/IVIS (NISSAN/INFINITI VEHICLE IMMOBILIZER SYSTEM - NATS).
- Remove and install all control units after disconnecting both battery cables with the ignition knob in the "LOCK" position.
- Always use CONSULT-III to perform self-diagnosis as a part of each function inspection after finishing work. If DTC is detected, perform trouble diagnosis according to self-diagnostic results.

For models equipped with the Intelligent Key system and NVIS/IVIS, an electrically controlled steering lock mechanism is adopted on the key cylinder.

For this reason, if the battery is disconnected or if the battery is discharged, the steering wheel will lock and steering wheel rotation will become impossible.

If steering wheel rotation is required when battery power is interrupted, follow the procedure below before starting the repair operation.

OPERATION PROCEDURE

1. Connect both battery cables.

NOTE:

Supply power using jumper cables if battery is discharged.

2. Use the Intelligent Key or mechanical key to turn the ignition switch to the "ACC" position. At this time, the steering lock will be released.
3. Disconnect both battery cables. The steering lock will remain released and the steering wheel can be rotated.
4. Perform the necessary repair operation.
5. When the repair work is completed, return the ignition switch to the "LOCK" position before connecting the battery cables. (At this time, the steering lock mechanism will engage.)
6. Perform a self-diagnosis check of all control units using CONSULT-III.

FOR MEXICO : Precaution for Work

INFOID:000000003122878

- After removing and installing the opening/closing parts, be sure to carry out fitting adjustments to check their operation.
- Check the lubrication level, damage, and wear of each part. If necessary, grease or replace it.

FOR USA AND CANADA

PRECAUTIONS

< PRECAUTION >

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

INFOID:000000003247310

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

WARNING:

- To avoid rendering the SRS inoperative, which could increase the risk of personal injury or death in the event of a collision which would result in air bag inflation, all maintenance must be performed by an authorized NISSAN/INFINITI dealer.
- Improper maintenance, including incorrect removal and installation of the SRS, can lead to personal injury caused by unintentional activation of the system. For removal of Spiral Cable and Air Bag Module, see the "SRS AIRBAG".
- 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.

FOR USA AND CANADA : Precaution Necessary for Steering Wheel Rotation After Battery Disconnect

INFOID:000000003247305

NOTE:

- This Procedure is applied only to models with Intelligent Key system and NVIS/IVIS (NISSAN/INFINITI VEHICLE IMMOBILIZER SYSTEM - NATS).
- Remove and install all control units after disconnecting both battery cables with the ignition knob in the "LOCK" position.
- Always use CONSULT-III to perform self-diagnosis as a part of each function inspection after finishing work. If DTC is detected, perform trouble diagnosis according to self-diagnostic results.

For models equipped with the Intelligent Key system and NVIS/IVIS, an electrically controlled steering lock mechanism is adopted on the key cylinder.

For this reason, if the battery is disconnected or if the battery is discharged, the steering wheel will lock and steering wheel rotation will become impossible.

If steering wheel rotation is required when battery power is interrupted, follow the procedure below before starting the repair operation.

OPERATION PROCEDURE

1. Connect both battery cables.

NOTE:

Supply power using jumper cables if battery is discharged.

2. Use the Intelligent Key or mechanical key to turn the ignition switch to the "ACC" position. At this time, the steering lock will be released.
3. Disconnect both battery cables. The steering lock will remain released and the steering wheel can be rotated.
4. Perform the necessary repair operation.
5. When the repair work is completed, return the ignition switch to the "LOCK" position before connecting the battery cables. (At this time, the steering lock mechanism will engage.)
6. Perform a self-diagnosis check of all control units using CONSULT-III.

FOR USA AND CANADA : Precaution for Work

INFOID:000000003247307

- After removing and installing the opening/closing parts, be sure to carry out fitting adjustments to check their operation.
- Check the lubrication level, damage, and wear of each part. If necessary, grease or replace it.

PREPARATION

< PREPARATION >

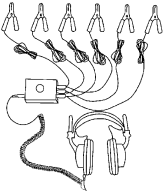
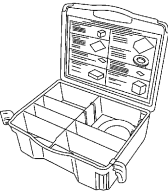
PREPARATION

PREPARATION

Special Service Tools

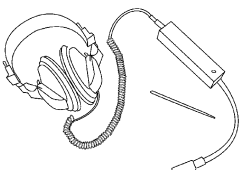
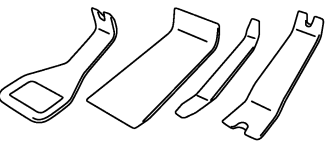
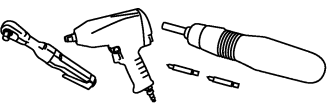
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The actual shapes of Kent-Moore tools may differ from those of special service tools illustrated here.

Tool number (Kent-Moore No.) Tool name	Description
(J-39570) Chassis ear  SIIA0993E	Location the noise
(J-43980) NISSAN Squeak and Rattle Kit  SIIA0994E	Repairing the cause of noise

Commercial Service Tools

INFOID:000000003122880

Tool name	Description
Engine ear  SIIA0995E	Location the noise
Remover tool  PIIB7923J	Remove clips, pawls, metal clips
Power tool  PIIB1407E	

DOOR FINISHER

< ON-VEHICLE REPAIR >

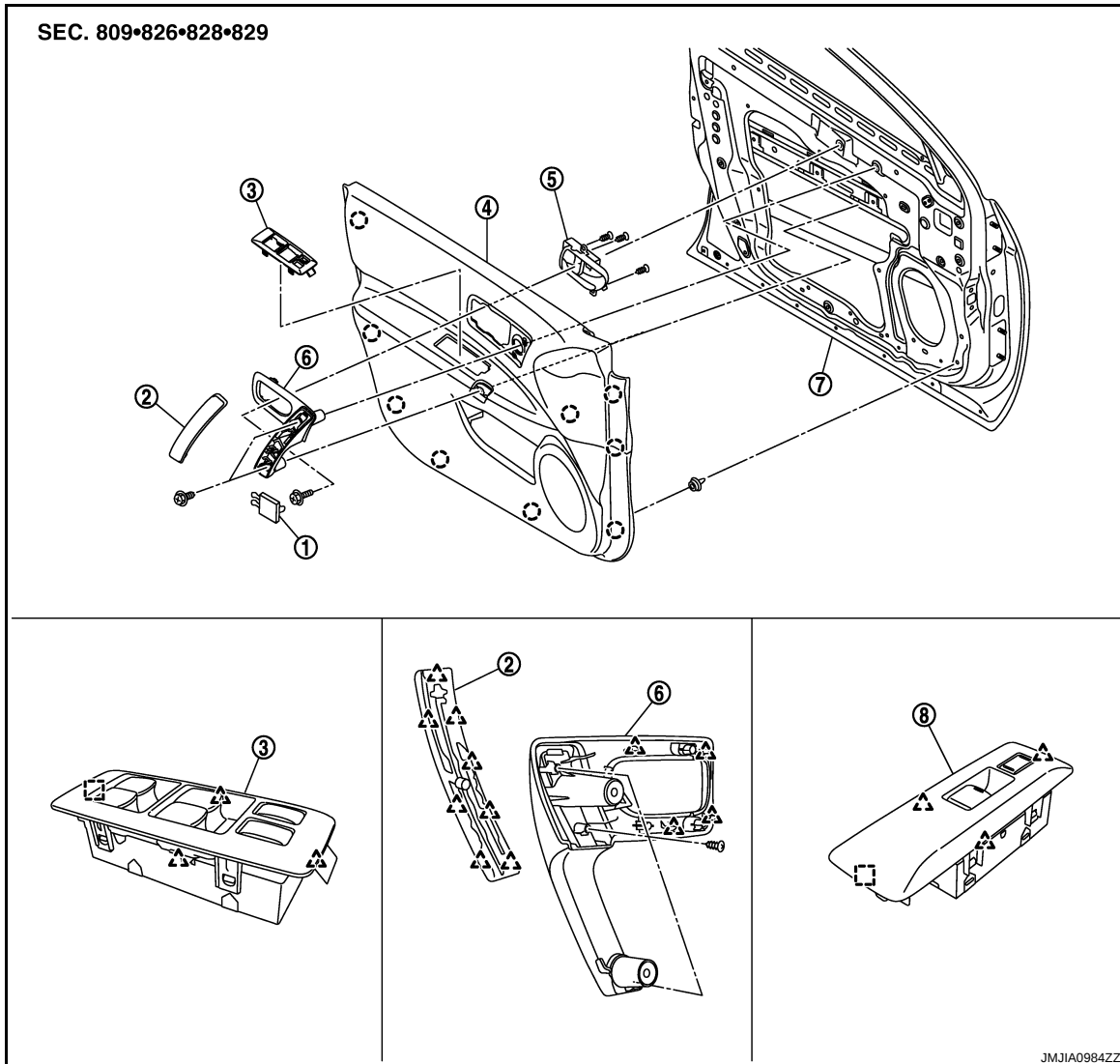
ON-VEHICLE REPAIR

DOOR FINISHER

FRONT DOOR FINISHER

FRONT DOOR FINISHER : Exploded View

INFOID:000000002912456



- | | | |
|----------------------------|------------------------------------|------------------------------------|
| 1. Front door finisher cap | 2. Front door grip cap (LH) | 3. Power window switch finisher LH |
| 4. Front door finisher | 5. Front door inside handle | 6. Front door grip |
| 7. Front door panel | 8. Power window switch finisher RH | |

○ : Clip

△ : Pawl

□ : Metal clip

FRONT DOOR FINISHER : Removal and Installation

INFOID:000000002912457

CAUTION:

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

REMOVAL

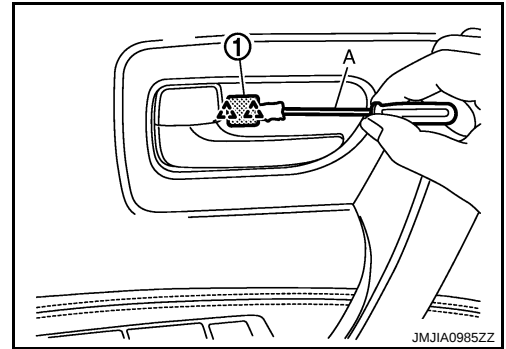
1. Fully open front door window.

DOOR FINISHER

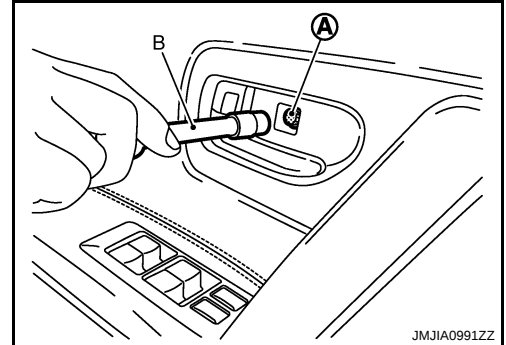
< ON-VEHICLE REPAIR >

2. Remove front door finisher cap (1) with wrapped flat-bladed screwdriver (A).

 : Pawl

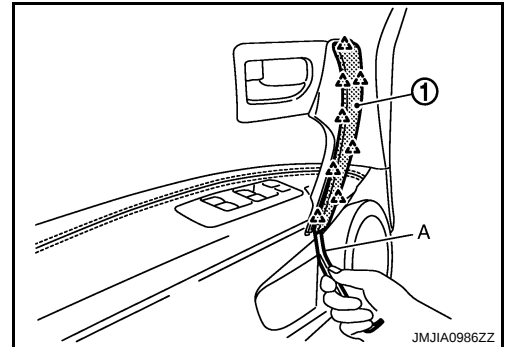


3. Remove bolt (A) located on the back side of door finisher cap using tool (B).

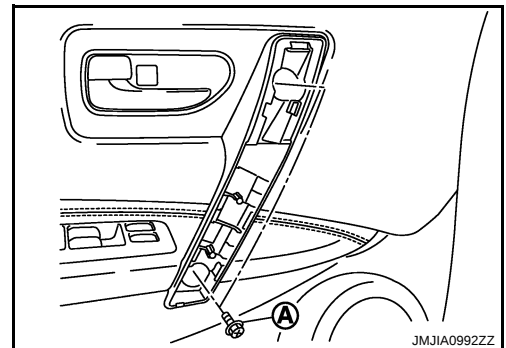


4. Insert a remover tool (A) at the bottom edge of front door grip cap (1) to remove the front door grip cap.

 : Pawl

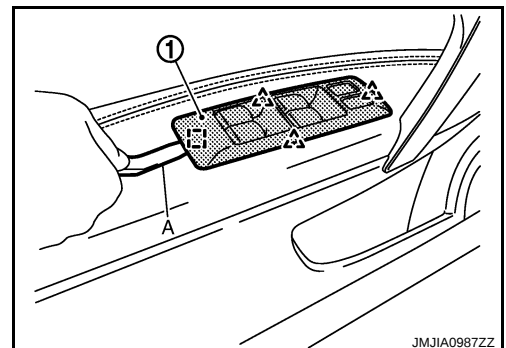


5. Remove both screws (A) holding front door grip in place.



6. Pull up power window switch finisher (1) with remover tool (A).

 : Pawl
 : Metal clip

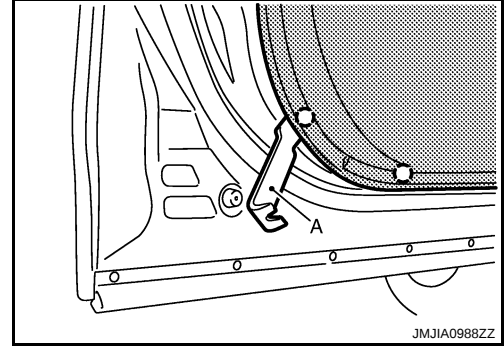


DOOR FINISHER

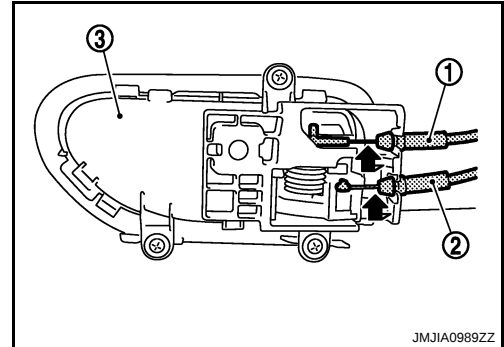
< ON-VEHICLE REPAIR >

7. Disconnect power window switch connector, and then remove power window switch finisher.
8. Insert remover tool (A) between door finisher and door panel to disengage door finisher mounting clips, starting from the bottom and working to the top.

 : Clip



9. Pull up front door finisher and pull out.
10. Disconnect lock knob cable (1) and inside handle cable (2) from front door inside handle (3).



11. Remove front door finisher.
12. Remove the following parts after removing front door finisher.
 - Inside handle. Refer to [DLK-291, "INSIDE HANDLE : Removal and Installation"](#).
 - Front door grip.

INSTALLATION

Install in the reverse order of removal.

CAUTION:

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

REAR DOOR FINISHER

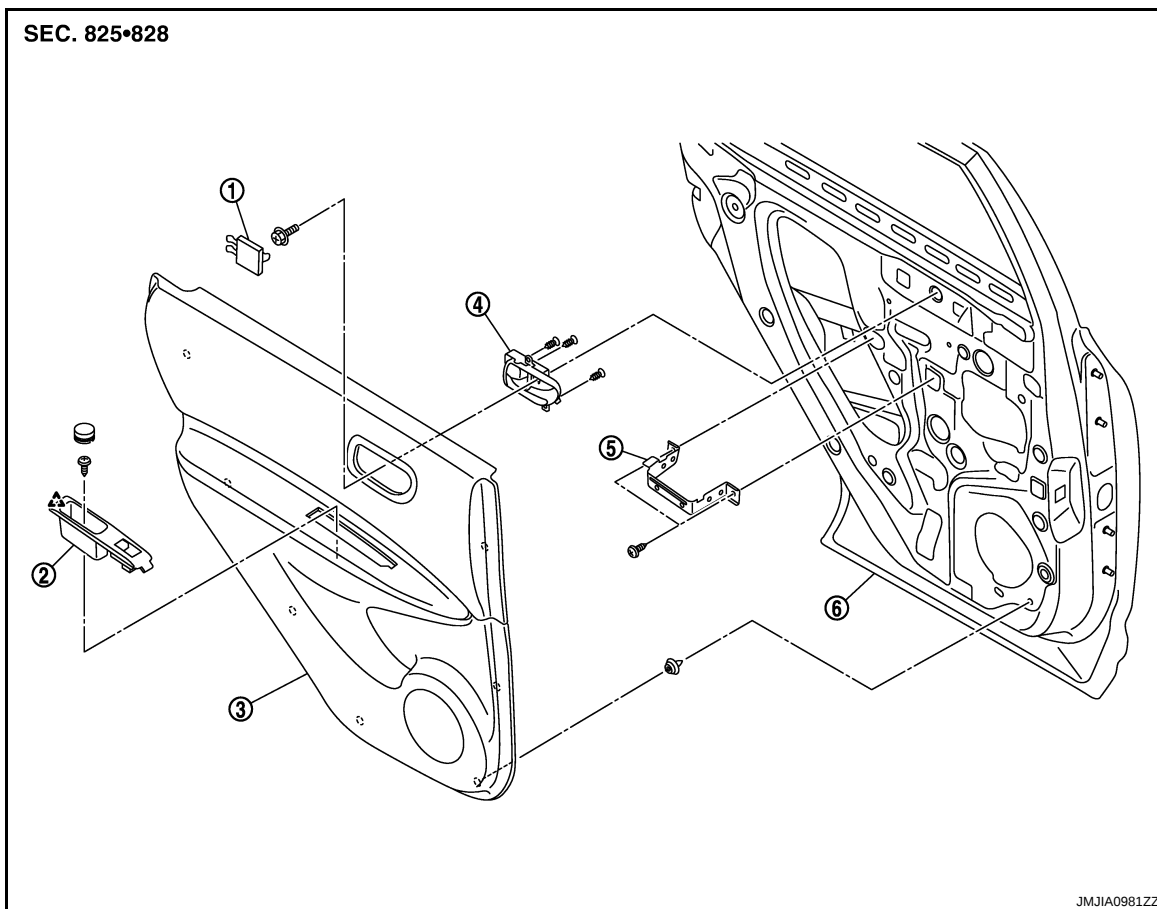
A
B
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I
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L
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P

DOOR FINISHER

< ON-VEHICLE REPAIR >

REAR DOOR FINISHER : Exploded View

INFOID:000000002912458



- | | | |
|----------------------------|---------------------------------|-----------------------|
| 1. Rear door finisher cap | 2. Power window switch finisher | 3. Rear door finisher |
| 4. Rear door inside handle | 5. Pull handle bracket | 6. Rear door panel |

○ : Clip

△ : Pawl

REAR DOOR FINISHER : Removal and Installation

INFOID:000000002912459

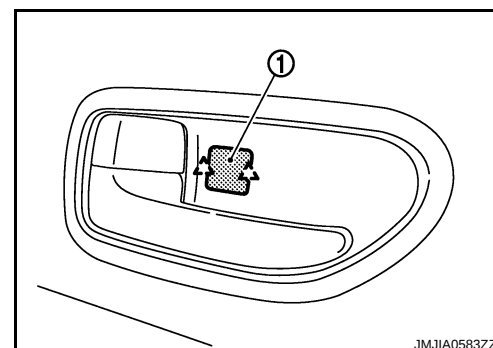
CAUTION:

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

REMOVAL

1. Fully open rear door window.
2. Remove rear door finisher cap (1).

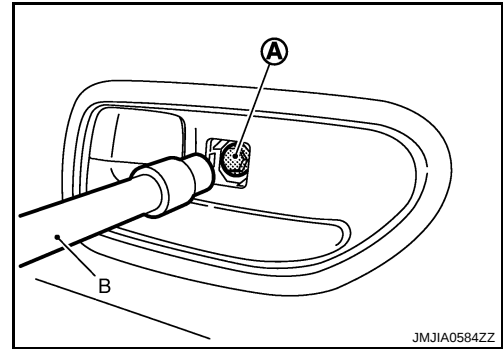
△ : Pawl



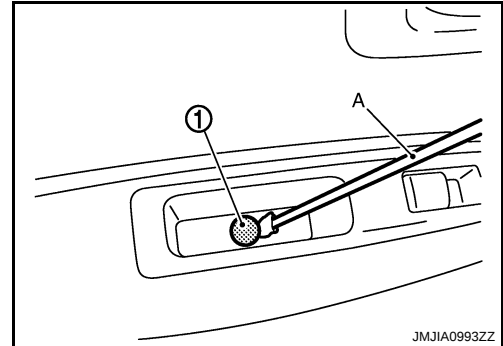
DOOR FINISHER

< ON-VEHICLE REPAIR >

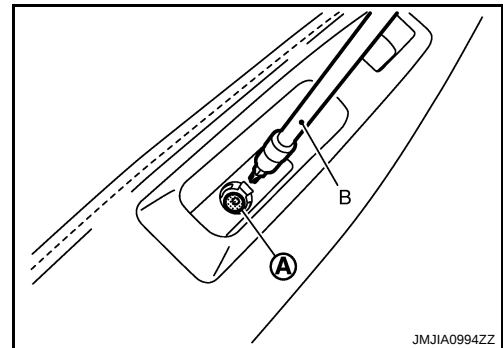
3. Remove bolt (A) located on the back side of door finisher cap using tool (B).



4. Remove screw cap (1) with wrapped flat-bladed screwdriver (A).

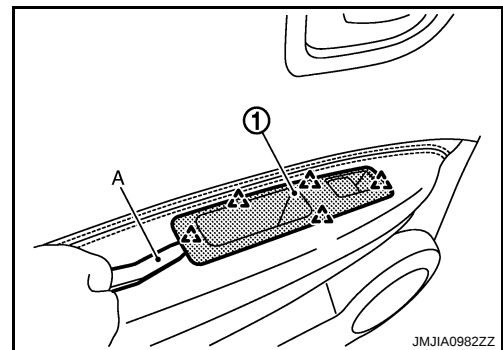


5. Remove Torx. screw (A) with tool (B).



6. Pull up power window switch finisher (1) with remover tool (A).

 : Pawl



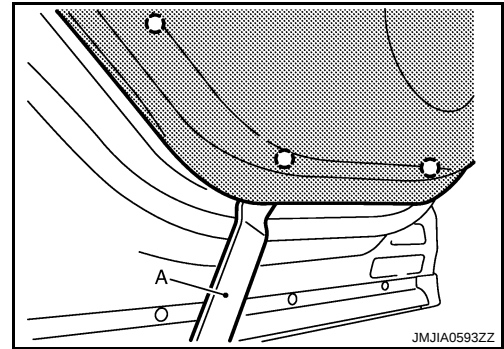
7. Disconnect power window switch connector, and then remove power window switch finisher.

DOOR FINISHER

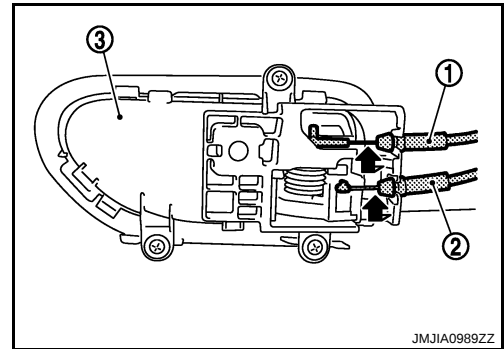
< ON-VEHICLE REPAIR >

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

 : Clip



9. Pull up rear door finisher and pull out.
10. Disconnect lock knob cable (1) and inside handle cable (2) from rear door inside handle (3).



11. Remove rear door finisher.
12. Remove the following parts after removing rear door finisher.
 - Rear door inside handle. Refer to [DLK-297, "INSIDE HANDLE : Removal and Installation"](#).
 - Pull handle bracket

INSTALLATION

Install in the reverse order of removal.

CAUTION:

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

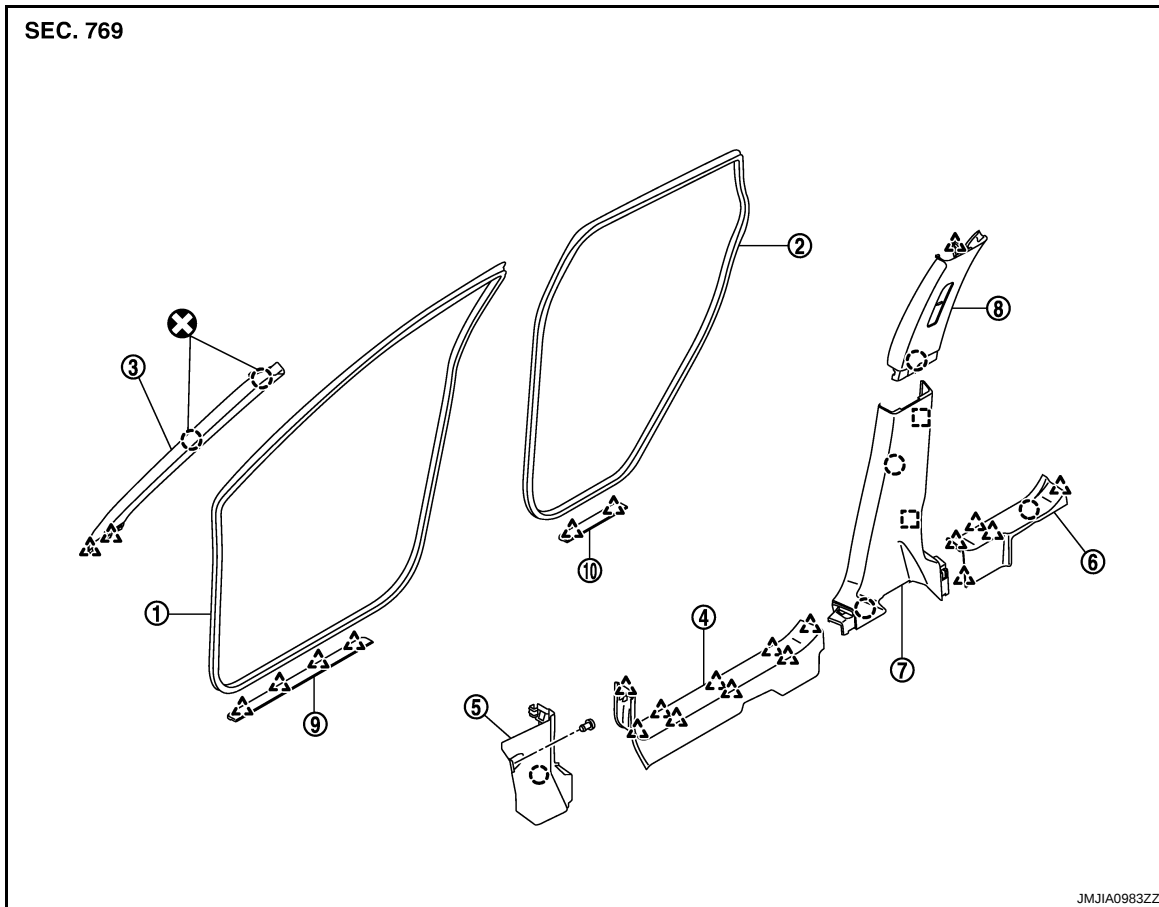
BODY SIDE TRIM

< ON-VEHICLE REPAIR >

BODY SIDE TRIM

Exploded View

INFOID:000000002912460



- | | | |
|--------------------------------|--------------------------------|--------------------------------|
| 1. Front body side welt | 2. Rear body side welt | 3. Front pillar garnish |
| 4. Front kicking plate (inner) | 5. Dash side finisher | 6. Rear kicking plate (inner) |
| 7. Center pillar lower garnish | 8. Center pillar upper garnish | 9. Front kicking plate (outer) |
| 10. Rear kicking plate (outer) | | |

○ : Clip

△ : Pawl

□ : Metal clip

Refer to [GI-3, "Contents"](#) for symbols in the figure.

Removal and Installation

INFOID:000000002912461

CAUTION:

Wrap the tip of flat-bladed screwdriver with a cloth when removing metal clips from garnishes.

REMOVAL

FRONT PILLAR GARNISH

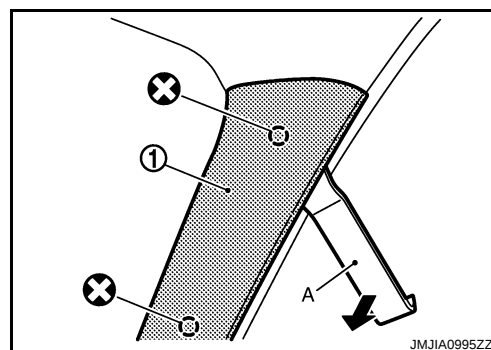
1. Remove front body side welt partially.

BODY SIDE TRIM

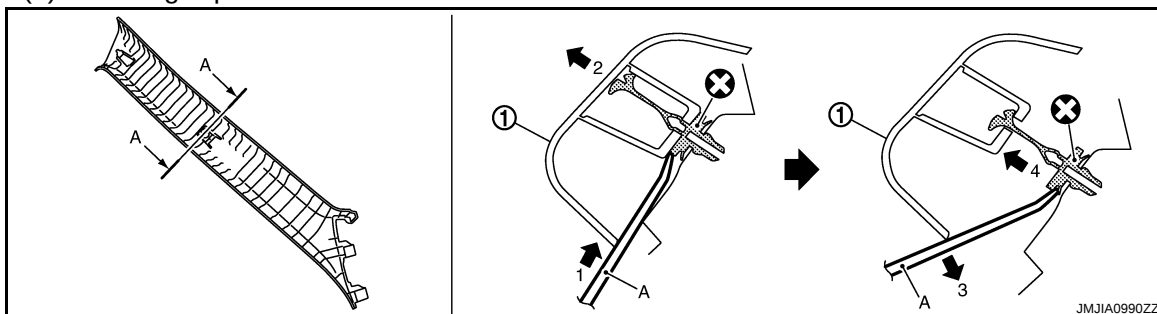
< ON-VEHICLE REPAIR >

- Disengage front pillar garnish (1) mounting pawl and clip using remover tool (A).

○ : Clip



- Pull the front pillar garnish (1) partially toward the vehicle.
- Insert the remover tool (B) between mounting clip bottom side and body side to disengage front pillar garnish (1) mounting clip.

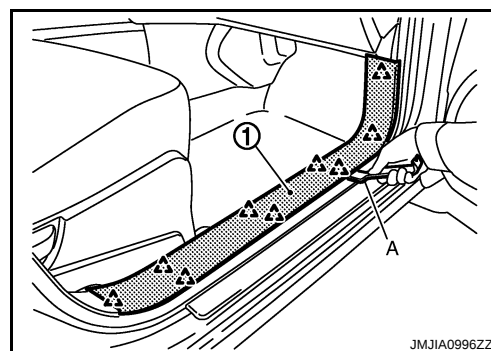


- Once free, pull front pillar garnish (1) upwards to disengage the lower locating tab from instrument panel.
- Remove front pillar garnish (1).

FRONT KICKING PLATE INNER

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

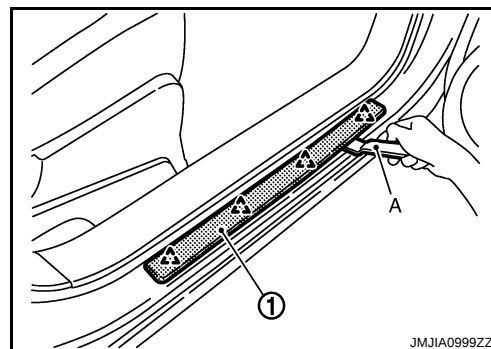
△ : Pawl



FRONT KICKING PLATE OUTER

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

△ : Pawl



DASH SIDE FINISHER

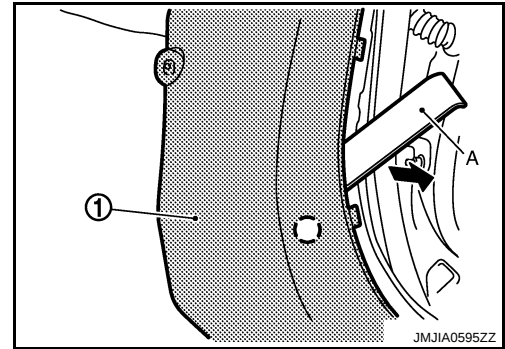
- Remove front kicking plate inner.
- Remove dash side finisher fixing nut.

BODY SIDE TRIM

< ON-VEHICLE REPAIR >

3. Disengage dash side finisher (1) mounting clip using remover tool (A).
4. Remove dash side finisher (1).

○ : Clip

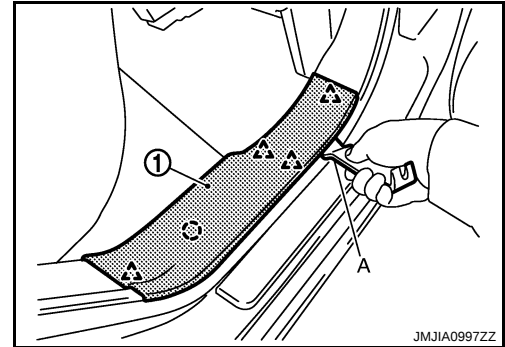


REAR KICKING PLATE INNER

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

○ : Clip

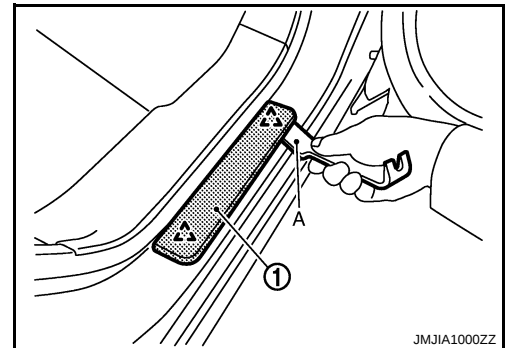
△ : Pawl



REAR KICKING PLATE OUTER

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

△ : Pawl

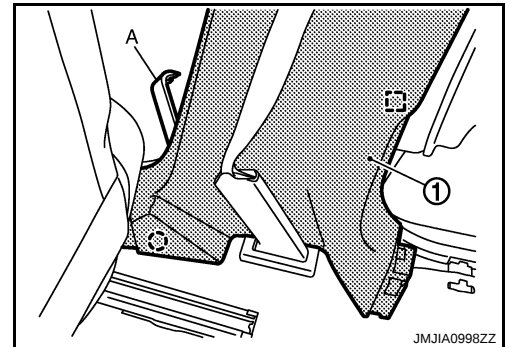


CENTER PILLAR LOWER GARNISH

1. Remove front kicking plate inner and rear kicking plate inner.
2. Insert remover tool (A) between center pillar lower garnish (1) and body side panel to disengage clips.
3. Remove center pillar lower garnish (1).

○ : Clip

□ : Metal clip



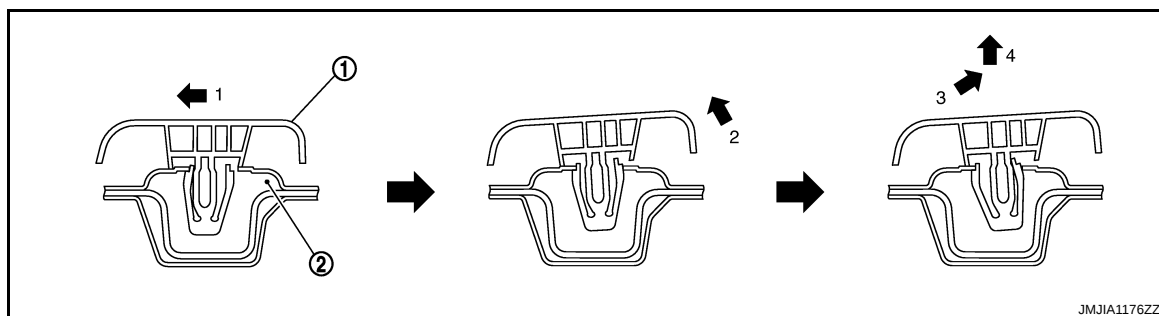
CENTER PILLAR UPPER GARNISH

1. Remove partially front and rear body side welt.
2. Remove front kicking plate inner and rear kicking plate inner.
3. Remove center pillar lower garnish.

BODY SIDE TRIM

< ON-VEHICLE REPAIR >

4. Remove front seat belt shoulder anchor. Refer to [SB-6. "SEAT BELT RETRACTOR : Removal and Installation"](#).
5. Pull center pillar upper garnish from inside passenger room, disengage clips as shown in the figure, and remove garnish from vehicle.



1. Center pillar upper garnish

2. Center pillar panel

INSTALLATION

Install in the reverse order of removal.

CAUTION:

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

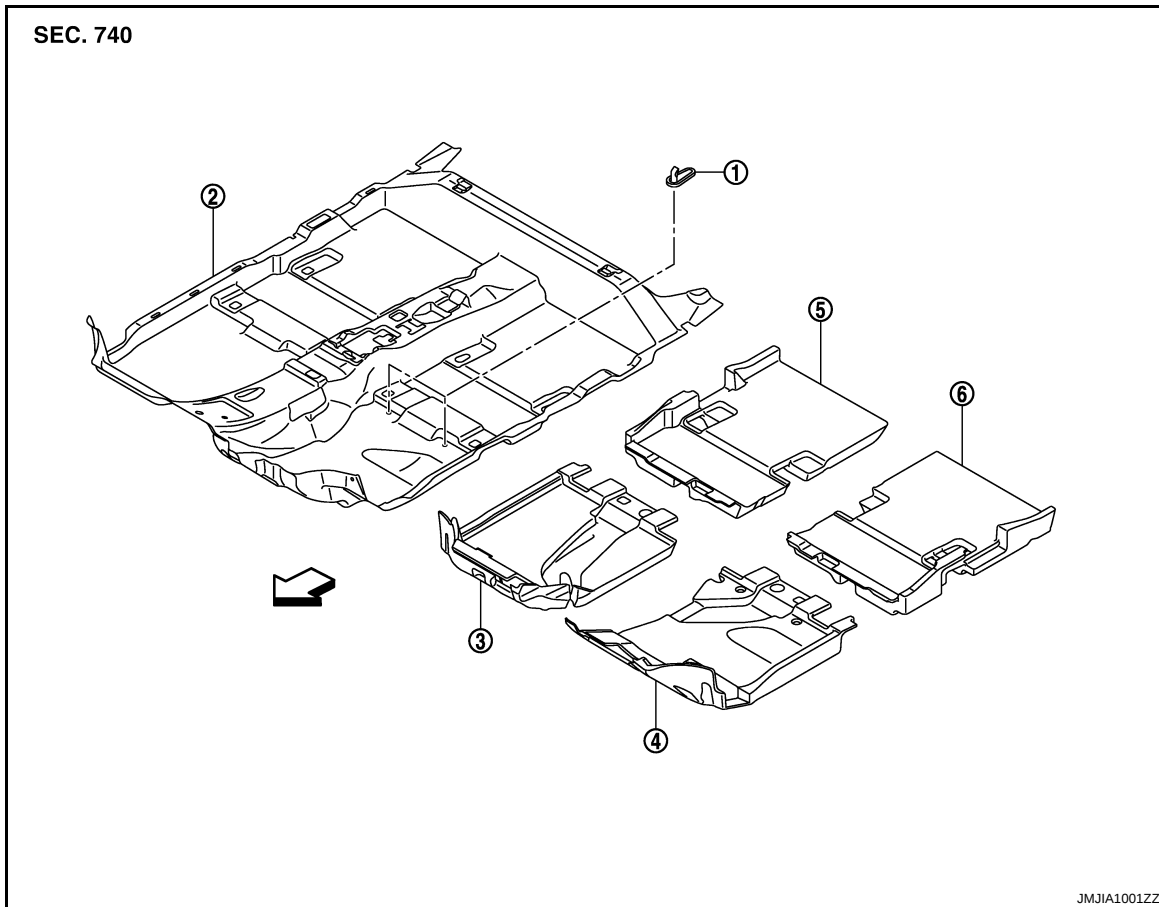
FLOOR TRIM

< ON-VEHICLE REPAIR >

FLOOR TRIM

Exploded View

INFOID:000000002912462



Removal and Installation

INFOID:000000002912463

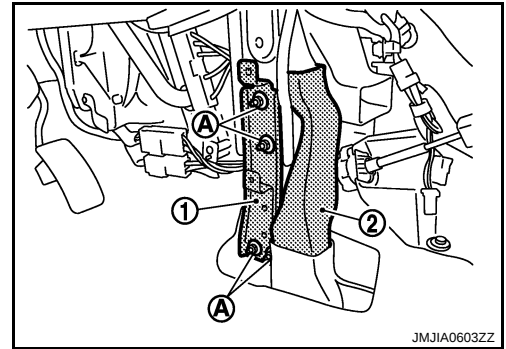
REMOVAL

1. Remove front seat assembly (LH/RH). Refer to [SE-28, "Removal and Installation"](#).
2. Remove rear seat cushion assembly. Refer to [SE-36, "Removal and Installation"](#).
3. Remove dash side finisher (LH/RH), front kicking plate inner (LH/RH), center pillar lower garnish (LH/RH), and rear kicking plate inner. Refer to [INT-17, "Removal and Installation"](#).
4. Remove center console assembly. Refer to [IP-20, "Removal and Installation"](#).

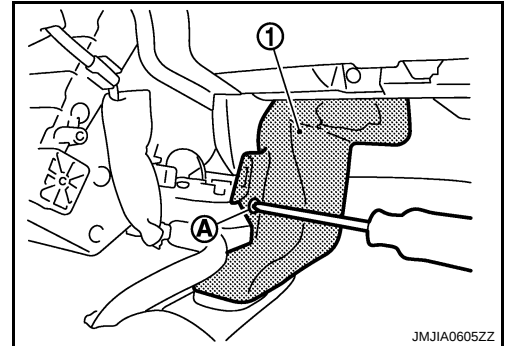
FLOOR TRIM

< ON-VEHICLE REPAIR >

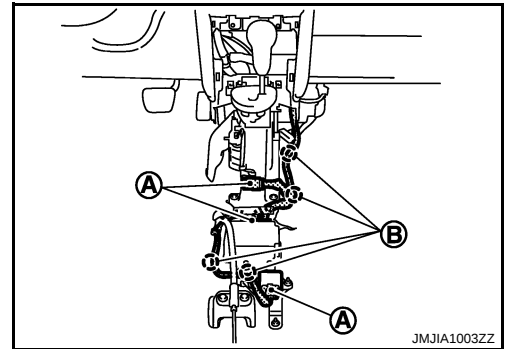
5. Remove console bracket mounting nuts (A), and then remove console bracket LH (1).
6. Remove front foot duct LH (2) (with rear foot duct).
Refer to [VTL-48. "FRONT FOOT DUCT : Removal and Installation"](#).



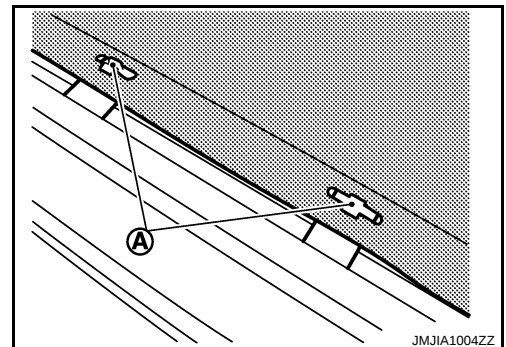
7. Remove screw (A), and then remove front foot duct RH (1) (with rear foot duct model).
Refer to [VTL-48. "FRONT FOOT DUCT : Removal and Installation"](#).



8. Disconnect harness connectors (A).
Remove floor harness mounting clips (B).



9. Remove CVT control device assembly.
Without manual mode: Refer to [TM-178. "WITHOUT MANUAL MODE : Removal and Installation"](#).
With manual mode: Refer to [TM-181. "WITH MANUAL MODE : Removal and Installation"](#).
10. Remove parking brake control cable. Refer to [PB-6. "Removal and Installation"](#).
11. Remove diagnosis sensor unit. Refer to [SR-18. "Removal and Installation"](#).
12. Remove floor carpet from fixing clips (A), and then remove floor carpet.

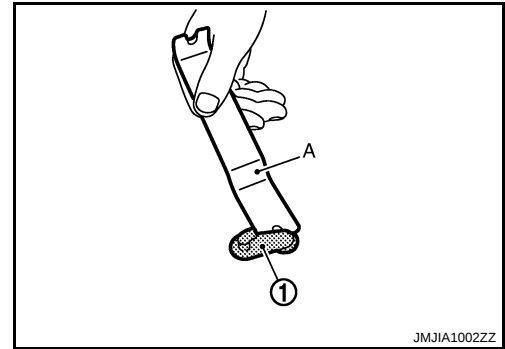


13. Remove the following part after removing floor carpet.

FLOOR TRIM

< ON-VEHICLE REPAIR >

- Floor hooks (1) with remover tool (A).
- Front floor spacer (LH/RH)
- Rear floor spacer (LH/RH)



INSTALLATION

Install in the reverse order of removal.

A

B

C

D

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F

G

H

I

INT

K

L

M

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O

P

HEADLINING

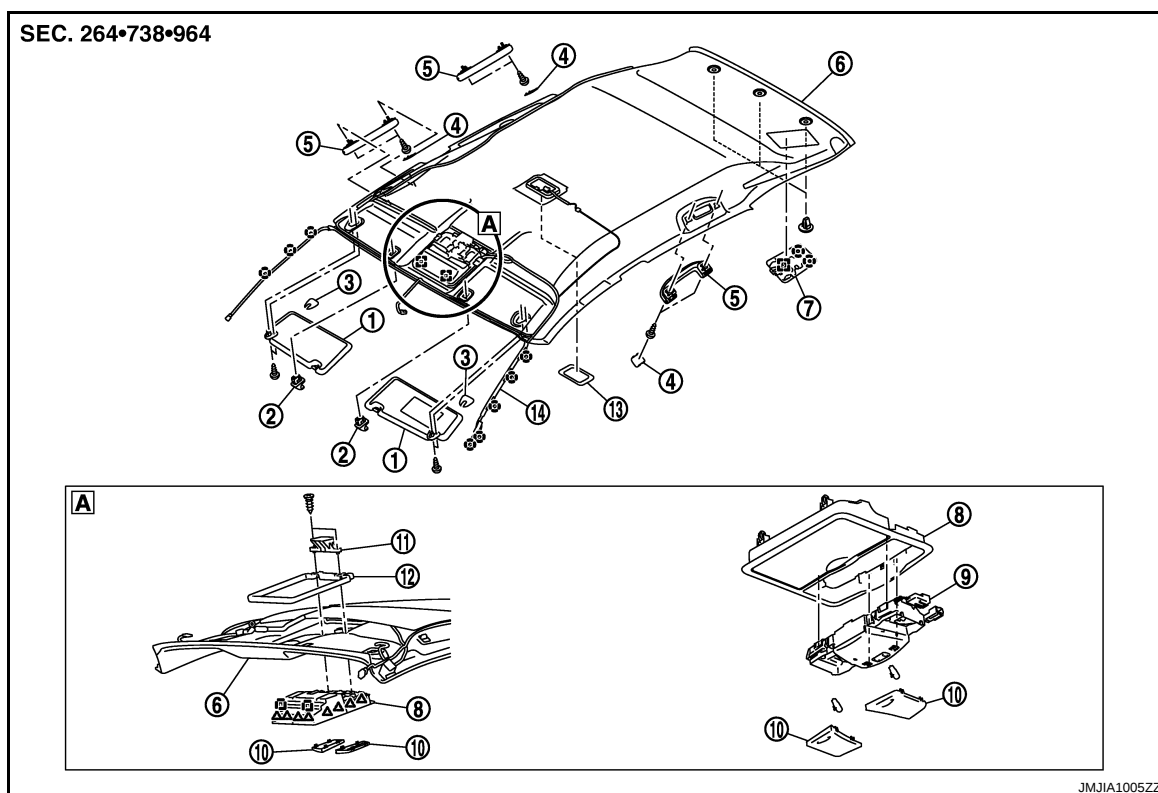
< ON-VEHICLE REPAIR >

HEADLINING

NORMAL ROOF

NORMAL ROOF : Exploded View

INFOID:000000002912464



NORMAL ROOF : Removal and Installation

INFOID:000000002912465

REMOVAL

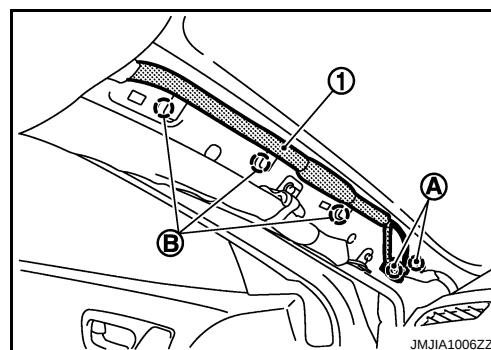
1. Remove rear seat cushion and seat back. Refer to [SE-36, "Removal and Installation"](#).
2. Remove rear seat belt anchor bolt (LH/RH). Refer to [SB-11, "SEAT BELT RETRACTOR : Exploded View"](#).
3. Remove front seat belt anchor bolt (LH/RH). Refer to [SB-6, "SEAT BELT RETRACTOR : Exploded View"](#).
4. Remove luggage side lower finisher (LH/RH), luggage side upper finisher (LH/RH). Refer to [INT-32, "Removal and Installation"](#).
5. Remove front pillar garnish (LH/RH), front kicking plate (LH/RH), center pillar lower garnish (LH/RH), center pillar upper garnish (LH/RH), front body side welt (LH/RH), rear body side welt (LH/RH), rear kicking plate (LH/RH). Refer to [INT-17, "Removal and Installation"](#).

HEADLINING

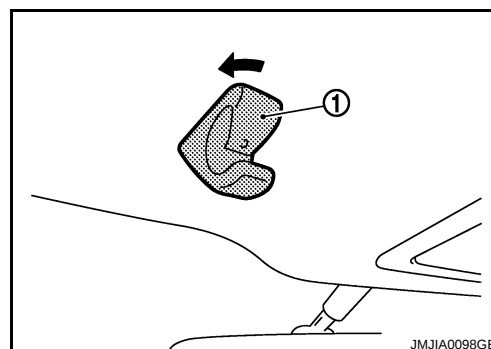
< ON-VEHICLE REPAIR >

6. Disconnect roof harness connectors (A) (LH/RH).
7. Remove harness clips (B) of roof harness (1) (LH/RH).

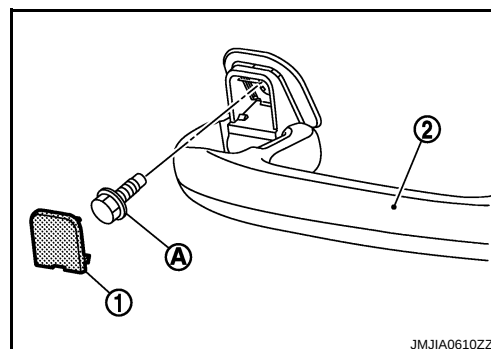
 : Clip



8. Remove sun-visor (LH/RH).
 - Remove sun-visor cap.
 - Remove mounting screws.
 - Disconnect vanity mirror lamp harness connector. (with Vanity mirror lamp)
9. Rotate 45 degrees and remove sun-visor holder (1) (LH/RH).

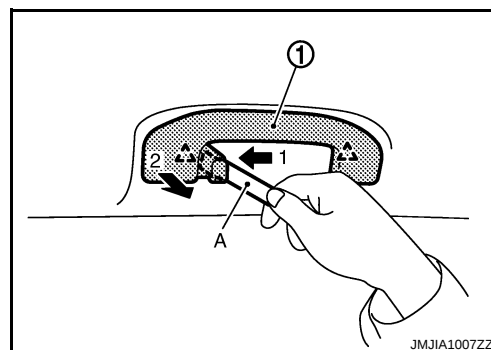


10. Remove front assist grip and rear assist grip (2).
 - Remove assist grip cap (1).
 - Remove assist grip mounting bolts (A).



- Remove assist grip (1) with remover tool (A) and then pull back assist grip.

 : Pawl



11. Recline front seat back to facilitate the headlining removal.

HEADLINING

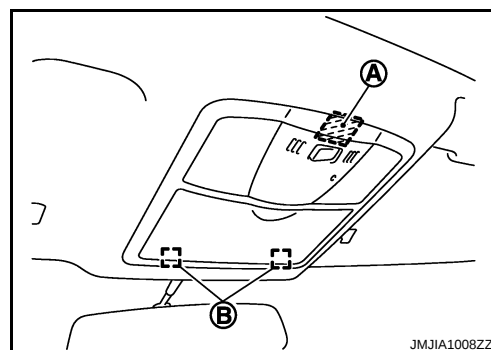
< ON-VEHICLE REPAIR >

12. Pull map lamp assembly toward vehicle lower, and disengage dual-lock fastener (A) and metal clips (B).

CAUTION:

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

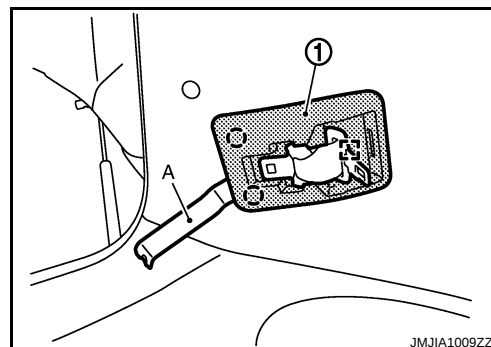
 : Metal clip



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

 : Clip

 : Metal clip

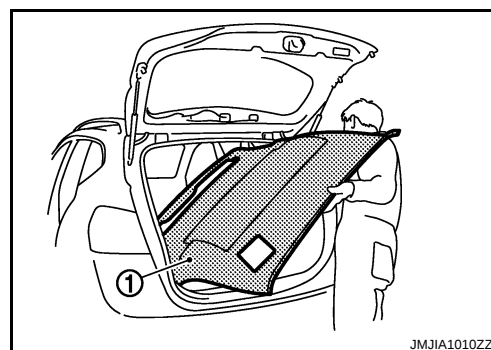


14. Using remover tool, remove headlining hidden clip at the back side of headlining.

15. Remove headlining (1) from back door.

CAUTION:

- When removing, 2 workers are required.
- Do not bend headlining when removing.
- Be careful not to scratch or damage any part of the body while taking out the headlining.



16. Remove the following parts after removing headlining.
- Room lamp assembly. Refer to [INL-68, "Removal and Installation"](#).
 - Map lamp assembly.
 - Sunglasses holder assembly.
 - Roof harness assembly.

INSTALLATION

Install in the reverse order of removal.

CAUTION:

- As for guide, install sun-visor holder (LH/RH) then headlining hidden clips at the back side of headlining.
- Be careful not to bend the headlining when installing.

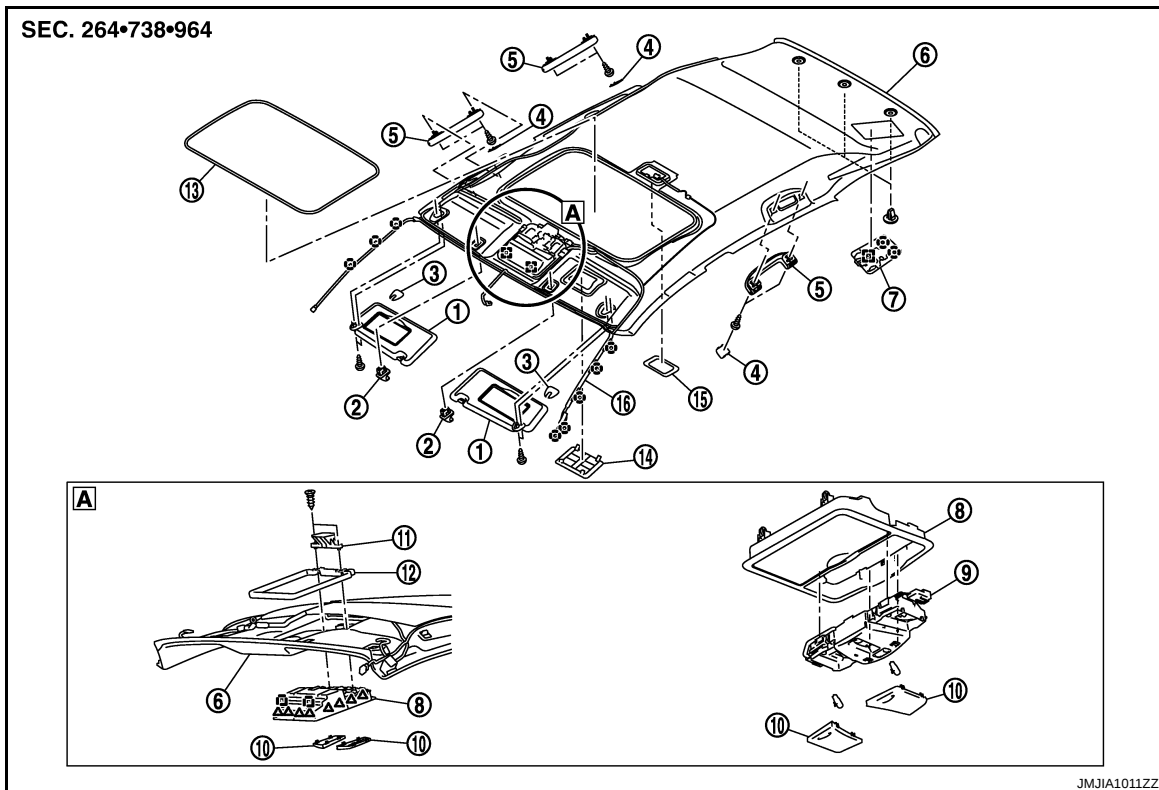
SUNROOF

HEADLINING

< ON-VEHICLE REPAIR >

SUNROOF : Exploded View

INFOID:000000002912466



- | | | |
|--------------------------------|----------------------|-------------------------|
| 1. Sun-visor | 2. Sun-visor holder | 3. Sun-visor cap |
| 4. Assist grip cap | 5. Assist grip | 6. Headlining assembly |
| 7. Rear center seat belt cover | 8. Sunglasses holder | 9. Map lamp assembly |
| 10. Map lamp lens | 11. Hidden clip | 12. Roof plate assembly |
| 13. Sunroof welt | 14. Roof finisher | 15. Room lamp |
| 16. Roof harness | | |

○ : Clip

△ : Pawl

□ : Metal clip

SUNROOF : Removal and Installation

INFOID:000000002912467

REMOVAL

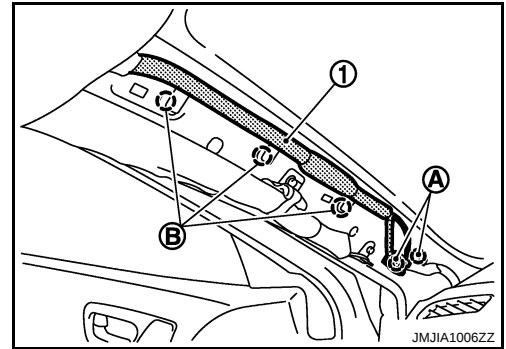
1. Remove rear seat cushion and seat back. Refer to [SE-36, "Removal and Installation"](#).
2. Remove rear seat belt anchor bolt (LH/RH). Refer to [SB-11, "SEAT BELT RETRACTOR : Exploded View"](#).
3. Remove front seat belt anchor bolt (LH/RH). Refer to [SB-6, "SEAT BELT RETRACTOR : Exploded View"](#).
4. Remove luggage side lower finisher (LH/RH), luggage side upper finisher (LH/RH). Refer to [INT-32, "Removal and Installation"](#).
5. Remove front pillar garnish (LH/RH), front kicking plate inner (LH/RH), center pillar lower garnish (LH/RH), center pillar upper garnish (LH/RH), front body side welt (LH/RH), rear body side welt (LH/RH), rear kicking plate inner (LH/RH). Refer to [INT-17, "Removal and Installation"](#).

HEADLINING

< ON-VEHICLE REPAIR >

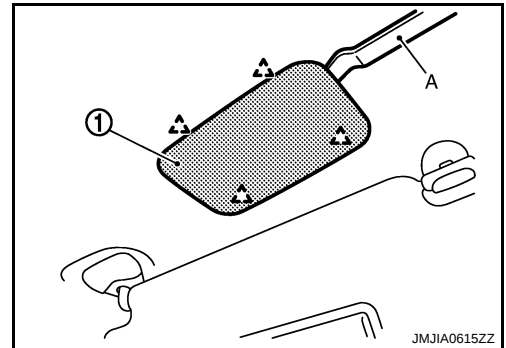
6. Disconnect roof harness connectors (A) (LH/RH).
7. Remove harness clips (B) of roof harness (1) (LH/RH).

 : Clip

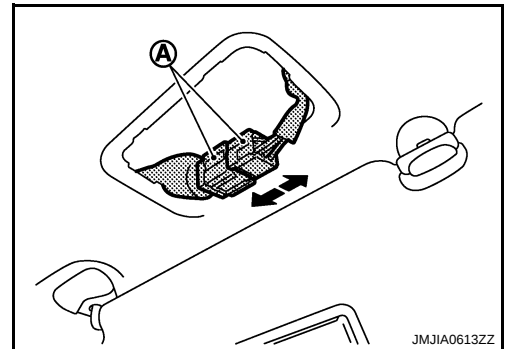


8. Remove roof finisher (1) with remover tool (A).

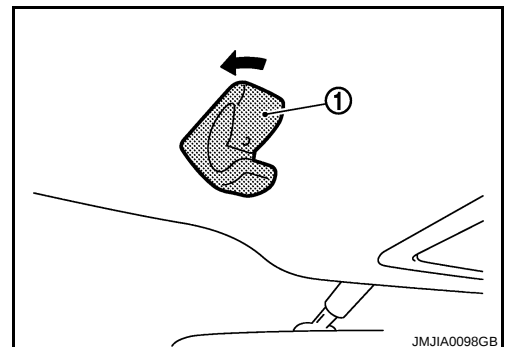
 : Pawl



9. Disconnect roof harness connector (A).



10. Remove sun-visor (LH/RH).
 - Remove sun-visor cap
 - Remove mounting screws.
 - Disconnect vanity mirror lamp harness connector. (with Vanity mirror lamp)
11. Rotate 45 degrees and remove sun-visor holder (1) (LH/RH).

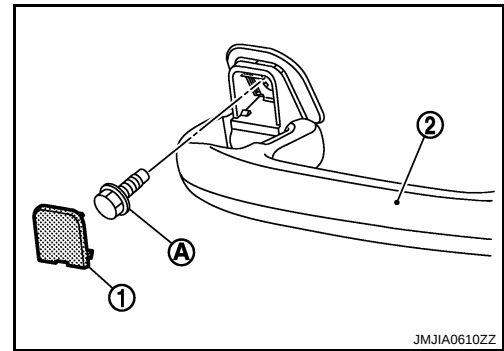


HEADLINING

< ON-VEHICLE REPAIR >

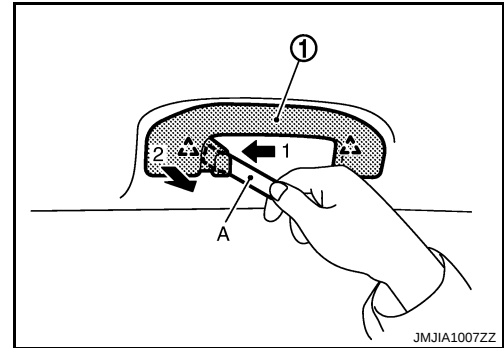
12. Remove front assist grip and rear assist grip (2).

- Remove assist grip cap (1).
- Remove assist grip mounting bolts (A).



- Remove assist grip (1) with remover tool (A) and then pull back assist grip.

 : Pawl



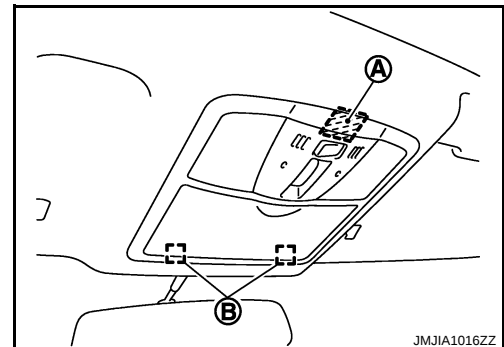
13. Recline front seat back to facilitate the headlining removal.

14. Pull map lamp assembly toward vehicle lower, and disengage dual-lock fastener (A) and metal clips (B).

CAUTION:

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

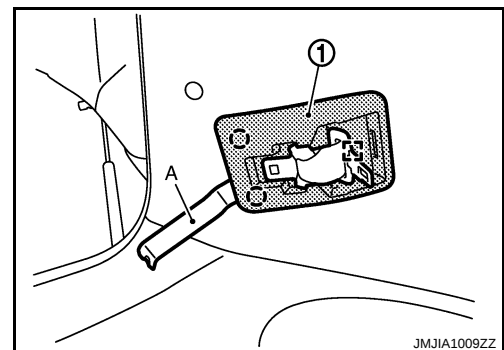
 : Metal clip



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

 : Metal clip

 : Clip



16. Using remover tool, remove headlining hidden clips at the back side of headlining.

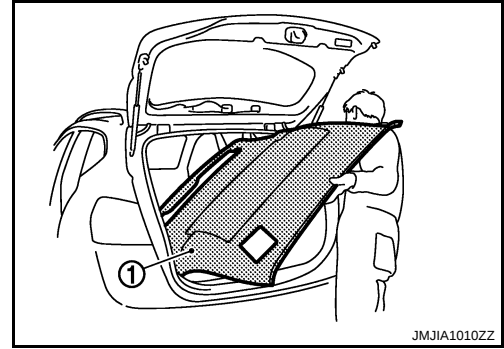
HEADLINING

< ON-VEHICLE REPAIR >

17. Remove headlining (1) from back door.

CAUTION:

- When removing, 2 workers are required.
- Do not bend headlining when removing.
- Be careful not to scratch or damage any part of the body while taking out the headlining.



18. Remove the following parts after removing headlining.

- Room lamp assembly. Refer to [INL-68, "Removal and Installation"](#).
- Map lamp assembly.
- Sunglasses holder assembly.
- Sunroof welt.
- Roof harness assembly.

INSTALLATION

Install in the reverse order of removal.

CAUTION:

- As for guide, install sun-visor holder (LH/RH) then headlining hidden clips at the back side of headlining.
- Be careful not to bend the headlining when installing.

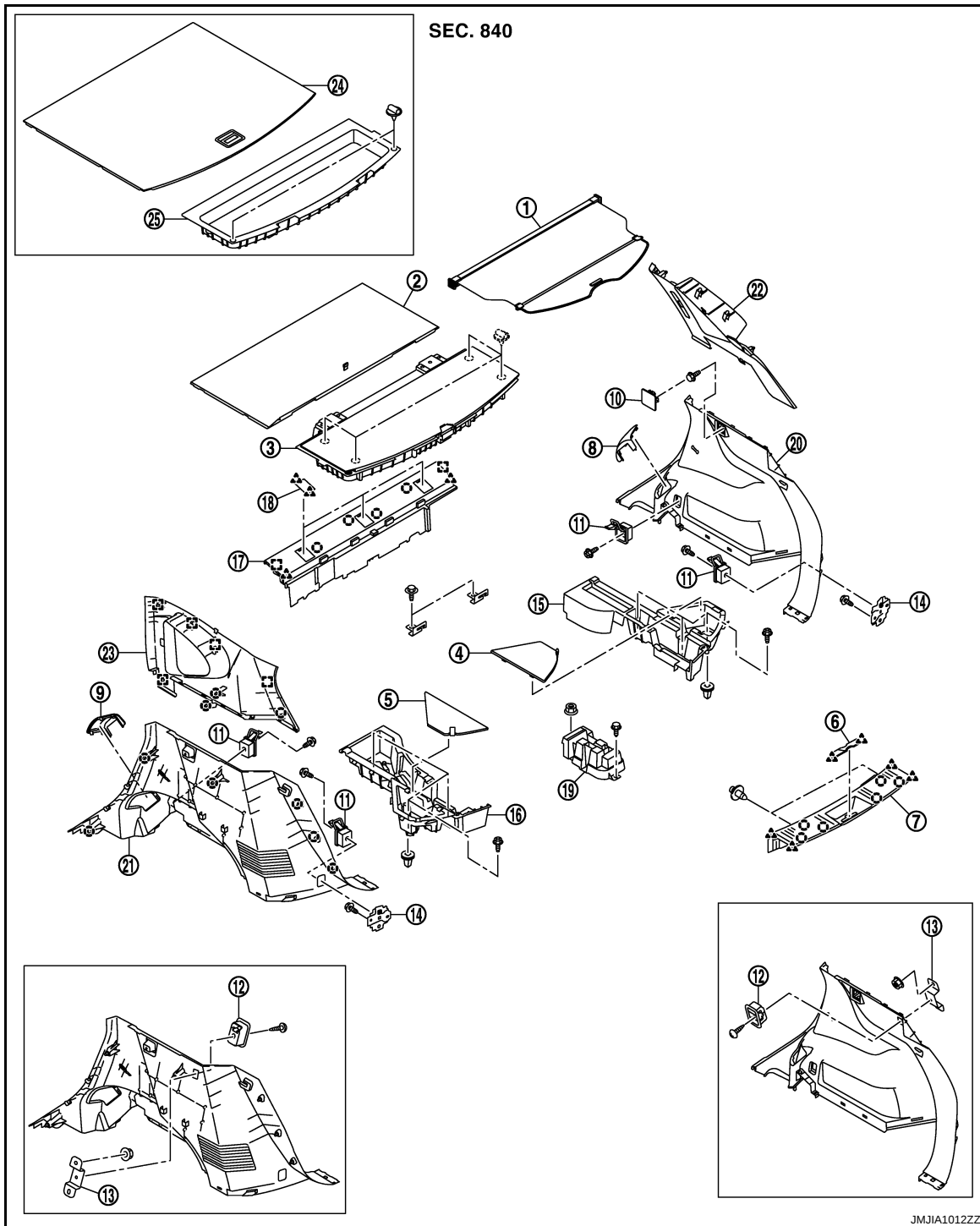
LUGGAGE FLOOR TRIM

< ON-VEHICLE REPAIR >

LUGGAGE FLOOR TRIM

Exploded View

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- | | | |
|--------------------------------|--|--|
| 1. Tonneau cover assembly | 2. Luggage floor center board (for SL) | 3. Luggage floor box (for SL) |
| 4. Luggage floor side board RH | 5. Luggage floor side board LH | 6. Luggage rear plate mask |
| 7. Luggage rear plate | 8. Luggage finisher mask RH | 9. Luggage finisher mask LH |
| 10. Tonneau cap RH | 11. Rope hook | 12. Rear door hook |
| 13. Luggage trim bracket | 14. Luggage side lower bracket | 15. Luggage floor spacer assembly (FR/ RH) |

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LUGGAGE FLOOR TRIM

< ON-VEHICLE REPAIR >

- | | | |
|---|------------------------------------|--|
| 16. Luggage floor spacer assembly (FR/LH) | 17. Luggage floor center finisher | 18. Child anchor cover |
| 19. Luggage floor spacer RH | 20. Luggage side lower finisher RH | 21. Luggage side lower finisher LH |
| 22. Luggage side upper finisher RH | 23. Luggage side upper finisher LH | 24. Luggage floor center board (for S) |
| 25. Luggage floor box (for S) | | |

○ : Clip

△ : Pawl

□ : Metal clip

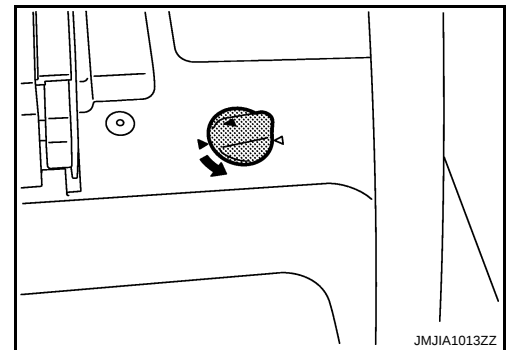
Removal and Installation

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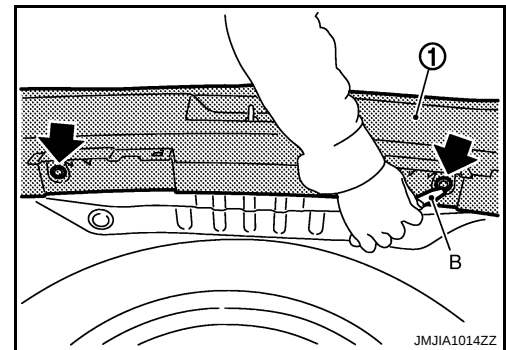
REMOVAL

LUGGAGE REAR PLATE

1. Fully open back door.
2. Remove tonneau cover assembly (with tonneau cover assembly).
3. Remove luggage floor center board.
4. Turn the clips to disengage luggage floor box, then remove luggage floor box.



5. Remove back door weather strip. Refer to [DLK-287, "BACK DOOR WEATHER-STRIP : Removal and Installation"](#).
6. Remove luggage rear plate mask with remover tool.
7. Remove luggage rear plate (1) fixing clips with remover tool (B).



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

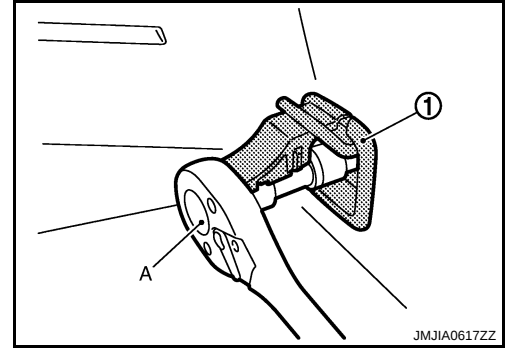
LUGGAGE SIDE LOWER FINISHER

1. Remove tonneau cover assembly then remove tonneau cap and bolt (with tonneau cover assembly).
2. Remove rear kicking plate inner and rear body side welt. Refer to [INT-17, "Removal and Installation"](#).
3. Remove rear seat back and rear seat cushion. Refer to [SE-36, "Removal and Installation"](#).
4. Remove luggage floor center board.
5. Remove luggage floor box.
6. Remove luggage rear plate.
7. Remove luggage floor side board.
8. Remove luggage floor spacer assembly (FR).

LUGGAGE FLOOR TRIM

< ON-VEHICLE REPAIR >

9. Remove luggage floor center finisher.
10. Disengage rope hook mounting bolt caps, and remove rope hook mounting bolts with socket wrench (A), and then remove rope hooks (1) (front/rear).

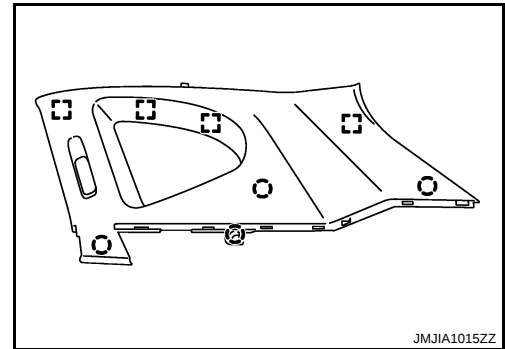


11. Remove rear door hook (with rear door hook).
12. Remove luggage side lower finisher fixing clips and metal clips with remover tool.
13. Remove luggage side lower finisher.

LUGGAGE SIDE UPPER FINISHER

1. Remove luggage side lower finisher. Refer to [INT-32, "Removal and Installation"](#).
2. Remove rear seat belt anchor bolt (upper). Refer to [SB-11, "SEAT BELT RETRACTOR : Exploded View"](#).
3. Remove luggage side upper finisher clips and metal clips with remover tool.

- : Clip
□ : Metal clip



4. Remove luggage side upper finisher.

INSTALLATION

Install in the reverse order of removal.

CAUTION:

Check that clips, pawls, metal clips are securely fitted in panel holes on body when installing, and then press them in.

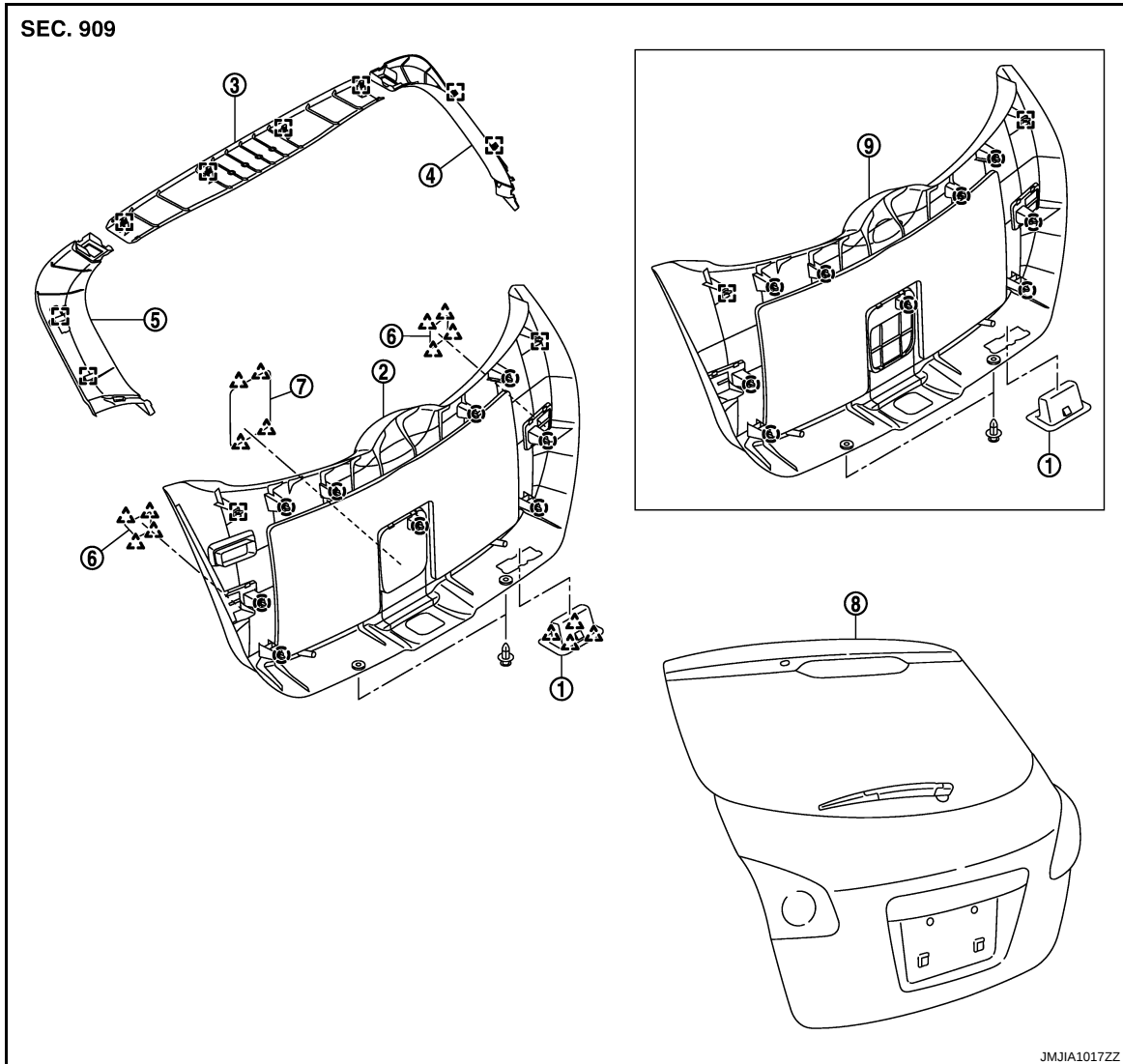
BACK DOOR TRIM

< ON-VEHICLE REPAIR >

BACK DOOR TRIM

Exploded View

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- | | | |
|-------------------------------------|--|---|
| 1. Pull handle | 2. Back door lower finisher inner (for SL) | 3. Back door upper finisher inner |
| 4. Back door side finisher inner RH | 5. Back door side finisher inner LH | 6. Lid |
| 7. Emergency lid | 8. Back door assembly | 9. Back door lower finisher inner (for S) |

○ : Clip

△ : Pawl

□ : Metal clip

Removal and Installation

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REMOVAL

BACK DOOR LOWER FINISHER INNER

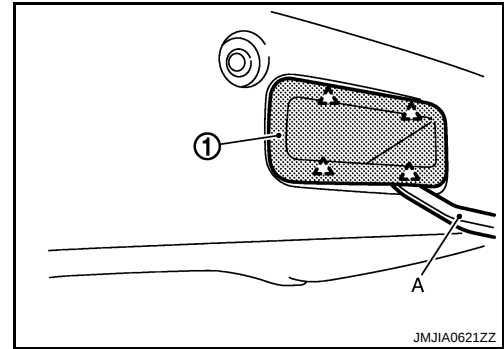
1. Fully open back door.

BACK DOOR TRIM

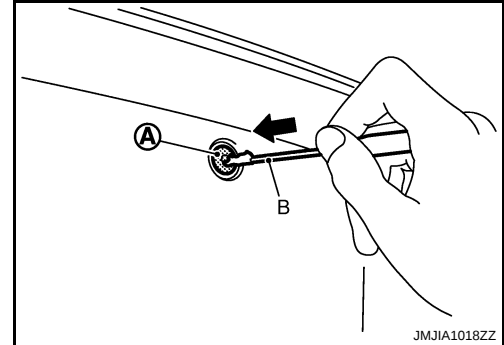
< ON-VEHICLE REPAIR >

- Disengage pull handle (1) fixing pawls with remover tool (A).

 : Pawl



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

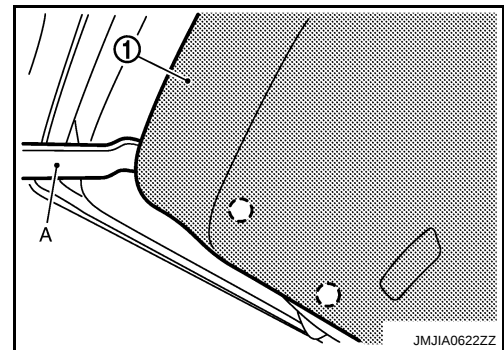


- Insert remover tool (A) between back door lower finisher inner (1) and back door panel to disengage clips.

NOTE:

Starting from the lower downwards and works around the edges and up to the sides.

 : Clip

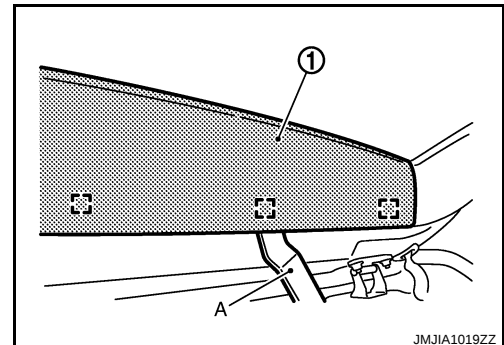


- Pull out back door lower finisher inner.
- Disconnect luggage room lamp connector (with luggage room lamp).
- Remove back door lower finisher inner.
- Remove the following parts after removing back door lower finisher inner.
 - Luggage room lamp assembly (with luggage room lamp). Refer to [INL-70. "Removal and Installation"](#).
 - Back door lids.

BACK DOOR UPPER FINISHER INNER

- Fully open back door.
- Insert remover tool (A) between back door upper finisher inner (1) and back door panel to disengage clips.

 : Metal clip



- Remove back door upper finisher inner.

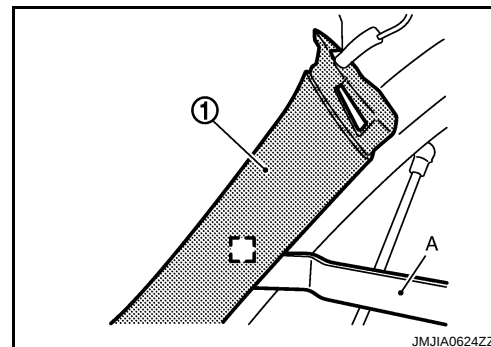
BACK DOOR TRIM

< ON-VEHICLE REPAIR >

BACK DOOR SIDE FINISHER INNER

1. Fully open back door.
2. Remove back door lower finisher inner.
3. Remove back door upper finisher inner.
4. Insert remover tool (A) between back door side finisher inner (1) and back door panel to disengage metal clips.

 : Metal clip



5. Remove back door side finisher inner.

INSTALLATION

Install in the reverse order of removal.

CAUTION:

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