

Classification:

BT12-018a

Reference:

ITB12-055a

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Date:

January 16, 2013

2013 JX35; SQUEAKS AND RATTLES FROM INSTRUMENT PANEL

This bulletin had been amended to add **APPLIED VIN AND DATE** information and to correct the classification number. No other changes have been made to the body of this bulletin. Please discard any previous versions.

APPLIED VEHICLES:

2013 JX35 (L50)

APPLIED VIN AND DATE:

Built before 5N1AL0MM(*)DC 324900
And Oct 08, 2012

IF YOU CONFIRM

A squeak or rattle in one or more of the following areas:

- Center Speaker
- Center Vent area
- Center Air Vent Lid
- Meter area
- Defrost (mounting) Nozzle
- HVAC control panel

ACTION

Use the Squeak and Rattle Kit and Refer to appropriately titled section under **SERVICE PROCEDURE**.

PARTS INFORMATION

DESCRIPTION	PART #	QUANTITY
Flocking Tape	J-50397-8	As needed
EPDM Semi Closed Cell Foam	J-50397-2	As needed

CLAIMS INFORMATION

Refer to the UX: Squeak and Rattle Repairs document located in the Warranty Flat Rate Manual / Resources Tab for claims coding information.

Infiniti Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Infiniti dealer to determine if this applies to your vehicle.

SERVICE PROCEDURE

Center Speaker

Fasteners on Speaker Bracket may not be fully seated and may make a noise.

- If a rattle is confirmed in the top center of dash area, check all 3 Speaker Bracket fasteners to ensure screws are fully seated and tighten as necessary, and add Flocking tape to Speaker Grill clips (page 3).

NOTE: Fasteners (screws) can be accessed by removing Center Vent Lid and A/V screen.

- Refer to the Electronic Service Manual (ESM) for procedure to remove and reinstall Center Vent Lid, A/V screen and Speaker Grill.
 - The Audio Switch Plate must be removed very carefully to avoid damaging the attachment clips.



Figure 1

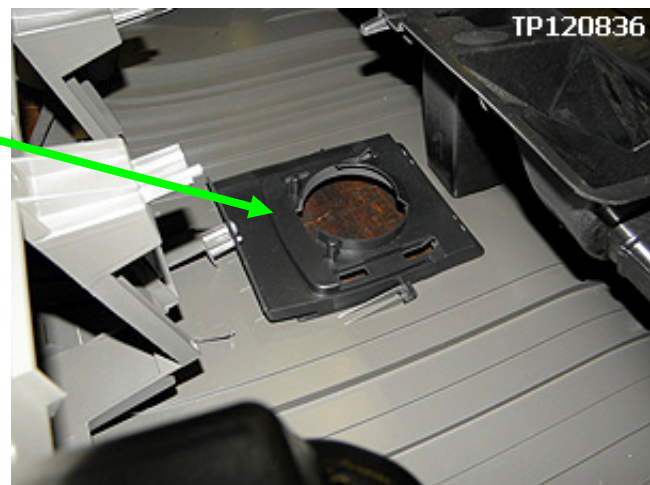


Figure 2

- Figures 1 and 2 show locations of center Speaker Bracket screws (Figures 2, 3 and 4 are shown with dash removed and upside down for reference only).

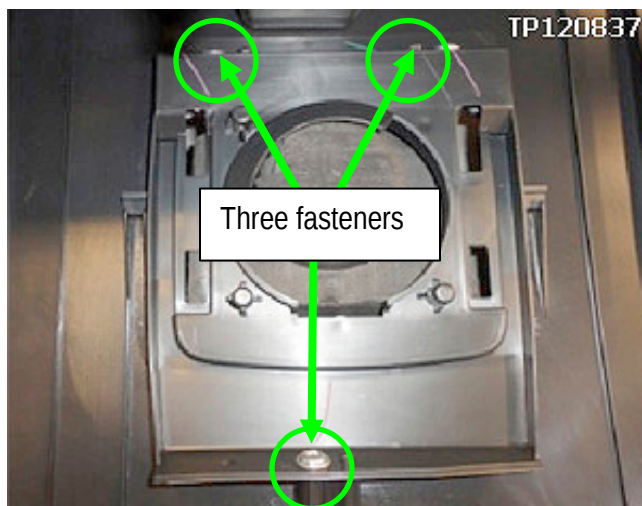


Figure 3



Figure 4

- Figures 3 and 4 show Speaker Bracket screws and possible gap.

Clips on Speaker Grill may rub against Speaker Bracket and cause a noise.

- With Speaker Grill removed apply 6 pieces of Flocking tape (J-50397-8) cut to 45mm lengths as shown in Figures 5 and 6.



Figure 5

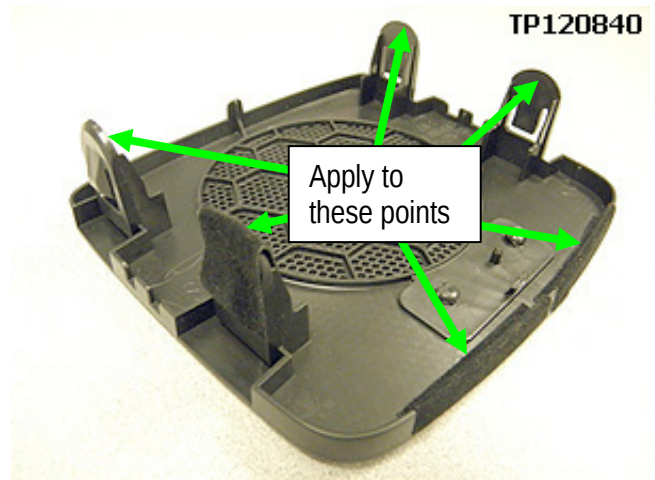


Figure 6

Center Vent area

Instrument Panel Main Harness may rub against Center Air Duct bracket and may make a noise.

- If a rattle is present in the center vent area inspect for the Main Harness rubbing against the center air duct support (Figures 7 and 8).

NOTE: The Audio Switch Plate must be removed very carefully to avoid damaging the attachment clips

If confirmed:

- Apply additional “EPDM SEMI CLOSED CELL” foam (J-50397-2) between Main Harness and Center Air Duct bracket as shown in Figure 7.
- The foam tape must be long enough to completely isolate the Main Harness from the plastic bracket.

NOTE: Harness can be accessed by removing Center Vent Lid and A/V screen.

- Refer to the (ESM) for procedure to remove and reinstall Center Vent Lid and A/V screen.

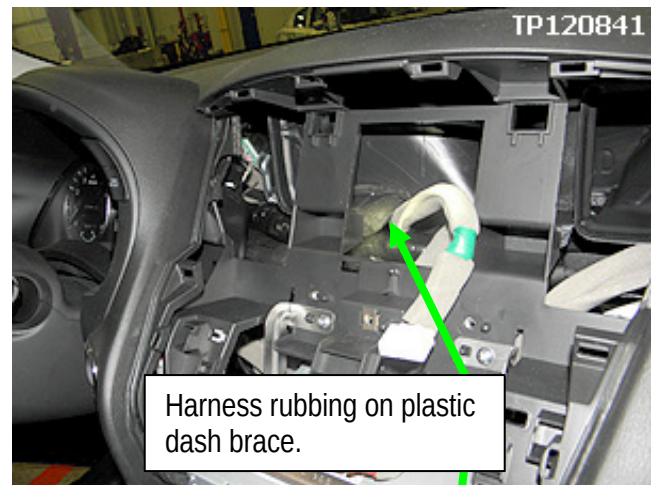


Figure 7

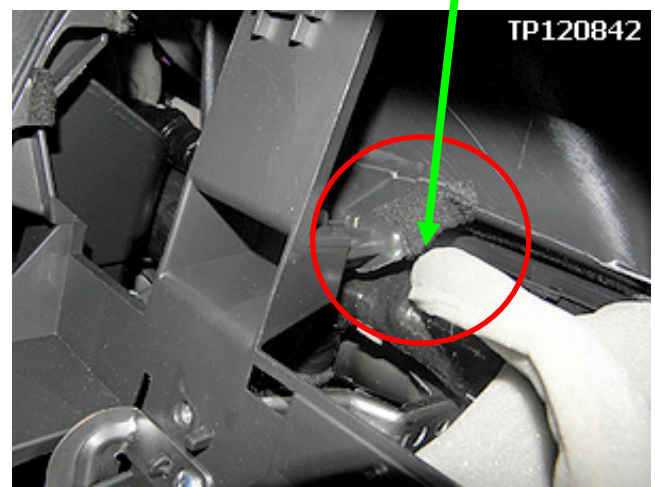


Figure 8

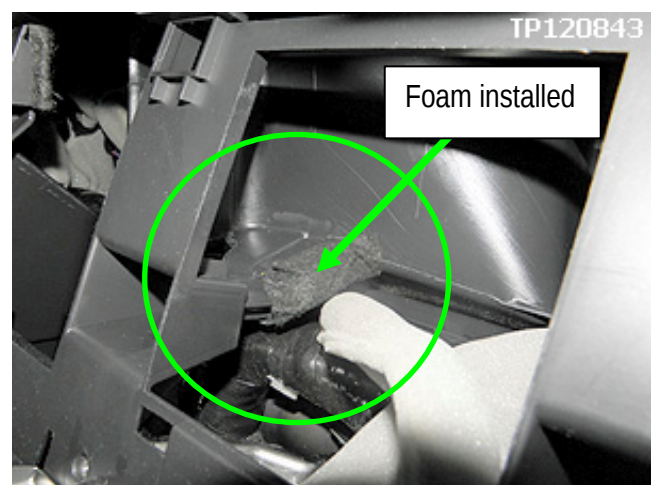


Figure 9

Center Air Vent Lid

Center Air Vent Lid may rub against Instrument Panel Assembly and may make a noise.

- If a noise is present in the Center Air Vent Lid area, apply Flocking tape (J-50397-8) to indicated areas in Figure 10.

NOTE: Refer to the (ESM) for procedure to remove and reinstall Center Air Vent Lid.

- The Audio Switch Plate must be removed very carefully to avoid damaging the attachment clips.

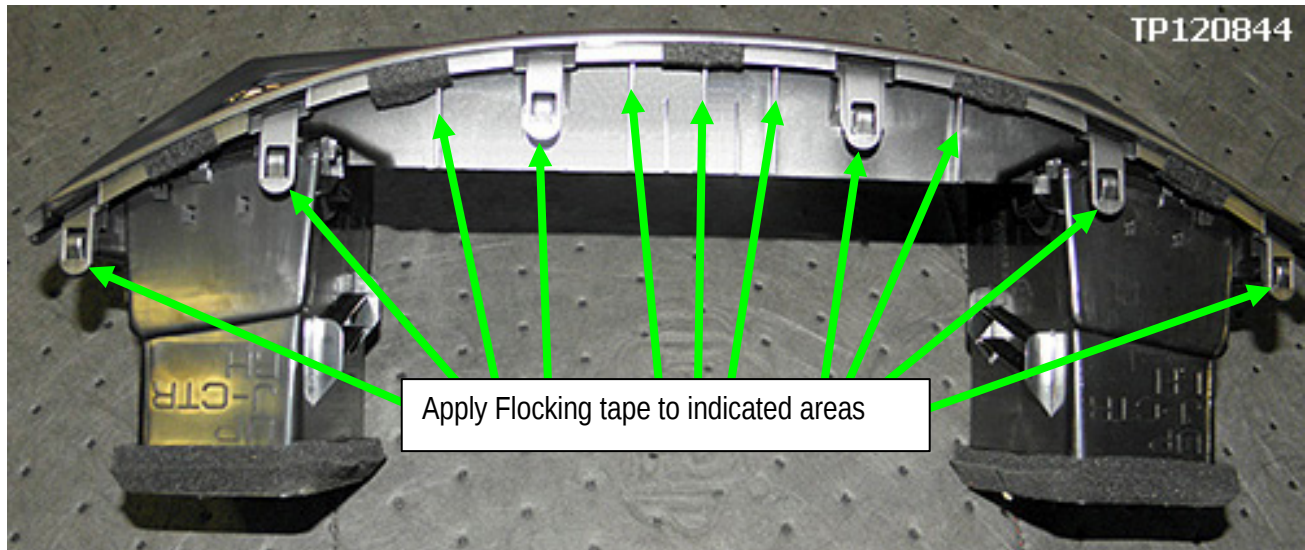


Figure 10



Figure 11

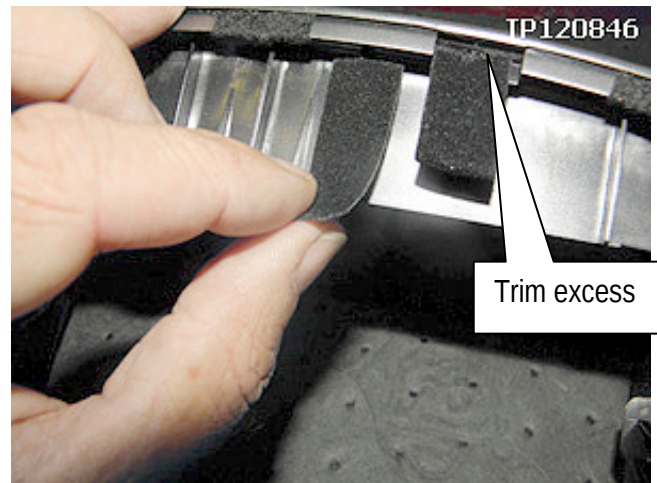


Figure 12

- Wrap felt tape around each clip starting from bottom and then wrapping around to top. Trim any excess length so that felt does not extend past the front of the Center Air Vent Lid.

Meter area

GPS and telephone antenna brackets may contact Body Control Module (BCM) and may make a noise.

IMPORTANT: Confirm that vehicle has either GPS, Telematics or both before proceeding.

- If a rattle is confirmed behind the Combination Meter, Apply foam to GPS and telephone antenna brackets.

NOTE: Antennas can be accessed by removing Combination Meter.

- Refer to the Electronic Service Manual (ESM) for procedure to remove and reinstall Combination Meter.

1. Remove Cluster Lid and Meter assemblies, and then remove screws holding GPS and telephone antennas.

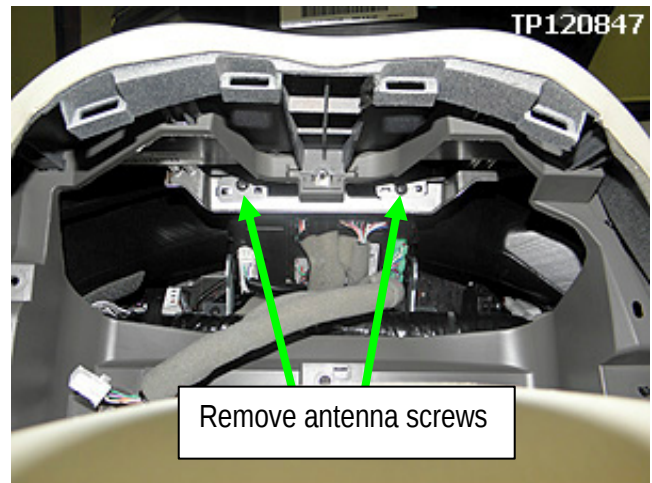


Figure 13

2. Remove both GPS and telephone antennas.

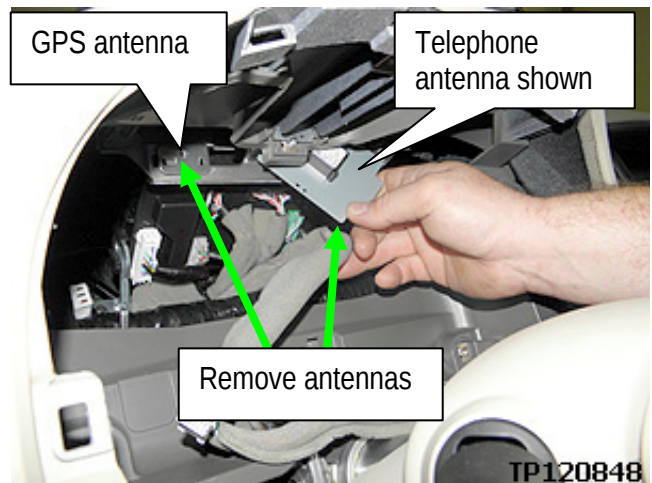


Figure 14

Foam will be applied to the side of both antennas shown in figure 16.



Figure 15

3. Apply 90 mm of "EPDM SEMI CLOSED CELL" foam (J-50397-2) to back of telephone antenna.
 - Figure 16 shows antenna with foam applied.

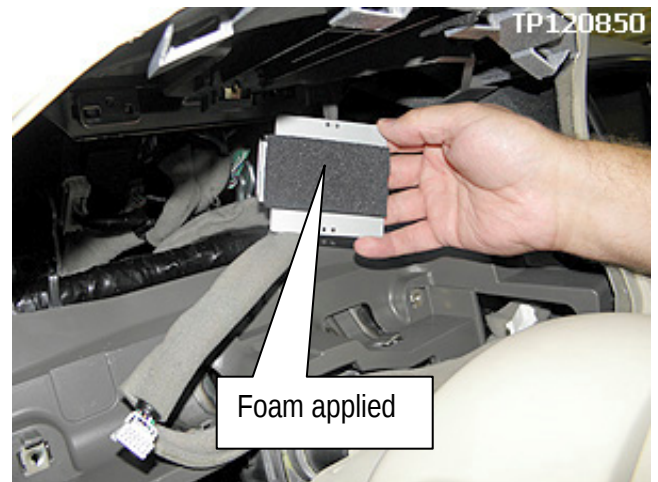


Figure 16

4. Apply remaining 60 mm of EPDM foam to GPS antenna.

NOTE: Figure 17 shows both antennas with foam applied.

5. Reinstall antennas.
 - When reinstalling antennas you will need to press down on antennae brackets in order to fit the foam between the bracket and the BCM.

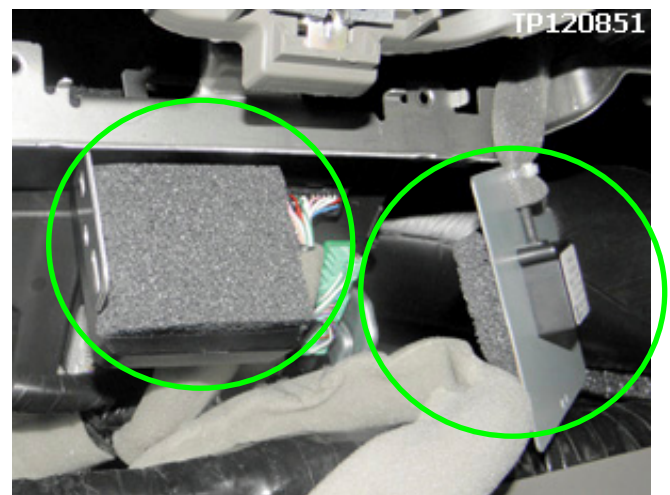


Figure 17

Defrost (mounting) Nozzle

The Instrument Panel Assembly may not be completely aligned with bulkhead mount and could rub, and may make noise.

1. While lying on driver's floor reach between the brake and throttle peddles and upwards with **right hand**, along bulkhead at a 45° angle toward the center of the Instrument Panel.

NOTE: Instrument Panel Assembly “nozzle” can only be reached with the right hand while lying on the driver's side floor.

- Nozzle is located directly behind A/V screen.

2. Pull down firmly on Instrument Panel Assembly “nozzle” with 20 – 40 lbs of downward force to align bulkhead mount and Instrument Panel Assembly.

Figure 19 shows Instrument Panel Assembly “nozzle” installed over bulkhead mount.

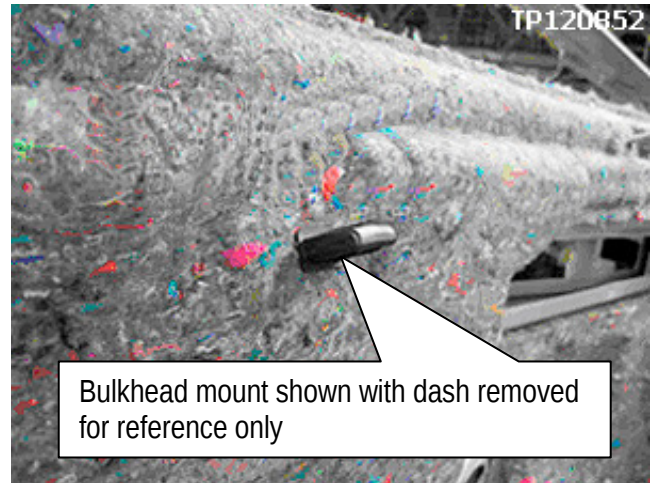


Figure 18

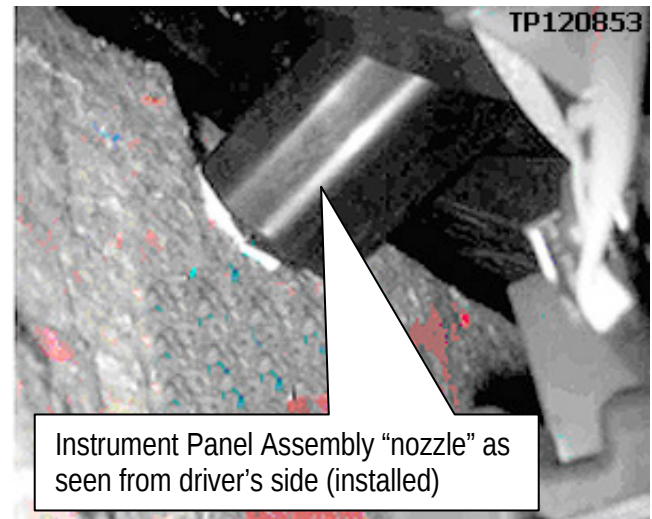


Figure 19

Figure 20 is for reference only and shows the Instrument Panel Assembly removed, upside down and from the bulkhead side.

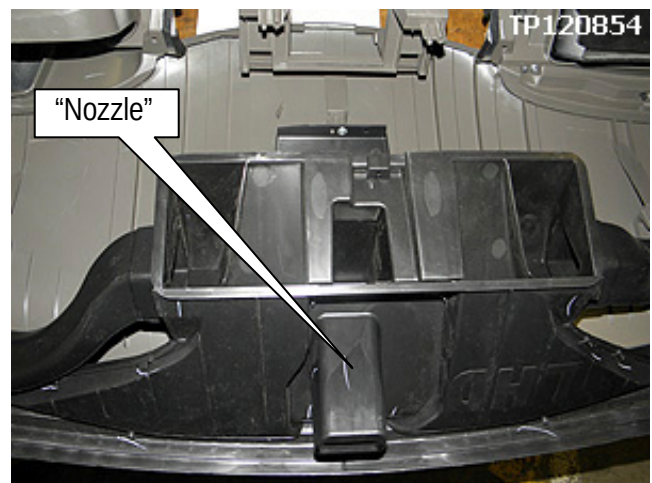


Figure 20

HVAC control panel

The HVAC panel may make contact with Instrument Panel Assembly, Center Air Vent Lid, or Audio Switch Plate and may make noise.

- Add Flocking tape (J-50397-8) to all 4 corners of HVAC control panel to cover any exposed plastic.

NOTE: Refer to the Electronic Service Manual (ESM) for procedure to remove and reinstall HVAC panel.

- The Audio Switch Plate must be removed very carefully to avoid damaging the attachment clips.



Figure 21

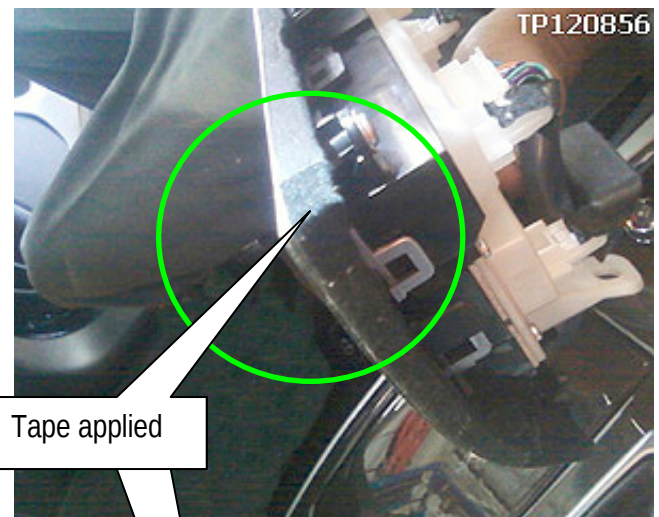


Figure 22

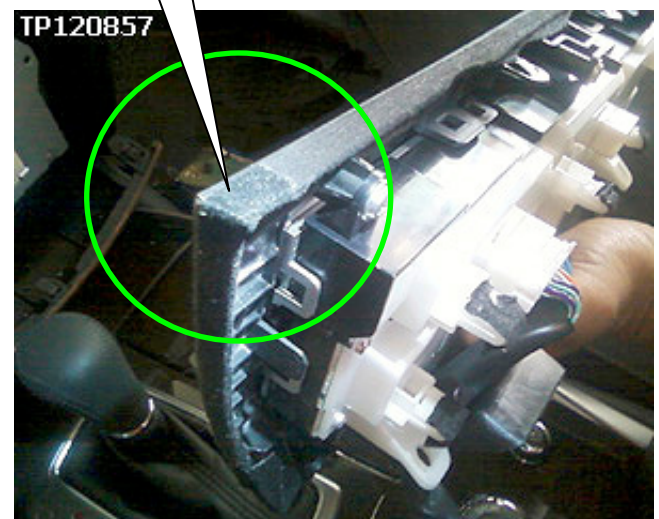


Figure 23