



# SERVICE BULLETIN

Classification: BT16-028b	Reference: NTB17-017b	Date: September 12, 2017
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## 2016-2017 MAXIMA; NOISE HEARD WHEN LEANING BACK IN A FRONT SEAT

This bulletin has been amended. Nissan brand grease is now specified in Step 13 of the SERVICE PROCEDURE and listed in the PARTS INFORMATION. No other changes have been made. Discard all previous versions of this bulletin.

**APPLIED VEHICLE:** 2016-2017 Maxima (A36)  
**APPLIED VIN:** 2016 Maxima: ALL  
2017 Maxima vehicles built before: 1N4AA6AP(\*)HC 419512  
**APPLIED DATE:** 2016 Maxima: ALL  
2017 Maxima vehicles built before: March 15, 2017

### IF YOU CONFIRM

A creaking or squeak type noise, and/or a popping noise, is heard when sitting in either front seat and leaning back into the lower portion of the seatback.

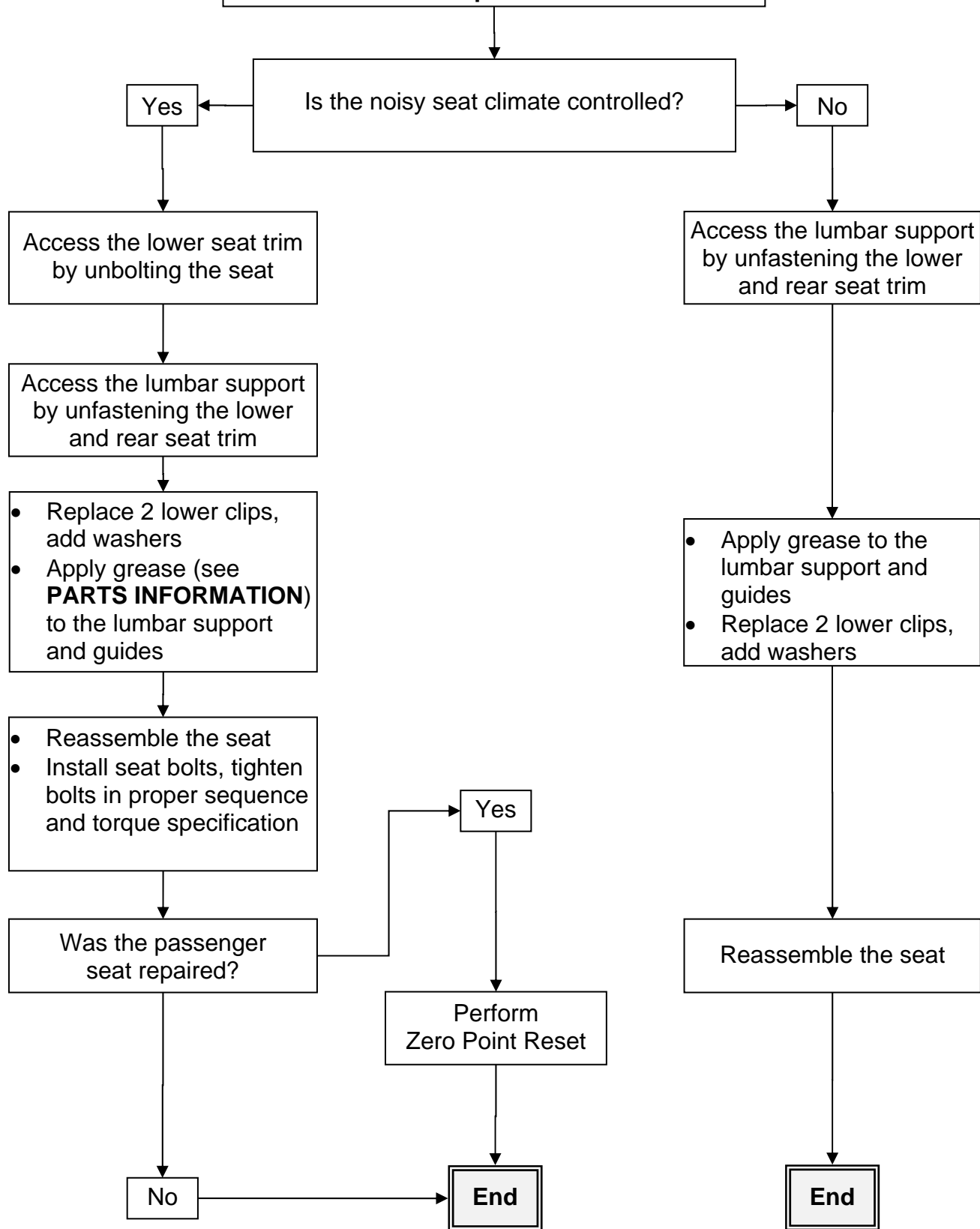
### ACTION

1. Apply a small amount of grease to the lumbar support guides.
2. Replace the two (2) lower lumbar support guide mounting clips with washers.
  - Perform this repair **only** to the seat making the noise.
  - Refer to **REPAIR OVERVIEW** and **SERVICE PROCEDURE** in this bulletin.

**IMPORTANT:** The purpose of **ACTION** (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire **SERVICE PROCEDURE** (starting on page 3) as it contains information that is essential to successfully completing this repair.

Nissan 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 Nissan dealer to determine if this applies to your vehicle.

**A front seat of an APPLIED VEHICLE has a creak/squeak and/or pop noise when leaning back into the lower portion of the seatback**



## SERVICE PROCEDURE

**WARNING:** This procedure involves working under the driver or front passenger seat. The metal seat frame has sharp edges.

**CAUTION:** Handle interior trim carefully to avoid damage. Work with clean hands and clean tools to avoid dirt and stains. Position clean suitable covering in the area where work is being performed. Be generous with covering since grease will be brought inside the vehicle.

**IMPORTANT:** Follow all cautions, warnings, and notes in the Electronic Service Manual (ESM) when working on or near a Supplemental Restraint System (SRS), such as an air bag or OCS components.

### NOTE:

- Perform **SERVICE PROCEDURE** only on noisy seats.
  - See page 1, **IF YOU CONFIRM**, for noise description.
- For this bulletin's service procedure, noisy seats equipped with climate control will need to be unbolted from the floor and tilted fore or aft to access the lower seat trim.
  - When a climate controlled passenger seat is repaired, Zero Point Reset will need to be performed after the seat is bolted in/resecured.
- Non-climate controlled seats do not need to be unbolted. The lower seat trim can be accessed by reaching underneath.

1. Determine if the noisy seat is equipped with climate control (see Figure 1).

- Look for control knobs located on the center console.

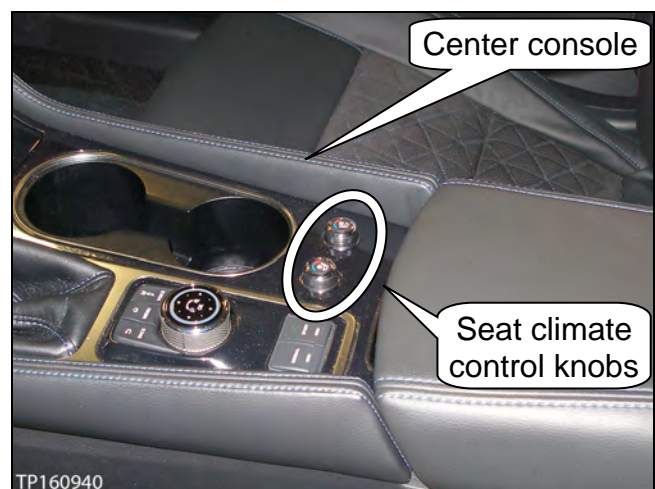


Figure 1

2. The noisy seat is climate controlled: Go to page 4, **Climate Controlled Seats**.
3. The noisy seat is not climate controlled: Go to page 6, **Non-Climate Controlled Seats**.

## Climate Controlled Seats

**NOTE:** For easier viewing, a climate controlled seat has been removed from the vehicle. Climate controlled seats only need to be unbolted and do not need to be removed from the vehicle to perform this service procedure.

1. Unbolt the noisy climate controlled seat, and then tilt fore or aft. (see Figure 2).

**NOTE:**

- Driver seat shown, passenger seat similar.
- The headrest may need to be removed to allow seat tilting.
- When moving the seat fore and aft (to access the bolts), make sure the seat tracks stay “in sync” with each other.
- Do not disconnect any seat electrical connectors.



Figure 2

**CAUTION:** When moving the seat fore or aft, be careful not to damage any seat or interior trim/components.

2. If working on a climate controlled passenger seat: Go to **Climate Controlled Passenger Seat** below.
3. If working on a climate controlled driver seat: Go to page 5, **Climate Controlled Driver Seat**.

## Climate Controlled Passenger Seat

1. Climate controlled passenger seat: Unhook the J-hooks (see Figure 3).

**NOTE:**

- Figure 3 shows a typical climate controlled passenger seat. Your vehicle’s seat configuration may differ slightly.
- Remember which seat spring loops the J-hooks hook onto.

2. Go to page 7, **All Seats**.

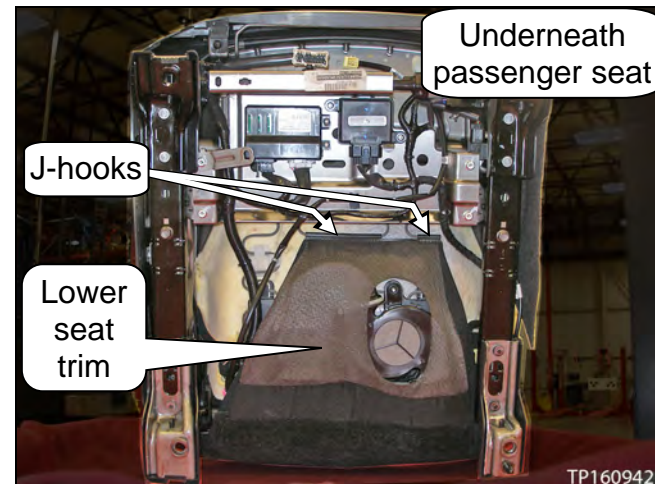


Figure 3

**NOTE:** For easier viewing, a driver climate controlled seat has been removed from the vehicle (see Figure 4). Climate controlled seats only need to be unbolted and tilted fore or aft and do not need to be removed from the vehicle to perform this service procedure.

### Climate Controlled Driver Seat

1. Climate controlled driver seat: Remove the four (4) bolts. See Figure 4.

**NOTE:** Figure 4 shows a typical climate controlled driver seat. Your vehicle's seat configuration may differ slightly.

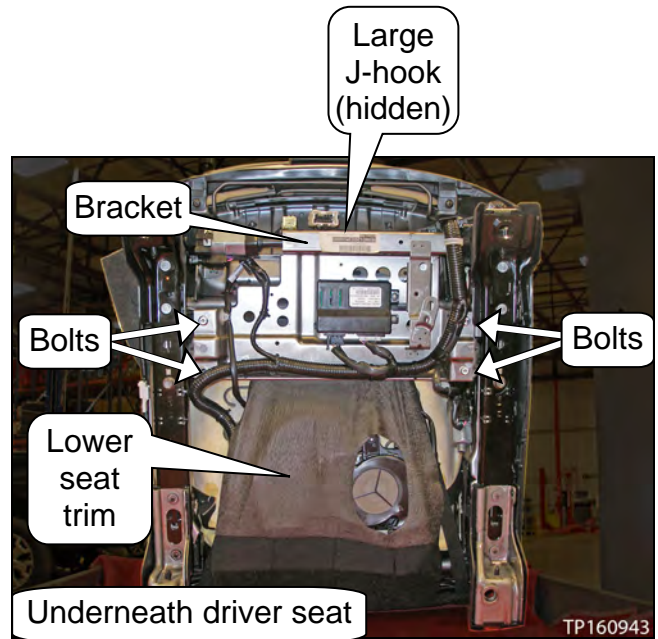


Figure 4

2. Reach in above the bracket, and then unhook the large J-hook to release the bottom seat trim (see Figure 5).
3. Pull out the large J-hook and lower seat trim from under the seat.
4. Go to page 7, **All Seats**.

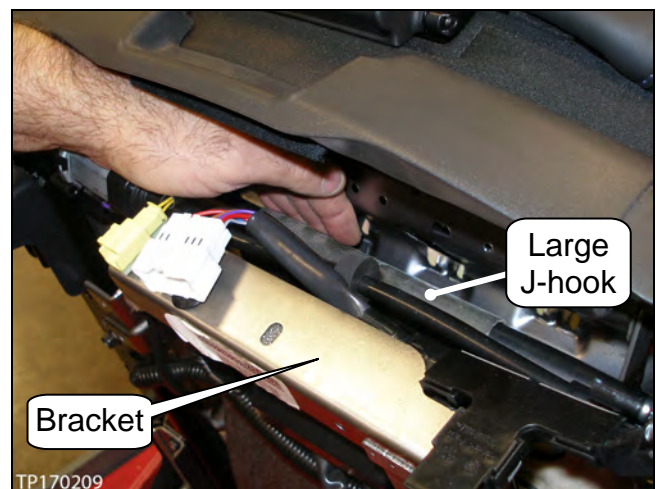


Figure 5

## Non-Climate Controlled Seats

### NOTE:

- For easier viewing, a non-climate controlled seat has been unbolted (see Figure 6). Non-climate controlled seats do not need to be unbolted or removed to perform this service procedure.
- Driver and passenger non-climate controlled seats are similar underneath. Your vehicle's seat configuration may differ slightly.

1. Adjust the seat all the way back, and then partially recline the seatback toward the rear.

- This will give working room away from the center console.

2. Reach under the seat to locate the elastic strap, and then unfasten it (see Figure 6 and 7).



Figure 6

### NOTE:

- The seat is unbolted in Figure 7, only to show where the elastic strap is fastened.
- Non-climate controlled seats: **Do not unbolt/remove the seat.**
- Figure 7 shows a typical non-climate controlled seat. Your vehicle's seat configuration may differ slightly.

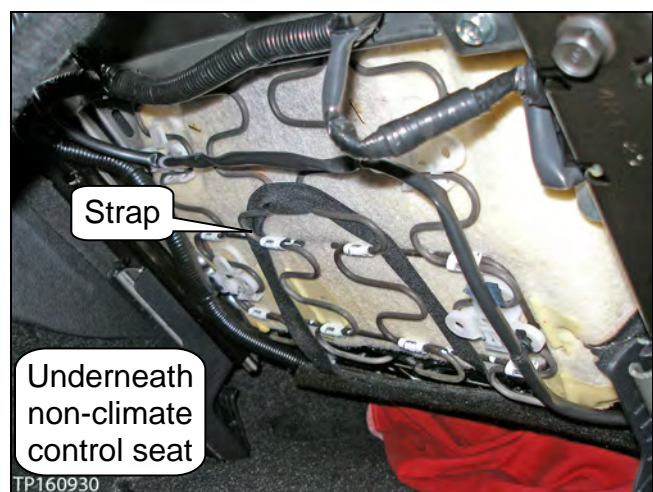


Figure 7

3. Go to page 7, **All Seats**.

## All Seats

For all seats: Continue repairs on this page.

**NOTE:** The remaining pictures in this bulletin show different versions of seats. Procedural steps from this point on apply to all versions, unless specified otherwise.

### 1. Unhook the long J-hook:

- Lift the lower seat trim to access the long J-hook (see Figure 8).
- a. To start separating, insert a screwdriver or other suitable tool, and then twist (see Figure 8).
- b. With the long J-hook partially unfastened, pull it apart the rest of the way.

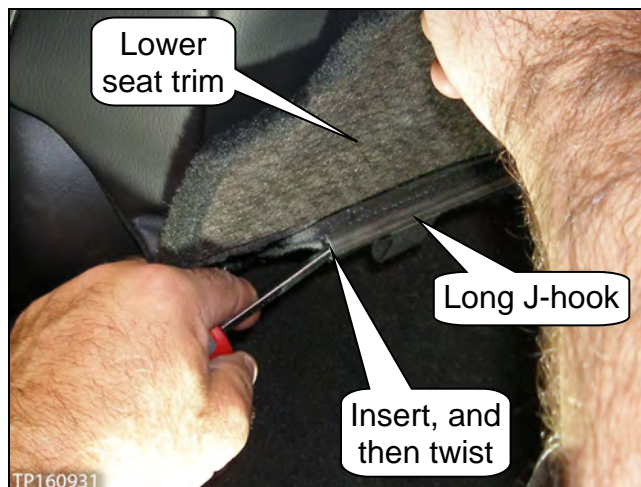


Figure 8

### 2. Reach up under the seatback trim to access the zipper, and then pull it out from inside the seat (see Figure 9 and 10).



Figure 9

- Pull out the zipper on the outside of the seat, closest to the “B” pillar (see Figure 10).



Figure 10

3. Carefully unzip the zipper all the way up.
  - Use a suitable tool to pull the zipper.
  - Pinch the trim together behind the zipper as it is being pulled upward (to relieve tension on the zipper).
  - See Figure 11 and 12.

**CAUTION:**

- Be careful when unzipping. The zipper may come undone if forced or operated aggressively.
- If the zipper comes apart, the seat assembly will need to be replaced.

**IMPORTANT:** All trim claimed under warranty may be requested to be returned to NNA for inspection. If it is damaged due to service mishandling the claim will be rejected.



Figure 11

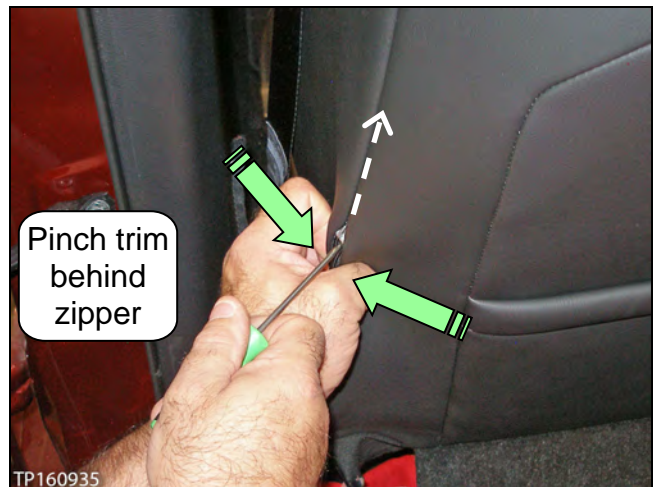


Figure 12

4. Unhook both J-hooks from the seatback frame (see Figure 13).
  - Figure 13 shows the inner J-hook. The outer J-hook is not shown.
5. Unzip the second zipper.
  - Unzip the second zipper the same way as stated in step 3.
  - The **CAUTION** and **IMPORTANT** notes in step 3 also apply here.



Figure 13



6. Drape the rear seat trim over the top of the seatback (see Figure 14).

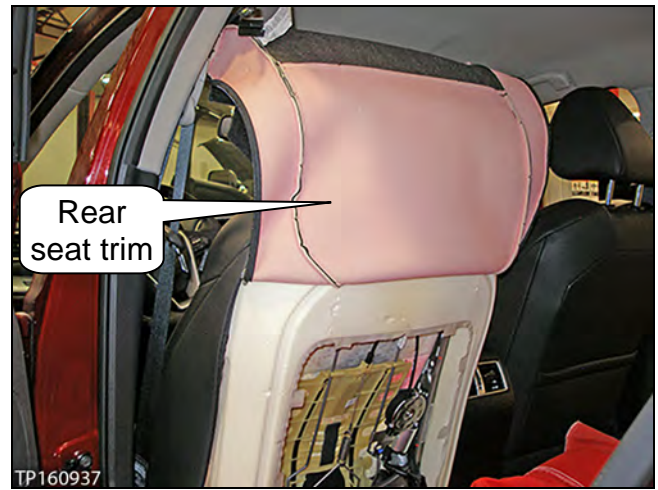


Figure 14

7. Unfasten the four (4) clips.
  - Clips are circled in Figure 15.

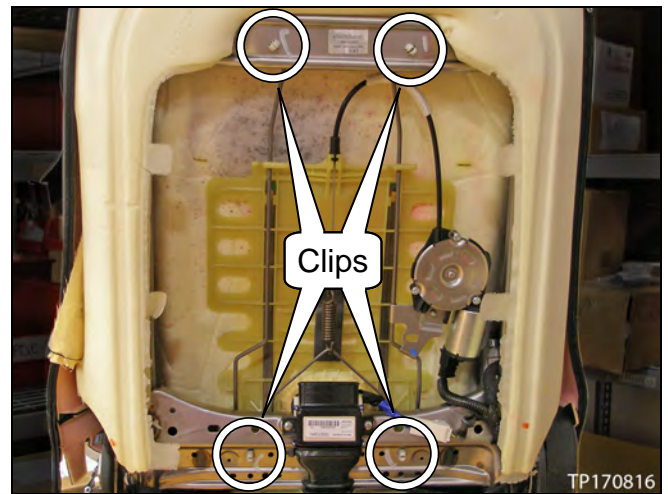


Figure 15

- Unfasten the clips by pinching, and then pushing through (see Figure 16).



Figure 16

8. Lift the lumbar support assembly (see Figure 17 below).

**NOTE:** In steps later on in this bulletin, grease will be applied to specific areas of the lumbar support assembly. The arrows in Figure 17 show some of these areas.

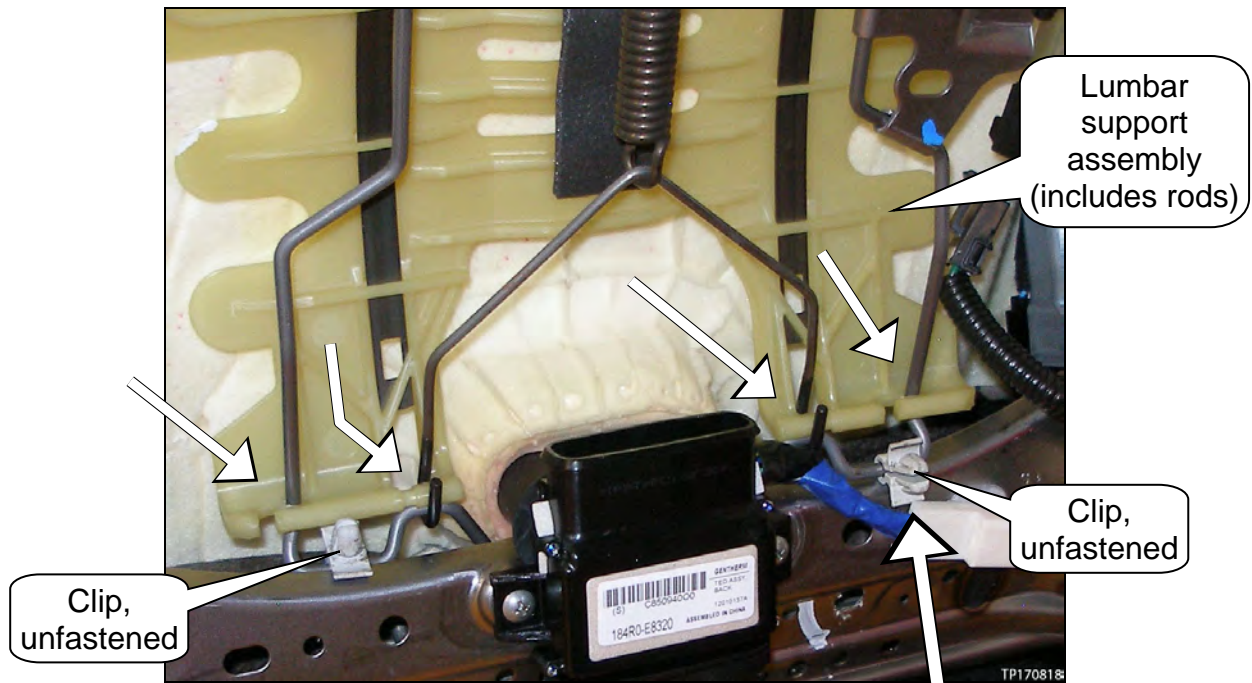


Figure 17

9. Remove the two (2) lower clips from the rods (see Figure 17 and 18).

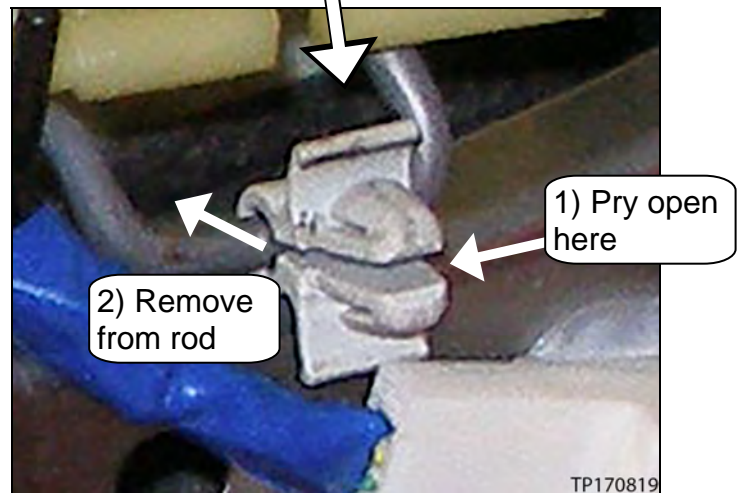


Figure 18

10. Replace the two lower clips with new ones.

- Install the new clips on the rods in the same location as the old clips.
- For replacement clips, see **PARTS INFORMATION**.

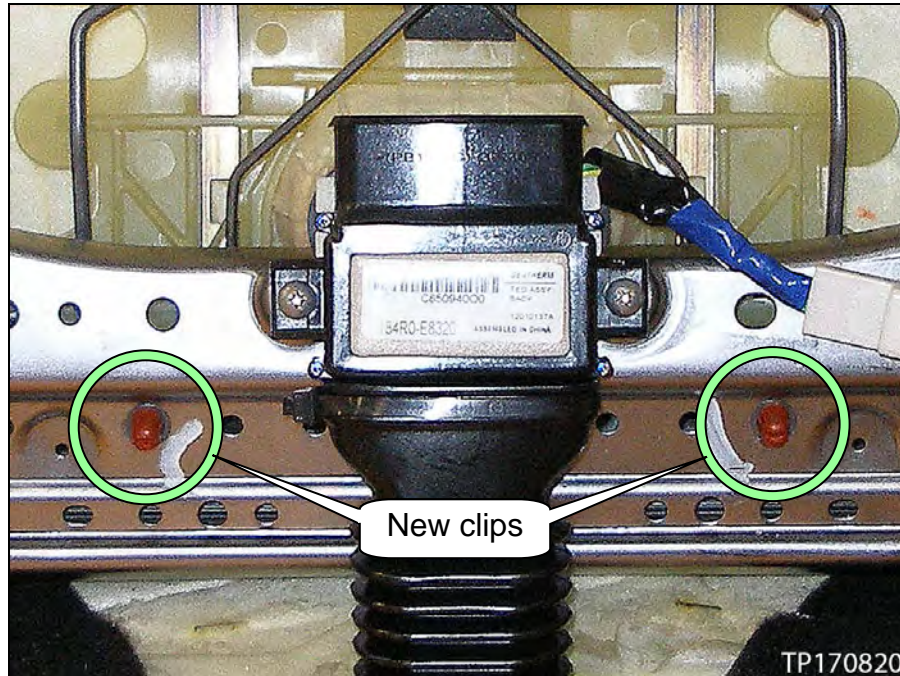


Figure 19

11. Reposition the lumbar support assembly, and then snap all clips into place (see Figure 19 and 20).

12. Push the new washers (see **PARTS INFORMATION**) over the tip of the new clips.

- The washer can be pushed on with a  $\frac{1}{4}$  inch drive 8 mm socket.
- Make sure the washers are under the ends of the clips (see Figure 20).
  - If needed, use a pocket screwdriver or suitable tool to spread the clip over the washer.

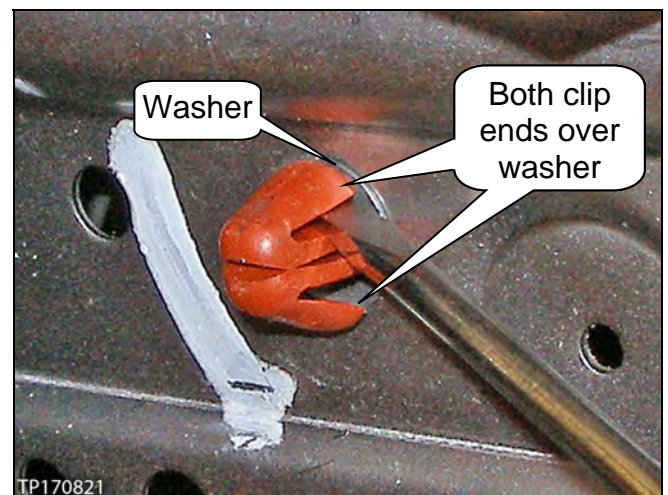


Figure 20

13. Apply a thin coating of Nissan Window Regulator Grease (see **PARTS INFORMATION**) to the rods where the lumbar support slides on.

**NOTE:**

- For warranty repairs, Nissan Window Regulator Grease must be used. For customer pay repairs, Nissan Window Regulator Grease or an equivalent is recommended.
- Only the areas shown need to be greased, not the whole length of the rods.
  - See page 10 Figure 17, Figure 21 below, and page 13 Figure 22, as it applies.
- Figure 21 and 22 show a driver seat with power adjust lumbar and a non-adjustable lumbar seat, respectively. Your vehicle's seat configuration may differ slightly.
- Non-adjustable lumbar seats only: Also apply grease to the end of the return spring (see next page, Figure 22).

**CAUTION:** Do not apply an excessive amount of grease as it may get on the seatback trim and stain it.

14. Make sure the seat does not make noise by pressing in on the lower seatback area.

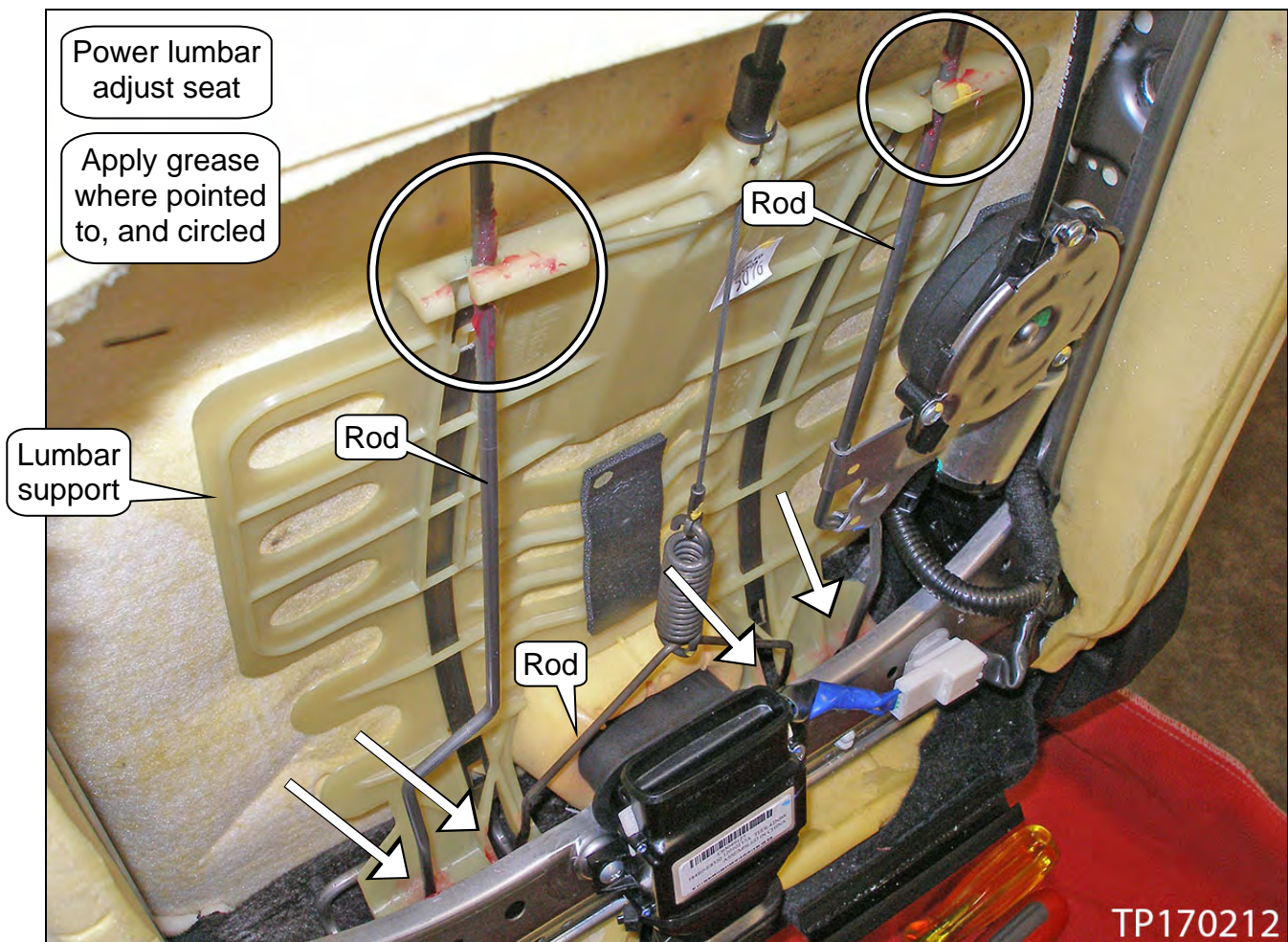


Figure 21

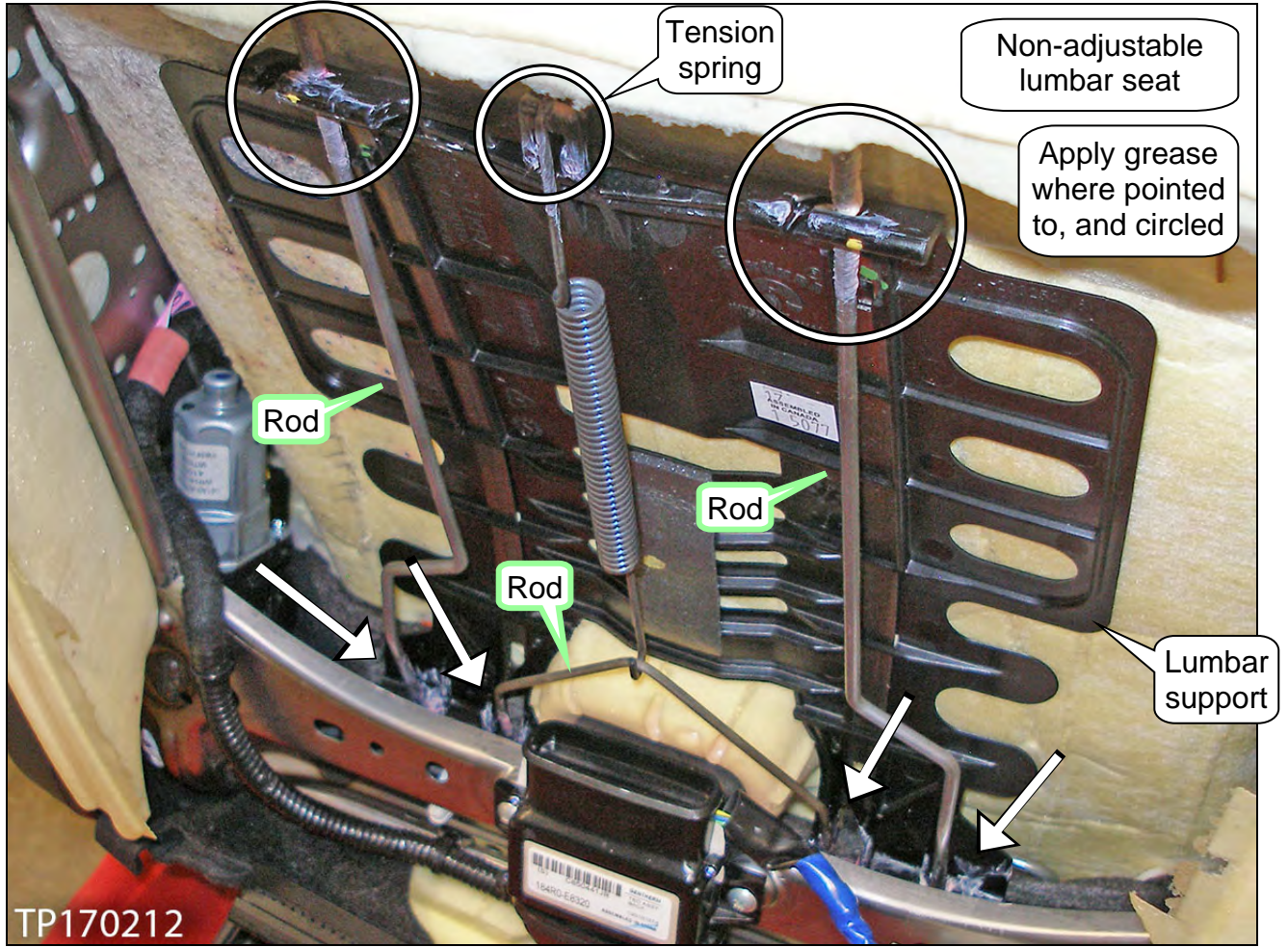


Figure 22

15. Reassemble the seat in reverse order of disassembly.

**NOTE:** Make sure the seat does not make noise by pressing in on the front side of the lower seatback area.

**CAUTION:**

- Be careful when zipping up the seat trim.
- Pinch the trim together ahead of the zipper as it is being pulled downward (to relieve tension on the zipper).
- Be careful when zipping together. The zipper may come undone if forced or operated aggressively.
  - If the zipper comes apart, the complete seat assembly will need to be replaced.

**IMPORTANT:** All trim claimed under warranty may be requested to be returned to NNA for inspection. If it is damaged due to service mishandling, the claim will be rejected.

- For seats needing to be bolted in / resecured: Torque the seat bolts in the order shown in Figure 23 (as it applies).
- Seat bolts torque: 49 N•m (5.0 kg-m, **36 ft-lbs**)

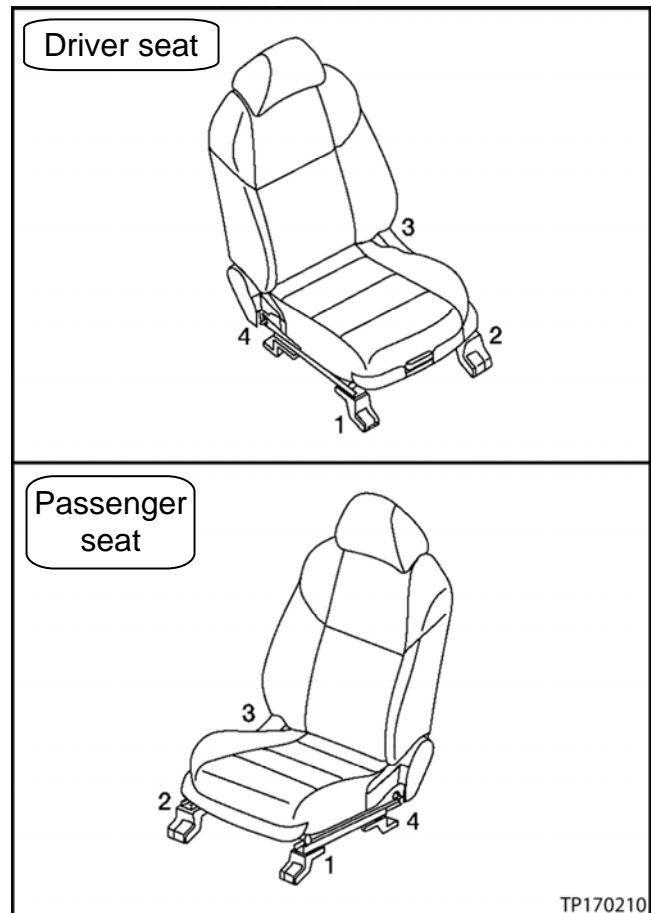


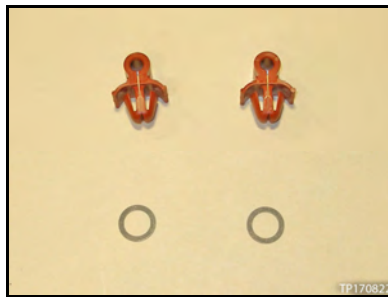
Figure 23

- Passenger seats that have been unbolted from the vehicle: Perform Zero Point Reset.
  - Refer to the Electronic Service Manual (ESM), section **SRC-SRS Airbag Control System**, for Zero Point Reset procedure.

## PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
SEAT KIT-FR	87007-4RA0A	1 (a)
NISSAN WINDOW REGULATOR GREASE (b) (c)	999MP-WRG00P	(d)

- (a) One kit per seat.  
 (b) For warranty repairs, Nissan Window Regulator Grease must be used. For customer pay repairs, Nissan Window Regulator Grease or an equivalent is recommended.  
 (c) Order Nissan Window Regulator Grease through the Nissan Maintenance Advantage program: Phone: 877-NIS-NMA1 (877-647-6621). Website order via link on dealer portal [www.NNAnet.com](http://www.NNAnet.com) and click on the "Maintenance Advantage" link.  
 (d) Shop supply.



Seat kit

## CLAIMS INFORMATION

Submit a PO line claim using the following claims coding:

For **NON**-climate controlled seats:

DESCRIPTION	OP CODE	SYM	DIA	FRT
LUBRICATE SEATBACK FRAME AND REPLACE CLIPS <b>(ONE SIDE)</b>	VX4VAA	ZL	32	0.5
LUBRICATE SEATBACK FRAME AND REPLACE CLIPS <b>(BOTH SIDES)</b>	VX4WAA			0.8

For climate controlled seats:

DESCRIPTION	OP CODE	SYM	DIA	FRT
LUBRICATE SEATBACK FRAME AND REPLACE CLIPS <b>(ONE SIDE)</b>	VX4XAA	ZL	32	0.7
LUBRICATE SEATBACK FRAME AND REPLACE CLIPS <b>(BOTH SIDES)</b>	VX4YAA			1.0