



SERVICE BULLETIN

Classification:

BT18-006

Reference:

NTB18-035

Date:

May 10, 2018

MURANO; FRONT PASSENGER CARPET PULLED OUT FROM UNDER TRIM

APPLIED VEHICLES: 2015-2018 Murano (Z52)
2016 Murano Hybrid (Z52)

IF YOU CONFIRM

The front passenger carpet of an applied vehicle has pulled out from under the dash side finisher (see example in Figure 1).

ACTION

Reposition and secure the front passenger carpet.

- Apply “hook & loop” fasteners to the back side of the carpet and foot well area.

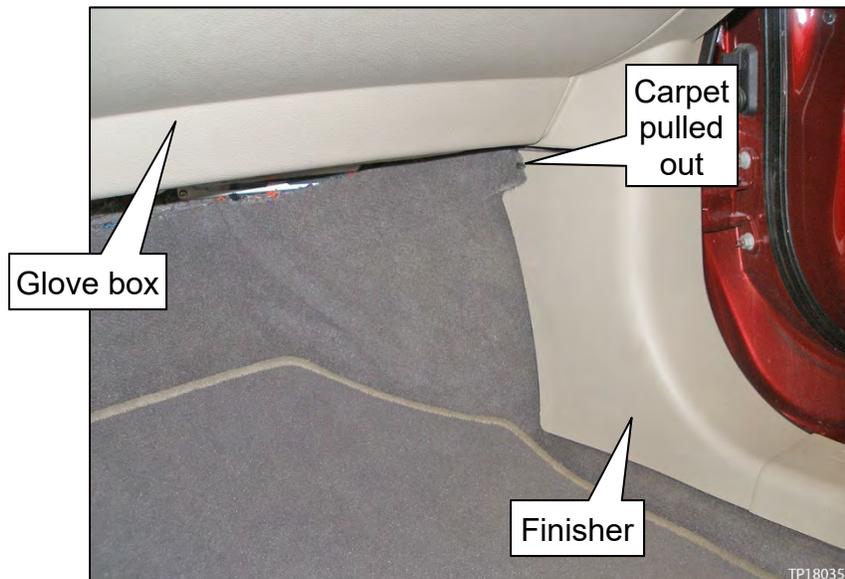


Figure 1

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 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.

SERVICE PROCEDURE

CAUTION: Handle interior parts carefully to avoid damage. Work with clean hands and clean tools to avoid dirt and stains.

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.

1. Remove the passenger side dash side finisher.
 - Refer to the ESM for dash side finisher removal.
 - For PDF ESMs, go to section INT-Interior.
 - For HTML (Web based) ESMs, go to BODY INTERIOR>INTERIOR.

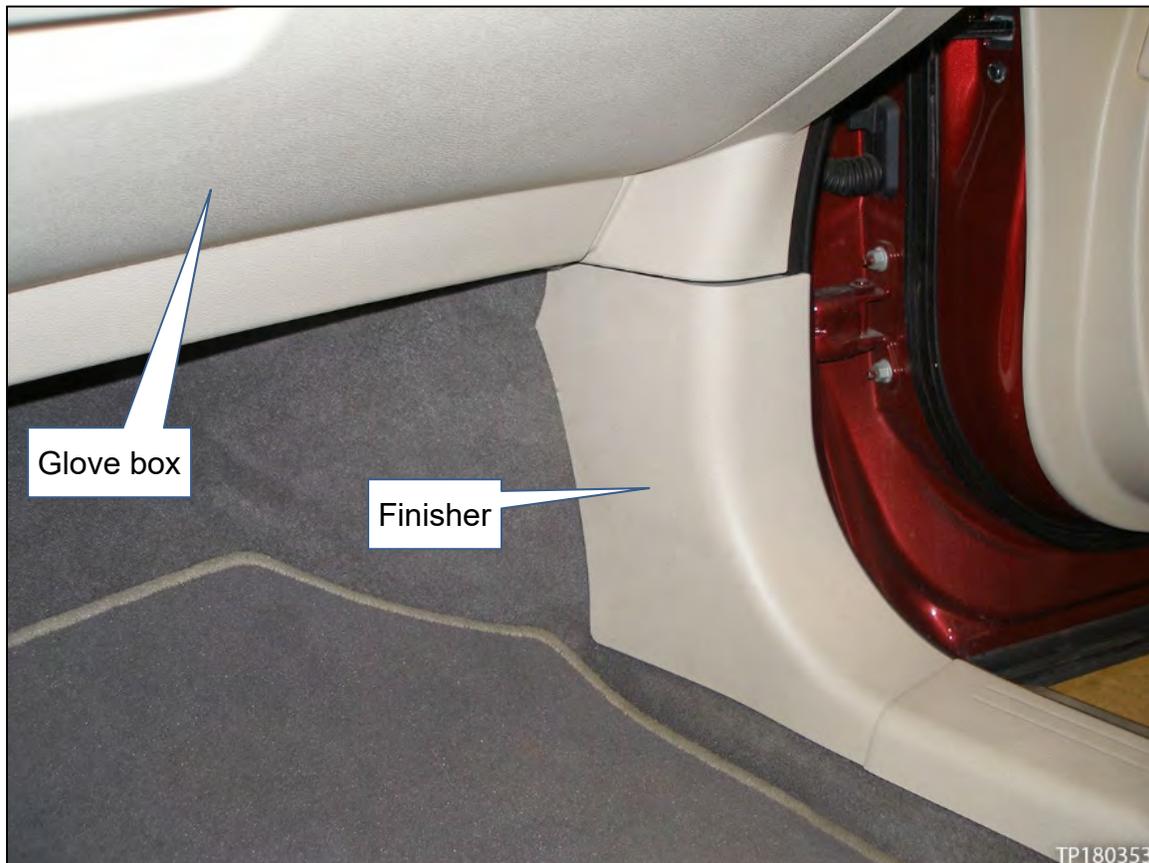


Figure 2

2. Pull back the carpet.



Figure 3

3. Clean/prep the area of the foot well with alcohol wipe or similar cleaner.



Figure 4

4. Cut two pieces of “hook & loop” fastener.
 - First piece = 25 mm x 70 mm ($\frac{3}{4}$ inches x $2\frac{3}{4}$ inches)
 - Second piece = 25 mm x 30 mm ($\frac{3}{4}$ inches x $1\frac{1}{4}$ inches)
 - “Hook & loop” fasteners are available in dealer Squeak & Rattle kits, but “hook & loop” fasteners of similar quality and thickness from other sources may be used.
5. Staple one side of the 25 mm x 70 mm “hook & loop” fastener along the edge of the carpet (see Figure 5).
 - Staple the “hook & loop” fastener to the carpet from the back side.
 - These staples will be covered under the dash side finisher.
 - Bend down (crimp) the ends of the staples.
 - Use a suitable hand operated staple gun. This tool and related staples are available at various sources such as office supply and hardware stores.
 - Staple size = 10 mm ($\frac{3}{8}$ inches)
6. Staple one side of the 25 mm x 30 mm “hook & loop” fastener to the carpet horizontally – the 30 mm length going along the top of the carpet (see Figure 5).
 - Staple the “hook & loop” fastener to the carpet from the back side.
 - These staples will be covered under the dash side finisher.
 - Bend down (crimp) the ends of the staples.
 - Staple size = 10 mm ($\frac{3}{8}$ inches)



Figure 5

7. Lay the carpet back into its place to determine the correct positioning of the “hook & loop” fastener’s matching pieces in the area cleaned/prepped, and in the upper corner.
8. Pull back the carpet, and then apply the other side of the 25 mm x 70 mm “hook & loop” fastener with its adhesive backing on its matching area (see Figure 6).
9. Apply the other side of the 25 mm x 30 mm “hook & loop” fastener with its adhesive backing and staples on its matching area on the insulation (see Figure 6).
 - Bend down (crimp) the ends of the staples.
 - Staple size = 10 mm ($\frac{3}{8}$ inches)



Figure 6

10. Lay the carpet back into its place, making sure the “hook & loop” fasteners are secure.
11. Reinstall the passenger side dash side finisher.
 - Refer to the ESM for dash side finisher removal.
 - For PDF ESMs, go to section INT-Interior.
 - For HTML (Web based) ESMs, go to BODY INTERIOR-INTERIOR.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QTY
Hook & Loop Aplix *	J-50397-10	**
Alcohol Preparation Pad *	J-50397-18	**
Staple (10 mm / 3/8 inches) ***	- -	**

* “Hook & Loop” fastener and alcohol preparation pads are available in the dealer’s Squeak & Rattle Kit J-50397. To order additional supplies, contact TECH•MATE at 1-800-662-2001 or nissantechmate.com. Hook & loop fasteners of similar quality and thickness from other sources may be used.

** Shop supply.

*** Staples are available at various sources such as office supply and hardware stores.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Repair Front Passenger Carpet	(1)	VX5FAA	ZE	32	0.2

(1) Reference the electronic parts catalog (FAST), and use the Front Carpet 74902-***** as the Primary Failed Part (PFP).

