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QUALITY ACTION

CAMPAIGN BULLETIN

LEAF Instrument Panel Dealer Inventory

Reference: PC685
Date: March 15, 2019

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2019 LEAF (ZE1)	NA	153	March 15, 2019	YES

*******Dealer Announcement*******

Nissan is conducting a quality action to replace the instrument panel on **153** specific 2019 LEAF (ZE1) vehicles identified in Service Comm. The passenger side front airbag tear seams on the instrument panels in the affected vehicles may be out of design specification.

Affected vehicles **are subject to stop sale** and are either currently in dealer inventory or assigned and in transit to the dealer.

*******What Dealers Should Do*******

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PC685**
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**
2. Dealers must use the attached procedure to replace the instrument panel on any vehicle subject to this quality action before retail delivery of the vehicle.
3. Nissan will automatically ship an instrument panel to dealers with affected vehicles either in stock or in-transit. **Dealers do not need to order parts.**
 - Please refer to the automatic parts shipment list included with this announcement for estimated parts shipment arrival timing.
4. The service department should submit the applicable warranty claim for the action performed so it can be closed on Service Comm and release the vehicle.

******* Dealer Responsibility *******

It is the dealer’s responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate campaign I.D for the inspection status on each affected vehicle currently in new vehicle inventory.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION



PC685 - 2019 – LEAF

INSTRUMENT PANEL REPLACEMENT

SERVICE PROCEDURE:

Section 1: Instrument panel removal

Caution:

- During instrument panel removal, place all components on a work surface that is covered with a clean soft cloth
- Be careful not to scratch finishers or other parts

1. Disconnect both of the 12V battery terminals. (Figure 1)
 - Open the hood
 - Disconnect both terminals from the 12V battery
 - Wait at least 3 minutes



Figure 1

2. Open both front doors. (Figure 2)



Figure 2

3. Remove the side IP finishers with a suitable tool.

- LH (Figure 3)
- RH (Figure 4)



Figure 3



Figure 4

4. Remove the LH lower cover. (Figure 5)

- Remove the (2) clips
- Remove the plastic nut
- Remove the LH lower cover

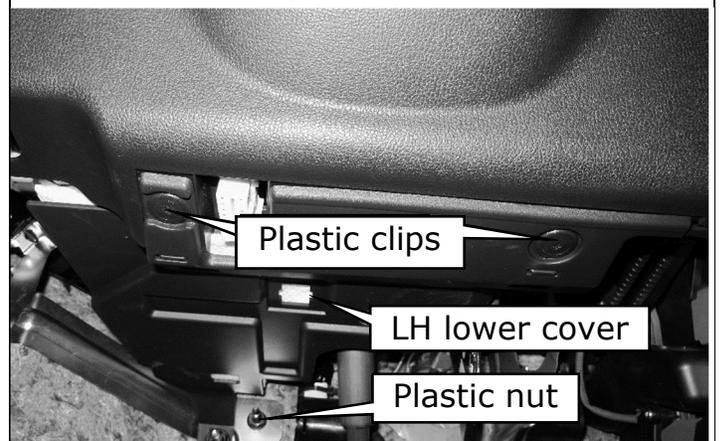


Figure 5

5. Remove the instrument lower panel LH.

- Remove the screw near the hood release lever (Figure 6)
- Using a suitable tool depress the (2) hood lock release cable tabs, rotate the cable downward and remove the cable from the hood lock release handle (Figure 7)
- Release the instrument lower panel LH using a suitable tool
- Disconnect the aspirator hose (Figure 8)
- Disconnect harness connectors (Figure 8)
- Using a suitable tool, depress the (2) connector retainers and remove the DLC from the instrument lower panel (Figure 8)
- Remove the instrument lower panel

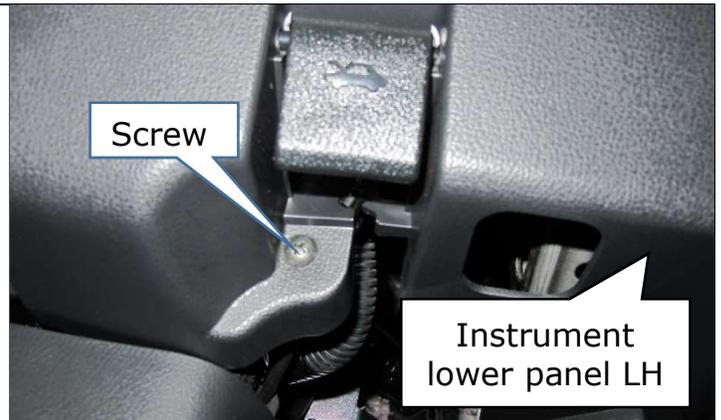


Figure 6



Figure 7

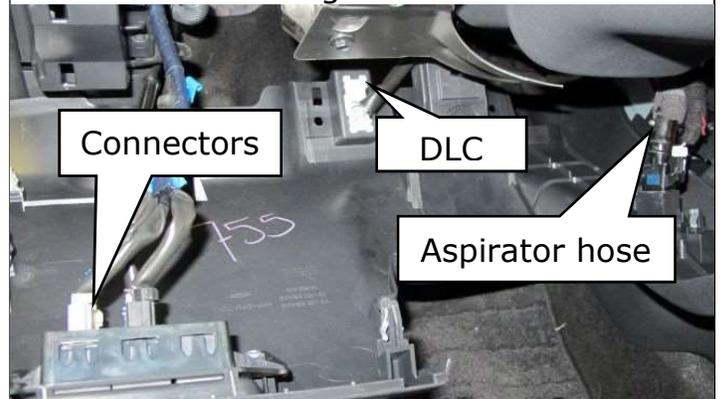


Figure 8

6. Remove both of the instrument covers LH/RH. (Figure 9)

- Using a suitable tool release the instrument lower covers
- Leave the instrument lower covers pulled away for the remainder of the repair



Figure 9

7. Remove side ventilator grille LH.

- Using a suitable tool remove the side ventilator grille LH. (Figure 10)



Figure 10

8. Remove the side defrost grille LH. (Figure 11)

- Using a suitable tool, remove the side defrost grille LH



Figure 11

9. Remove the side ventilator grille RH.

- Remove the (2) screws from the RH side of the instrument panel (Figure 12)
- Using a suitable tool, release the side ventilator grille RH (Figure 13)
- Remove the side ventilator grille RH



Figure 12



Figure 13

10. Remove instrument finisher A.

- Remove the screw located on the RH side of finisher A
- Starting on the RH side of the finisher, use a suitable tool to release the instrument finisher A (Figure 14)
- Disconnect the hazard lamp switch electrical connector
- Remove the instrument finisher A

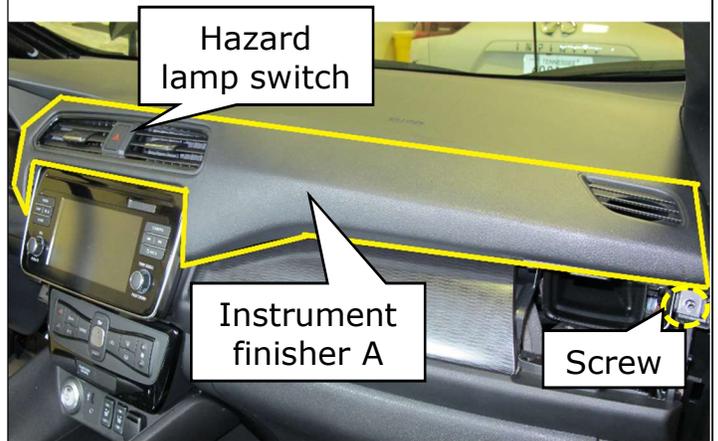


Figure 14

11. Remove instrument finisher B.

- Starting on the LH side of the finisher, use a suitable tool to release the instrument finisher B pawls (Figure 15)
- Remove the instrument finisher B



Figure 15

12. Remove instrument under cover RH. (Figure 16)

- Pull downward on the instrument under cover RH to disengage the pawls
- Remove the instrument under cover RH



Figure 16

13. Remove the glove box cover assembly.
(Figure 17)

- Remove (10) screws from the glove box assembly
- Partially remove the glove box assembly
- Disconnect the glove box lamp connector
- Remove glove box assembly

Note: Glove box lid removed to show screw locations.



Figure 17

14. Disconnect the antenna connector.
(Figure 18)

- Using a suitable tool, separate the antenna harness retainer from the instrument panel support bar located behind glove box assembly
- Disconnect the antenna connector

Note: Antenna harness will be removed with the instrument panel.



Figure 18

15. Remove the passenger airbag bolt.

- Using a suitable tool, remove the bolt for the passenger airbag (Figure 19)
- Discard bolt (One time use only)

Note: A new bolt will be used during reassembly.



Figure 19

16. Disconnect the passenger airbag electrical connector.

- Slide the white portion of the connector release downward while providing light downward force to release the connector (Figure 20)

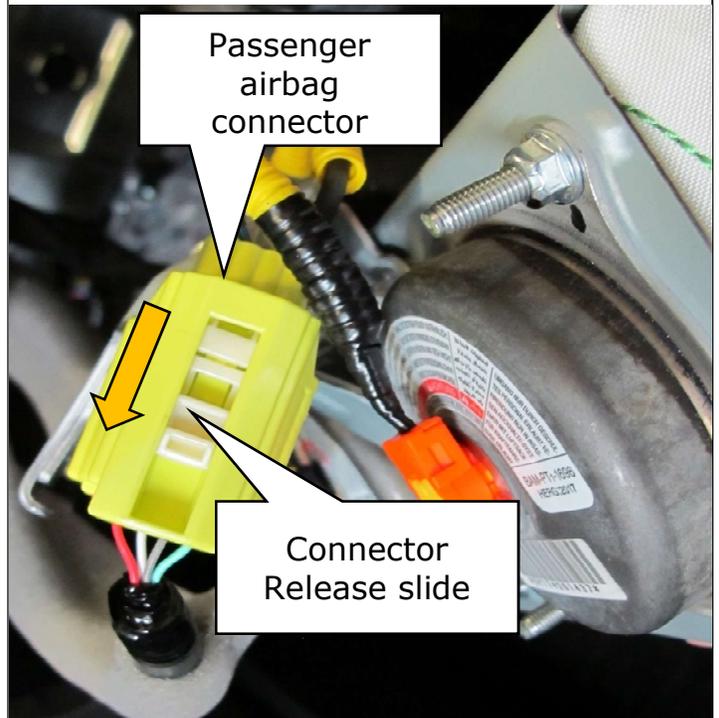


Figure 20

17. Remove both instrument side panels LH/RH. (Figure 21)

- Release the instrument side panel pawls using a suitable tool



Figure 21

18. Remove both front pillar finishers LH/RH.

- Partially remove the front body side welt (Figure 22)
- Release front pillar finisher metal clip
- Cut the green anchor clip using a suitable tool (Figure 23)
- Pull the front pillar finisher toward the rear of the vehicle
- Disconnect the tweeter harness connector (if equipped) (Figure 23)
- Remove the front pillar assembly
- Using a suitable tool remove the anchor clip from the front pillars and discard

Note: New anchor clips will be used during reinstallation.



Figure 22

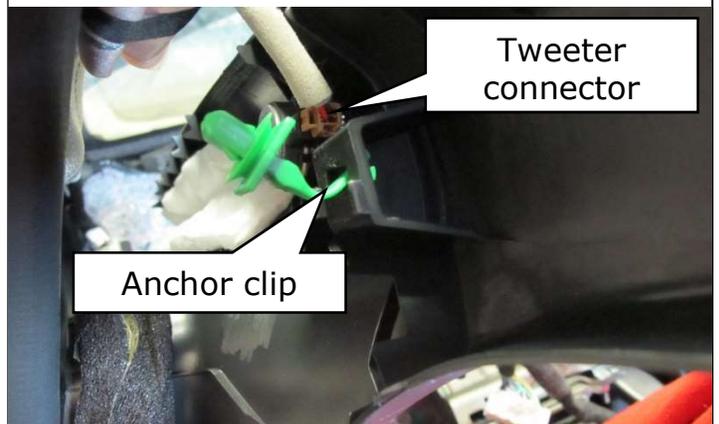


Figure 23

19. Remove screws from the instrument panel. (Figure 24)

- Using a suitable tool remove the (2) screws from the instrument panel located under front pillar finishers

Note: There is one screw on each side of the instrument panel.



Figure 24

20. Remove instrument finisher C.
(Figure 25)

- Using a suitable tool, apply upward pressure to release pawls
- Remove instrument finisher C

Note: Instrument finisher C is located directly above the AV control unit.

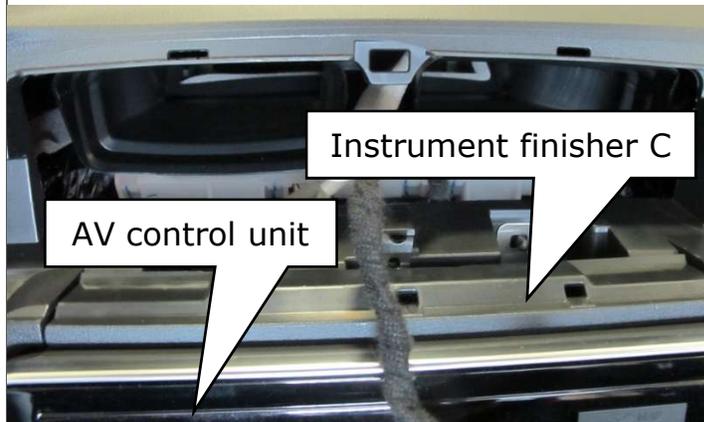


Figure 25

21. Remove AC controls. (Figure 26)

- Using a suitable tool, starting at the top RH corner apply outward force to remove the AC controls
- Disconnect the AC controls electrical connector (Figure 27)
- Disconnect the passenger airbag indicator connector (Figure 27)



Figure 26

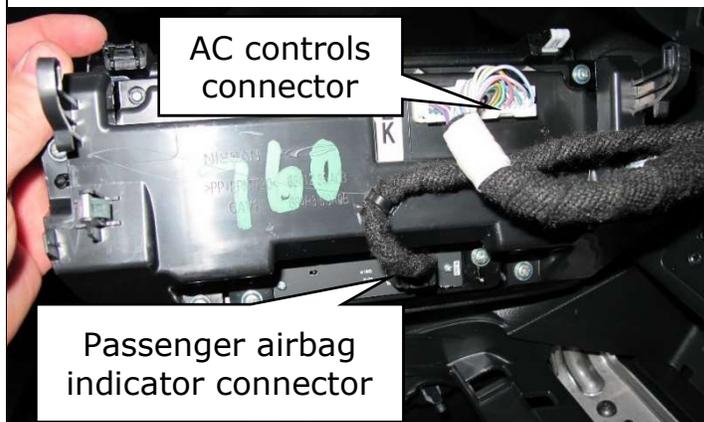


Figure 27

22. Remove the AV control unit.

- Remove the (4) screws from the AV control unit (Figure 28)
- Partially remove the AV control unit
- Disconnect all electrical connections from the AV control unit (Figure 29)
- Remove the AV control unit

Note: AV control unit connections may differ from what is shown in Figure 29, depending on the vehicle trim options.

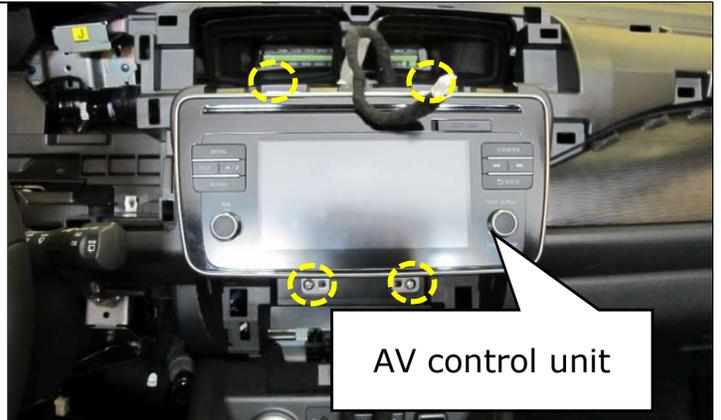


Figure 28

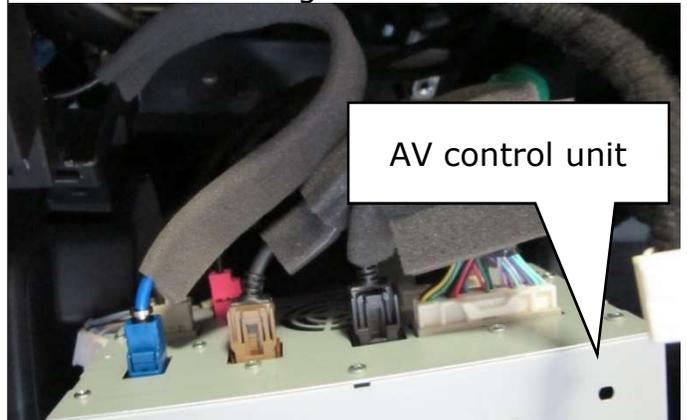


Figure 29

23. Remove the shift selector finisher. (Figure 30)

- Using a suitable tool, apply upward force to remove the shift selector finisher
- Lift the shift selector finisher up slightly to gain access to the electrical connections
- Disconnect the electrical connections (Figure 31)
- Remove the shift selector finisher



Figure 30



Figure 31

24. Remove the instrument lower center tray.

- Remove the rubber tray insert (Figure 32)
- Using suitable tool, lift upward to release the instrument lower center tray (Figure 33)
- Remove the instrument lower center tray



Figure 32

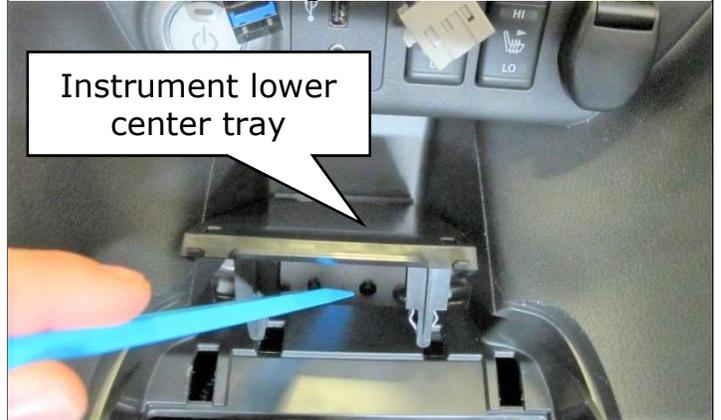


Figure 33

25. Remove instrument lower center cover.

- Remove the (5) screws (Figure 34)
- Lift the instrument lower center cover upward to release
- Disconnect all electrical connections (Figure 35)

Note: Vehicles **NOT** equipped with heated seats, will have fewer

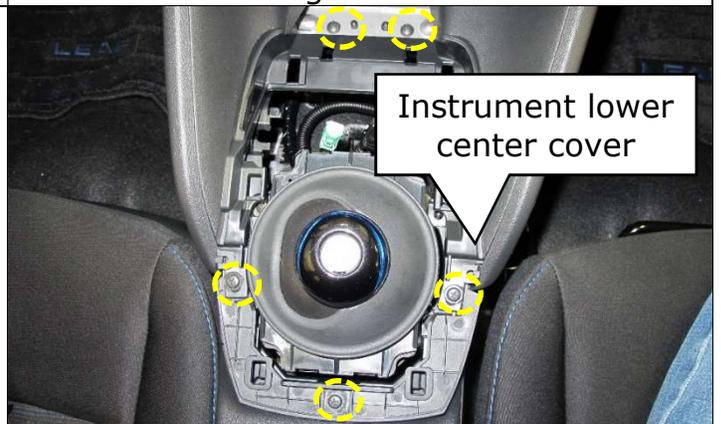


Figure 34

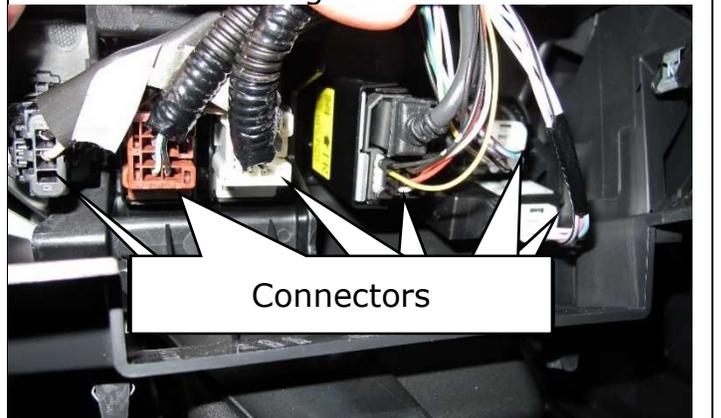


Figure 35

26. Remove console side finishers RH/LH. (Figure 36)

- Using a suitable tool, gently apply outward pressure to release finisher
- Remove the console side finishers

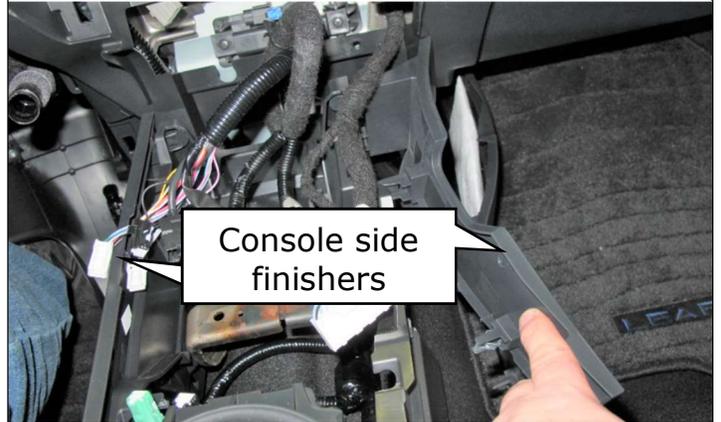


Figure 36

27. Remove harness connectors from the instrument panel. (Figure 37)

- Using suitable tool, gently remove the instrument panel harness connector from the instrument panel

Note: The instrument panel connector is located directly above the center console.

- Using a suitable tool, separate the charge indicator harness connector from the instrument panel support bar located behind the audio unit (Figure 38)
- Disconnect the charge indicator connector

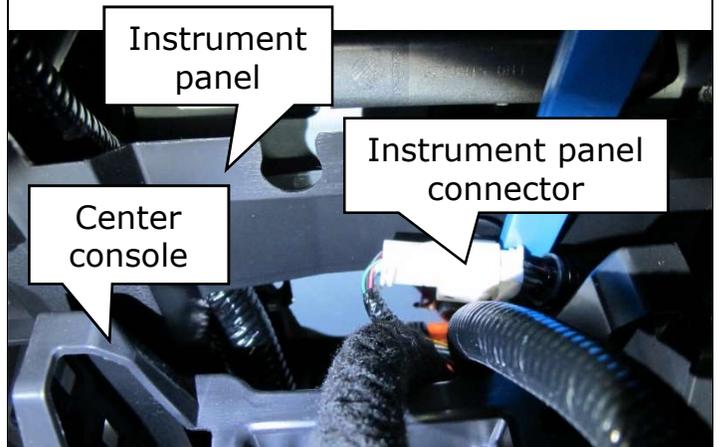


Figure 37

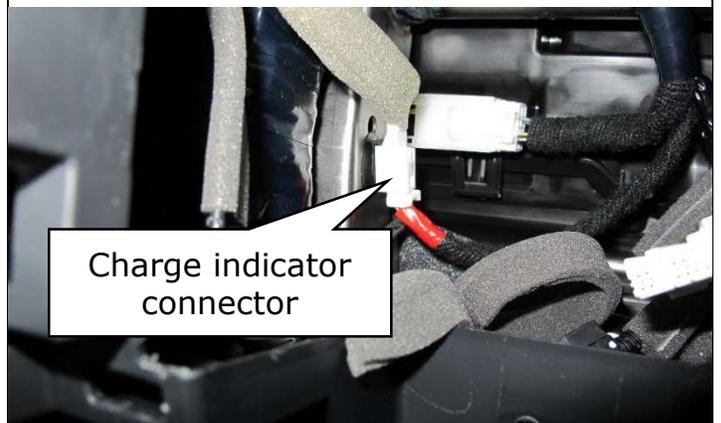


Figure 38

28. Remove instrument finisher E.
(Figure 39)

- Using a suitable tool, apply upward force on the instrument finisher E to disengage the panel
- Lift upward slightly and rotate to gain access to the electrical connector(s) (Figure 40)
- Disconnect the electrical connector(s)
- Remove the instrument finisher E



Figure 39



Figure 40

29. Remove the instrument panel bolt.
(Figure 41)

- Remove the bolt located under the instrument finisher E



Figure 41

30. Remove the upper and lower steering column covers.

- Rotate the steering wheel 90° to the left
- Remove the screw in the steering column cover (Figure 42)
- Rotate the steering wheel 180° to the right and remove the second steering column screw
- Using a suitable tool carefully separate the upper steering column cover from the lower (Figure 43)
- Remove the upper steering column cover
- Lower the steering column tilt lever
- Carefully pull downward on the lower steering column cover to remove



Figure 42



Figure 43

31. Remove the combination switch assembly.

- Rotate the steering wheel slightly to the right to access the combination switch mounting screw (Figure 44)
- Remove the mounting screw
- Rotate the steering wheel slightly to the left to access the second combination switch mounting screw
- Remove the mounting screw
- Lift upward on the combination switch
- Disconnect the electrical connector (Figure 45)
- Remove the combination switch

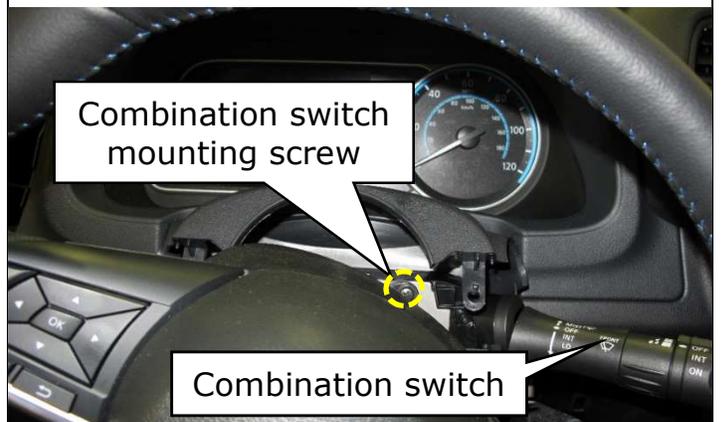


Figure 44

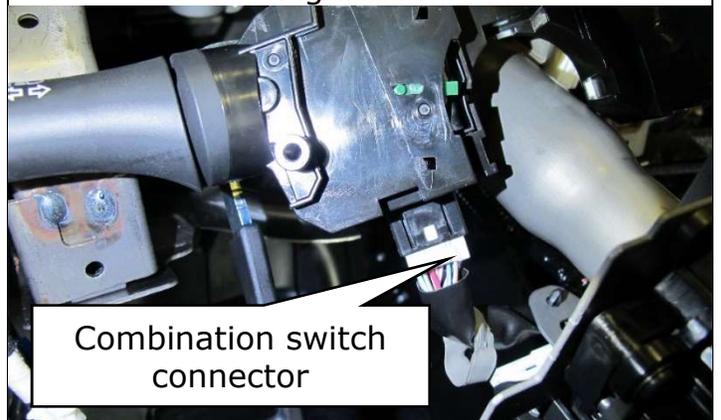


Figure 45

32. Remove cluster lid A. (Figure 46)

- Carefully pull cluster lid A toward the rear of the vehicle to disengage cluster lid A pawls
- Disconnect dimmer switch electrical connector
- Remove cluster lid A



Figure 46

33. Remove the combination meter.

- Remove the (3) combination meter screws (Figure 47)
- Carefully move the combination meter back to gain access to the electrical connectors
- Disconnect the electrical connectors
- Remove the combination meter

Caution: Be careful to not scratch the lens.



Figure 47

34. Remove the instrument panel screws.

- Remove the (2) instrument panel screws behind the combination meter (Figure 48)
- Remove the screw from the LH side of the instrument panel (Figure 49)
- Remove the instrument panel screw from behind the instrument panel lower LH (Figure 50)
- Remove the instrument panel screw to the left of the center console (Figure 51)

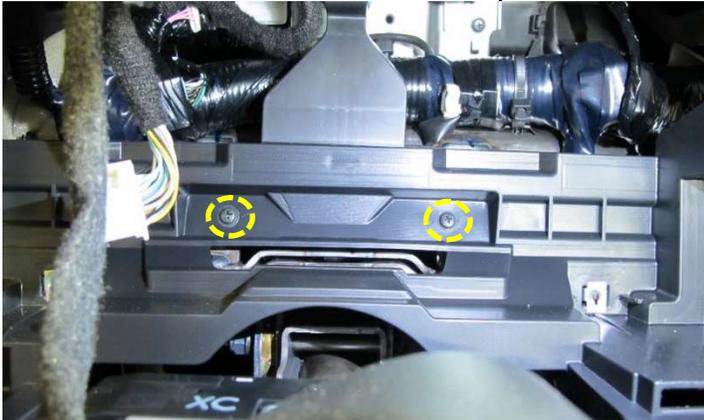


Figure 48

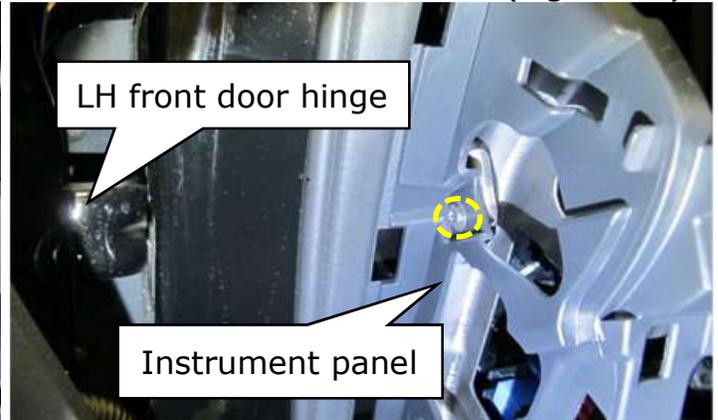


Figure 49

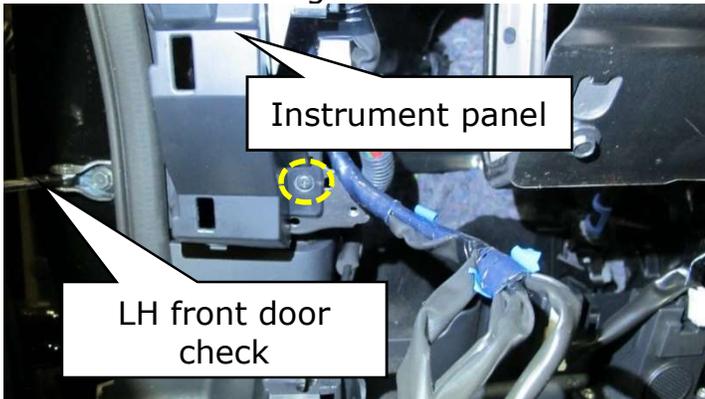


Figure 50

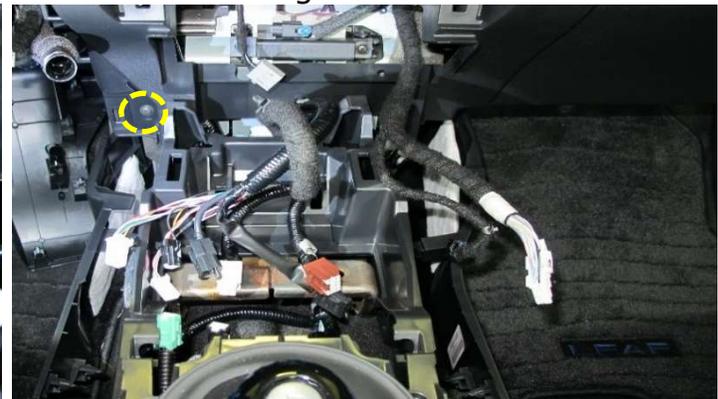


Figure 51

35. Rotate the rearview mirror upward.
(Figure 52)



Figure 52

Caution: Place a protective covering over the steering wheel to prevent damage. (Figure 53)

Note: Instrument panel removal is easier with (2) people.

Important: Place the instrument panel on a clean soft cloth covered work surface.

36. Remove the instrument panel.

- Lift the instrument panel upward
- Rotate the right side of the instrument panel back and move the left side over the steering wheel as shown in Figures 54 and 55.
- Remove the instrument panel from the vehicle



Figure 53



Figure 54



Figure 55

Section 2: Disassembly of the instrument panel

37. Remove the charge status indicator.

- Using a suitable tool, carefully lift upward at the corner noted in (Figure 56)
- Slide the charge indicator away from the defrost vents
- Disconnect the electrical connector for the charge status indicator (Figure 57)

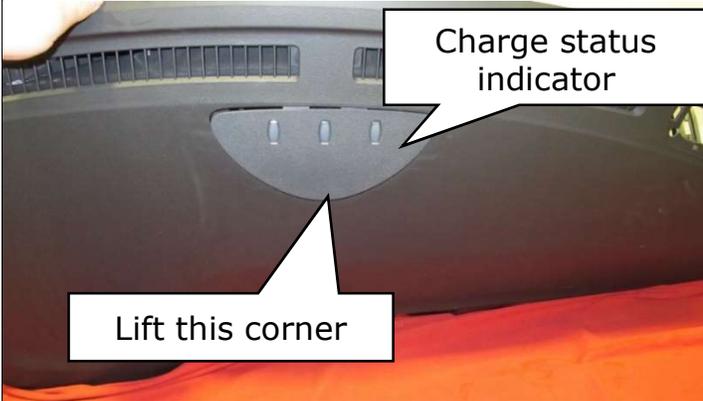


Figure 56



Figure 57

Note: Charge indicator sub-harness will remain on the instrument panel. A new sub-harness is provided on the new instrument panel.

38. Remove the defrost vents. (Figure 58)

- Remove the (6) screws from the defrost vents
- Disconnect the antenna harnesses (if equipped) from the instrument panel
- Remove the (3) defrost vents
- Remove the white plastic clip from the instrument panel

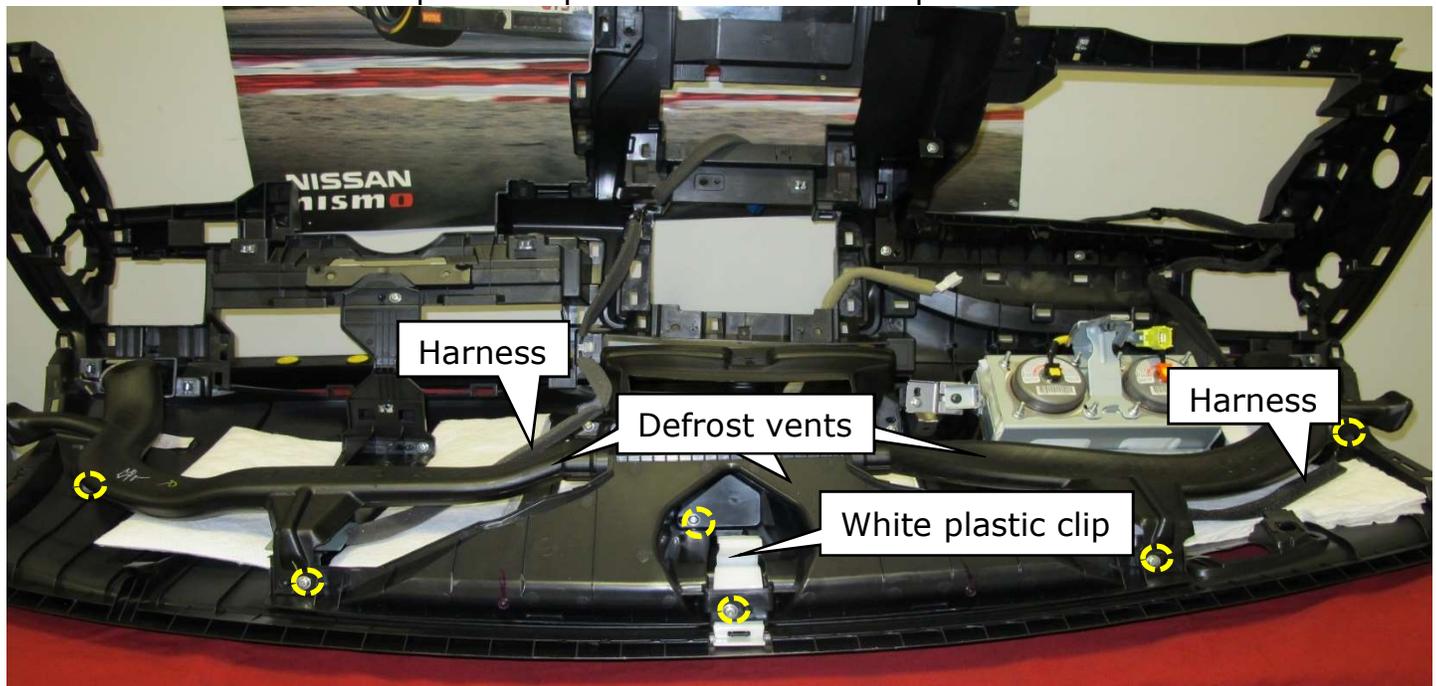


Figure 58

39. Remove the passenger airbag assembly.

- Remove the (2) screws from the passenger airbag (Figure 59)
- Push down on the airbag assembly
- Using suitable tool separate the instrument panel from the airbag assembly
- Rotate the airbag assembly toward the defrost portion of the instrument panel (Figure 60)
- Remove the airbag assembly



Figure 59



Figure 60

Section 3: Reassembly and installation

40. Reassemble components onto the instrument panel in reverse order.

41. Reinstall the instrument panel in reverse order.

Note: Tips for Instrument panel installation.

- Insert through the passenger front door
- Angle the instrument panel so the RH side of the instrument panel is pulled toward the rear of the door opening and the front is near the steering column
- Rotate the LH side over the steering column
- Install the instrument panel into place

Important: When reinstalling the passenger airbag lower bolt, use a **NEW** bolt. Torque airbag bolt to 22.3 N•m(2.3kg-m, **16 ft-lb**)

Important: When reinstalling the front pillar trim, be sure to use **NEW** anchor clips.

PARTS INFORMATION

Description	Part #	Quantity
PANEL & PAD ASSY-INSTRUMENT	68200-5SA0B	1
BOLT	01141-00461	1
CLIP	76988-JM00A	2

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC685

Claim Type:	CM			
PNC:	PC685			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Replace instrument panel	PC6850	1.9	YES	NO