



# SERVICE BULLETIN

Classification:	Reference:	Date:
BT18-006a	NTB18-035a	April 15, 2019

## 2015-2019 MURANO; FRONT PASSENGER CARPET PULLED OUT FROM UNDER TRIM

This bulletin has been amended. See **AMENDMENT HISTORY** on the last page.  
Please discard previous versions of this bulletin.

**APPLIED VEHICLES:** 2015-2019 Murano (Z52)  
2016 Murano Hybrid (Z52)

**APPLIED VIN/DATE:** 2015-2018 vehicles: All  
2019 vehicles built before 5N1AZ2M(\*\*)KN 131328 // April 9, 2019

### 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.

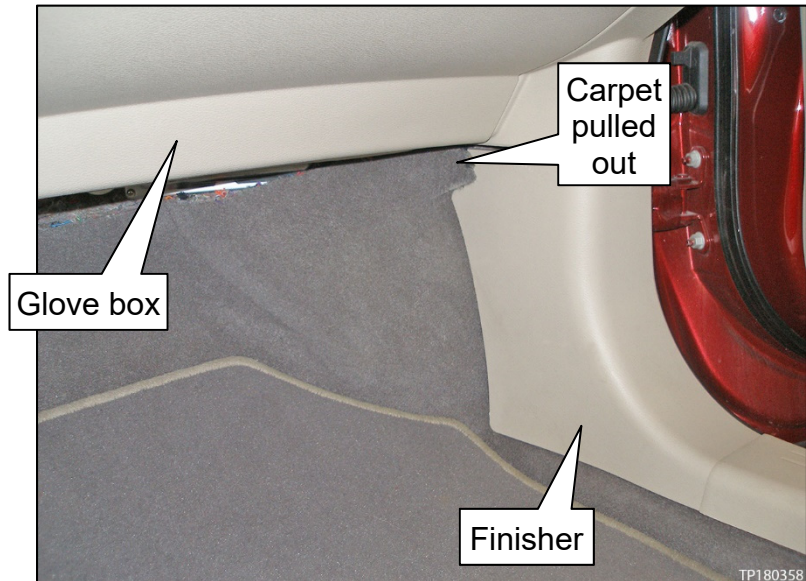


Figure 1

**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.

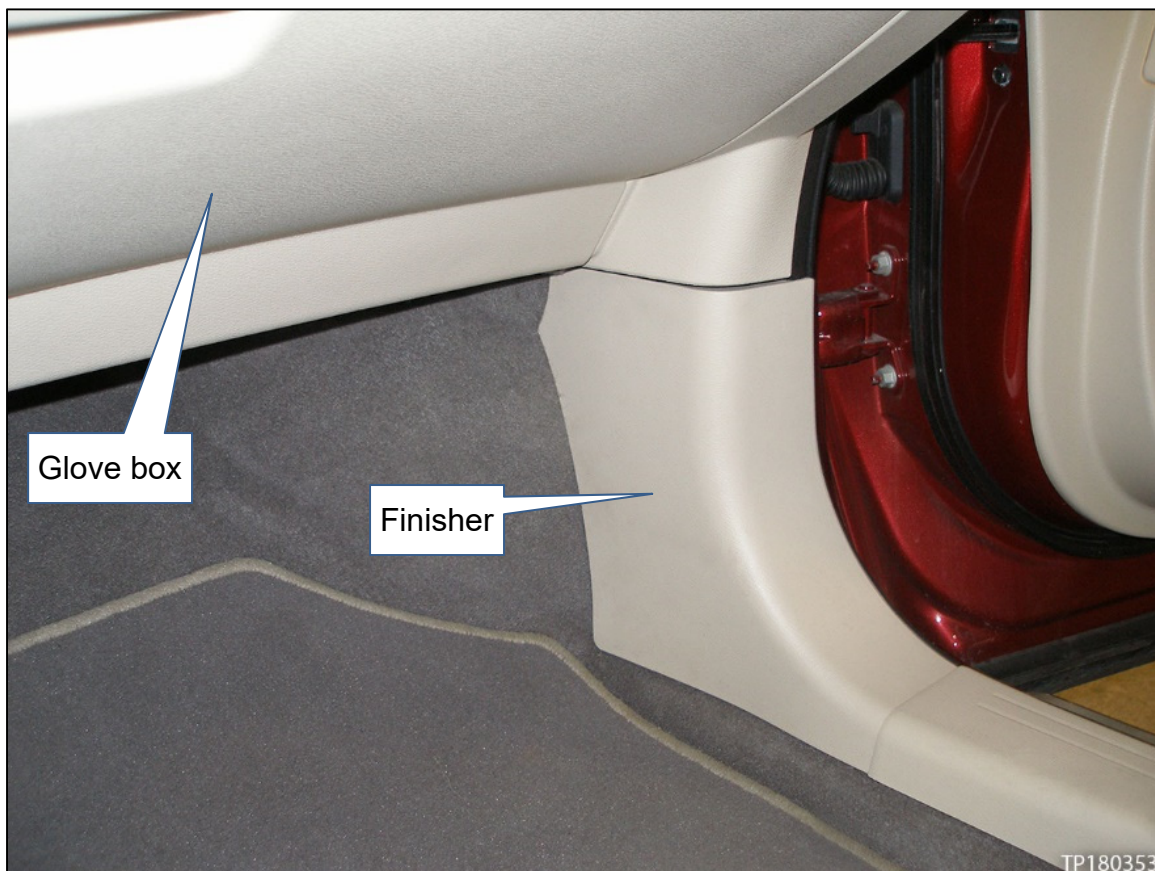


Figure 2

2. Pull back the carpet.



Figure 3

3. Clean/prep the area of the foot well with an 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 / <sup>3</sup> / <sub>8</sub> 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 and use the Front Carpet 74902-\*\*\*\*\* as the Primary Failed Part (PFP).

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
May 10, 2018	NTB18-035	Original bulletin published.
April 15, 2019	NTB18-035a	APPLIED VEHICLES section revised, and APPLIED VIN/DATE section added.