



SERVICE BULLETIN

Classification:

BT20-001

Reference:

NTB20-011

Date:

February 20, 2020

2015-2020 MURANO; CARPET PULLED OUT FROM UNDER INNER KICKING PLATE

APPLIED VEHICLES: 2015-2020 Murano (Z52)
2016 Murano Hybrid (Z52)

IF YOU CONFIRM

The carpet is pulling out from under the driver side front, passenger side front or the passenger side rear inner kicking plates (See Figure 1 for example).

ACTION

Add foam padding to the floor spacer plate near the affected area of the vehicle.

- See page 2 for **Driver Side Front**.
- See page 6 for **Passenger Side Front**.
- See page 9 for **Passenger Side Rear**.



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

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

Driver Side Front

1. Remove the driver side front floor mat.



Figure 2

2. Remove the driver side front inner kicking plate.

Driver side front
inner kicking plate



Figure 3

3. Remove the driver side dash side finisher.
4. Use a trim panel tool to disconnect the two (2) white harness clips, shown in Figure 4, from the body.

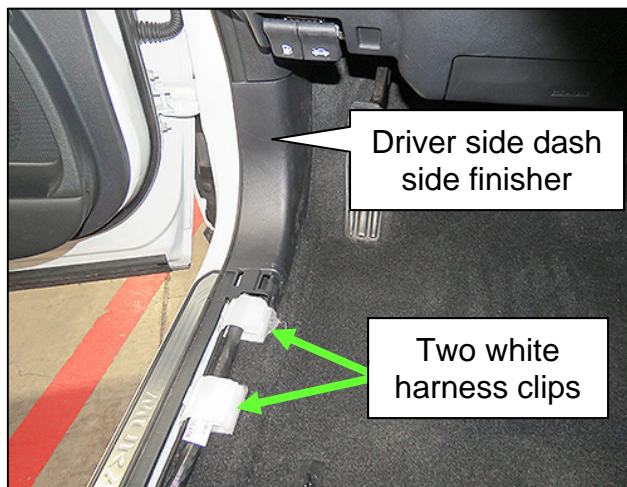


Figure 4

5. Fold the carpet over to expose the floor spacer.

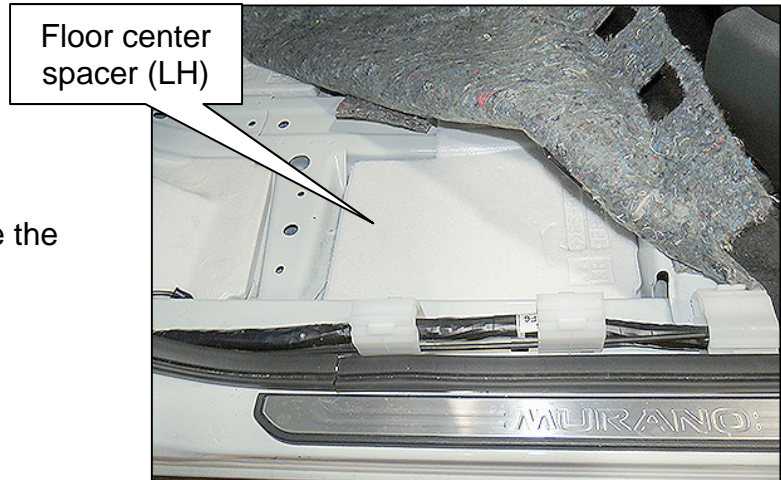


Figure 5

6. Remove the floor center spacer (LH) foam panel shown in Figure 6.



Figure 6

7. On a piece of 10 mm thick (3/8 inch) Carpet and Rug Cushion (foam padding), measure and mark the following shapes (See the Parts Information on page 12):
- Six (6) 30 mm x 300 mm (1.2 in X 11.8 in) strips.
 - One (1) 50 mm x 100 mm (2 in x 3.9 in) strip.
 - One (1) 50 mm x 50 mm (2 in x 2 in) square.

Shapes marked on foam padding

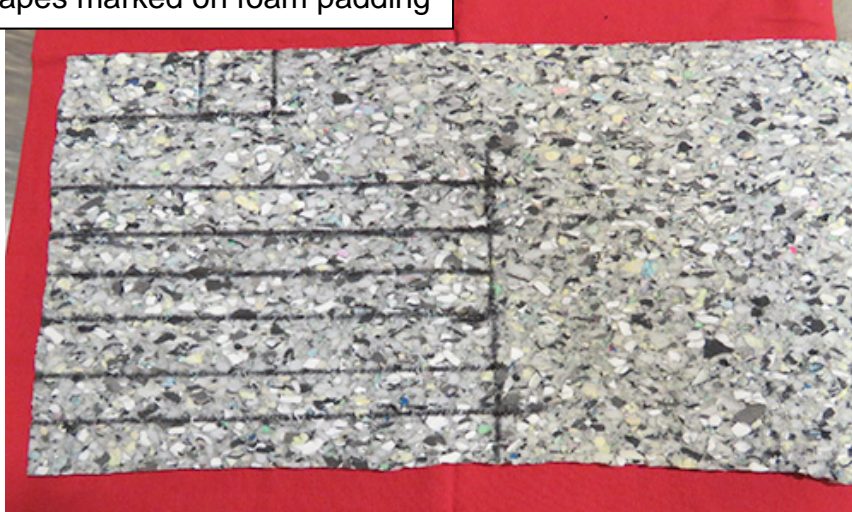


Figure 7

8. Cut out the pieces that were marked on the foam padding in step 7.



Figure 8

9. Attach three (3) 30 mm x 300 mm strips of the foam padding to the floor center spacer (LH) with a hot glue gun as follows:

- Attach one (1) strip to the bottom along the edge, closest to the door opening.
- Attach two (2) strips to the top side, closest to the door opening.
 - Stack two (2) strips of padding on top of one another to achieve a 20 mm thickness with adhesive.

NOTE: The attached strips should look like Figure 11.

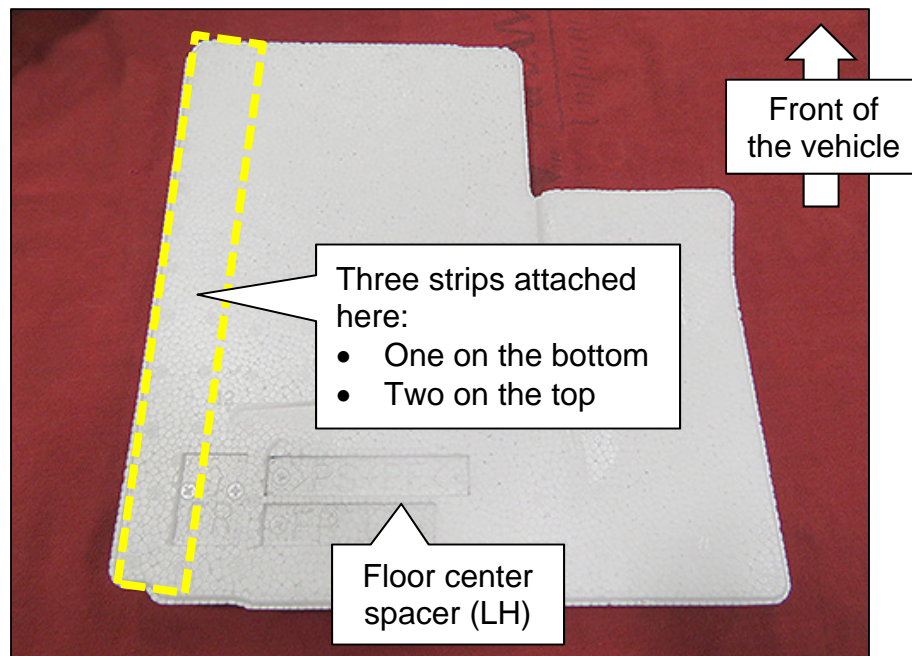


Figure 9

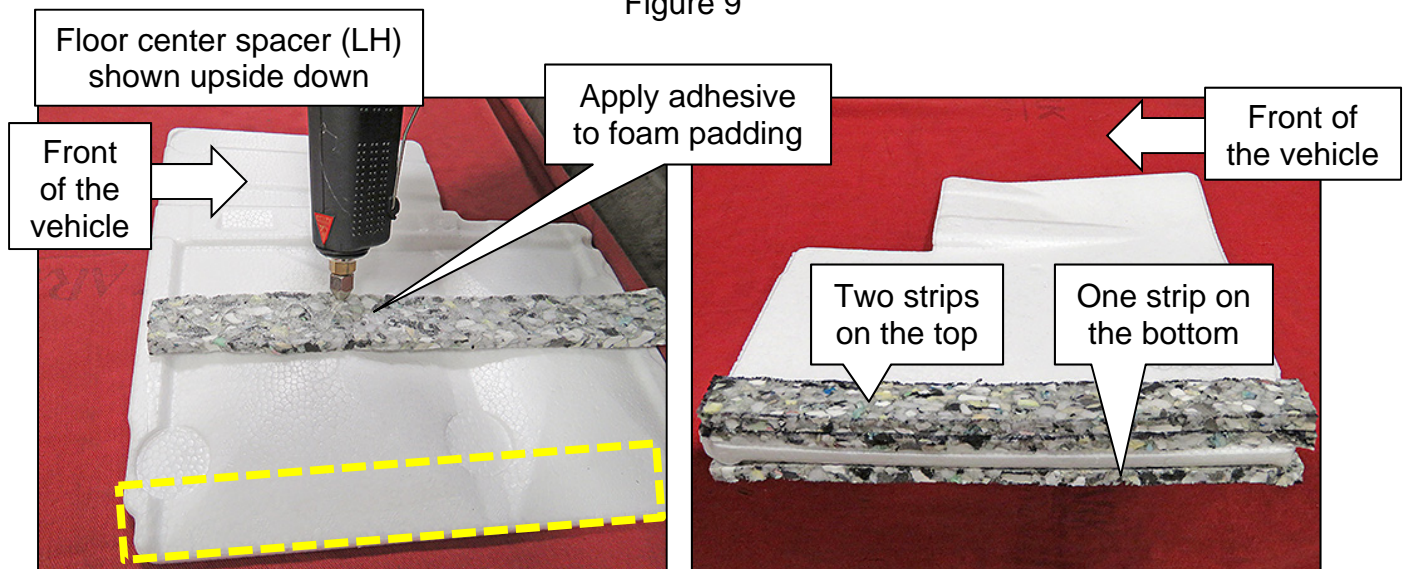


Figure 10

Figure 11

10. Once the adhesive has set, reinstall the floor center spacer (LH).
11. Reinstall the remaining driver side trim in the reverse order of removal.

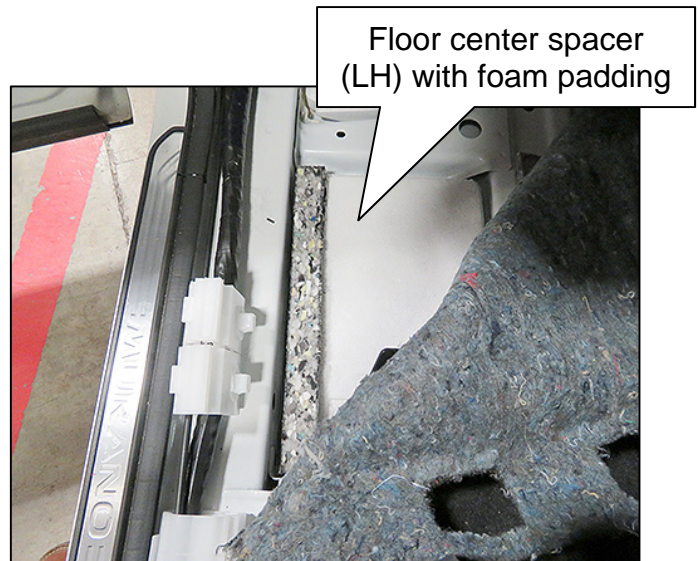


Figure 12

Passenger Side Front

12. Remove the passenger side front floor mat.



Figure 13

13. Remove the passenger side front inner kicking plate.

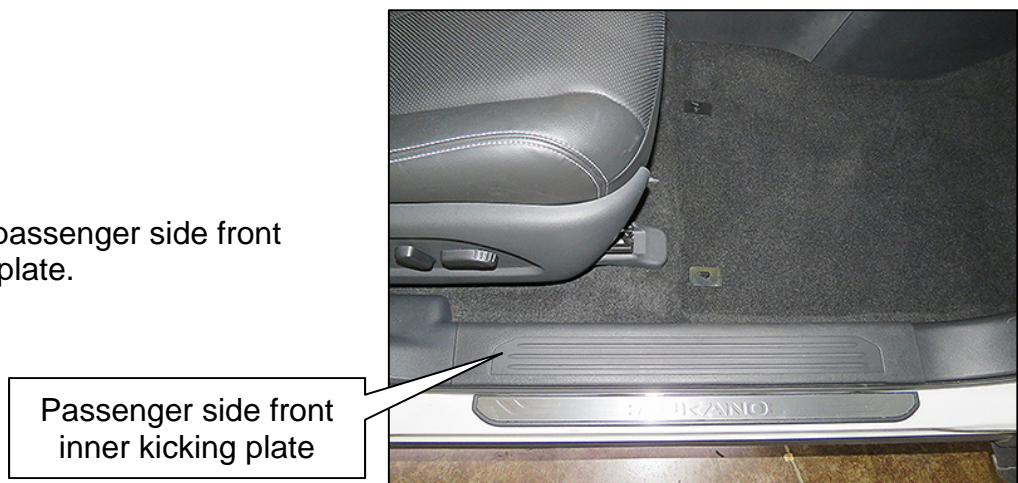


Figure 14

14. Remove the passenger side dash side finisher.
15. Use a trim panel tool to disconnect the two (2) white harness clips, shown in Figure 15, from the body.

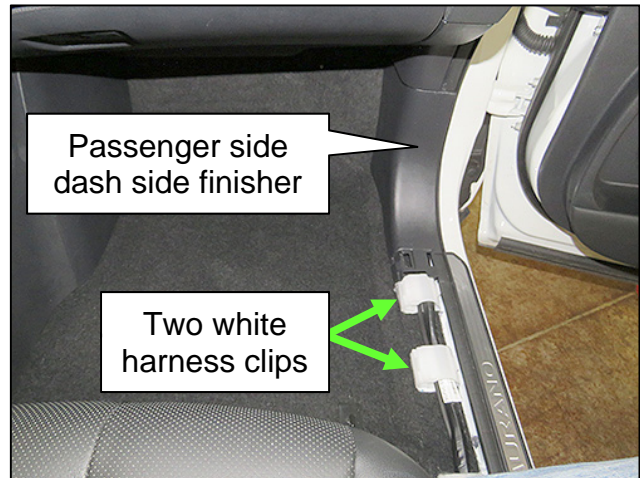


Figure 15

16. Fold the carpet over to expose the floor spacers.

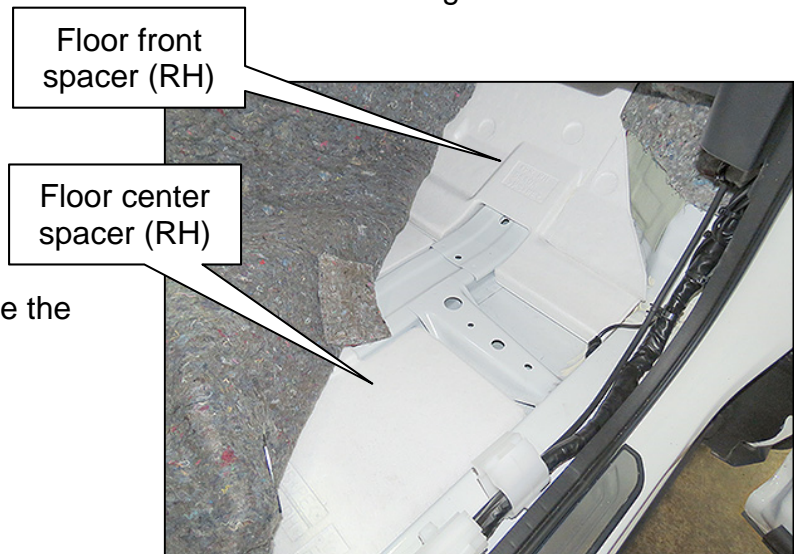


Figure 16

17. Remove the floor center spacer (RH) foam panel shown in Figure 17.

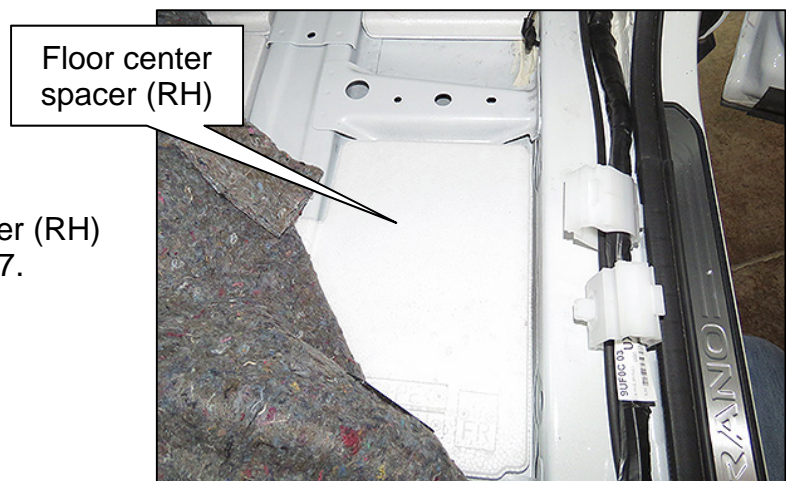


Figure 17

18. Attach three (3) 30 mm x 300 mm strips of the foam padding to the floor center spacer (RH) with a hot glue gun as follows:
- Attach one (1) strip to the bottom along the edge, closest to the door opening.
 - Attach two (2) strips to the top side, closest to the door opening.
 - Stack two (2) strips of padding on top of one another to achieve a 20 mm thickness with adhesive.

NOTE: The attached strips should look like Figure 20.

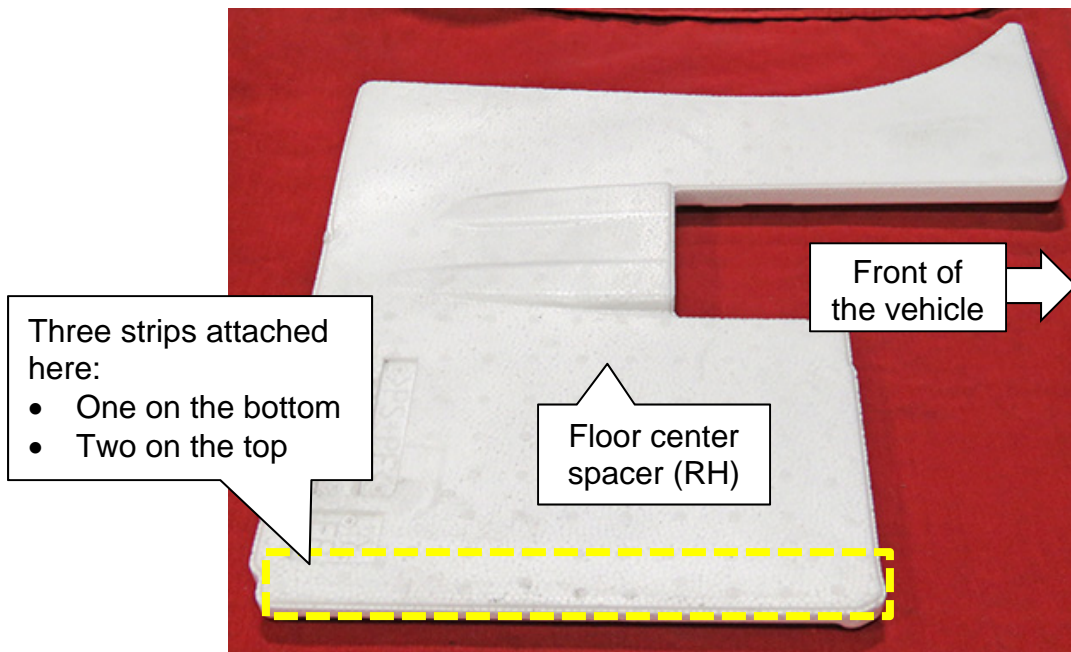


Figure 18

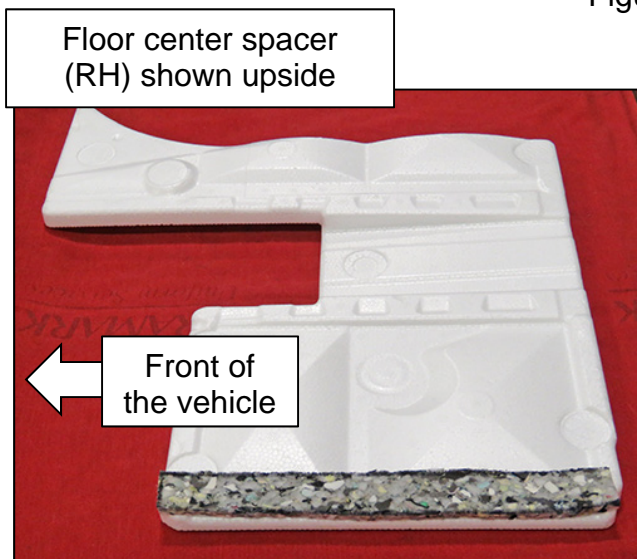


Figure 19

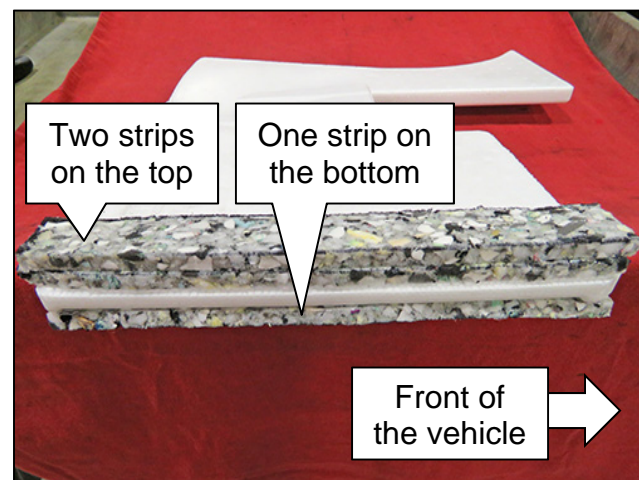


Figure 20

19. Reinstall the floor center spacer (RH).
20. Reinstall the remaining passenger side trim in the reverse order of removal.

Passenger Side Rear

21. Fold over the passenger side rear floor mat.



Figure 21

22. Remove the passenger side rear door inner kicking plate.

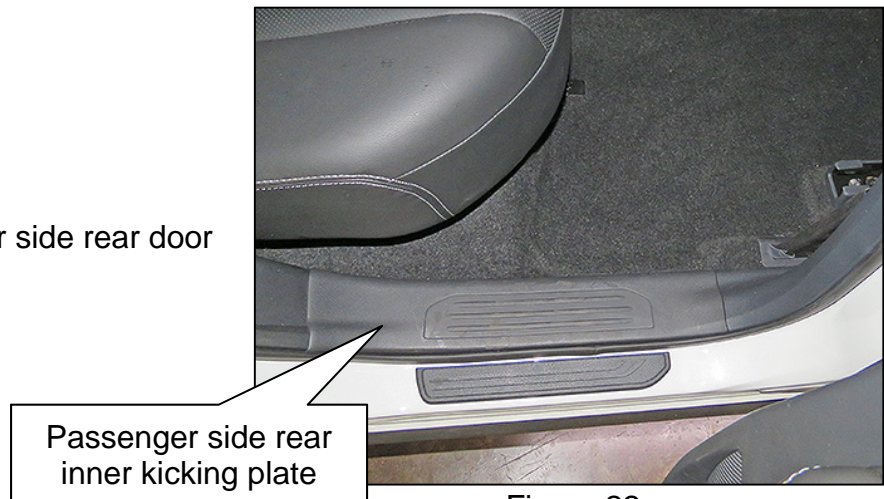


Figure 22

23. Use a trim panel tool to disconnect the white harness clip from the body.



Figure 23

24. Apply a small amount of hot glue and then attach the 50 mm x 50 mm square to the 50 mm x 100 mm strip as shown in Figure 25.

- Align one end of both pieces so that they are flush.
- See Figure 24 and Figure 25.

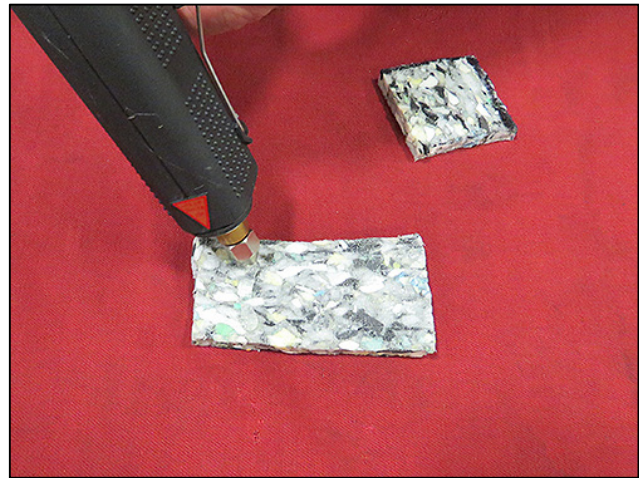


Figure 24

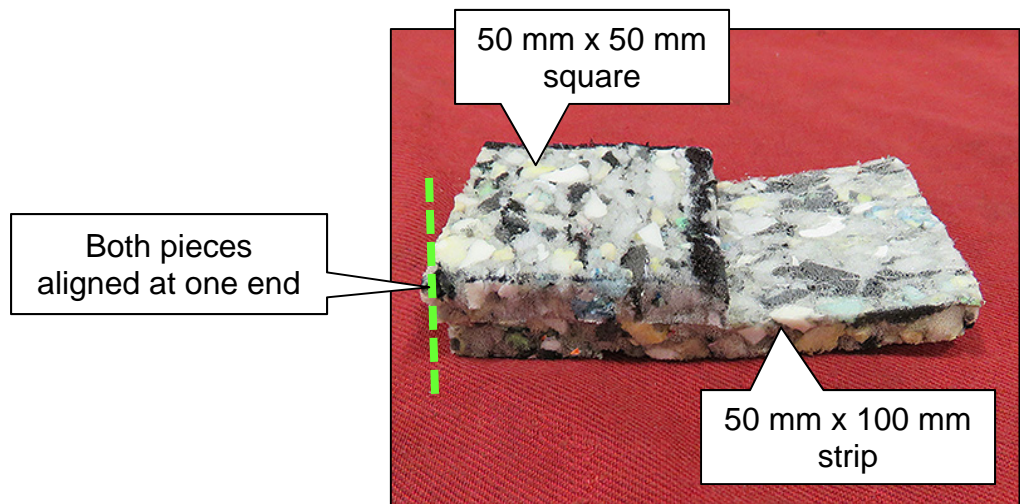


Figure 25

25. Fold back the carpet as shown in Figure 26 to expose the floor rear spacer (RH).
- DO NOT remove the floor rear spacer (RH).
26. Apply a small amount of hot glue to the bottom of the longer piece of foam padding, and then attach it to the floor rear spacer (RH).
- Attach so that the ends of both pieces are closest to the door opening (see Figure 26 for example).

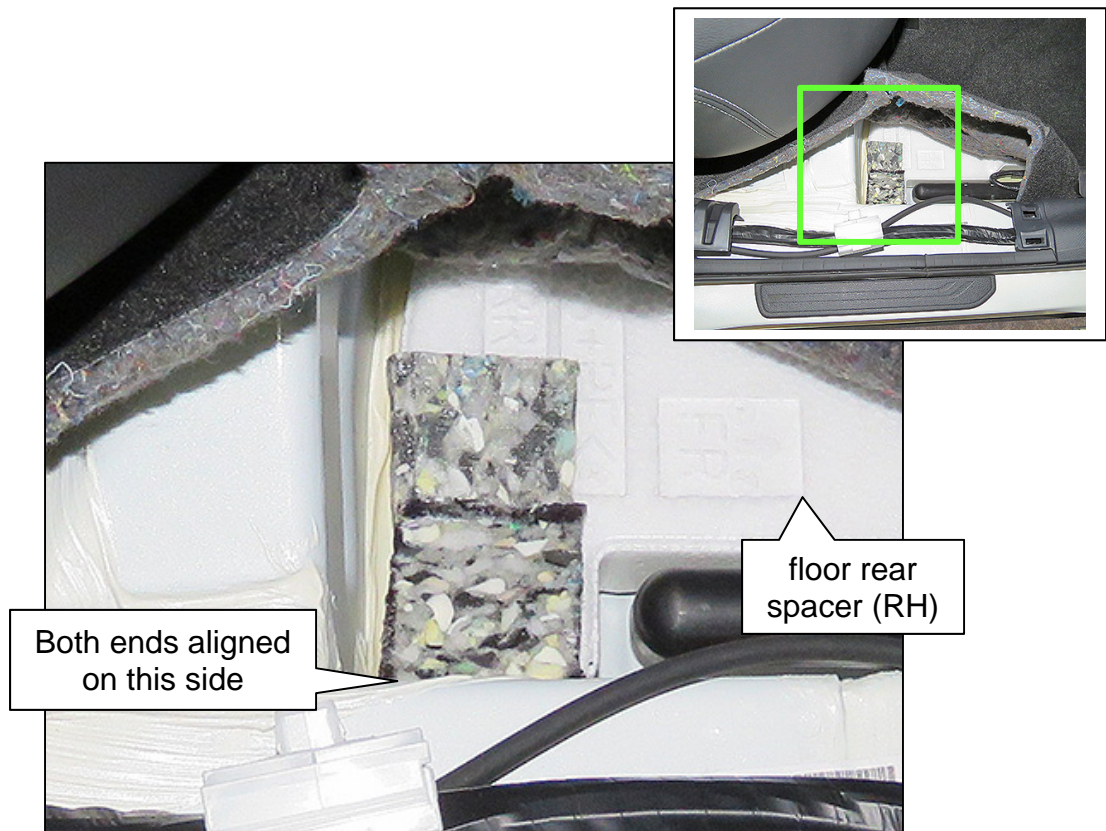


Figure 26

27. Reinstall the trim on the passenger rear side in the reverse order of removal.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
3/8" thick Carpet and Rug Cushion (5 lb rebond foam can be used)	(1)	As Needed
Hot Glue Sticks	(2)	As needed (3)

- (1) Carpet and Rug Cushion can be found in small rolls at a local home improvement store.
- (2) This can be locally sourced.
- (3) Shop supply.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Add Foam Pad to Driver Side Front	(1)	VX5QAA	ZE	32	0.2

And/Or on the same line

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Add Foam Pad to Passenger Side Front	(1)	VX5RAA	ZE	32	0.2

And/Or on the same line

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Add Foam Pad to Passenger Side Rear	(1)	VX5SAA	ZE	32	0.2

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

EXPENSE CODE

EXPENSE CODE	DESCRIPTION	MAX AMOUNT
071	3/8" thick Carpet and Rug Cushion	\$ 0.15

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 20, 2020	NTB20-011	Original bulletin published