



SERVICE BULLETIN

Classification: BT18-006b	Reference: NTB18-035b	Date: February 19, 2020
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2015-2020 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: 2015-2020 Murano (Z52)
2016 Murano Hybrid (Z52H)

APPLIED DATE: Built before March 2020

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.

- Add foam padding to the floor front spacer (RH).
- Apply “hook & loop” fasteners to the back side of the carpet and foot well area.

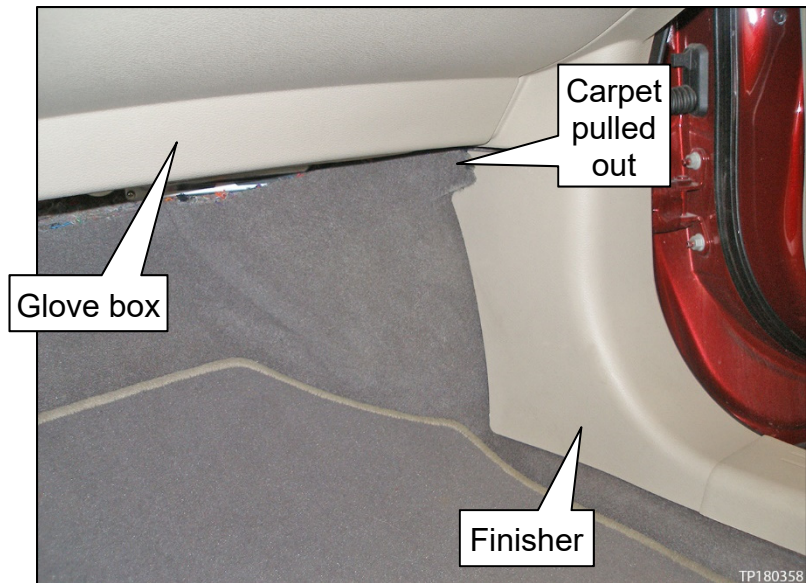


Figure 1

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.

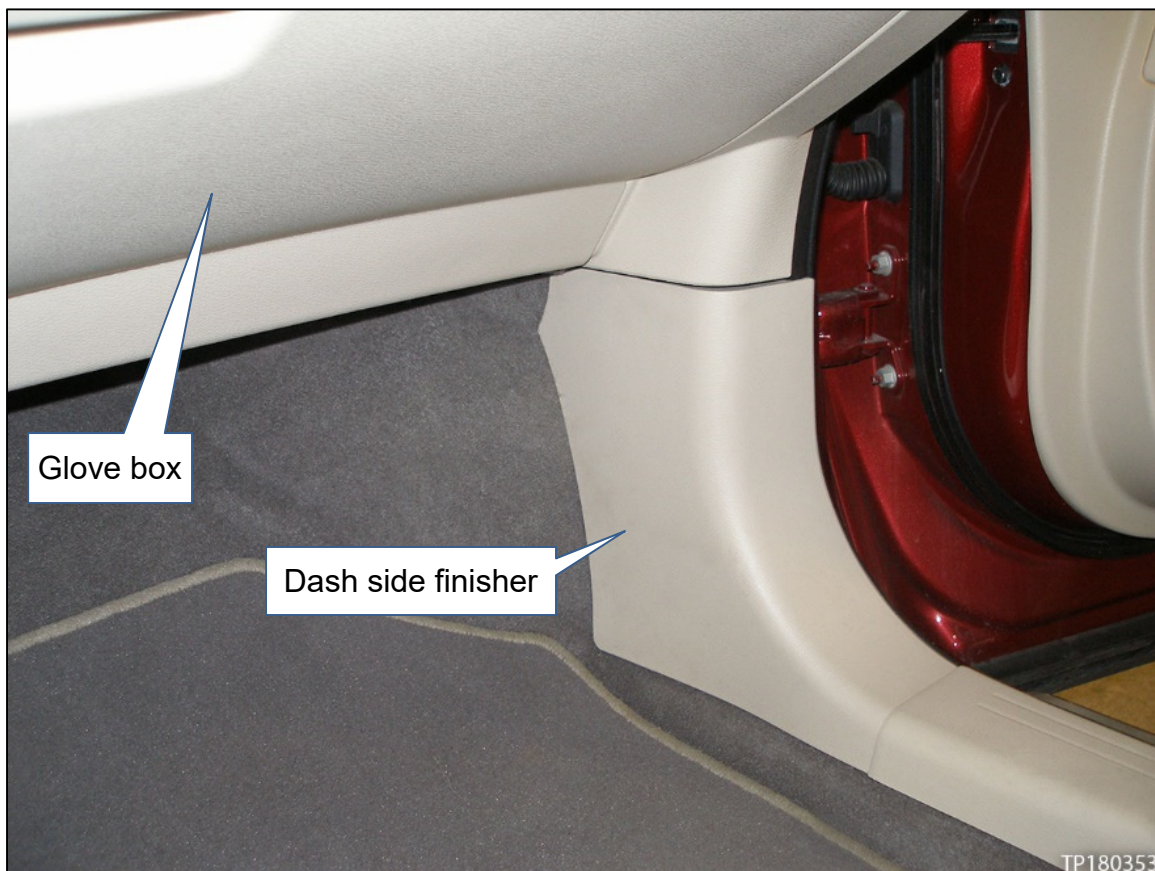


Figure 2

2. Pull back the carpet.
3. Detach the piece of carpet padding, shown in Figure 3, from the back side of the carpet padding.
 - This piece will be reattached in step 9.



Figure 3

4. Remove the floor front spacer (RH) foam insert located underneath the carpet.



Figure 4

5. Cut a 175 mm X 175 mm (7 in. X 7 in.) square of 9.5 mm (3/8 in) thick foam (foam padding).
 - See the Parts Information on page 11.

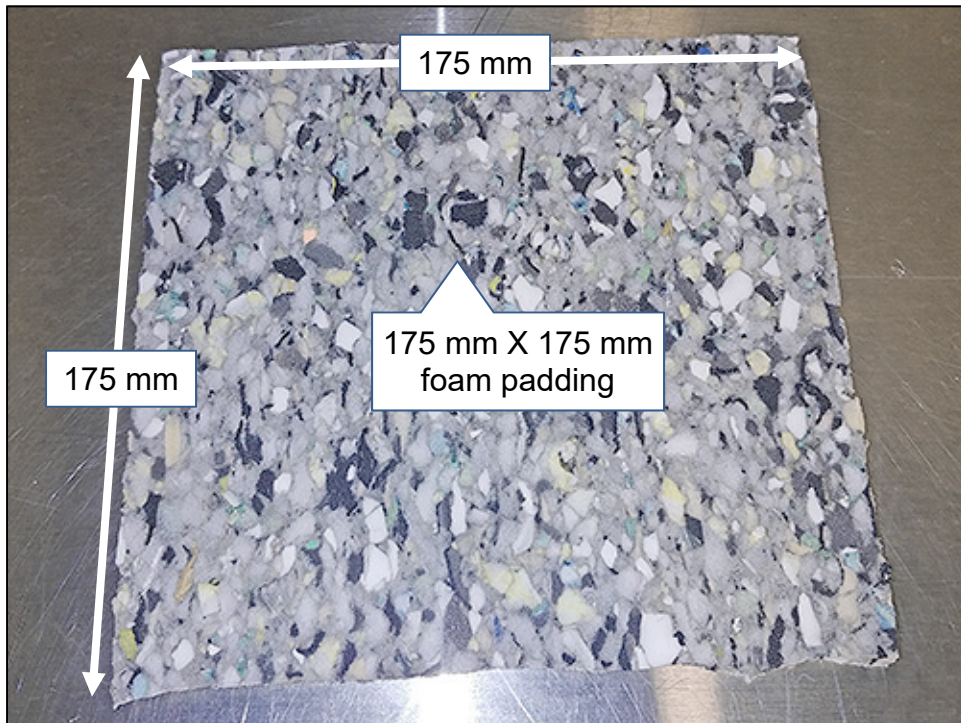


Figure 5

6. Using a hot glue gun, apply a small amount of hot glue to the area of the floor front spacer (RH) shown in Figure 6.
 - Use only enough hot glue to retain the foam piece that was cut in step 5.

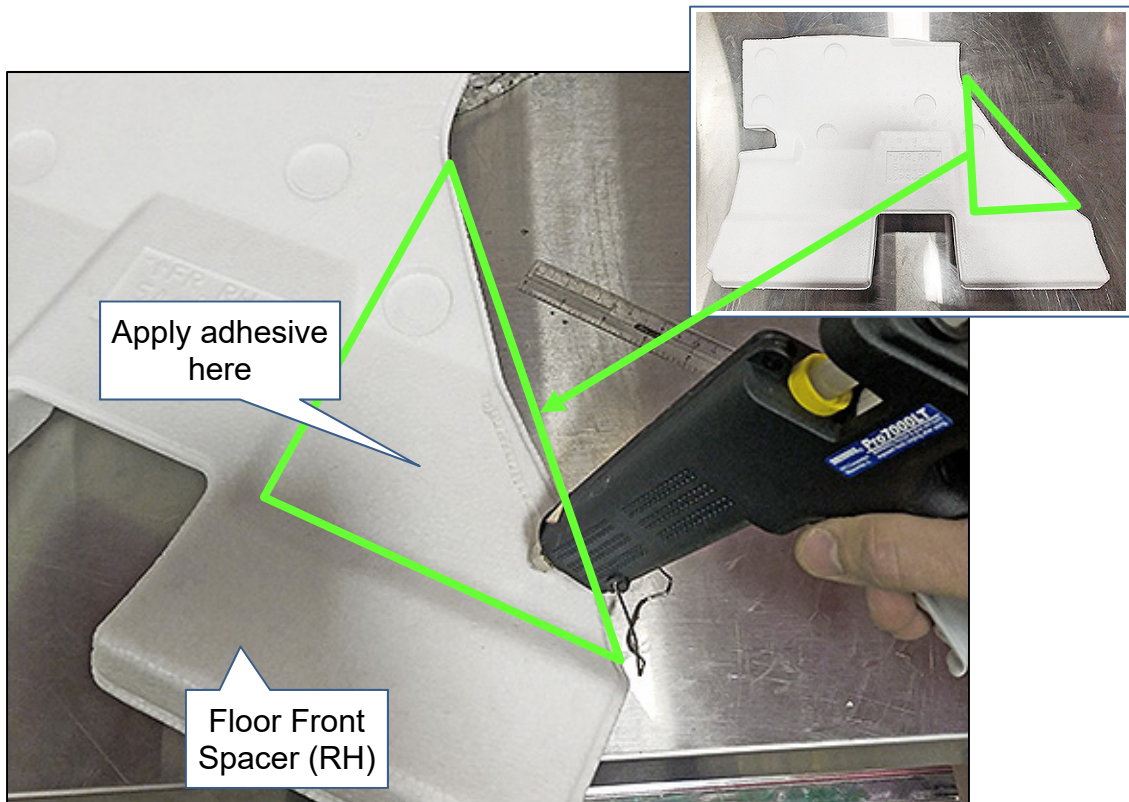


Figure 6

7. Place the foam padding, from step 5, over the hot glue and align with the depressions in the floor front spacer.

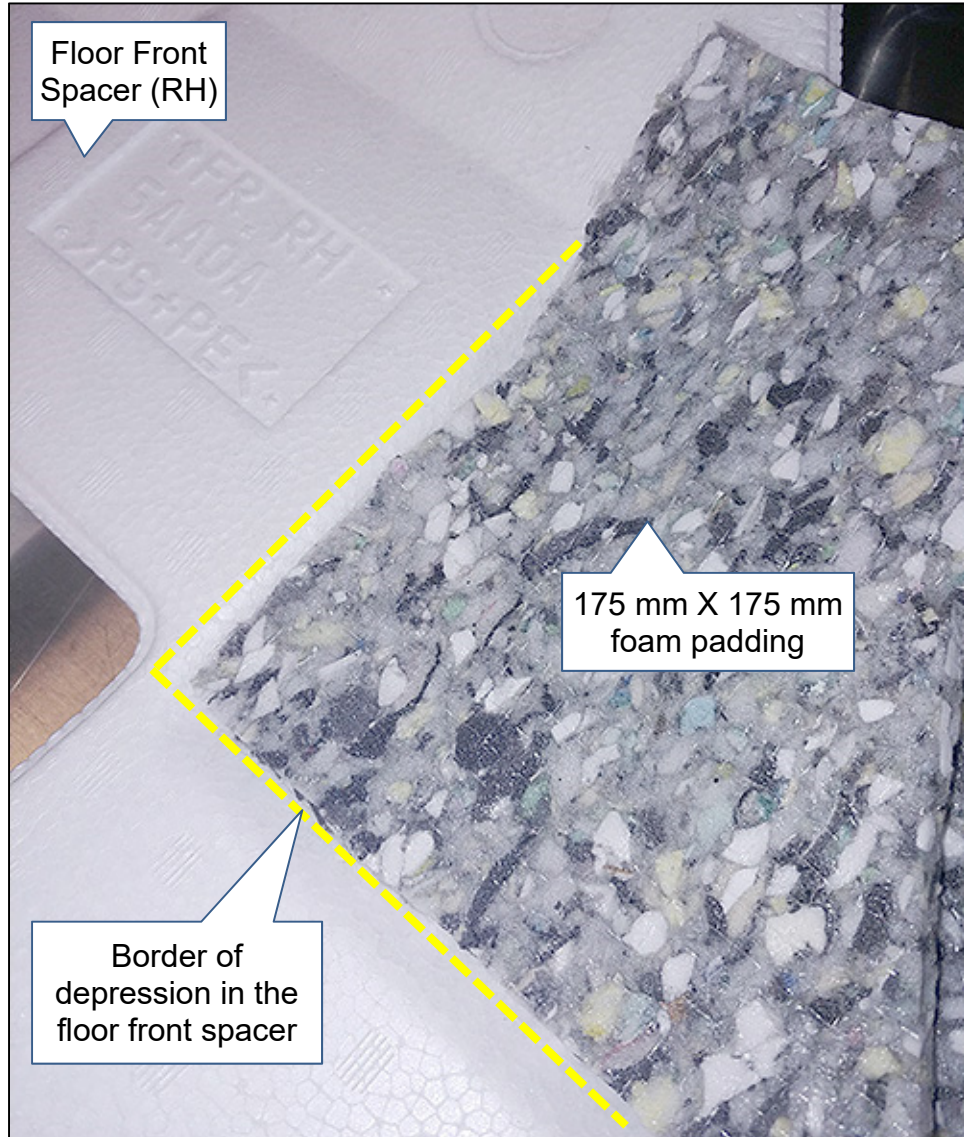


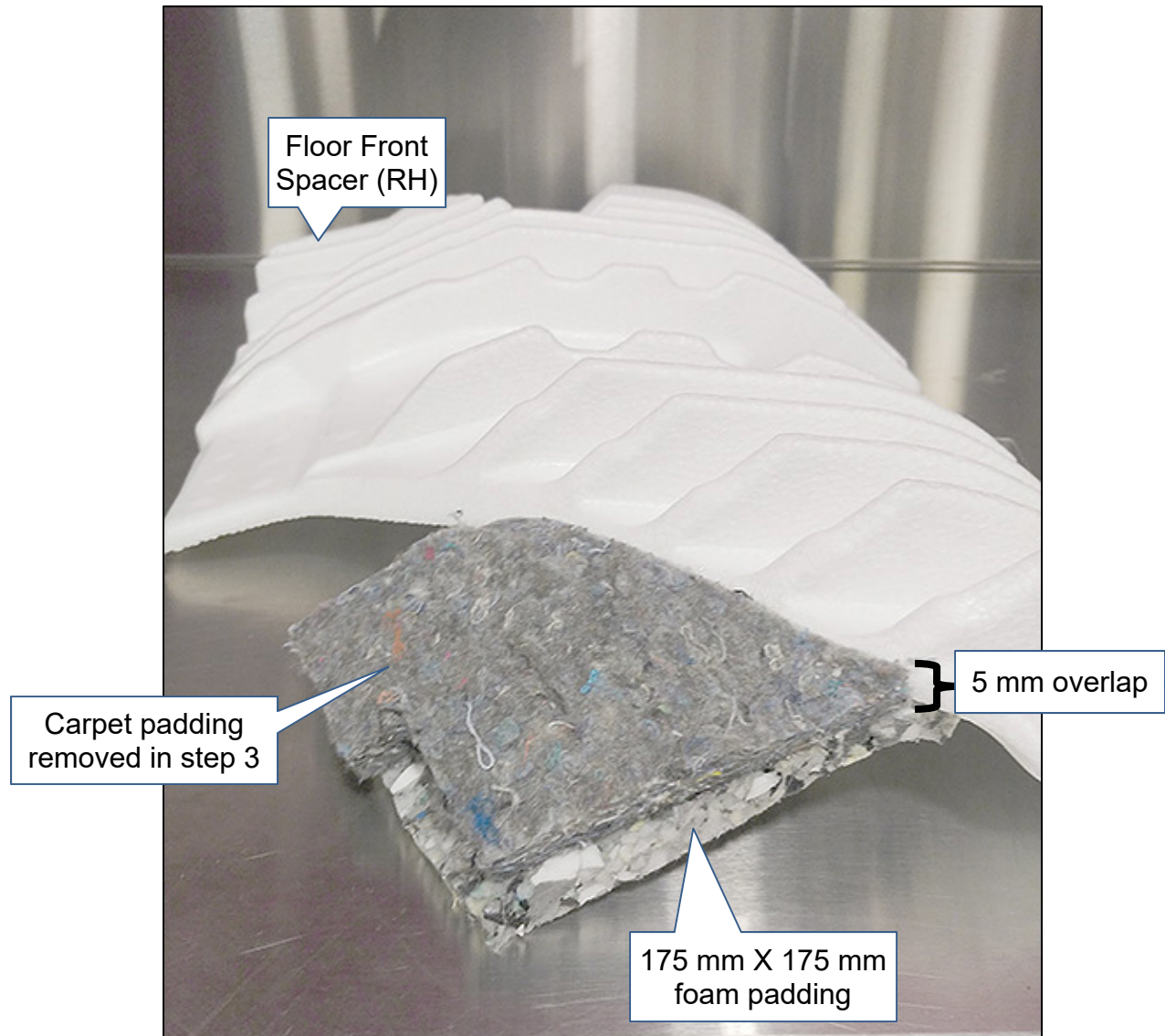
Figure 7

- Turn the floor front spacer (RH) upside down and apply a small amount of hot glue to the underside of the 175 mm X 175 mm foam padding attached in step 7.



Figure 8

9. Attach the carpet padding that was removed in step 3 as shown in Figure 9.
- Overlap the carpet padding over the floor front spacer (RH) (approximately 5 mm).



10. When the hot glue has set, reinstall the floor front spacer (RH) back into the passenger side floor.

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



Figure 10

12. 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.

13. Staple one side of the 25 mm x 70 mm “hook & loop” fastener along the edge of the carpet (see Figure 11).

- 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)

14. 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 11).

- 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 11

15. Lay the carpet back into its place to determine the correct position of the “hook & loop” fastener’s matching pieces in the area cleaned/prepped, and in the upper corner.
16. 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 12).
17. 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 12).
 - Bend down (crimp) the ends of the staples.
 - Staple size = 10 mm ($\frac{3}{8}$ inches)



Figure 12

18. Lay the carpet back into its place, making sure the “hook & loop” fasteners are secure.
19. 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	QUANTITY
Hook & Loop Aplix (1)	J-50397-10	(2)
Alcohol Preparation Pad (1)	J-50397-18	(2)
Staple (10 mm / ³ / ₈ inches) (3)	(2)	As Needed
3/8" thick Carpet and Rug Cushion (5 lb rebond foam can be used)	(4)	As Needed
Hot Glue Sticks	(5)	(2)

- (1) "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.
- (2) Shop supply.
- (3) Staples are available at various sources such as office supply and hardware stores.
- (4) Carpet and Rug Cushion can be found in small rolls at a local home improvement store.
- (5) This can be locally sourced.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Adjust Passenger Side Front Carpet	(1)	VX5PAA	ZE	32	0.3

- (1) Reference the Electronic Parts Catalog and use the Front Carpet 74902-***** as the Primary Failed Part (PFP).

EXPENSE CODE

EXPENSE CODE	DESCRIPTION	MAX AMOUNT
071	3/8" thick Carpet and Rug Cushion	\$ 0.45

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
February 19, 2020	NTB18-035b	Applied Vehicle section revised and Service Procedure steps were added to install padding under carpet