



# SERVICE BULLETIN

<b>Classification:</b> ST15-008	<b>Reference:</b> NTB16-023	<b>Date:</b> March 8, 2016
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## NISSAN; POWER STEERING NOISE HEARD INSIDE VEHICLE WITH WINDOWS CLOSED

**APPLIED VEHICLES:** 2013-2015 Altima (L33)  
2013-2015 Pathfinder (R52)  
2014 Pathfinder hybrid (R52)  
2015 Murano (Z52)

**APPLIED VIN AND DATE:** 2013-2014 Applied Vehicles, **All**  
2015 Altima built before 1N4BL3AP(\*)FC 496399 / Aug 24, 2015  
1N4AL3AP(\*)FN 900527 / Aug 20, 2015  
2015 Pathfinder built before 5N1AR2M(\*)FC 716791 / Oct 17, 2015  
2015 Murano built before 5N1AZ2M(\*)FN 276211 / Oct 12, 2015

### IF YOU CONFIRM

A customer concern of while turning the steering wheel or when driving at low speed (straight or turning), a high pitch power steering noise can be heard.

- Only while seated inside the vehicle

And

- With all of the windows up

**NOTE:** If the audio and/or HVAC systems are turned ON it may be difficult to hear this issue.

### ACTION

Install an Insulator onto the end of the power steering pump motor housing with the Service Procedure starting on the next page.

**NOTE:** In addition to installing an Insulator per this bulletin:

- If you are working on a 2013 Altima, the information in NTB13-017 may apply.
- If you are working on a 2014 Altima, the information in NTB14-053 may apply.

**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

### Altima and Murano

**NOTE:** For Pathfinder, go to page 4.

1. Remove the power steering pump cover (if equipped) to access the power steering pump motor housing.
  - Two hose attachment points and two clips.

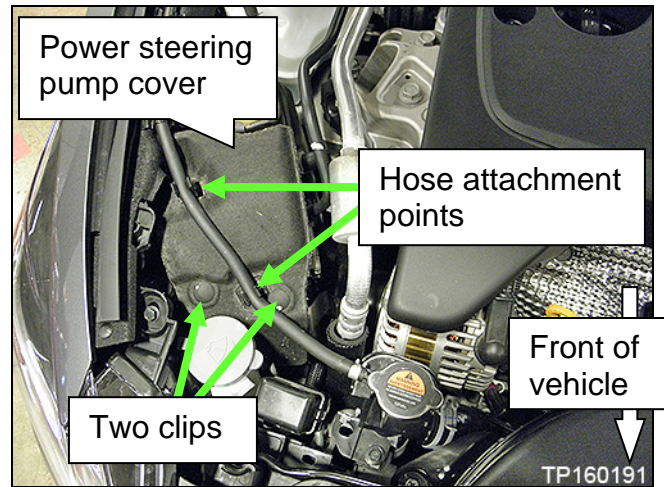


Figure 1

2. Clean the area where the adhesive will attach (Figure 2, and highlighted in red).
  - Use 50% isopropyl alcohol and water, and a clean cloth.

**NOTE:** Windshield washer fluid tank fill spout can be removed if additional access is necessary.

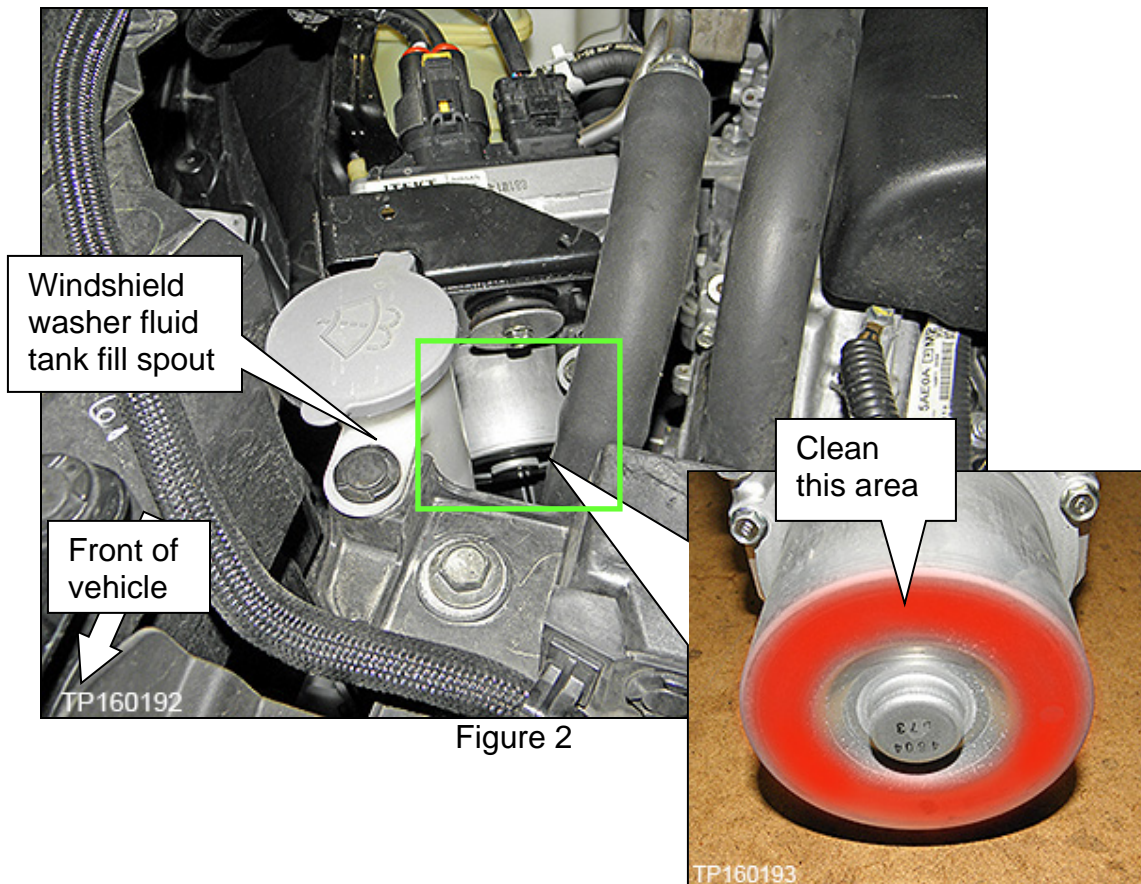


Figure 2

3. Remove the adhesive backing from the Insulator.



Figure 3

4. Attach the Insulator onto the end of the power steering pump motor housing (Figure 4).

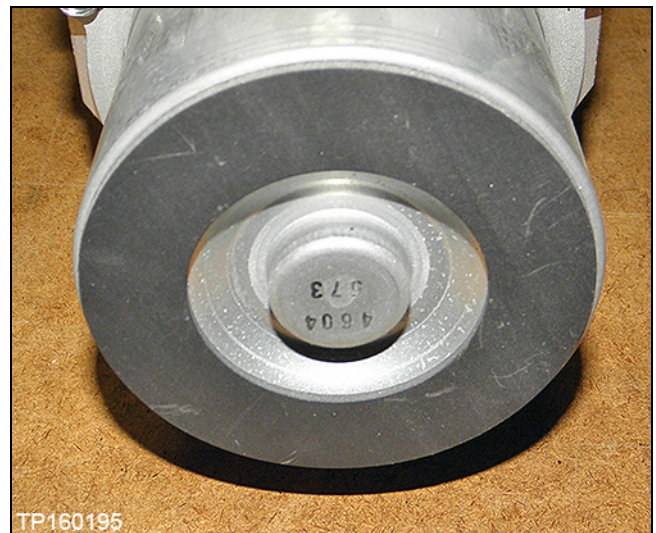


Figure 4

5. Reinstall power steering pump cover in the reverse order (if equipped).



## Pathfinder

### 1. Is the vehicle a hybrid?

**YES:** Remove the cover over the power steering pump motor housing by lifting vertically to detach two integral clips.

**NOTE:** For hybrid only, Figure 5 shown with cover already removed.

**NO:** Proceed to step 2.

### 2. Clean the end of the power steering pump motor housing.

- Clean the area where the adhesive will attach (Figure 6, and highlighted in red).

**NOTE:** Use 50% isopropyl alcohol and water) and a clean cloth.

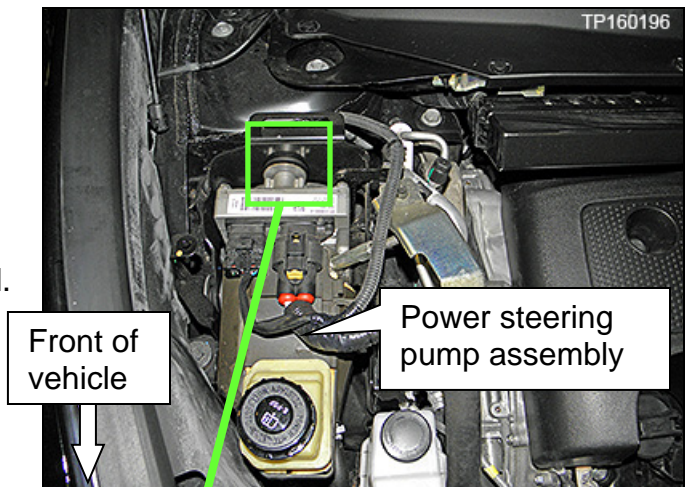


Figure 5

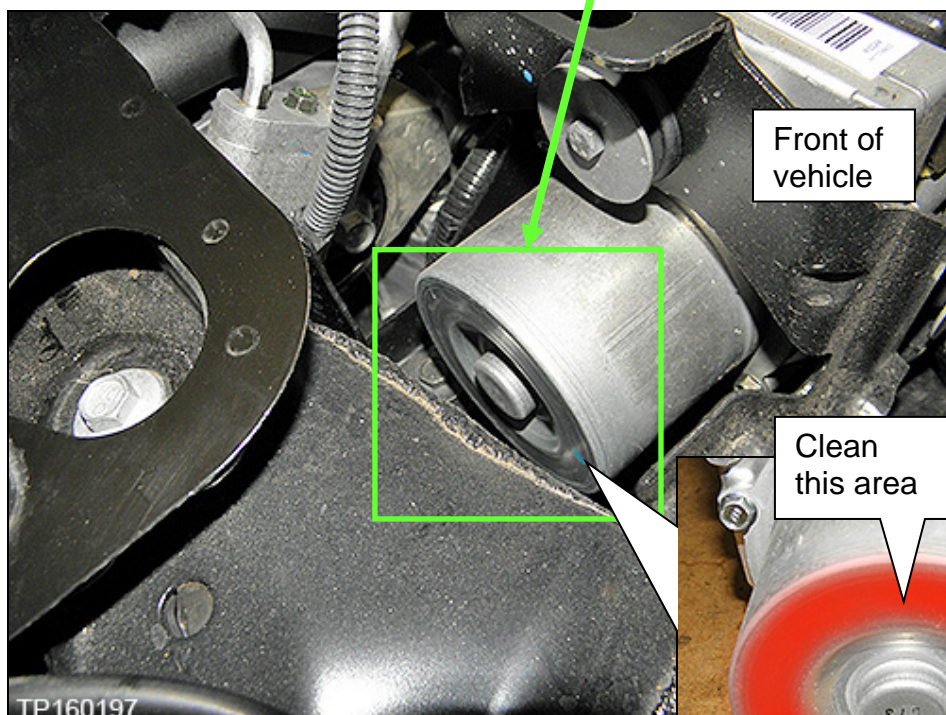
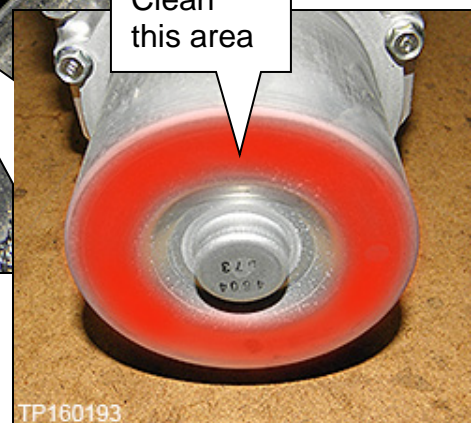


Figure 6



3. Remove the adhesive backing from the Insulator.



Figure 7

4. Attach the Insulator onto the end of the power steering pump motor housing (Figure 8).

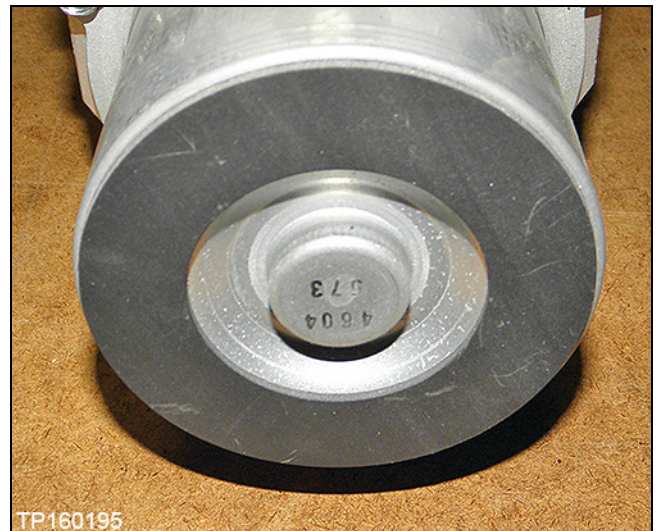


Figure 8

5. Reinstall power steering pump cover in the reverse order (hybrid only).

## PARTS INFORMATION

DESCRIPTION	PART #	QUANTITY
Insulator	49128-5BC0A	1

## CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Install Insulator	(1)	QX37AA	ZL	32	0.2

(1) Refer to the electronic parts catalog (FAST) and use the Power Steering Pump 49110 – XXXXX assembly part number as the Primary Failed Part (PFP).