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# SERVICE BULLETIN

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Classification: ST09-004	Reference: NTB09-073	Date: August 7, 2009
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## 2009 MURANO; STEERING COLUMN COMFORT ADJUSTMENT

**APPLIED VEHICLES:** 2009 Murano (Z51)

### IF YOU CONFIRM

The steering column power adjustment (tilt or telescope) does not work or makes abnormal noise when operating the switch,

### ACTION

Replace the adjustment motor (tilt or telescope) with the one listed in the Parts Information.

**NOTE:** Do not replace the entire steering column when replacement of a tilt or telescope motor will solve the incident.

**IMPORTANT:** The purpose of **ACTIONS** (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.

## PARTS INFORMATION

DESCRIPTION	P/N	QUANTITY
Motor Assembly - Tilt	48990 – 1LB6B	1; if needed
Motor Assembly - Telescopic	48991 – 1LB6B	1; if needed

## CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace Steering Column Tilt Motor	(1)	QA24AA	ZE	32	(2)

(1) Reference the Parts Information Table and use the Tilt Motor P/N as the PFP.

(2) Reference the current Nissan Flat Rate Manual and use the Indicated FRT.

## AND/OR

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace Steering Column Telescope Motor	(3)	QA26AA	ZE	32	(4)

(3) Reference the Parts Information Table and use the Telescope Motor P/N as the PFP.

(4) Reference the current Nissan Flat Rate Manual and use the Indicated FRT.

## SERVICE PROCEDURE

1. Set the ignition to the ACC position.

**WARNING:** Make sure the ignition is in the ACC position (not the ON position).

2. Remove screws from the front of the steering column cover as follows:

- a. Turn the steering wheel 90° to the right of center.
- b. Remove the screw shown in Figure 1.
- c. Turn the steering wheel 90° to the left of center.
- d. Remove the left side screw; just like the one shown in Figure 1.



Figure 1

3. Set the ignition to the OFF position.

**WARNING:** Make sure the ignition stays in the OFF position until the Service Procedure is complete.

4. Telescope the steering wheel to the full out position (towards the driver) and tilt to the highest position.

### NOTE:

- If one or both functions (tilt or telescope) are inoperative, try pushing or pulling the steering wheel while operating the tilt & telescope switch.
- If you are unable to adjust the steering wheel position, continue with the procedure. Instructions for steering wheel adjustment will be given later.

5. Remove instrument side finisher LH.

- Use plastic trim tool as shown.



Figure 2

6. Remove instrument lower panel LH as follows:

- a. Remove 2 screws securing the hood release.

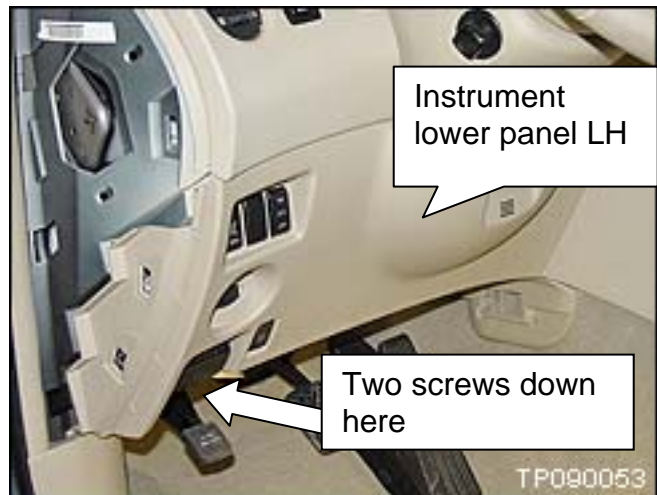


Figure 3

- b. Carefully pull the panel away from the dash to disengage the clips.

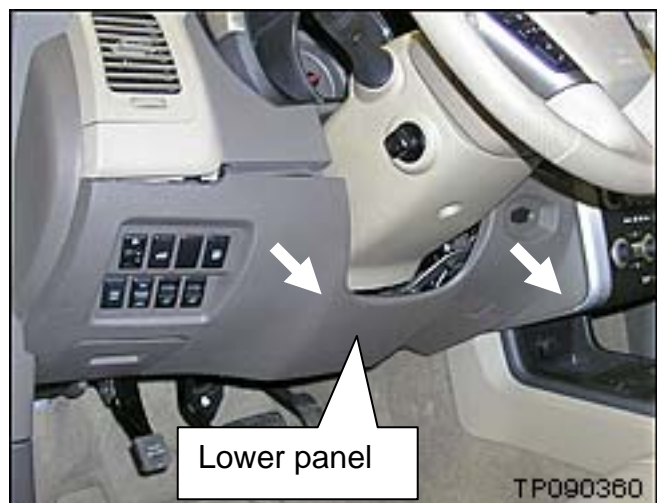


Figure 4

- c. Disconnect the climate control cabin temperature tube and electrical connector (see Figure 5).
- d. Disconnect electrical connector from the key port.
- e. Disconnect electrical connectors for the items on the left side of the panel (see Figure 5).

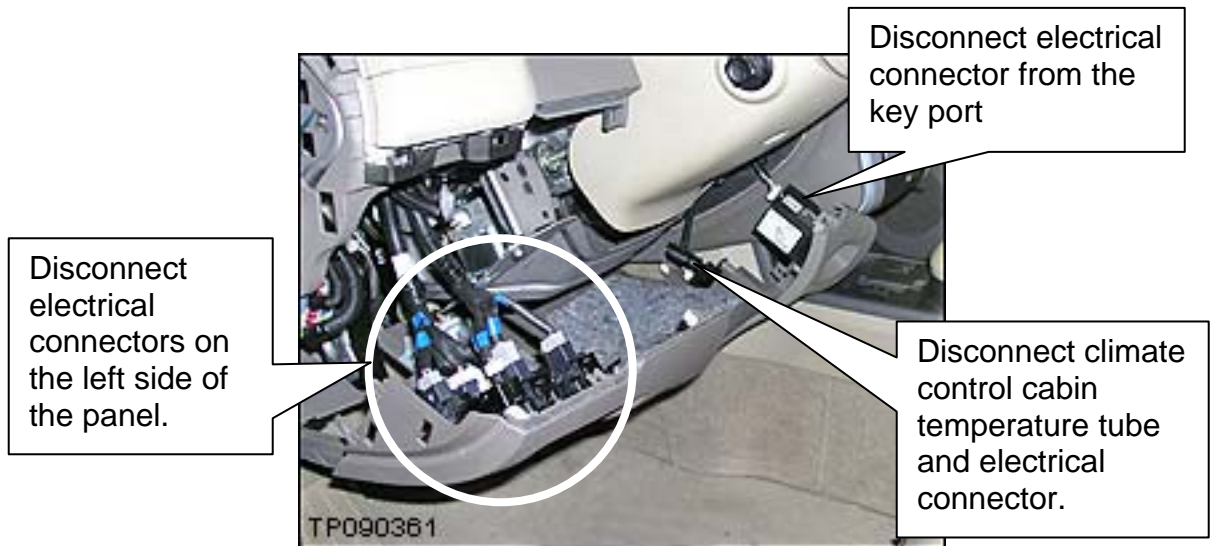


Figure 5

- f. Panel can hang to the floor.
  - No other connectors need to be disconnected.



Figure 6

7. Remove metal knee panel - 4 bolts.



Figure 7

8. Remove steering column lower cover as follows:

a. Remove screw from the lower cover.

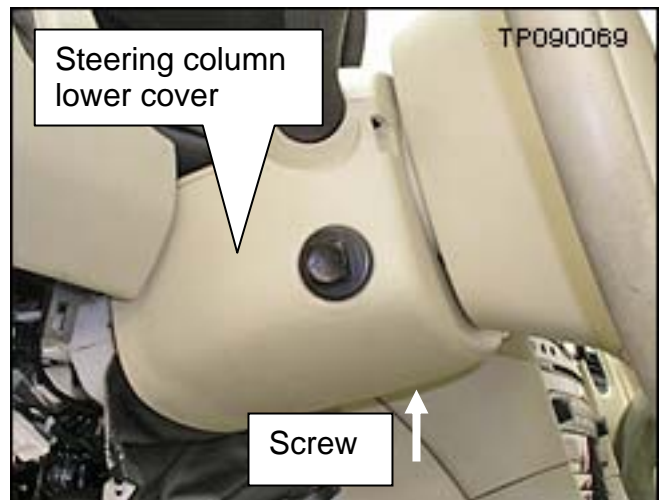


Figure 8

b. Pull the lower cover down, away from the upper cover.

- Upper steering column cover does not need to be removed.

c. Remove / snap loose the tilt & telescope switch from the cover.

d. Disconnect tilt & telescope switch electrical connector.

e. Set the lower cover out of the way.



Figure 9



## Tilt motor replacement

**NOTE:** See page 9 for telescope motor replacement.

1. Disconnect the tilt motor electrical connector.
2. Remove the two bolts from the tilt motor link shown in Figure 10.
  - Torque for reassembly: 18.5 N·m (1.9 kg·m, **14 ft-lb**)

**NOTE:** Hold the weight of the steering wheel to relieve pressure from these bolts. This will make it easier to remove or install them.

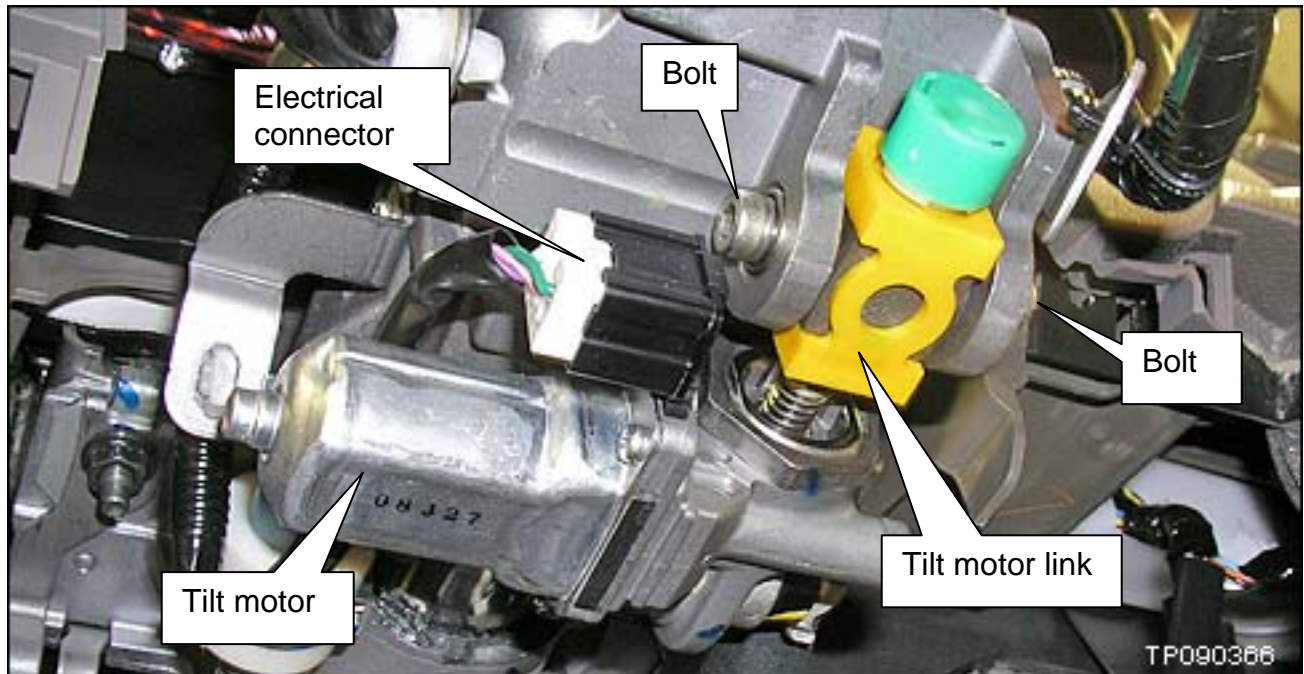


Figure 10

3. Remove the tilt motor mounting bolt – right side of the column.
  - Torque for reassembly:  
18.5 N·m (1.9 kg·m, **14 ft-lb**)

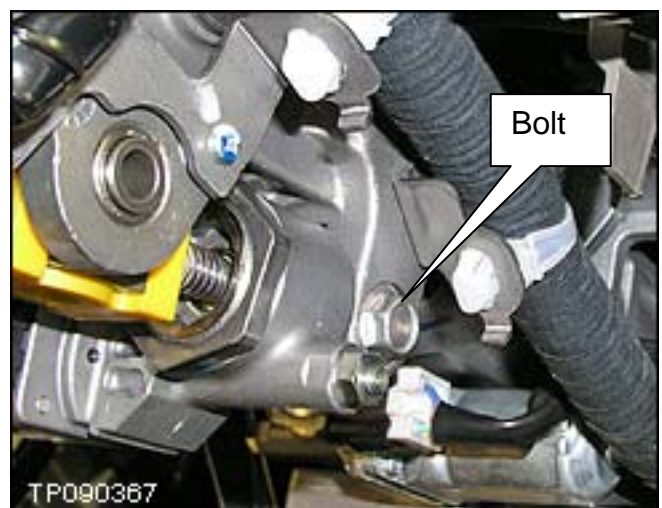


Figure 11

4. Remove the tilt motor.

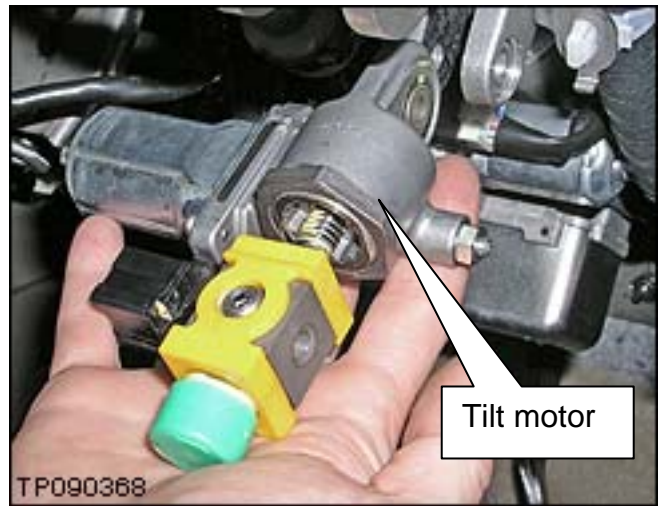


Figure 12

5. Install the tilt motor in reverse of removal.

- When installing the bolts for the link, manually move the steering wheel tilt (up and down) to align the bolt holes.

6. If you need to replace the Telescope motor, go to the next page.

7. If repair is finished, reinstall all parts removed in reverse order.

8. Make sure tilt and telescope motor work correctly.

9. Inform the customer they will need to reset their Automatic Drive Positioner (ADP) settings.



## Telescope motor replacement

**NOTE:** See page 7 for tilt motor replacement.

1. Disconnect the telescope motor electrical connector.
2. Remove the two screws from the telescope motor link shown in Figure 13.
  - Torque for reassembly: 1.2 N·m (0.12 kg·m, **10 in-lb**)
3. Remove the mounting bolt shown in Figure 13.
  - Torque for reassembly: 18.5 N·m (1.9 kg·m, **14 ft-lb**)

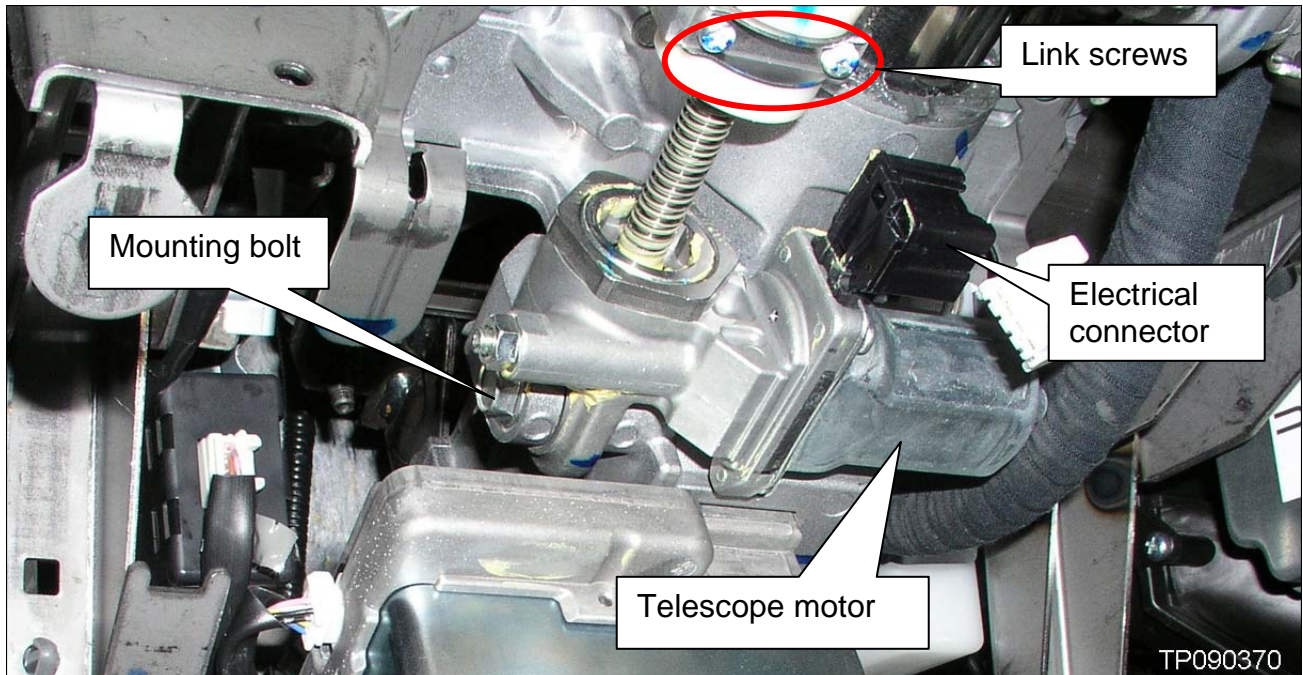


Figure 13

### **NOTE:**

- If the steering wheel could not be telescoped to the full out position in step 4,
- Manually **pull** the steering wheel to the full out position.



Figure 14

4. Remove the telescope motor.



Figure 15

5. Install the telescope motor in reverse of removal.

- a. Turn (adjust) the telescope link to the full out position,
- b. Then adjust as needed to fit it into its mounting position.



Figure 16

6. Reinstall all parts removed in reverse order.
7. Make sure the telescope and tilt motors work correctly.
8. Inform the customer they will need to reset their Automatic Drive Position (ADP) settings.