

**Classification:**

BT13-016

**Reference:**

ITB13-058

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**Date:**

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## 2009-2013 G37 CONVERTIBLE; SQUEAK / RATTLE / BUZZ NOISE FROM ROOF AND TRUNK AREAS

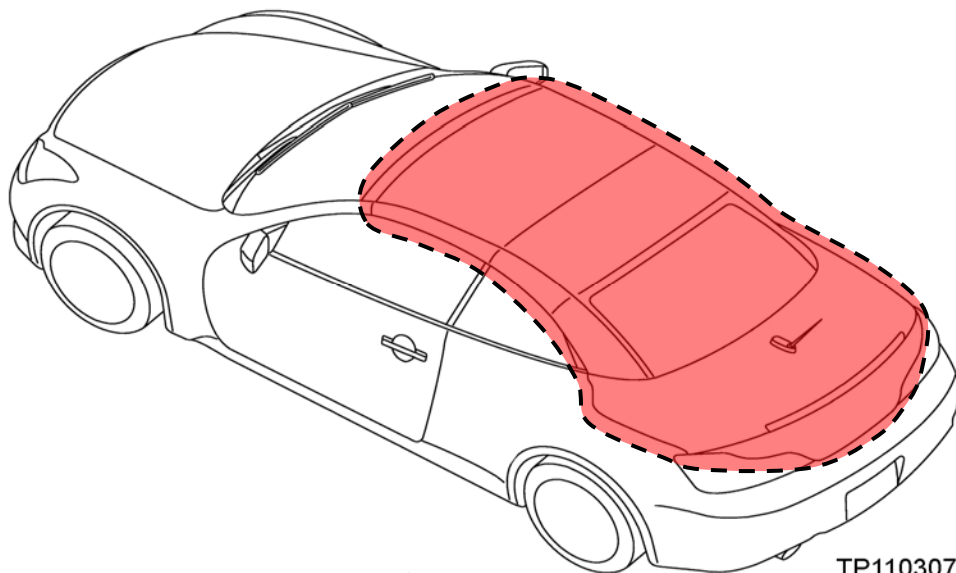
This bulletin supersedes ITB10-071, ITB11-035, ITB12-003, and ITB13-032.

**APPLIED VEHICLE:** 2009 - 2013 G37 Convertible (HV36)

**IF YOU CONFIRM:**

There is a squeak, rattle, "buzz", or rubbing type noise coming from the retractable hard top or trunk areas while driving.

- See page 4 and 5 for specific locations and types of noises.



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**ACTION:**

Refer to the **Repair Overview** on page 4 and 5.

**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 **Repair Overview** as it contains information that is essential to successfully completing this repair.

Infiniti 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 Infiniti dealer to determine if this applies to your vehicle.

## PARTS INFORMATION

	DESCRIPTION	PART NUMBER	QTY
Repair Procedure A	Lock Assy-Folding Roof	97096-JJ50B	1
	Tape	J-50397-15	(a) (b)
	PAD (felt cloth and tape kit)	97085-JJ52D	1 (c)
Repair Procedure C	O-RING	970D3-JJ50A	2 (d)
Repair Procedure D	Pin - Roof Center, LH	73159-JJ50C	1
	Pin - Roof Center, RH	73158-JJ50C	1
Repair Procedure E	DuPont Krytox® Lubricant – GPL-105	82306-5Z000	(e)
Repair Procedure F	PAD (felt cloth and tape kit)	97085-JJ52D	1 (f)
	MALE ASSY – DOVETAIL	844A7-JJ50B	(g)

- (a) Available in Squeak & Rattle Kit #J-50397.
- (b) One part will repair more than one vehicle.
- (c) If needed. Only the 1 mm sheet is used. This part will repair more than one vehicle.
- (d) If needed.
- (e) Order this product from your PDC. One container per vehicle.
- (f) There are three sheets of felt cloth in three different thicknesses. Use the chart on page 33 to determine the location of each thickness of felt cloth. All pieces will need to be cut to size.
- (g) Up to two pieces, as needed.

## CLAIMS INFORMATION

**For procedures A – E be sure to claim on the same repair line**

**Repair Procedure A:**

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

DESCRIPTION	PFP	OP CODE	SYM	DIAG	FRT
Replace Latch	73159-JJ50B	SA32AA	ZL	46	(1)

(1) Reference the current Infiniti Warranty Flat Rate Manual and use the indicated FRT.

**Repair Procedure B:**

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

DESCRIPTION	PFP	OP CODE	SYM	DIAG	FRT
Apply Grease	73159-JJ50B	SX10AA	ZL	46	0.3

**Repair Procedure C:**

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

DESCRIPTION	PFP	OP CODE	SYM	DIAG	FRT
Perform Ball Joint and Socket Align Adjustment	73159-JJ50B	SX06AA	ZL	46	0.3

**Repair Procedure D:**

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

DESCRIPTION	PFP	OP CODE	SYM	DIAG	FRT
Remove Shims	73159-JJ50B	SX11AA	ZL	46	0.4

**Repair Procedure E:**

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

DESCRIPTION	PFP	OP CODE	SYM	DIAG	FRT
Clean All Weather Strips	73159-JJ50B	SX07AA	ZL	46	0.3

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**Only Claim Procedure F on a separate repair line**

**Repair Procedure F**

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Repair Rear Roof	97160-JJ50A	SX08AA	ZL	46	5.6

## SERVICE PROCEDURE

### Repair Overview

Use the following pictures on the next two pages to determine which repairs to perform.

- # 1) Pop type noise; perform **Repair Procedure A** starting on page 6.
- # 2) Creak type noise; perform **Repair Procedure A** starting on page 6.
- # 3) Rattle type noise; perform **Repair Procedure B** starting on page 8.
- # 4) Ticking type noise; perform **Repair Procedure C** starting on page 9.
- # 5) Rear roof panel movement; perform **Repair Procedure D** starting on page 11.
  - A ticking and/or rattle type noise may also be heard along with rear roof panel movement.

For # 6 and # 7, go to the next page.

#### NOTES:

Perform all repairs in a clean work environment. Make sure your hands/gloves are clean.

Use fender covers when leaning over the sides of the vehicle.

Use protective covering as needed if and when positioned inside the vehicle.

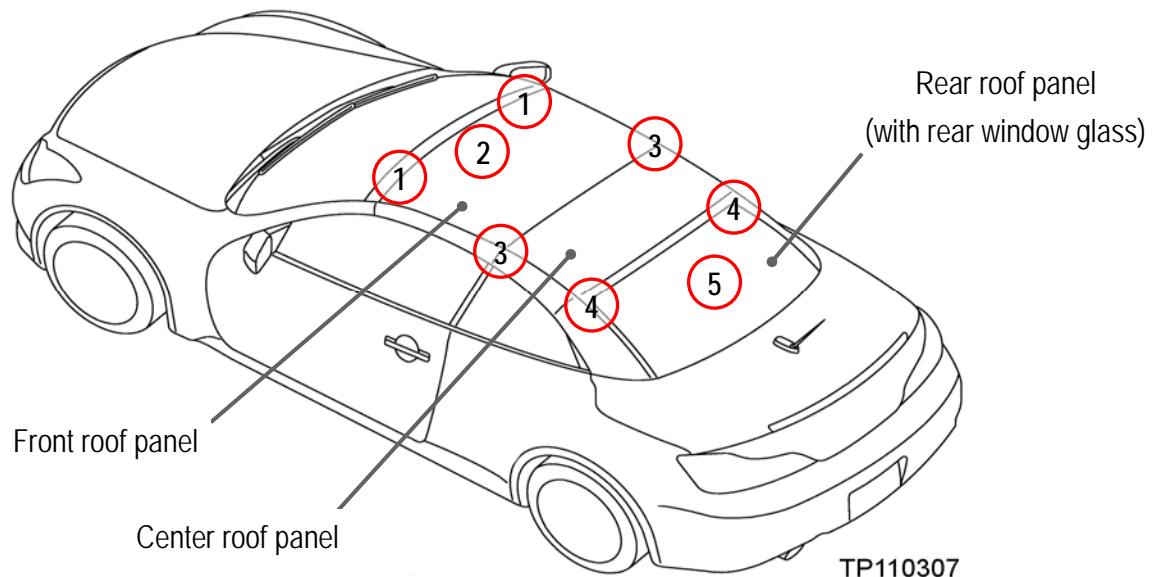


Figure 1

# 6) Rubbing/creak type noise; perform **Repair Procedure E** starting on page 13.

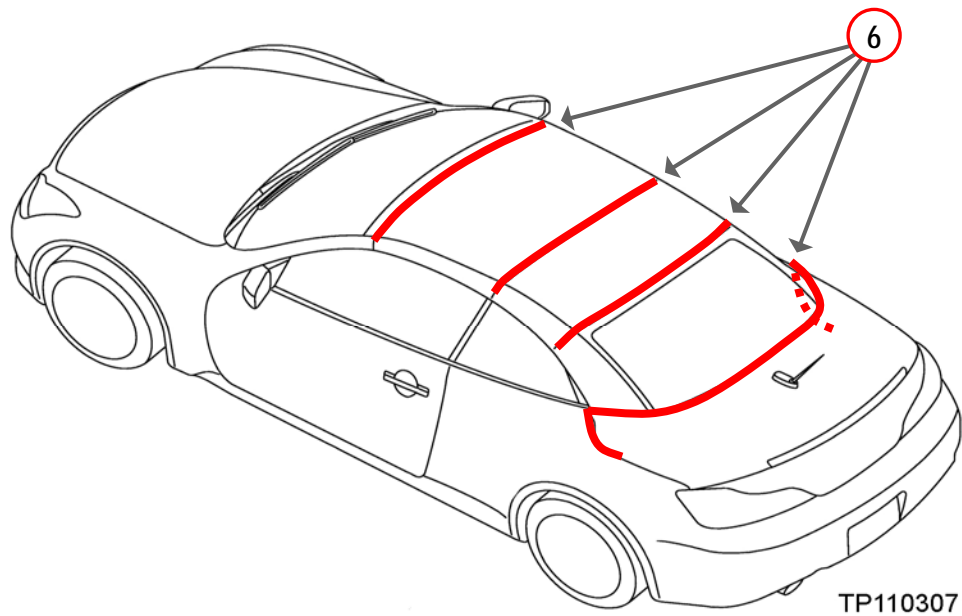


Figure 2

# 7) Any squeak, rattle, or "buzz" type noise is heard in the shaded area below; perform **Repair Procedure F** (starting on page 15) when:  
# 1-6 do not apply  
OR  
One or more of # 1-6 have been performed, the remainder of # 1-6 do not apply, and other noises are still heard in the shaded area below.

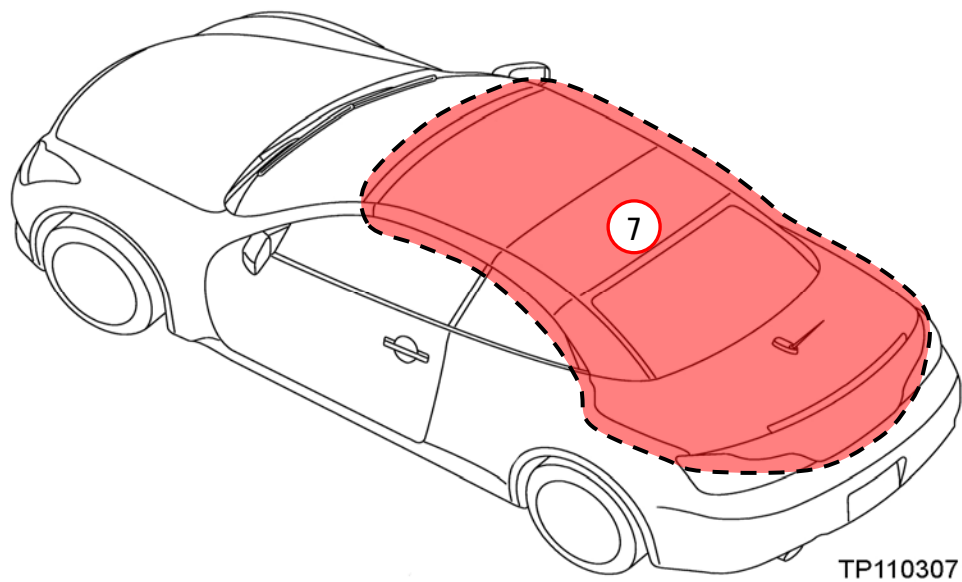


Figure 3

## Repair Procedure A

Perform this repair for one or both of the following noises:

- A “pop” type noise is heard in the sun visor area(s) when the vehicle is turning and/or the body flexes.
- A “creak” type noise is heard in the center of the front roof garnish when the roof is warm, and driving over bumps.

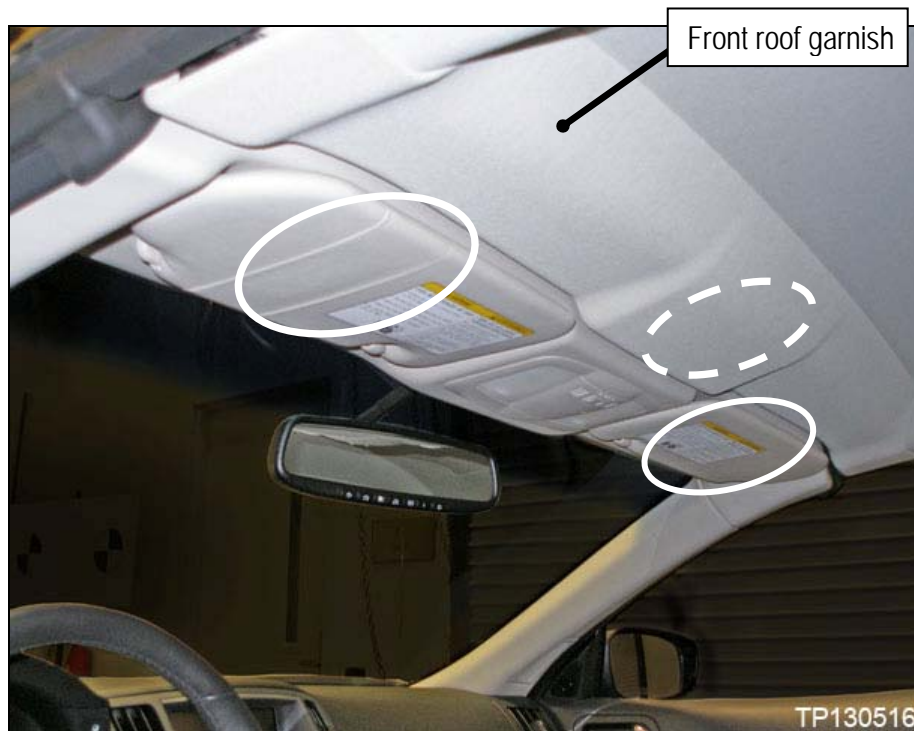


Figure 1a

1. Replace the roof lock assembly (see **PARTS INFORMATION** on page 2).
  - Refer to the **K BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > RF Roof** section of the Electronic Service Manual (ESM).
2. Before installing, add tape to the roof latch motor where noted on the next page.
  - Inspect the condition of the felt tape on the front roof garnish's clips.



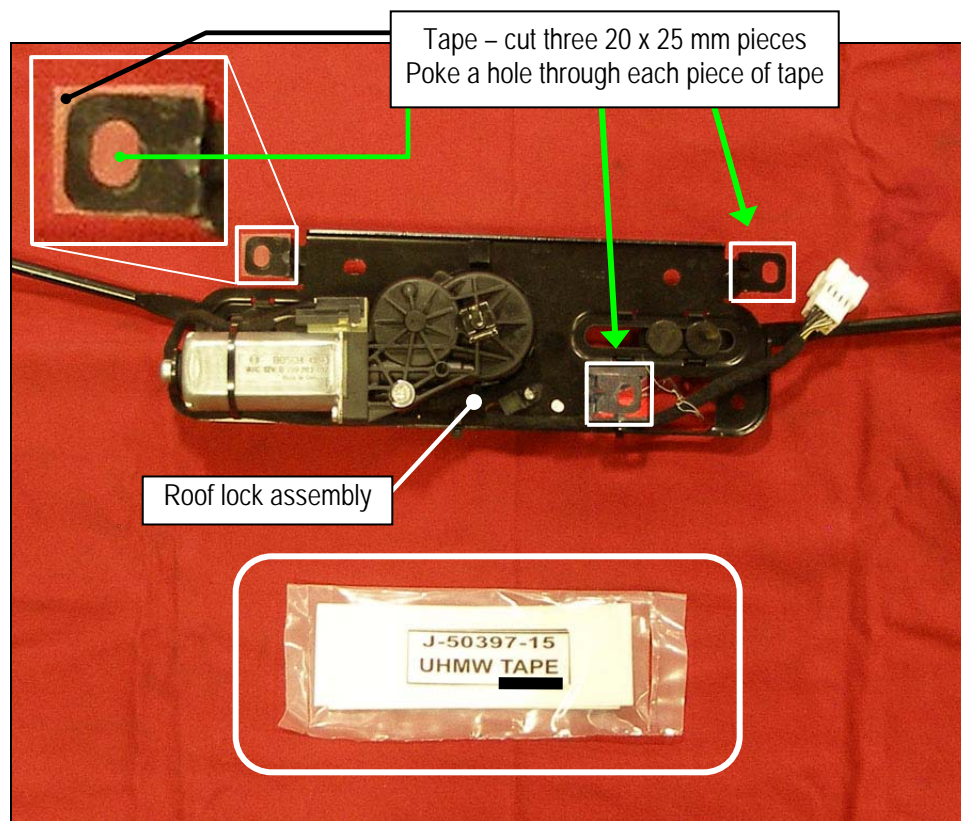


Figure 2a



Figure 3a

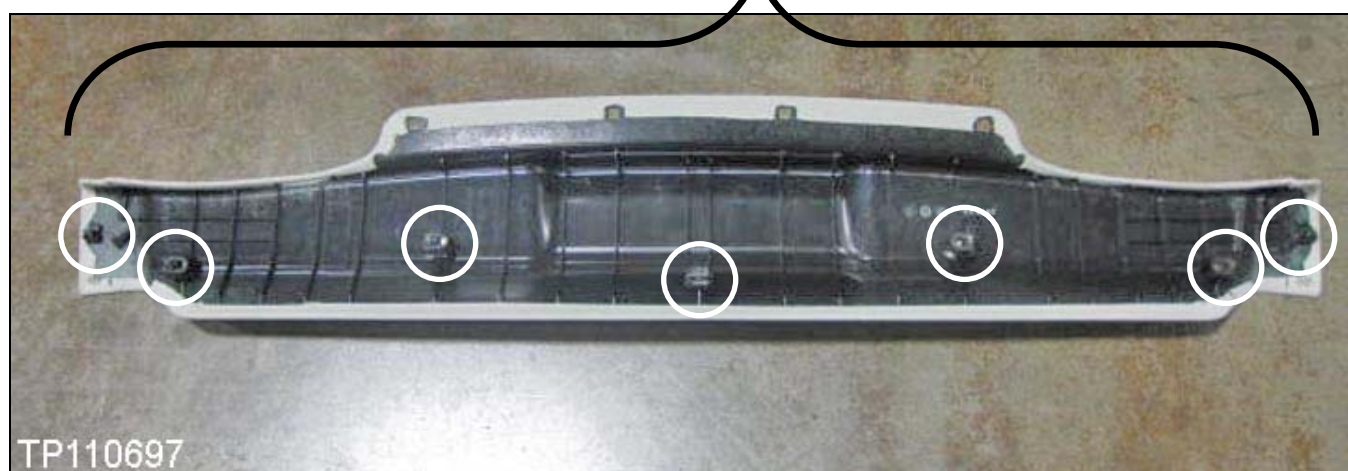


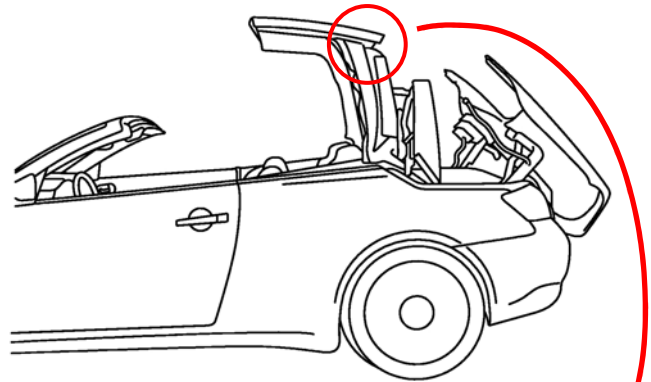
Figure 4a: Front roof garnish

## Repair Procedure B

Perform this repair when a rattle type noise is heard on either side between the front and center roof panels when driving over large bumps or potholes.

1. Partly open the retractable hard top (or roof) as shown in Figure 1b.

**CAUTION:** When left in a partially open position, the roof could slowly drop which may cause roof damage.



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Figure 1b

2. Locate the slider bars between the front and center roof panels on both sides of the roof (see Figure 2b).
3. Apply a thin coat of heavy bearing grease or equivalent with a cotton swab or small brush on both slider bars where shown in Figure 3b and 4b.

**CAUTION:** Be careful not to apply an excess amount of grease. It may eventually get on the headlining, causing a stain.

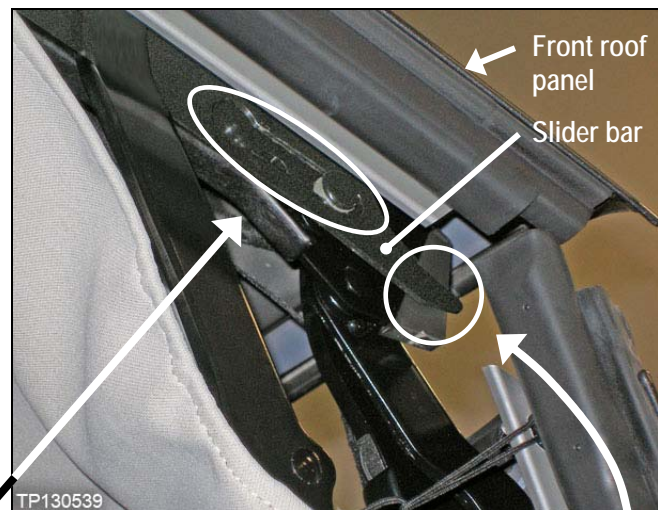


Figure 2b

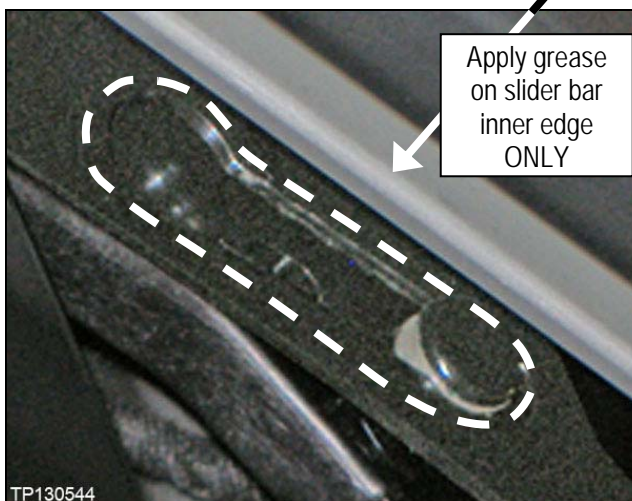


Figure 3b

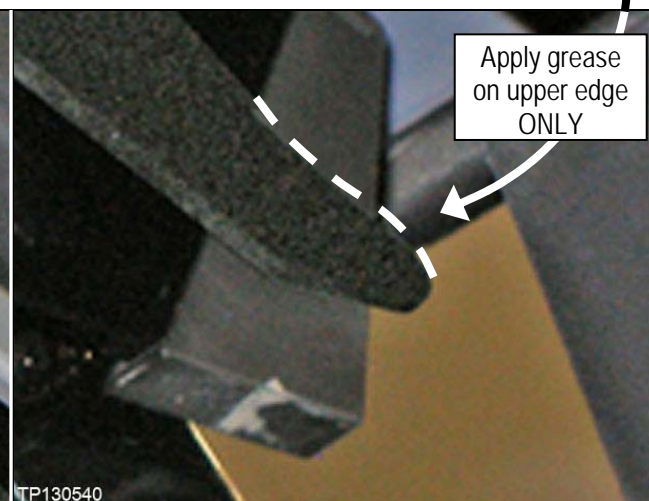


Figure 4b



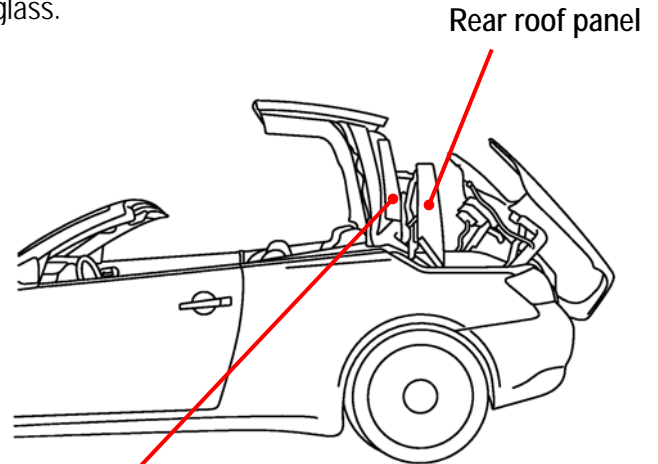
## Repair Procedure C

Perform this repair when a ticking type noise is heard around the upper corners of the rear roof panel when driving.

**NOTE:** The rear roof panel includes the rear window glass.

1. Partly open the roof as shown in Figure 1c.

**CAUTION:** When left in a partially open position, the roof could slowly drop which may cause roof damage.



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Figure 1c

2. Check both O-rings for impressions.
  - There is one (1) O-ring at each rear corner of the center roof panel, mounted on center roof panel pins as shown in Figure 2c.

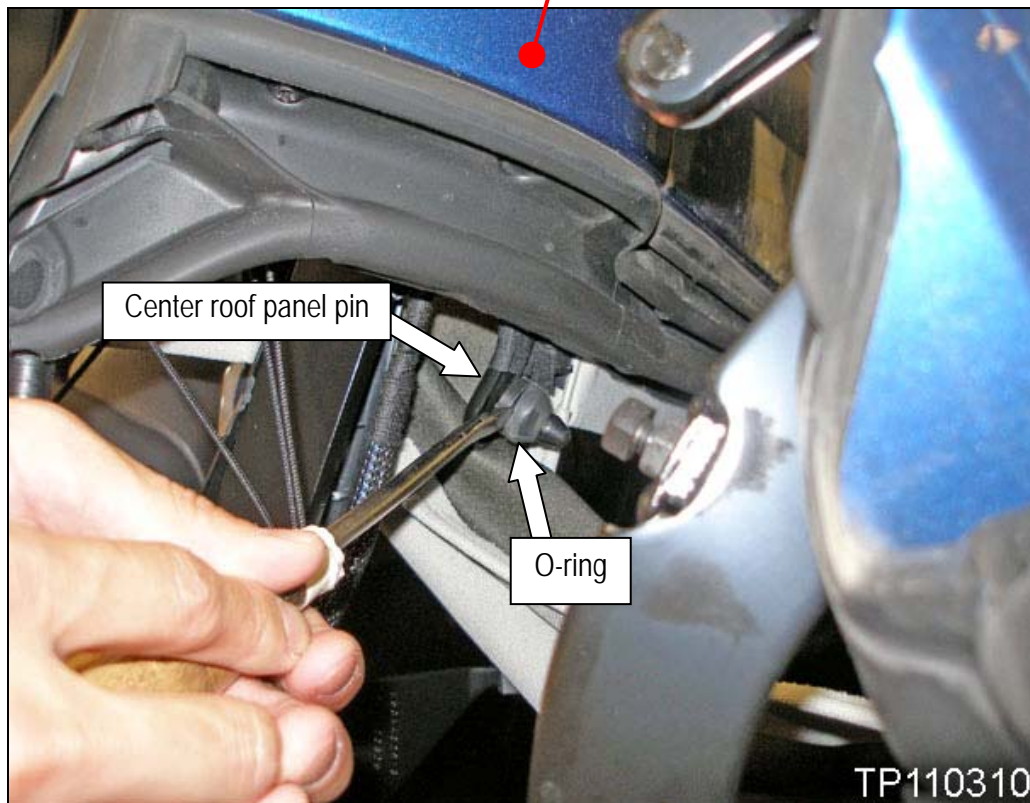


Figure 2c

3. If impressions are found on either O-ring (see example in Figure 3c):
  - a. Replace both roof panel pins (or pins) if they have not been previously replaced with the ones listed in **PARTS INFORMATION** (see **Procedure D** for pin replacement).

OR

  - b. If the pins were previously replaced with the ones listed in **PARTS INFORMATION**, replace the O-rings only.

**NOTE:** Pins come with O-rings, and the O-rings are available separately (see **PARTS INFORMATION**).

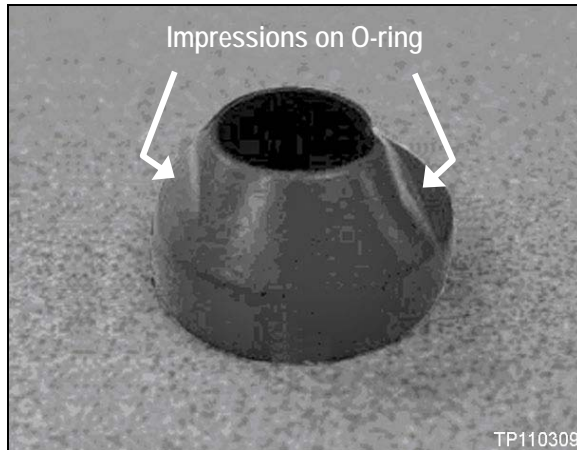


Figure 3c

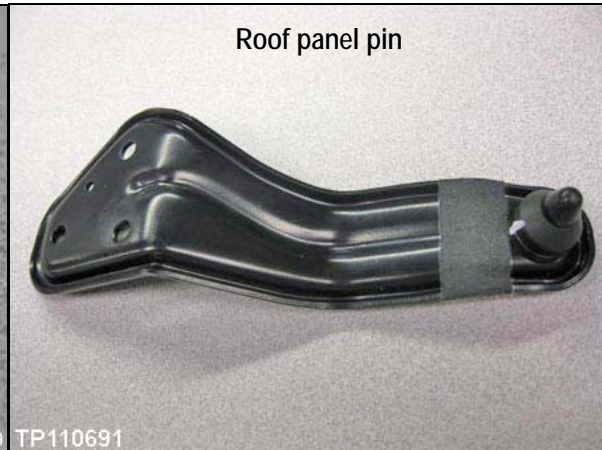


Figure 4c

3. Next, loosen the Torx screws (size T-30) for both rear roof panel retainers. See Figure 5c.
  - The retainers are located at both front corners of the rear roof panel.
  - Loosen the retainers enough so they move around easily by hand, but not on their own.



Figure 5c

4. Fully close the roof.
  - This will allow the retainers to align with the pins.
5. Open the roof, and then tighten the retainer's Torx screws.
  - Torx screws torque: 9.5 N•m (0.97 kg-m, **84 in lb**)

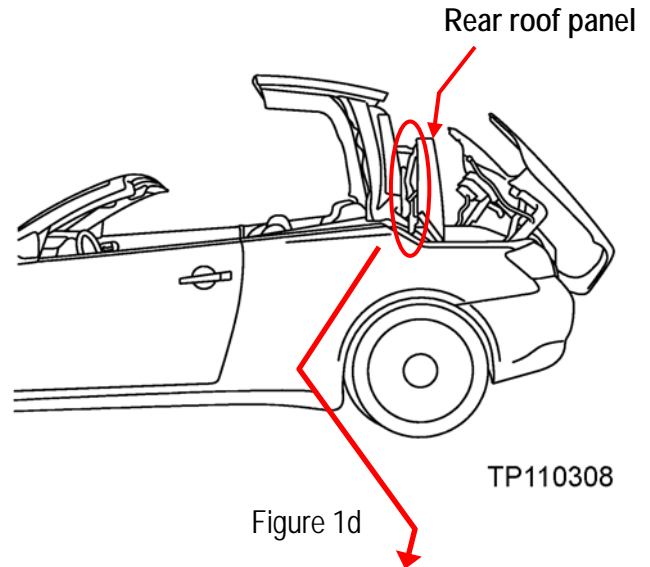
## Repair Procedure D

Perform this repair when the rear roof panel moves side-to-side when driving over bumps.

- A ticking and/or rattle type noise may be heard during this issue.

1. Partly open the roof as shown in Figure 1d.

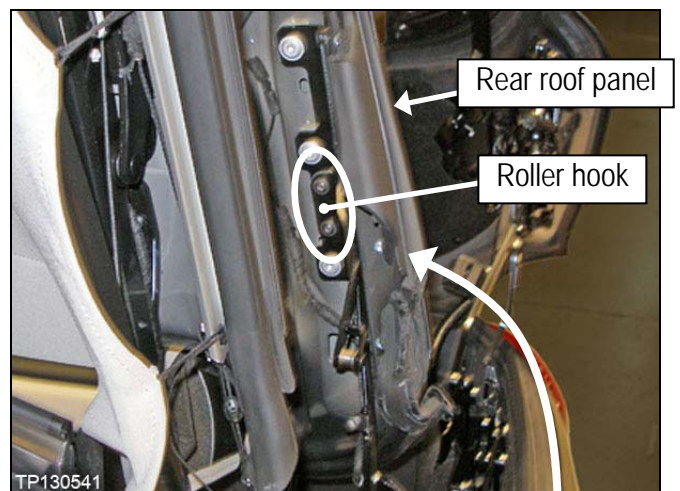
**CAUTION:** When left in a partially open position, the roof could slowly drop which may cause roof damage.



2. Loosen the two Torx screws of both roller hooks, and then remove the shims behind them.

- There are two roller hooks, one on each side of the rear roof panel.
- Keep the roller hooks in their original positions as they were before loosening when tightening their Torx screws.
- If needed, mark the roller hooks' positions prior to loosening with a suitable marker that can be cleaned off after this repair.

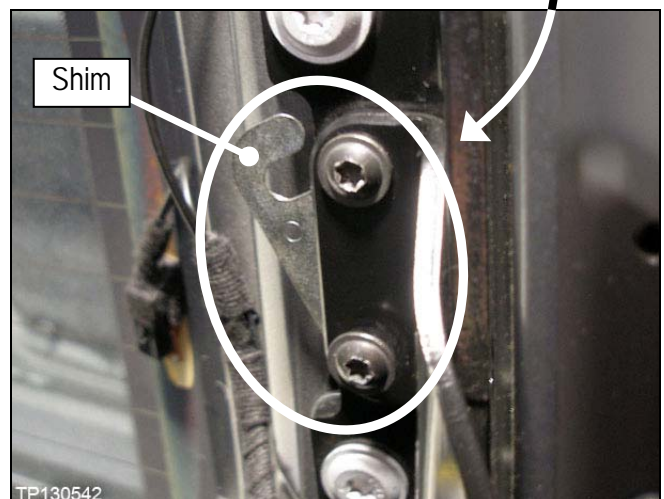
**CAUTION:** If the roller hooks do not keep their original positions, they may not latch properly which may cause damage.



3. After removing the shims, tighten the roller hooks' Torx screws.

- Torx screws torque: 8.5-10.5 N·m (0.87-1.07 kg-m, 75.2-92.9 in lb)
- Clean off any markings.

**CAUTION:** If the roller hooks are not secured in their original positions, they may not latch properly which may cause damage.





4. Replace both roof panel pins (or pins).

- Both pins can be accessed by reaching inside the headlining where shown in Figure 4d.
- Figure 5d shows the headlining removed for pin location only. **The headlining does not need to be removed to access the pins.**



Figure 4d



Figure 5d



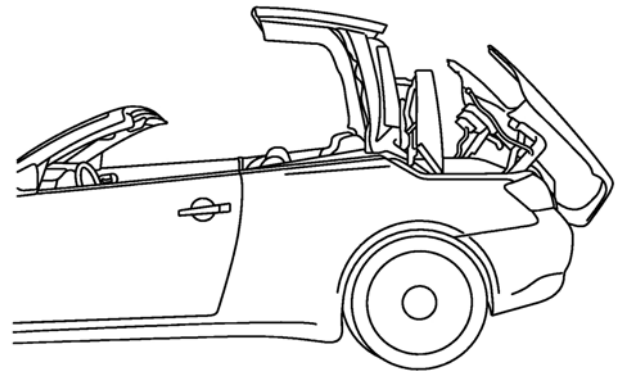
Figure 6d

## Repair Procedure E

Perform this repair when a rubbing or creaking type noise is heard from any section of any roof seal while driving.

1. Partly open the roof as shown in Figure 1e.

**CAUTION:** When left in a partially open position, the roof could slowly drop which may cause roof damage.



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Figure 1e

2. Using a damp cloth, clean the contact surfaces of all roof related weatherstrips (see Figure 2e).



Figure 2e

- Also clean the area of the seal (where circled in Figure 2e and 3e) on both sides of the vehicle.



Figure 3e



3. Using your finger, apply a thin coat of DuPont Krytox® Lubricant on all cleaned weatherstrip contact surfaces.
- DuPont Krytox® Lubricant is available from your local PDC. See **PARTS INFORMATION** on page 2.
  - Make sure to apply lubricant on both surfaces of seals with two (2) contact surfaces. See Figure 4e for example.
  - For cleanliness, it is recommended to use latex or similar type gloves.

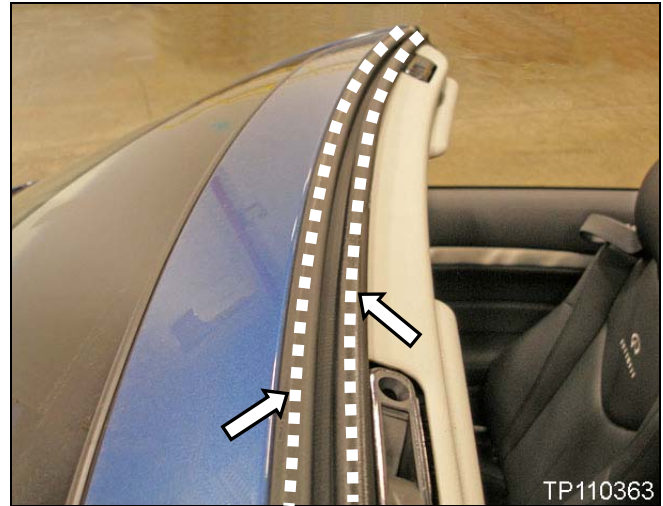


Figure 4e



Lubricant

## Repair Procedure F

Perform this repair procedure when:

- Any squeak, rattle, or "buzz" type noise is heard in the roof area
- AND
- **Repair Procedures A-E** do not apply
- OR
- One or more of **Repair Procedures A-E** have been performed, the remainder of **Repair Procedures A-E** do not apply, and other noises are still heard in the roof area.

For tape and felt identification and location, refer to page 32-34. For parts needed, see **PARTS INFORMATION** on page 2.

1. Remove the rear roof lower garnish with a suitable pry tool.

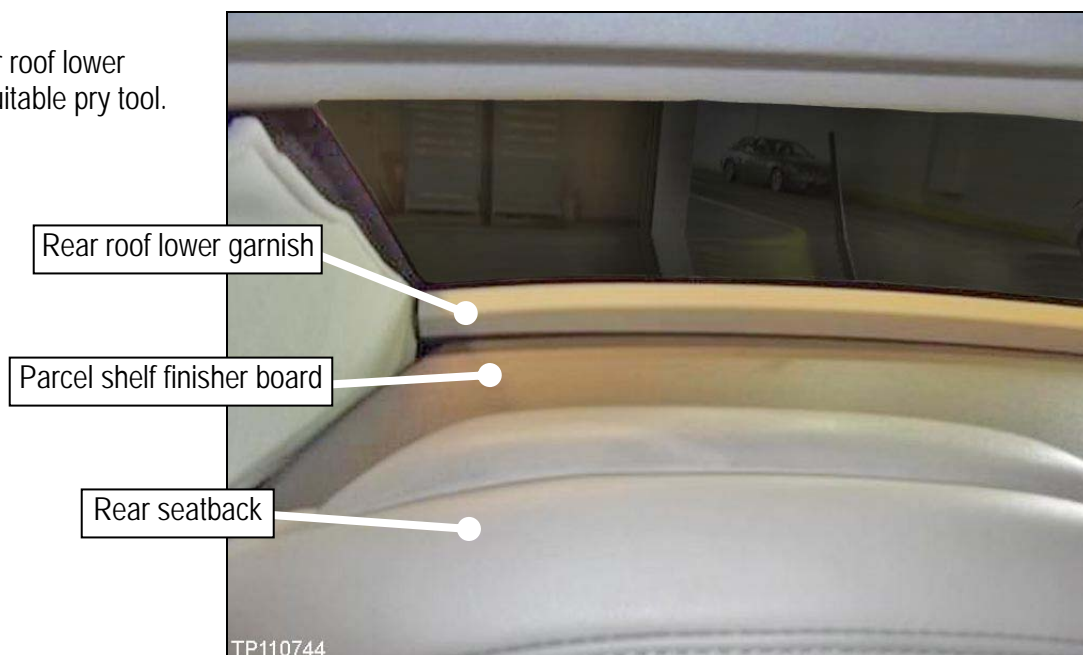


Figure 1f

2. Cut two 10 mm x 100 mm pieces of felt cloth from the 1 mm sheet, and then install where shown in Figure 2f.
3. Break off the locator pin with suitable pliers (see Figure 2f).

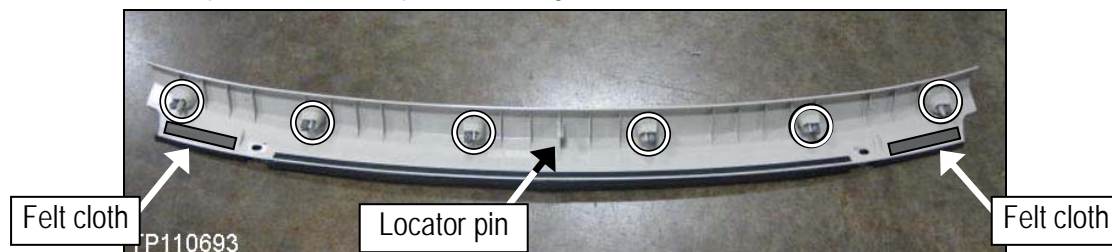


Figure 2f

4. Cut six 10 x 50 mm pieces from the 1 mm sheet, and apply to the clips as shown in Figure 3f, and where circled in Figure 2f.



Figure 3f

5. Next, position the roof as shown in Figure 4f.

**CAUTION:** When left in a partially open position, the roof could slowly drop which may cause roof damage.

6. Remove the rear roof upper garnish with a suitable plastic pry tool.

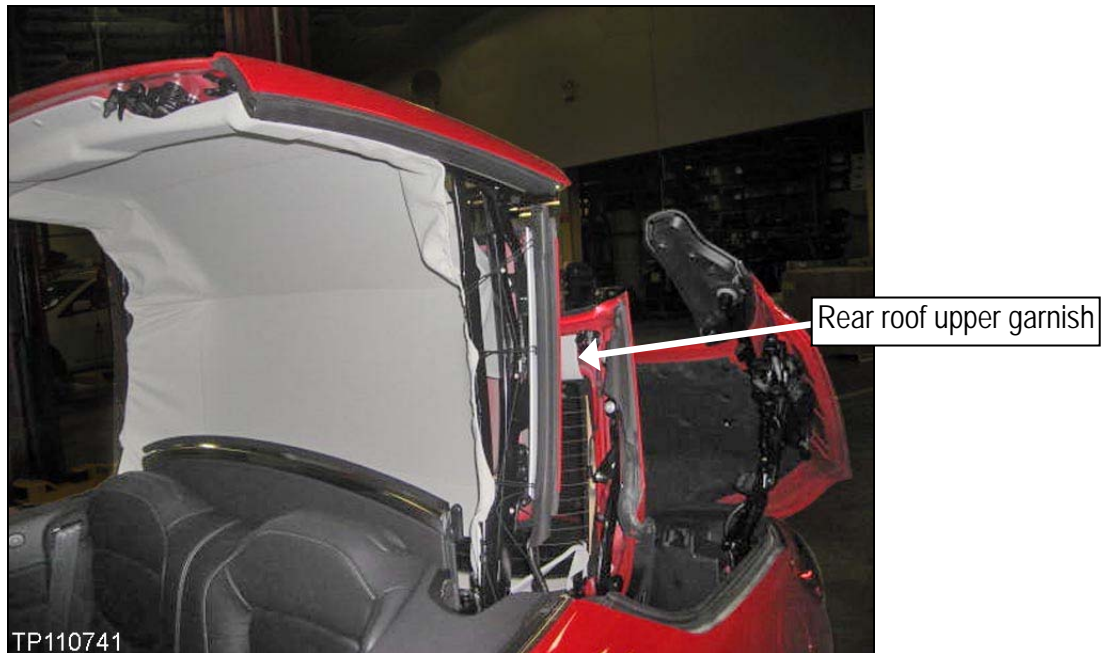


Figure 4f

7. Break off flush both locator pins. See Figure 6f, and arrows in Figure 5f.



Figure 5f

8. Remove any existing felt cloth from all clips.

9. Cut four 50 mm pieces from the tape roll, and then apply on the clips. See Figure 7f, and where circled in Figure 5f.

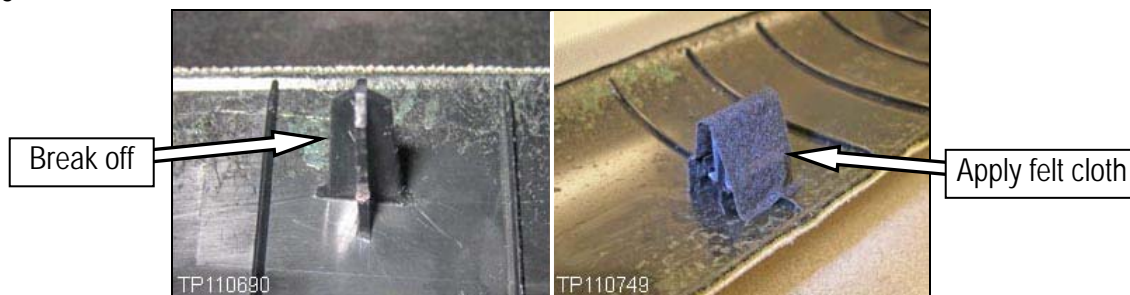


Figure 6f

Figure 7f



10. Next, remove the front roof garnish with a suitable pry tool.



Figure 8f

11. Apply felt cloth (from the tape roll) along the white dotted line in Figure 9f.

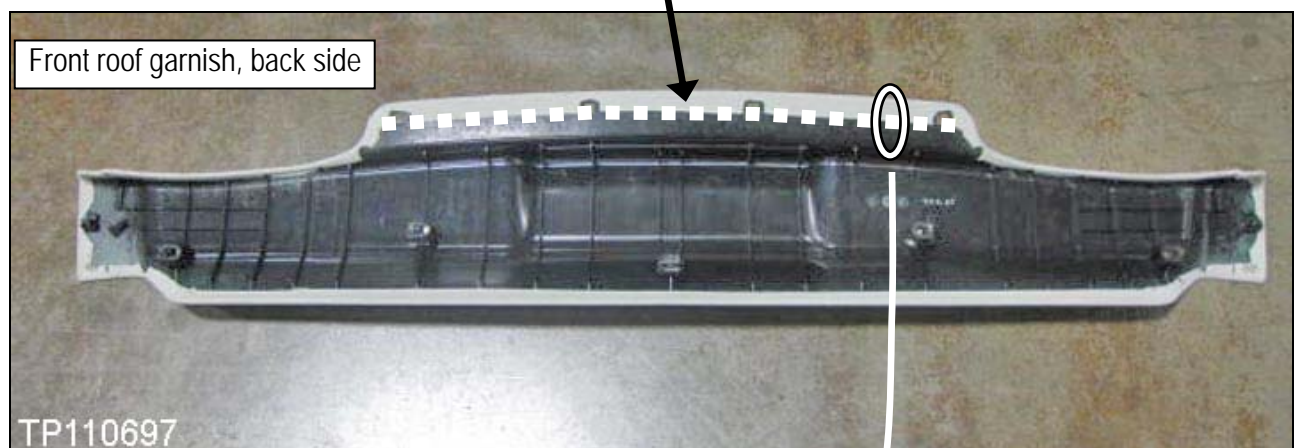


Figure 9f

- Figure 10f shows side view (cutaway) of felt cloth position.

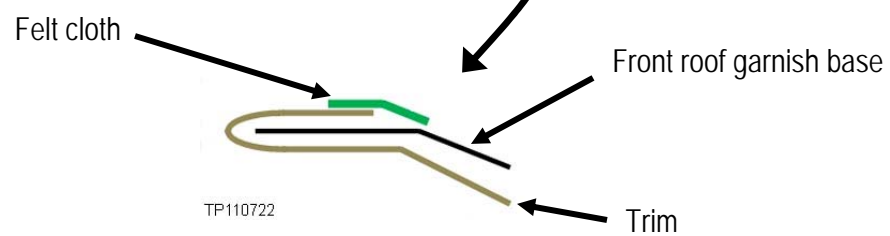


Figure 10f

12. If felt cloth is already applied as shown in Figure 11f, skip to Step 15.

- If not, go to the next step.



Figure 11f

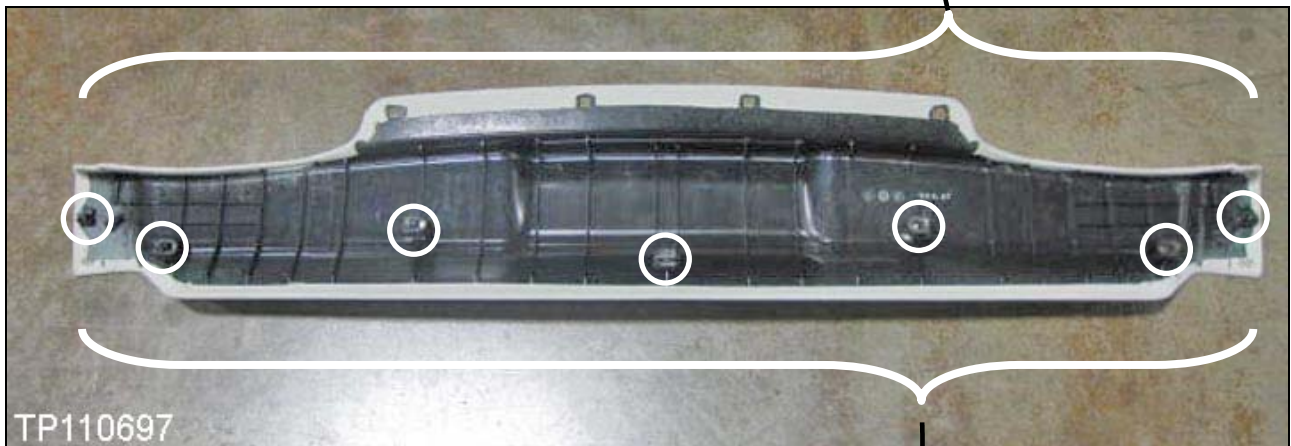


Figure 12f

13. Remove any felt cloth found at the sides of the clips (see Figure 13f).

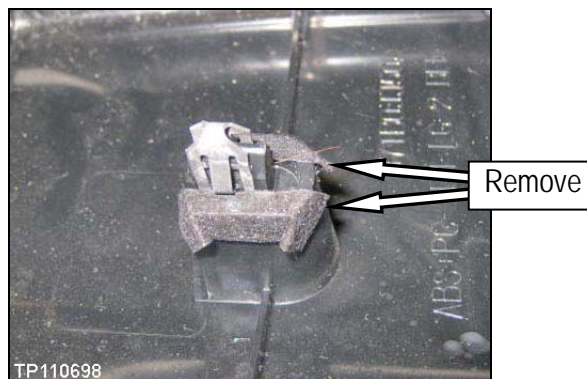


Figure 13f

14. Cut seven 10 mm x 50 mm pieces from the 1 mm sheet, and apply to the clips as shown in Figure 11f and 12f.



15. If felt cloth is already applied as shown in Figure 14f, skip to Step 16.

- If not, go to the next step.

15a. Apply felt cloth to both plates where shown in Figure 14f.



Figure 13f

- Cut two 50 mm long pieces of felt cloth from the tape roll and each plate (see Figure 14f).
- Cut two 10 mm x 20 mm pieces from the 3 mm felt cloth sheet, and then apply one at location 1 on each plate (see Figure 14f).



Figure 14f

16. Next, drop down the headlining and lay out on the rear back seat to access the rear rib (see Figure 15f).

- Refer to the **K BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > RF ROOF** section of the ESM as needed.
- Do not entirely remove the headlining. Leave the tether cords fastened.

**NOTE:** The rear rib comes attached to the headlining. It is shown separate in Figure 16f for easier viewing.

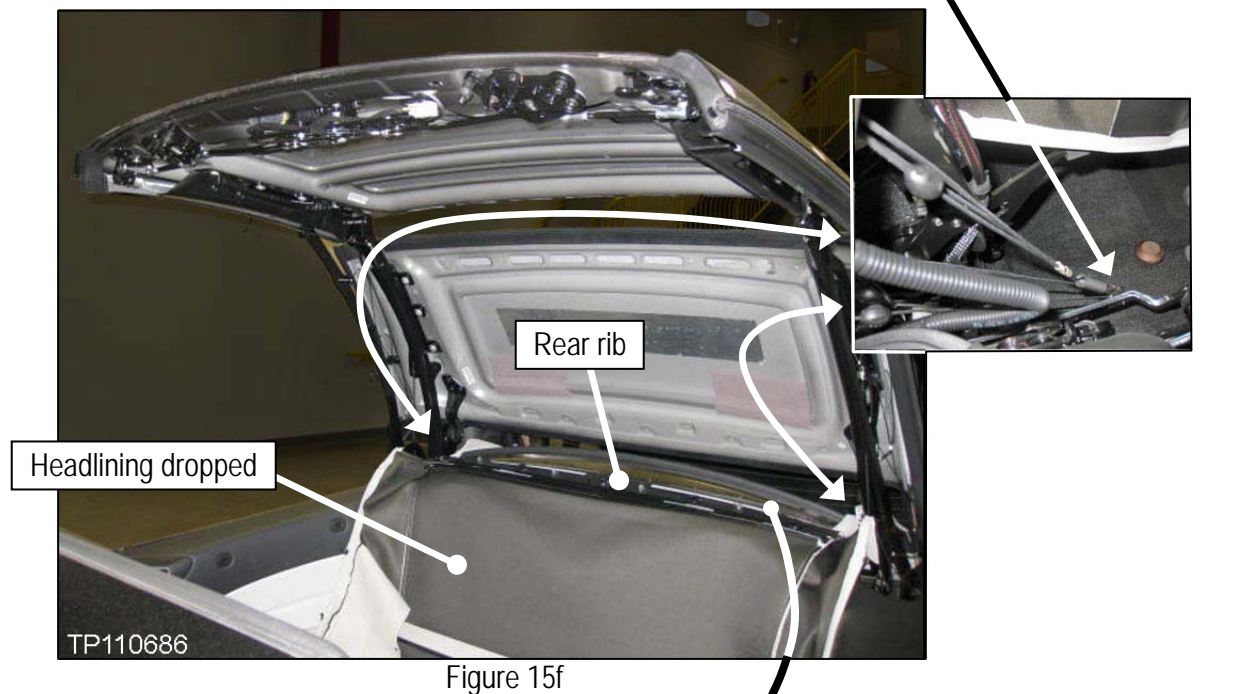


Figure 15f

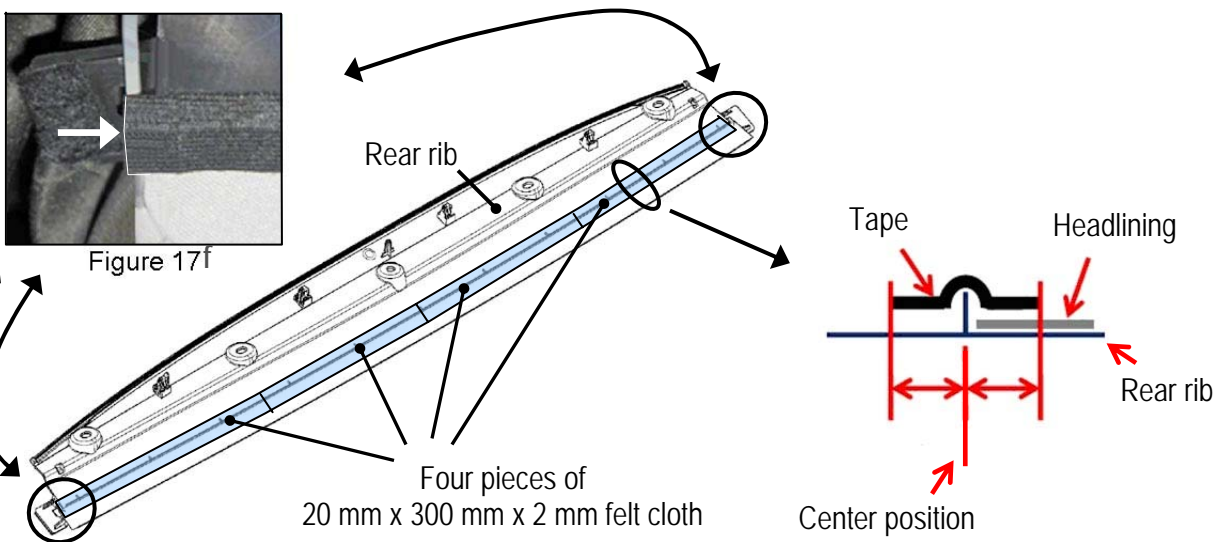


Figure 16f

17. Remove any existing pieces of felt cloth where outlined in blue in Figure 16f.

18. Cut four 20 mm x 300 mm pieces (approximate in length) from the 2 mm sheet.

19. Apply the cut pieces across the length of the rear rib where outlined in blue in Figure 16f.

- Start and finish the application from edge to edge as shown in Figure 17f.

20. Cut five 30 mm x 35 mm pieces from the 1 mm sheet.
21. Fold in half the longer length of each piece, and then cut a hole at the middle of the fold: 3 mm deep by 5 mm wide (see Figure 18f).

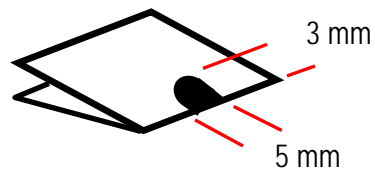


Figure 18f

22. Apply these pieces where shown in Figure 19f and 20f.

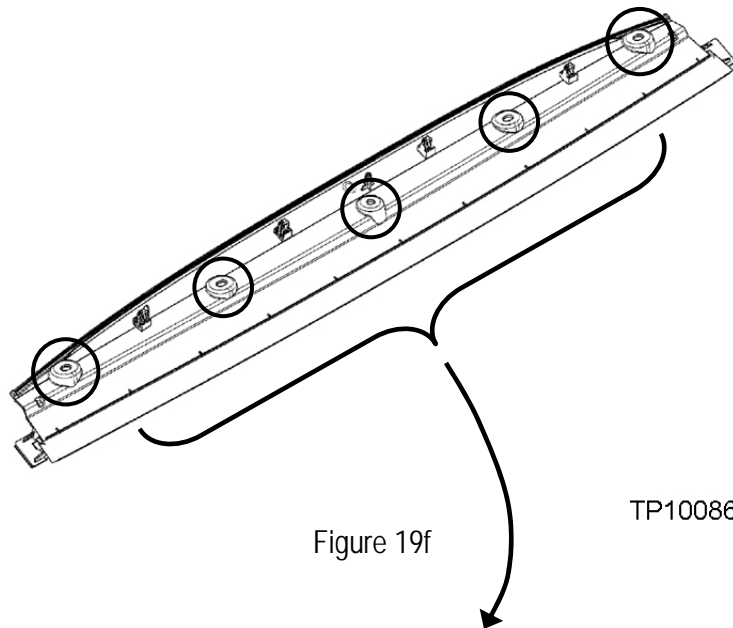


Figure 19f

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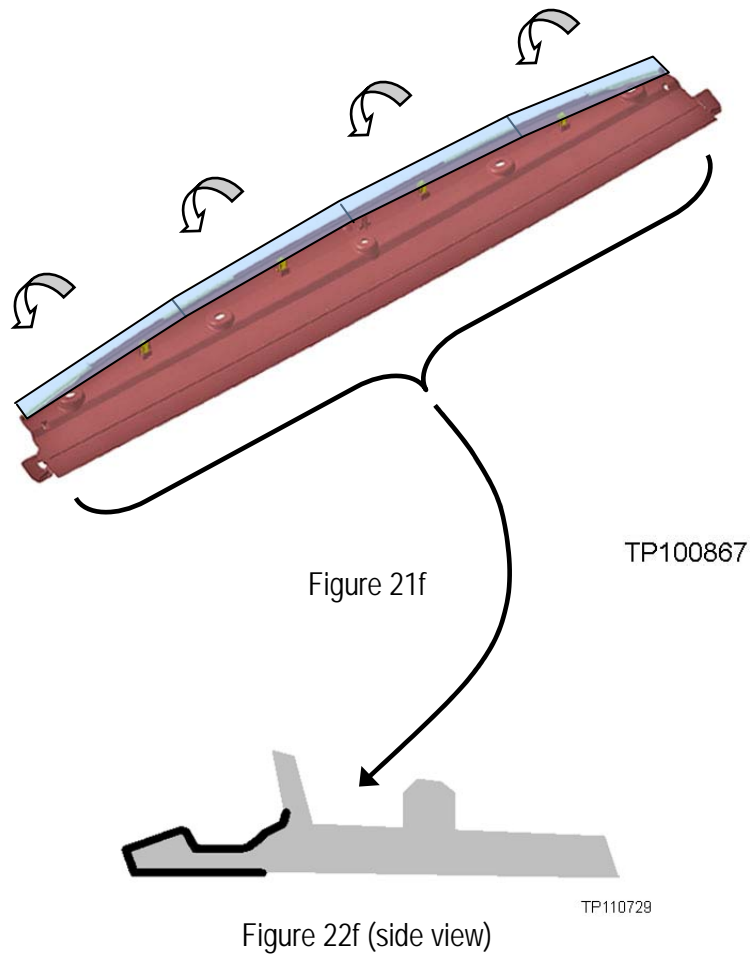
Figure 20f

23. Remove any existing pieces of clear tape from the edge of the rear rib (under blue outline).  
See Figure 21f.

- It is ok to leave the adhesive residue from any removed tape on the rib.

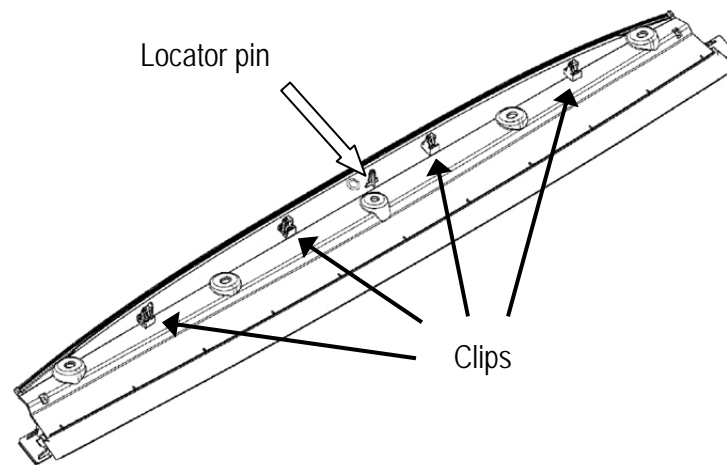
24. Cut pieces from the tape roll, and then apply on the edge where outlined in blue and black (see Figure 21f and 22f).

- For easier application, cut the felt cloth in sections.





25. Remove any existing pieces of felt cloth from on and around the clips.



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Figure 23f

26. Cut four 10 mm x 50 mm pieces from the 1 mm sheet, and then apply one to each clip as shown in Figure 24f, and where pointed out in Figure 23f.

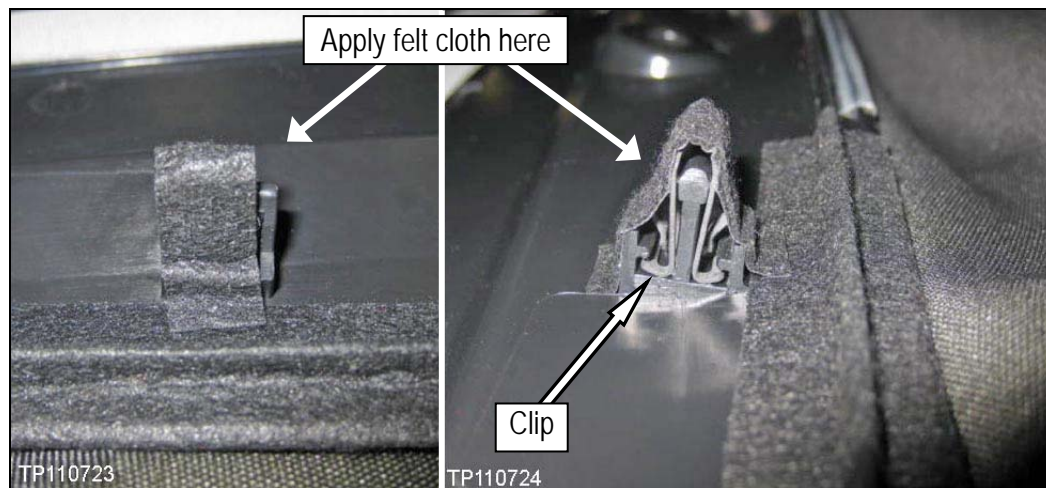


Figure 24f

27. Break off the locator pin flush, and then apply a piece of felt cloth tape where broken off (see Figure 25f).

- Felt cloth length (cut from the tape roll): 50 mm long

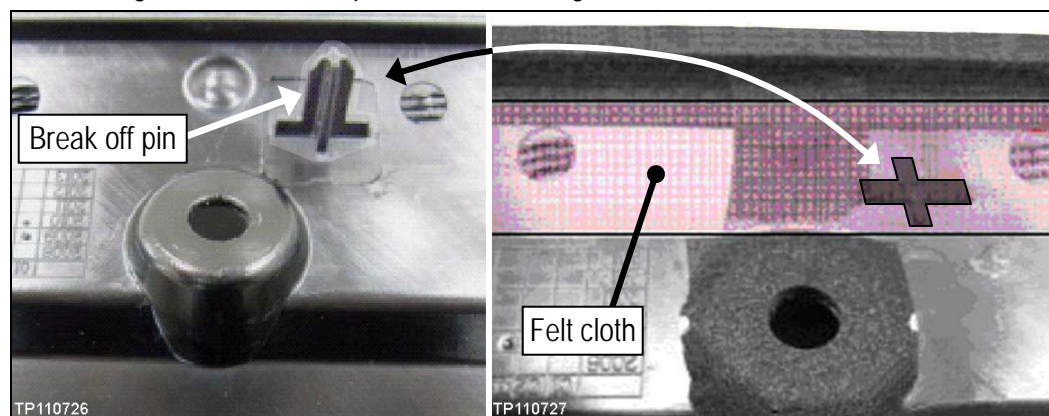


Figure 25f



28. Inspect both center roof panel pins for felt cloth (see Figure 27f).

- If felt cloth is found, skip to step 30.
- If none, go to the next step.

29. Cut two 20 mm x 80 mm pieces from the 2 mm sheet, and then apply one on each center roof panel pin as shown in Figure 27f, and where pointed out in Figure 26f.

**NOTE:** The center roof panel pin in Figure 27f is shown as removed for easier viewing. These pins do not need to be removed to apply the felt cloth.



Figure 26f

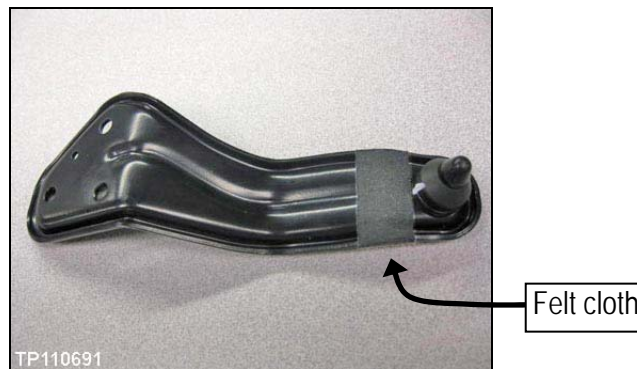


Figure 27f

30. Cut two 20 mm x 20 mm pieces from the 2 mm sheet, and then apply one piece on each side of the roof as shown in Figure 29f, and where pointed out in Figure 28f.

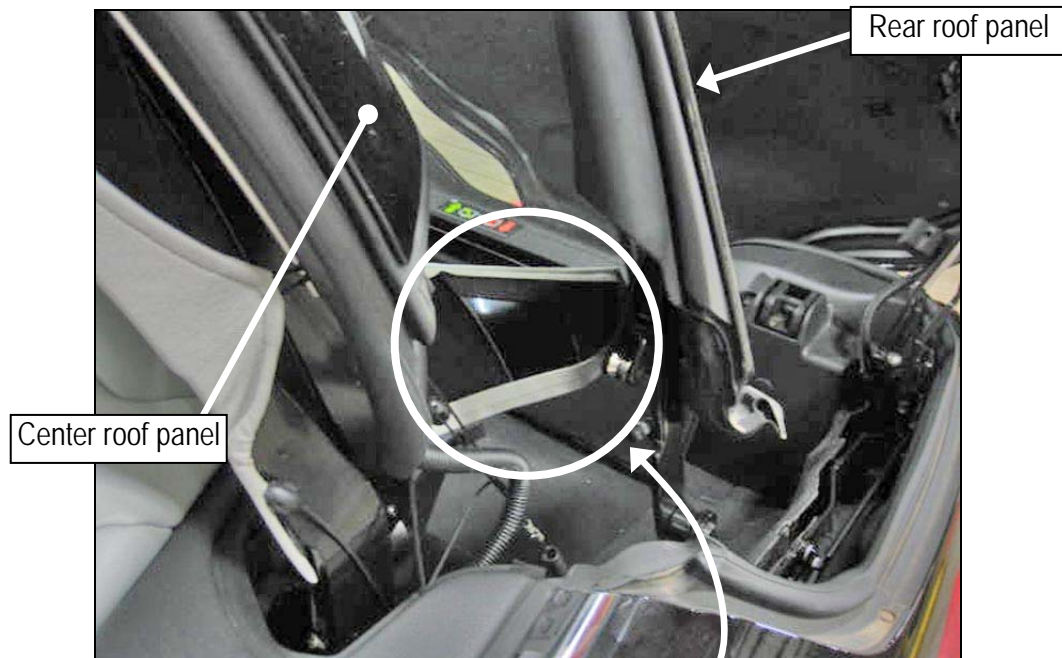


Figure 28f



Figure 29f

31. Cut two 50 mm pieces from the tape role, and then wrap one piece on each of the two rear window defogger connectors (see Figure 30f).

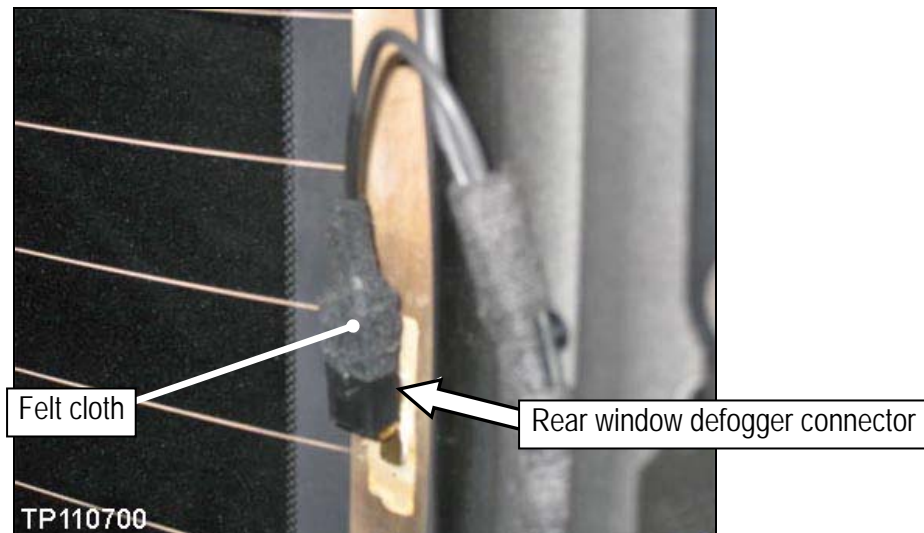


Figure 30f

32. Apply "super glue" or equivalent adhesive to ALL tether cord clips where shown in Figure 31f.



Figure 31f

33. Reinstall the headlining.

- Refer to the **K BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > RF ROOF** section of the ESM as needed.

Continue to the next page.

34. Next, fully close the roof.
35. Proceed to open the roof until the trunk lid is in the position shown in Figure 32f.
36. If felt cloth is found under the flipper doors where pointed out in Figure 32f, skip to Step 38.
  - If none found, go to the next step.

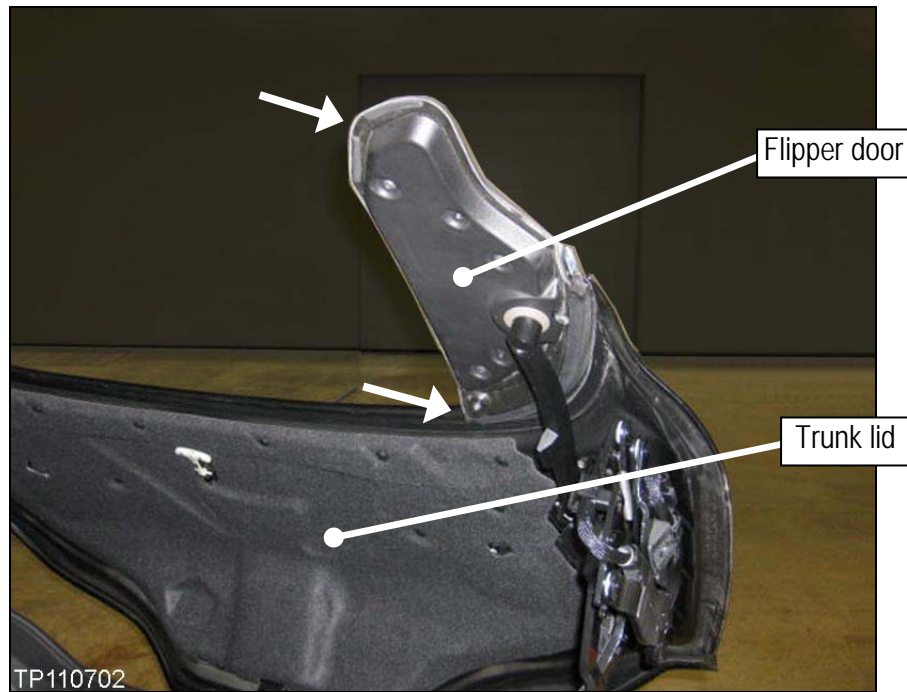


Figure 32f

37. Cut six 20 mm x 30 mm pieces from the 3 mm sheet (three for each flipper door), and then apply under both flipper doors as shown in Figure 33f and 34f.

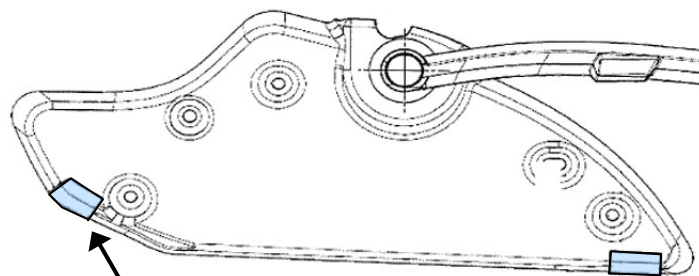
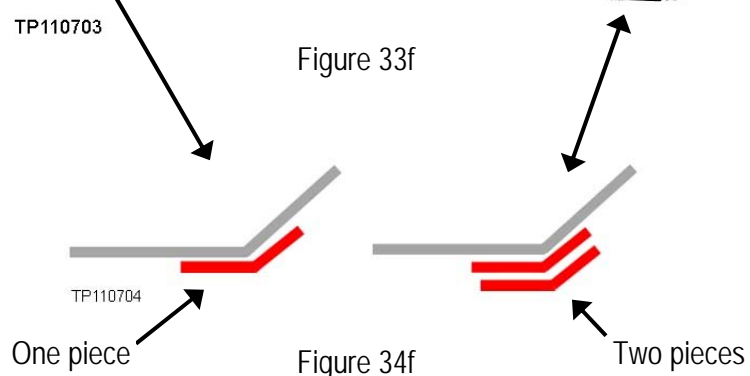


Figure 33f





38. Next, adjust the side wedges of the vehicle's trunk as shown in Figure 36f, and where pointed out in Figure 35f.

- There are two wedges, one on each side.
- T40 Torx bolts torque: 23.5 - 27.5 N•m (2.4 - 2.8 kg-m, 17.3 - 20.3 ft lbs)

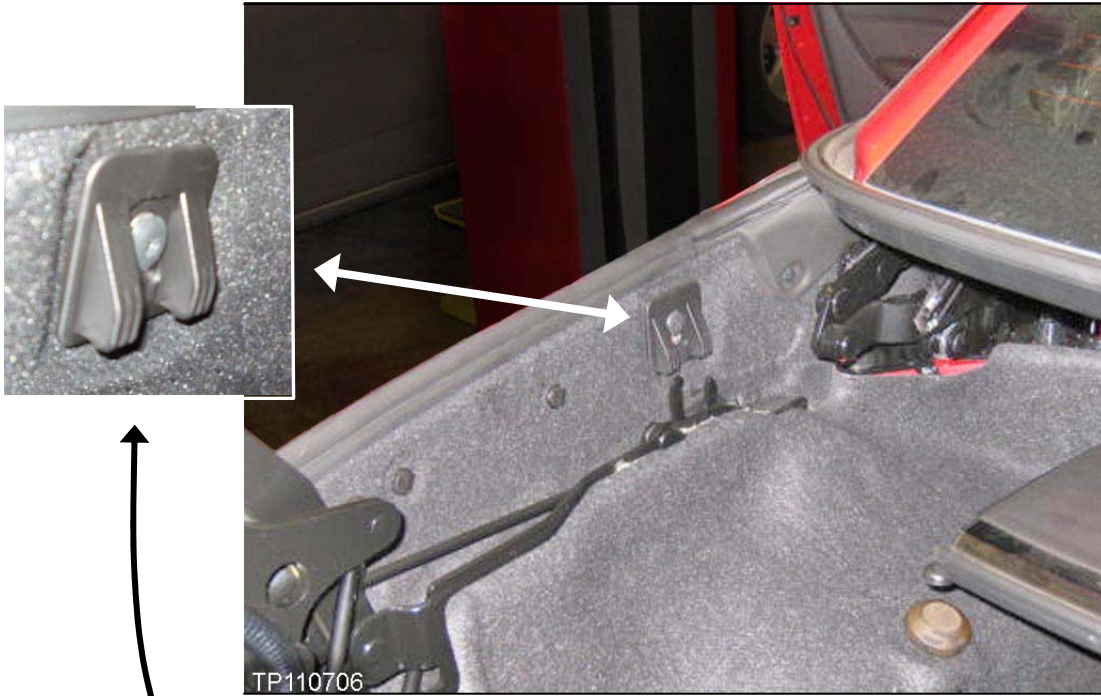


Figure 35f

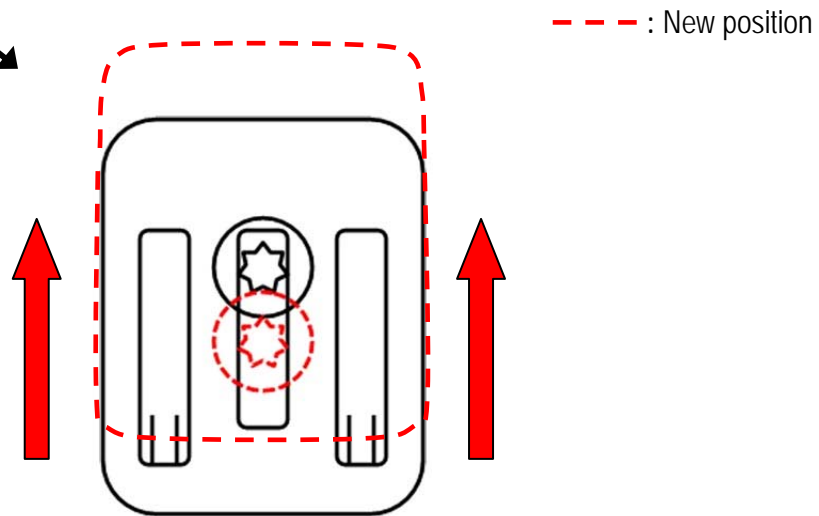


Figure 36f



39. Next, fully close the roof, and then open the trunk lid as if accessing the trunk area normally.
40. Adjust the trunk lid bumpers as follows:

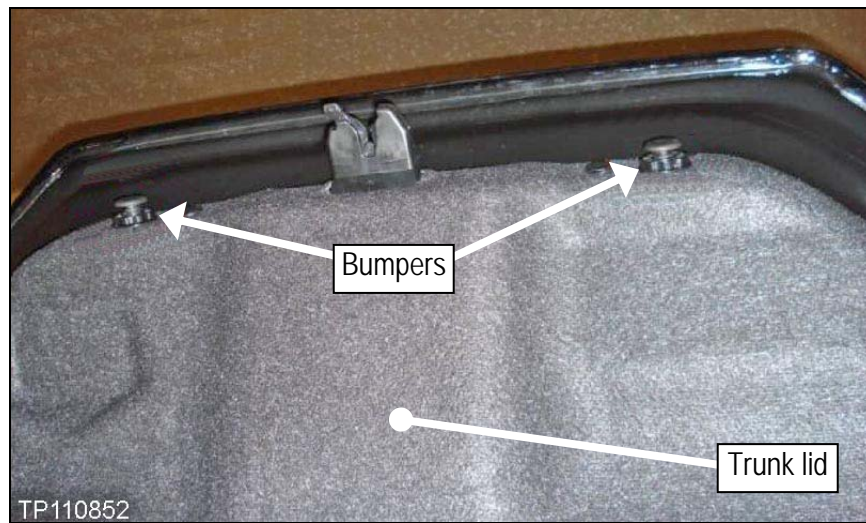


Figure 37f

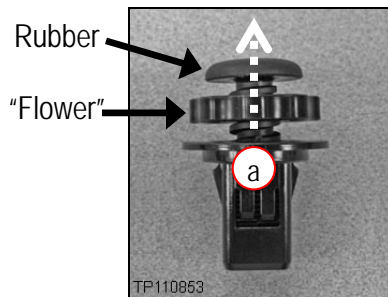


Figure 38f

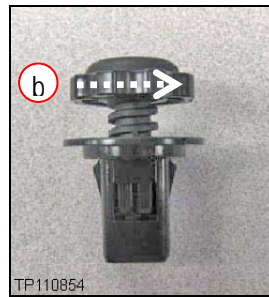


Figure 39f



Figure 40f

- Remove both bumpers (see Figure 37f).
- Turn to extend the rubbers of both bumpers all the way out (see 38f).
- Turn the "flowers" until they bottom out under the rubbers (see Figure 39f).
- Reinstall both bumpers, and then carefully slowly close and latch the trunk lid.
- Open the trunk lid, and then turn both "flowers" clockwise until they bottom out (see Figure 40f).
  - Perform this last step with the bumpers still installed.
  - Make sure the rubbers do not move during this step.

41. Next, close the trunk lid, open the roof as shown in Figure 41f, and then inspect for felt cloth.

- If felt cloth is found, go to the next step.
- If felt cloth is not found, cut two 15 mm x 15 mm pieces from the 3 mm sheet, and then apply on the parcel shelf finisher board where the adjusting bolts come in contact (one on each side). See Figure 41f.

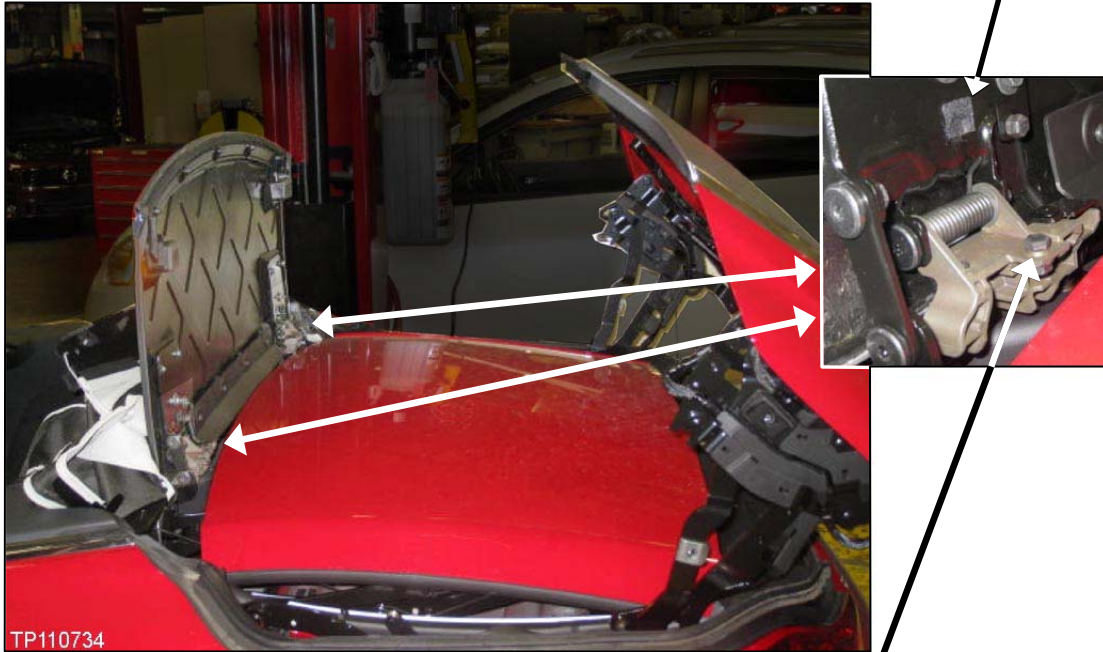


Figure 41f

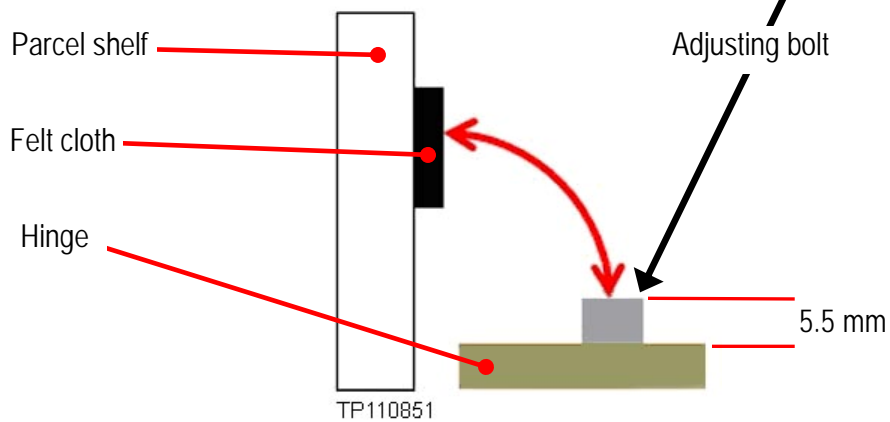


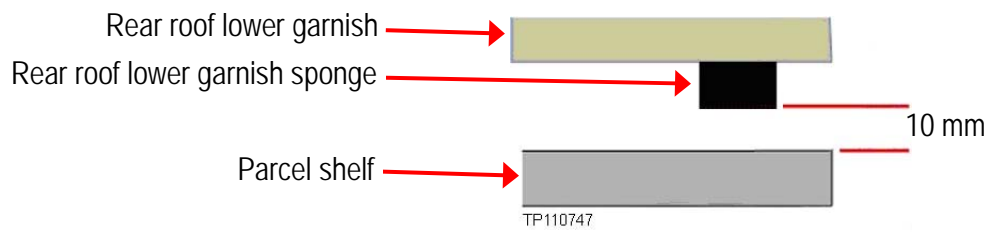
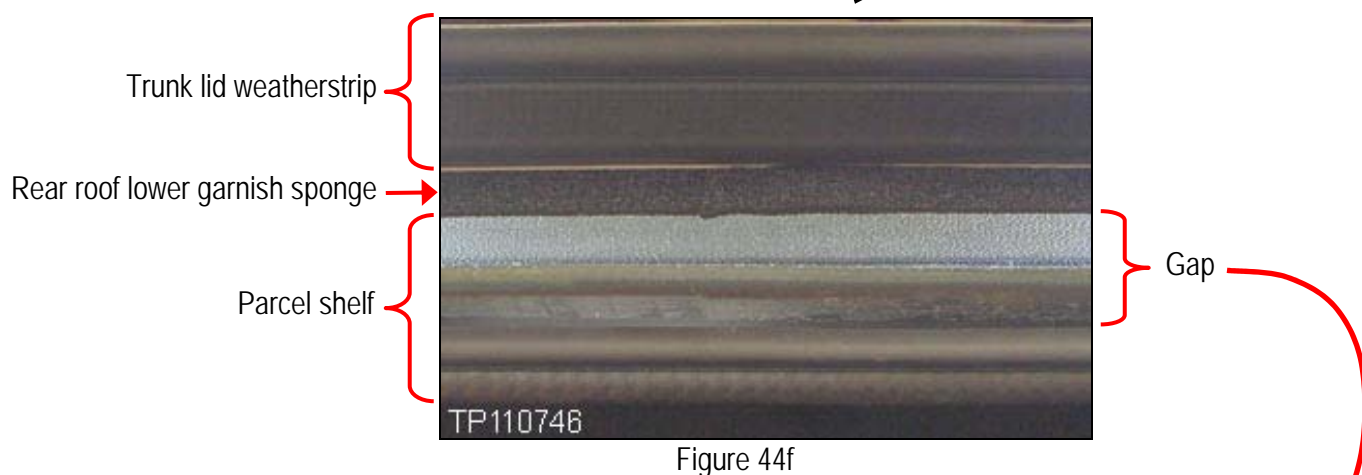
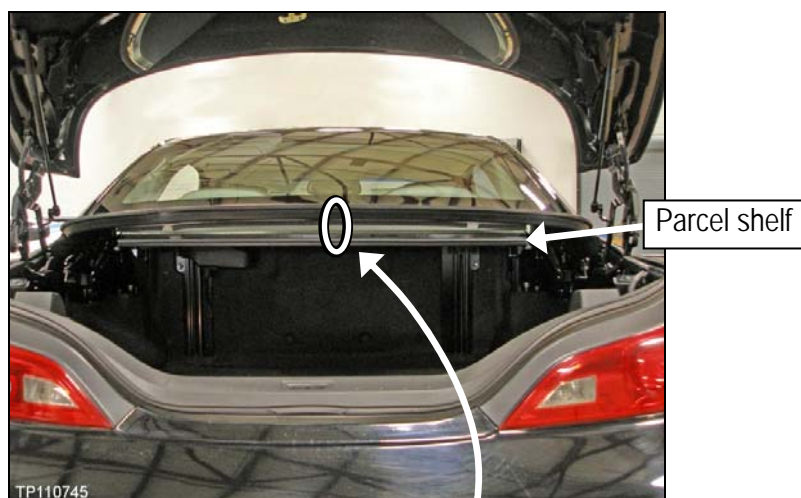
Figure 42f

42. Locate the two adjusting bolts, and adjust the bolt heads to approximately 5.5 mm (0.20 inches). See Figure 41f and 42f.

43. Close the roof, and then open the trunk lid.

44. Measure the gap between the parcel shelf finisher board and rear roof lower garnish's sponge (it should be approximately 10 mm (0.40 inches)). See Figure 43f, 44f, and 45f.

- If ok, go to the next step.
- If not, access the adjusting bolts again, and then readjust as needed (see previous page, Figure 41f and 42f).



45. Close the trunk lid, and then start opening the roof until the trunk is opened (see Figure 46f).



Figure 46f

46. Inspect both driver and passenger side hinge dove tails (see Figure 47f).

- If either one is found worn, replace both.
  - T20 Torx bolt torque: 3.5 - 4.5 N•m (0.36 - 0.46 kg-m, 31.0 - 39.8 in lbs)

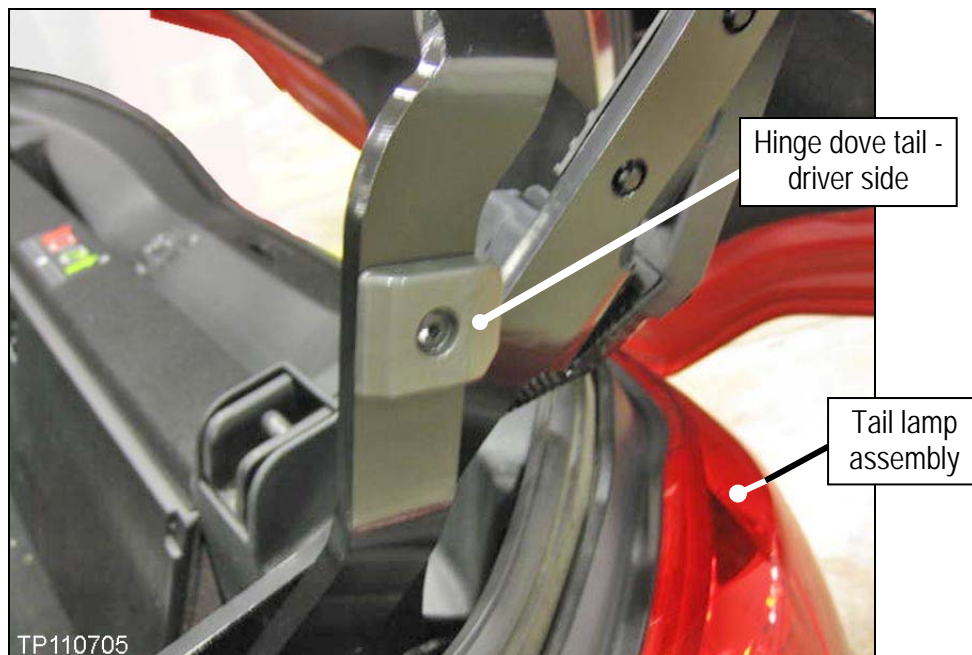


Figure 47f

47. Fully close the hard top, test drive, verify repairs.



# Felt cloth and tape kit

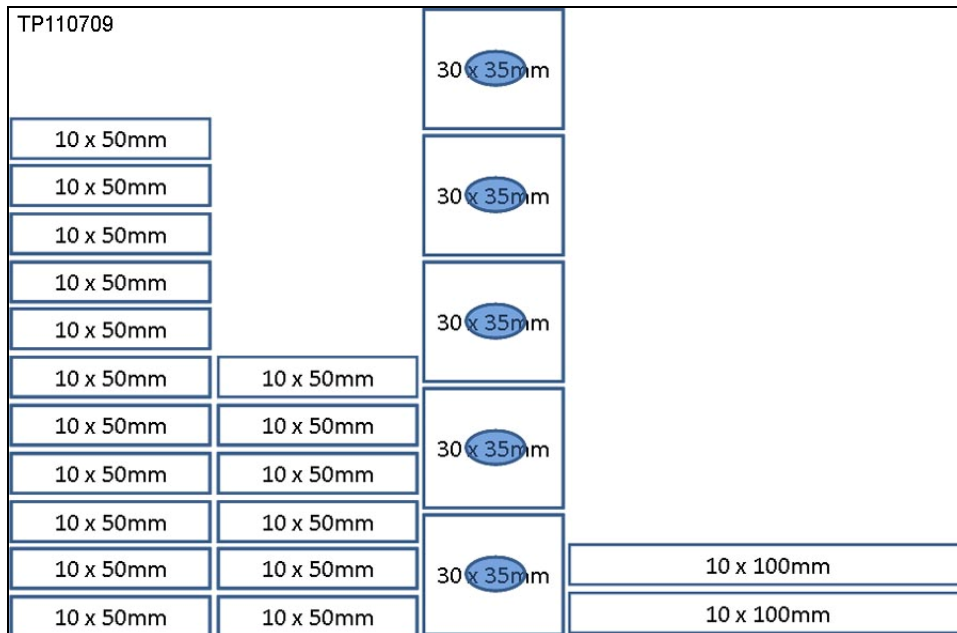


**Felt cloth:**

Thickness	Size	Qty	Locations
0.45 mm (19 mm wide) (Tape roll)	19 x 50 mm	8	Plate, and rear roof <u>upper</u> garnish clips
	10 x 50	1	Rear rib locator
	19 x 900	1	Rear rib edge
	19 x 530	1	Front roof garnish
1 mm (Sheet)	10 x 50	17	Various Clips
	30 x 35	5	Rear rib emboss
	10 x 100	2	Rear roof lower garnish
2 mm (Sheet)	20 x 300	4	Rear rib
	20 x 80	2	Center roof panel pin
	20 x 20	2	Headlining mount
3 mm (Sheet)	10 x 20	2	Plate
	20 x 30	6	Flipper door
	15x15	2	Parcel shelf (adjusting screw)

Here are examples on how to cut out pieces from each felt cloth sheet:

**1 mm sheet**



2 mm sheet

TP110710			
20 x 80mm	20 x 80mm	20 x 20	20 x 20
20 x 300mm (end to end)			
20 x 300mm (end to end)			
20 x 300mm (end to end)			
20 x 300mm(end to end)			

3 mm sheet

TP110721								
20 x 30mm	20 x 30mm	20 x 30mm	20 x 30mm	20 x 30mm	20 x 30mm	10x20 10x20	15x 15	15x 15

