

Classification:

AT14-015a

Reference:

ITB14-053a

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THUNK SOUND ON FIRST FEW ACCELERATIONS OF THE DAY

This bulletin has been amended. Changes have been made throughout.
Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2013 JX35 (L50)
2014 – 2017 QX60 (L50) with V6 engine only

SERVICE INFORMATION

A two-piece design front engine mount is currently being used for the Applied Vehicles listed.

A **single thunk noise** may be heard during the first few accelerations of the day from this type of mount, and is considered normal operation.

The mount has also been designed with **built-in free play** that is normal.

Under normal driving conditions:

- A thunk noise may be heard during the first few accelerations of the day.

And

- Does not occur again, or at any other time.

DO NOT REPLACE THE MOUNT:

- If it has **free play** or a “single event” **thunk sound** during the first few accelerations of the day. This is considered a normal characteristic of this type of engine mount.
- If a shift shock condition is present when shifting from park into gear or between any combination of gears. This condition is due to transmissions line pressures and not movement of the mount.

NOTE: Refer to the Electronic Service Manual, section **TM – Transaxle & Transmission**, for further diagnostic information on shift shock.

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 retailer to determine if this applies to your vehicle.