

Classification:

Reference:

Date:

AT14-015b

ITB14-053b

June 4, 2019

ABNORMAL NOISE FROM FRONT ENGINE MOUNT

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Discard all previous versions of this bulletin.

APPLIED VEHICLES: 2013 JX35 (L50)
2014 – 2019 QX60 (L50)

APPLIED ENGINE: Vehicles 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.
 - Allowable free play (vertical movement) is 5 mm.
- If a shift shock condition is present when shifting from Park into gear or between any combination of gears. This condition is due to transmission line pressure and not movement of the mount.
- If a whistle type noise is heard. This is caused by a disconnected vacuum line.

NOTE: Refer to the appropriate section of the Electronic Service Manual (ESM) related to transaxles for further diagnostic information on shift shock.

Warranty claims for front engine mount replacement due to a whistle noise or a mount that has 5 mm or less free play will be denied.

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.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 19, 2014	ITB14-053	Original bulletin published
July 25, 2017	ITB14-053a	Changes were made throughout the bulletin
June 4, 2019	ITB14-053b	The Title has been changed, model years have been added to APPLIED VEHICLES , and parts replacement parameters have changed