



SERVICE BULLETIN

Classification: AT14-008c	Reference: NTB14-060c	Date: June 4, 2019
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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 – 2018 Altima (L33)	2013 – 2014 Murano (Z51)	
2012 – 2014 Maxima (A35)	2015 – 2019 Murano (Z52)	
2016 – 2019 Maxima (A36)	2013 – 2019 Pathfinder (R52)	
2013 – 2017 Quest (E52)		

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.

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.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
June 30, 2014	NTB14-060	Original bulletin published
November 19, 2014	NTB14-060a	Models added to APPLIED VEHICLES
July 25, 2017	NTB14-060b	Changes made throughout the bulletin
June 4, 2019	NTB14-060c	The Title has been changed, model years have been added to APPLIED VEHICLES , and parts replacement parameters have changed