



TECHNICAL SERVICE BULLETIN

Classification: EM22-004	Reference: NTB22-045	Date: May 25, 2022
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RATTLE OR KNOCK NOISE FROM FRONT WHEN DRIVING OVER BUMPS AND/OR TURNING

APPLIED VEHICLES: 2021-2022 Sentra (B18)
APPLIED DATES: Built from January 2, 2021 to February 23, 2022

IF YOU CONFIRM

A rattle or knock noise is heard from the front of the vehicle when driving over bumps and/or turning.

HINT: To aid in diagnosis, it is recommended that you view the video clip on ASIST before starting. To view the video clip, open the bulletin on ASIST and select "Video" at the bottom of the screen. To view the video full screen, right click the center of the video screen and select "Full Screen".

ACTION

Follow the **SERVICE PROCEDURE** in this bulletin to verify the passenger (RH) side Engine Mounting Insulator is the source of the noise, and replace it with the one listed in the **PARTS INFORMATION** on the last page.

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 **SERVICE PROCEDURE** as it contains information that is essential to successfully completing this repair.

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.

SERVICE PROCEDURE

1. Confirm the noise is coming from the Engine Mounting Insulator (RH) as follows:
 - a. Turn the engine OFF.
 - b. Open the hood.
 - c. Grab the Engine Mounting Insulator (RH) at the location shown in Figure 1, and shake the powertrain side to side.

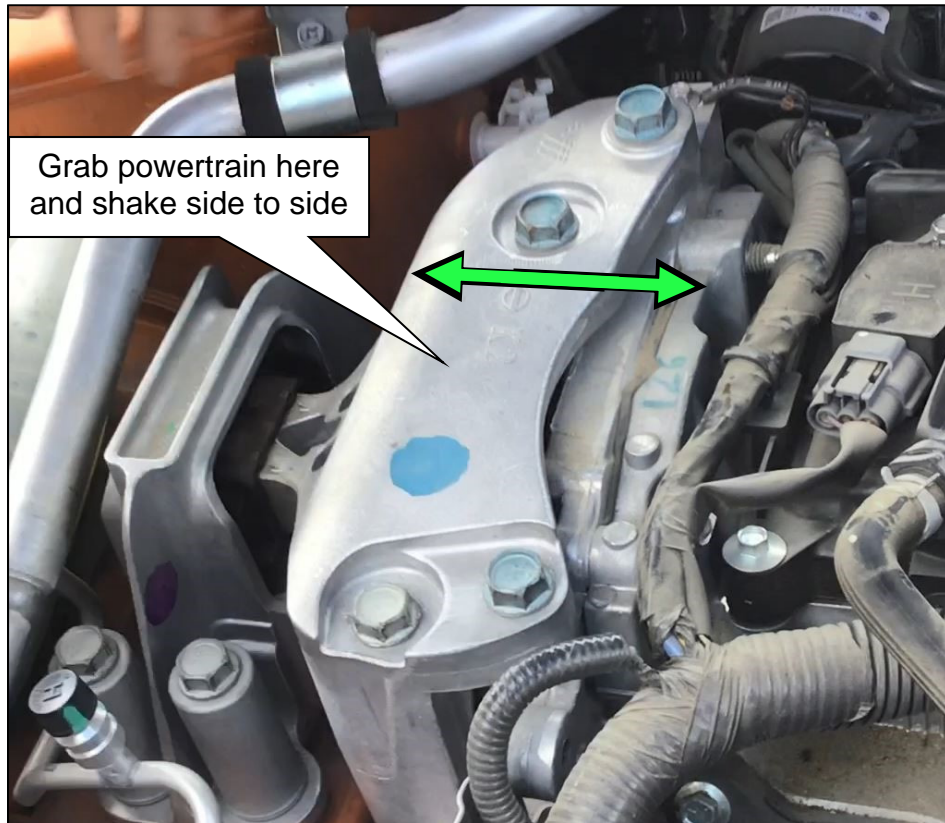


Figure 1

- If a rattle or knock is NOT present when shaking the powertrain side to side, proceed to **CLAIMS INFORMATION** on the next page. Refer to ASIST for further diagnostic and repair information.
- If a rattle or knock is present when shaking the powertrain side to side, replace the Engine Mounting Insulator (RH).
 - Refer to the ESM: **ENGINE > ENGINE MECHANICAL > MR20DD > REMOVAL AND INSTALLATION > ENGINE MOUNTING INSULATOR (RH)**

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
ENGINE MOUNTING INSULATOR (RH)	11210-6LB0C	1

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Inspection only	(1)	AX57AA	ZL	32	0.2

- (1) Reference the electronic parts catalog and use the Engine Mount Insulator RH (11210-*****) as the Primary Failed Part (**PFP**).

OR

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Inspection and replace Engine Mounting Insulator (RH)	(1)	AW56AA	ZL	32	(2)

- (1) Reference the electronic parts catalog and use the Engine Mount Insulator RH (11210-*****) as the Primary Failed Part (**PFP**).
- (2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated Flat Rate Time (**FRT**).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
May 25, 2022	NTB22-045	Original bulletin published

