



TECHNICAL SERVICE BULLETIN

Classification: EM22-004B	Reference: NTB22-045B	Date: August 16, 2024
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RATTLE OR KNOCK NOISE FROM FRONT WHEN DRIVING OVER BUMPS AND/OR TURNING

This bulletin has been amended. See **AMENDMENT HISTORY** on the last page.
Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2021-2024 Sentra (B18)
APPLIED DATES: Built from January 2, 2021 to April 11, 2024

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 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 if the noise is coming from the Engine Mounting Insulator (RH).
 - a. Turn the engine OFF.
 - b. Open the hood.
 - c. Grab the Engine Mounting Insulator (RH) at the location shown in Figure 2, and shake the powertrain side to side.

HINT:

- The required side to side shake force can be quite vigorous to simulate actual driving conditions (centrifugal force pulls the engine to one side when driving the vehicle in a corner, and then releases when the steering wheel is straightened).
- You may not hear the rattle or knock noise while outside of the vehicle, as it is structurally transferred to sheet metal and may be heard better inside the cabin.

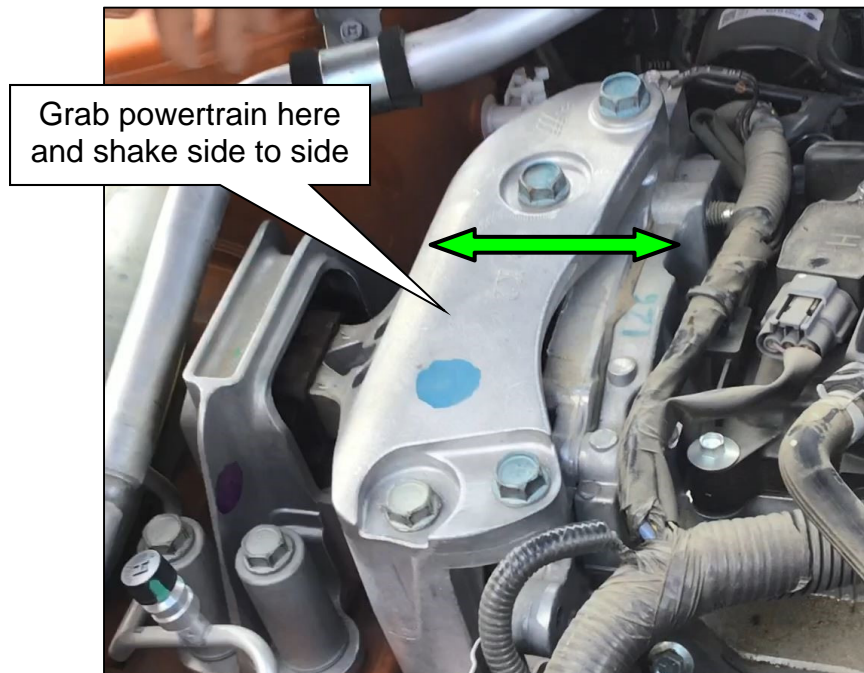


Figure 1

2. Is the rattle or knock noise present when shaking the powertrain side to side?

NO: Proceed to **CLAIMS INFORMATION** on the next page. Refer to ASIST for further diagnostic and repair information.

YES: 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)	11210-6LB0D	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
March 16, 2023	NTB22-045A	APPLIED DATES revised
August 16, 2024	NTB22-045B	APPLIED VEHICLES, APPLIED DATES, and PARTS INFORMATION revised; HINT added to page 2