

SAFETY RECALL



CAMPAIGN BULLETIN

Second Row Seat Track Stopper Voluntary Recall Campaign

Reference: PC953

Date: February 22, 2023

Attention: Retailer Principal, Sales, Parts and Service Managers

IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2023 QX60 (L51)	17	1	February 22, 2023	YES

***** Campaign Summary *****

INFINITI is committed to the safety and security of our clients and their passengers. INFINITI has notified the National Highway Traffic Safety Administration (NHTSA) that it is recalling certain MY2023 INFINITI QX60 vehicles to replace the affected second row seat assembly.

On certain Infiniti QX60 vehicles, the second row adjustable seat may have the incorrect rear stopper distance on the seat track. Due to a supplier error that has since been corrected, the incorrect stopper forming tool was used in production. As a result of this issue, the seat could extend past the intended rear stopper point and may be difficult to move, become stuck, or fail to lock in position correctly. If any of these conditions occur, it may increase the risk of injury to the occupant in the event of a crash.

Affected vehicles are subject to stop sale.

***** What Retailers Should Do *****

1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **PC953**
 - Refer to IPSB15-286 for additional information.
2. Retailers **must not sell, lease, trade, rent or loan** any vehicles in retailer inventory affected by this recall campaign until after the vehicle has been remedied.
3. Retailers should use **ITB23-008** to remedy any vehicles subject to this campaign.
4. Once remedied, retailers should submit the claim using the claims coding provided and release the vehicle.

******* Release Schedule *******

Parts	Parts will be on restriction and can be ordered via DBS. <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #333333; color: white;"> <th style="text-align: center;">Part Number</th> <th style="text-align: center;">Description</th> <th style="text-align: center;">Quantity</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">88050 - (1)</td> <td style="text-align: center;">SEAT ASSY - 2nd ROW, LH (Bench Seat Assembly, 60%)</td> <td style="text-align: center;">1 (as needed)</td> </tr> <tr> <td style="text-align: center;">88000 - (1)</td> <td style="text-align: center;">SEAT ASSY - 2nd ROW, RH (Bench Seat Assembly, 40%)</td> <td style="text-align: center;">1 (as needed)</td> </tr> </tbody> </table> <p style="text-align: center;">(1) Refer to steps 1-7 on pages 3-5 of ITB23-008 to order the correct part number.</p>	Part Number	Description	Quantity	88050 - (1)	SEAT ASSY - 2 nd ROW, LH (Bench Seat Assembly, 60%)	1 (as needed)	88000 - (1)	SEAT ASSY - 2 nd ROW, RH (Bench Seat Assembly, 40%)	1 (as needed)
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Special Tools	<ul style="list-style-type: none"> • J-52352 or NI-52352 Scan Tool 									
Repair	<ul style="list-style-type: none"> • ITB23-008 									
Owner Notification	INFINITI will begin notifying owners of all potentially affected vehicles in March 2023 via U.S. Mail.									

******* Retailer Responsibility *******

It is the retailer's responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary safety recall campaign, which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in retailer inventory. If a VIN subject to this recall campaign was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

Frequently Asked Questions (FAQ):

Q: Is this a recall?

A. Yes.

Q: Is this a Stop Sale?

A. Yes.

Q What is the reason for the recall?

A. Due to a supplier error that has since been corrected, the incorrect stopper forming tool was used in production. This issue could result in the second row adjustable seat having the incorrect rear stopper distance on the seat track.

Q. What is the possible effect of the condition?

A. As a result of this issue, the seat could extend past the intended rear stopper point and may be difficult to move, become stuck, or fail to lock in position correctly. If any of these conditions occur, it may increase the risk of injury to the occupant in the event of a crash.

Q. What will be the corrective action?

A. Retailers will replace the affected second row seat assembly.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to one (1) hour to complete. However, your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. INFINITI will begin notifying owners of all potentially affected vehicles in **March 2023** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from INFINITI, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles remedied as soon as possible upon notification.

Q. Is there anything owners can do to mitigate this condition?

A. If your vehicle is subject to this campaign, INFINITI recommends you contact your local INFINITI retailer to have the second row seat assembly remedied before using the second row seat.

Q. Are parts readily available?

A. Yes. Parts will be on restriction and can be ordered via DBS.

Q. Is there any charge for the repair?

A. No. The remedy will be performed for the client free of charge for parts and labor.

Q. Will a courtesy vehicle be provided while the retailer is servicing the vehicle?

A. INFINITI may provide a courtesy vehicle for the client to use while their vehicle is being serviced. Courtesy vehicles are subject to availability and not guaranteed. Please check with your retailer for availability and further details. Rental is available, upon client request, while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$225 (Max)
Contact the Warranty Claims Call Center @ 800-933-3712 if additional expense is required. Please refer to the Goodwill rental Guidelines in the APRM for detailed information regarding application of rental reimbursement.		

Q. Will I have to take my vehicle back to the selling retailer to have the service performed?

A. No, any authorized INFINITI retailer is able to perform the recall campaign.

For Consumer Affairs: Please inform us of the retailer where you would like to have the corrective action completed.

Q. I have lost confidence in the vehicle. Will INFINITI replace or repurchase the vehicle?

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. What model year vehicles are involved?

A. Certain specific Model Year 2023 INFINITI QX60 vehicles manufactured between August 31, 2022 to September 2, 2022 may be affected.

Q. Are you experiencing this condition on any other INFINITI (or Nissan) models?

A. No.

Revision History:

Date	Announcement	Purpose
February 22, 2023	Voluntary Safety Recall Campaign	New Campaign Announcement