

Classification:

EL19-050

Reference:

ITB20-004

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Date:

February 14, 2020

2013 JX AND 2014-2019 QX60; CLIMATE CONTROLLED SEAT INOPERATIVE

APPLIED VEHICLES: 2013 JX (L50)
2014-2019 QX60 (L50)
2014-2017 QX60 Hybrid (L50)

APPLIED SYSTEM: Climate Controlled Seats Only

IF YOU CONFIRM

The driver or passenger side climate controlled seat:

- Heating and cooling features do not operate

And

- The harness connector or control unit of the climate controlled seat appears as shown in Figure 3 or Figure 5.

ACTION

Perform the following to the affected seat:

- A. Replace the climate controlled seat control unit.
- B. Drill a hole for the new harness clip.
- C. Replace the harness connector of the climate controlled seat control unit.

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.

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.

SERVICE PROCEDURE

⚠ CAUTION This procedure involves working under the driver or front passenger seat. To avoid personal injury, wear gloves while working on the seat frame to prevent cuts to your hand.

NOTICE Handle interior trim carefully to avoid damage. Work with clean hands and clean tools to avoid dirt and stains.

IMPORTANT:

- Follow all cautions, warnings, and notes in the Electronic Service Manual (ESM) when working on or near a Supplemental Restraint System (SRS), such as an air bag or OCS components.

1. If equipped with a seat lifter, raise the height of the affected seat all the way to the highest lifter position.
2. Write down all radio station presets.

Presets	1	2	3	4	5	6
AM						
FM 1						
FM 2						
SAT 1						
SAT 2/3						
Bass	Treble	Balance	Fade	Speed Sen. Vol.		

3. Turn the ignition OFF.
4. Disconnect the vehicle's 12 volt battery.
 - Refer to the ESM for battery removal: **ELECTRICAL & POWER CONTROL > POWER SUPPLY, GROUND & CIRCUIT ELEMENTS > REMOVAL AND INSTALLATION – BATTERY.**
5. Wait for at least 3 minutes.
6. Remove the affected seat from the vehicle and place it on a clean work surface.
 - Refer to the ESM for seat removal: **BODY INTERIOR > SEAT > REMOVAL AND INSTALLATION > FRONT SEAT.**

7. Disconnect the **black** climate controlled seat control unit harness connector from the control unit.

8. Visually inspect the harness connector and control unit near the terminals.

- If the harness connector or the control unit appear similar to Figure 3 and/or Figure 5 (NG), proceed to step 9.
- If the harness connector and the control unit appear similar to Figure 2 and Figure 4 (Good harness and connector), this bulletin does not apply. Refer to the ESM for additional diagnostic information.

NOTE: See steps 43-49 for seat installation reference information.

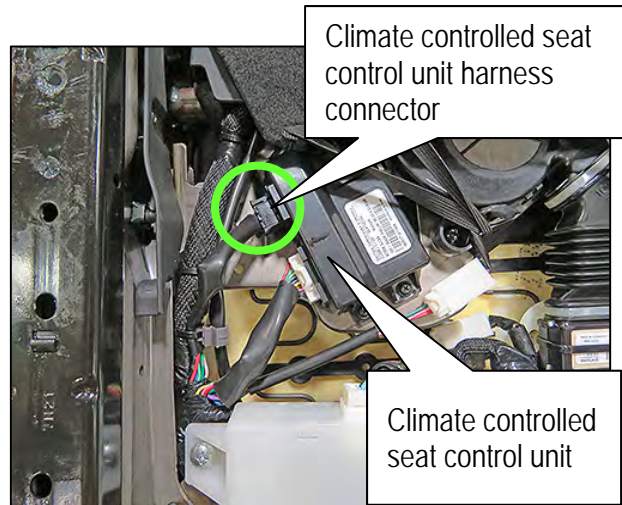


Figure 1

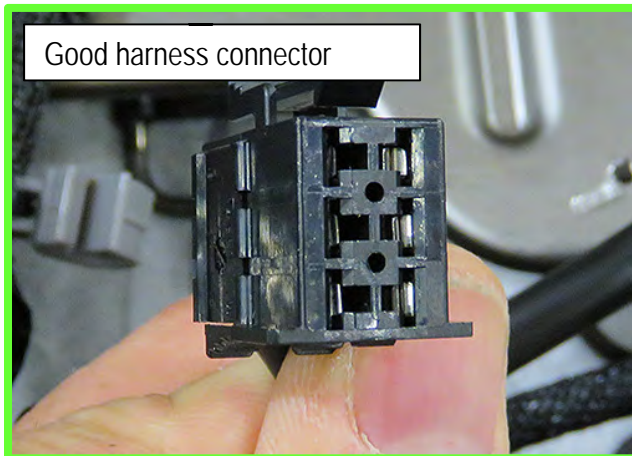


Figure 2

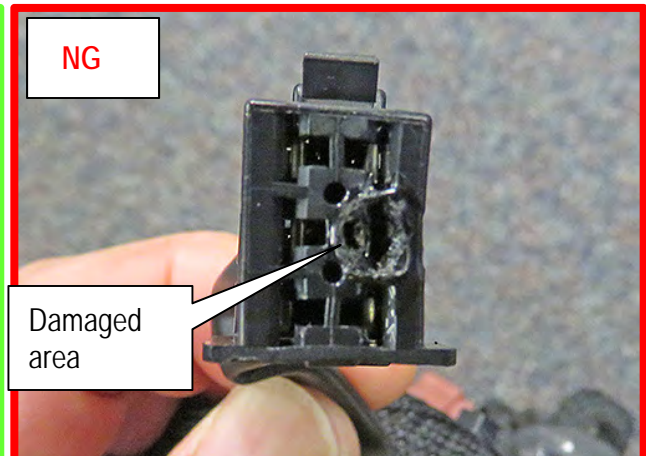


Figure 3

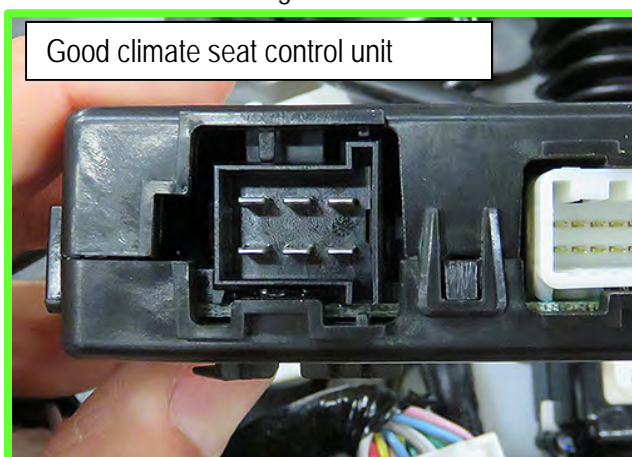


Figure 4

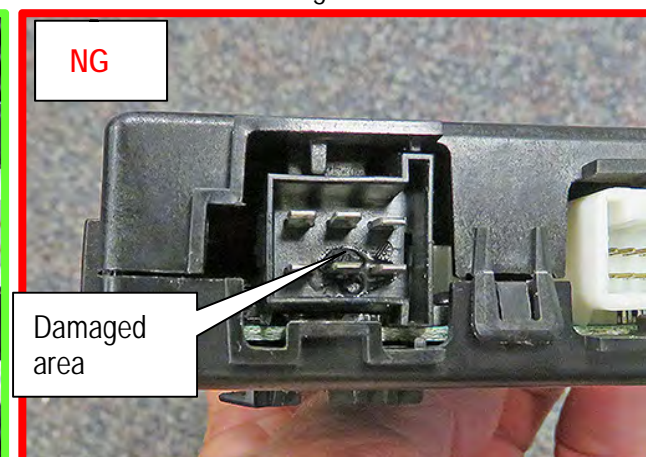


Figure 5

9. Disconnect the white harness connector from the climate controlled seat control unit.

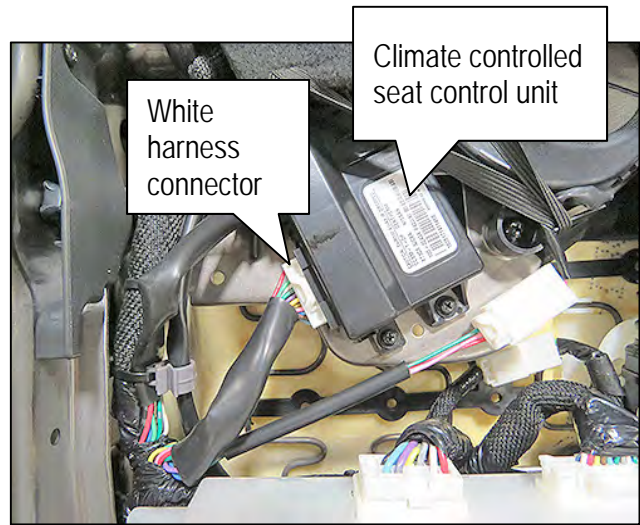


Figure 6

10. Detach the seat back flap J-clips from the seat frame and fold the seat back flap out of the way.

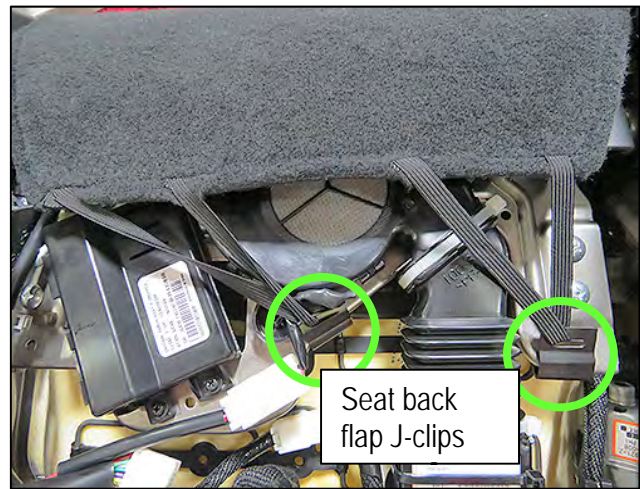


Figure 7

11. Cut through zip tie shown in Figure 9.

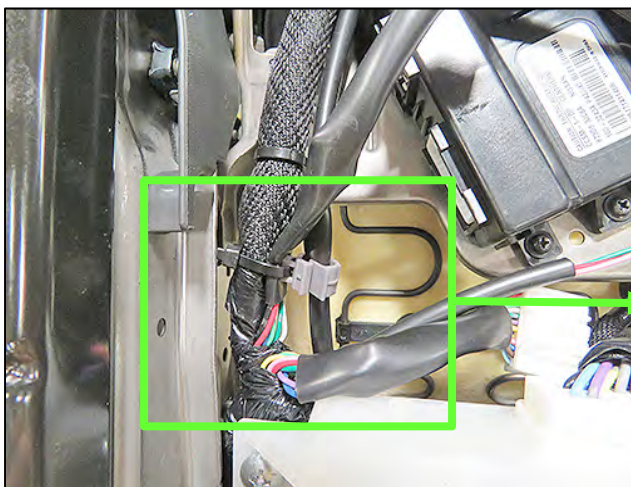


Figure 8

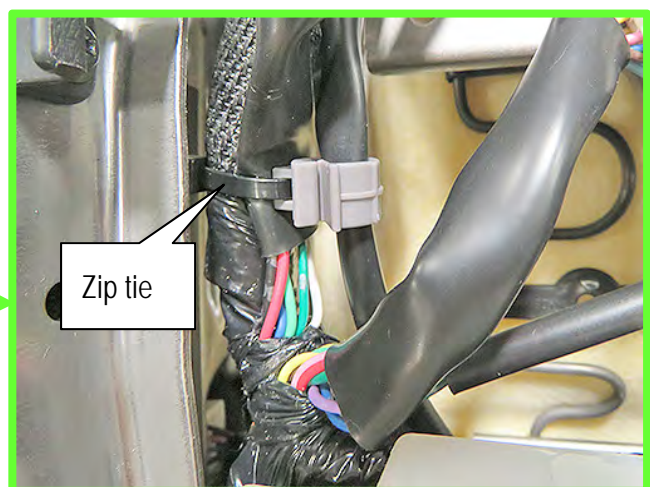


Figure 9

12. Move the SRS harness out of the way, as shown in Figure 10.
 - Highlighted in yellow.
13. Detach the harness clip shown in Figure 10 from the seat frame.
14. Remove the two (2) screws (Figure 10) retaining the climate controlled seat control unit, and then remove control unit from the seat.

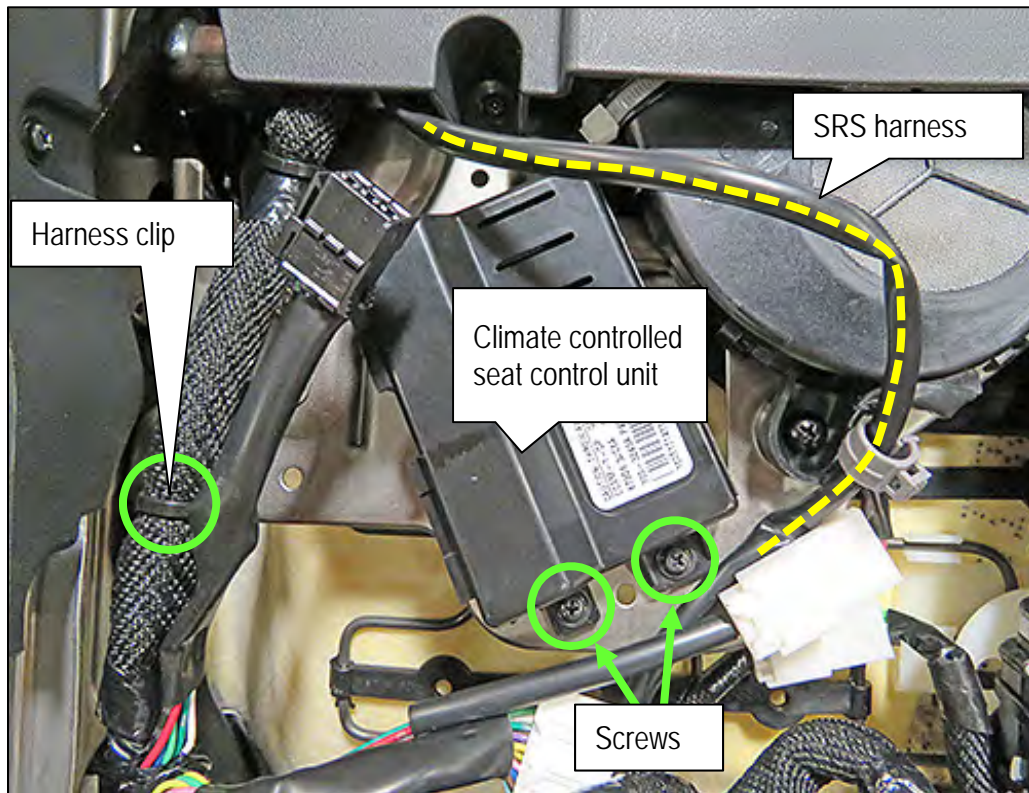


Figure 10

15. Using a ruler, measure approximately 30 mm from the left edge of the climate controlled seat control unit mounting plate, and then mark as shown in Figure 12.

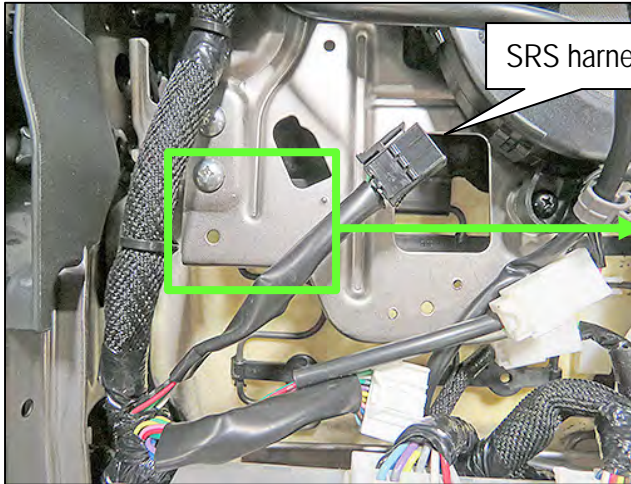


Figure 11

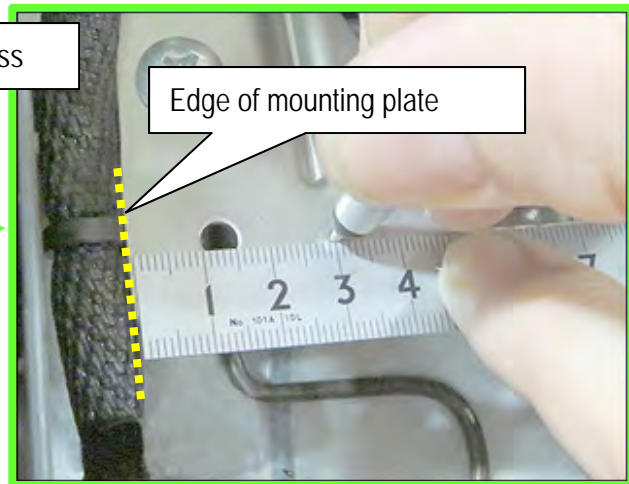


Figure 12

16. Measure approximately 9.4 mm (± 2 mm) from the bottom of the same mounting plate, and then mark where the two measurements intersect as shown in Figure 14.



Figure 13



Figure 14

17. Use a punch to make a slight indentation at the intersection from steps 15 and 16.
18. Place a clean shop cloth under the mounting plate to catch metal debris.
19. Drill a hole using a 7/32 inch or a number 3 drill bit.
 - A pilot hole made with a smaller drill bit may help.

NOTICE Take care to not damage the seat cushion. Limit the drill bit depth to prevent seat cushion contact.



Figure 15

20. Gently remove the shop cloth with metal debris from the seat.

21. Measure from the back end of the **black** climate controlled seat control unit harness connector.

NOTE: This harness connector was disconnected in step 7.

- If working on a **driver's seat** measure 60 mm.
- If working on a **passenger seat** measure 65 mm.

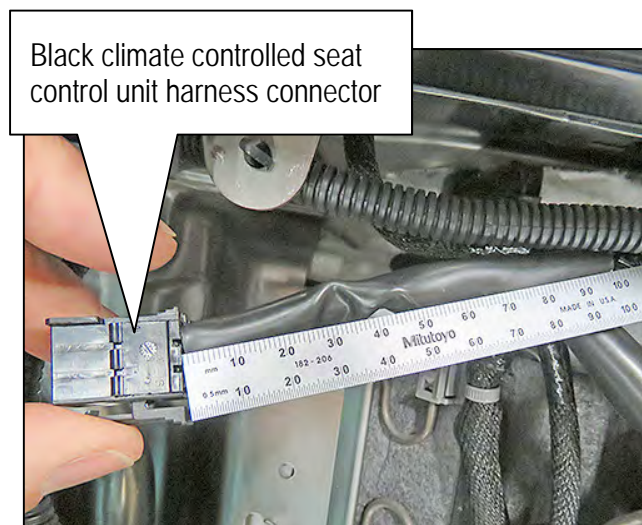


Figure 16

22. Cut through the harness, at the point that was measured to in step 21, with an appropriate tool.

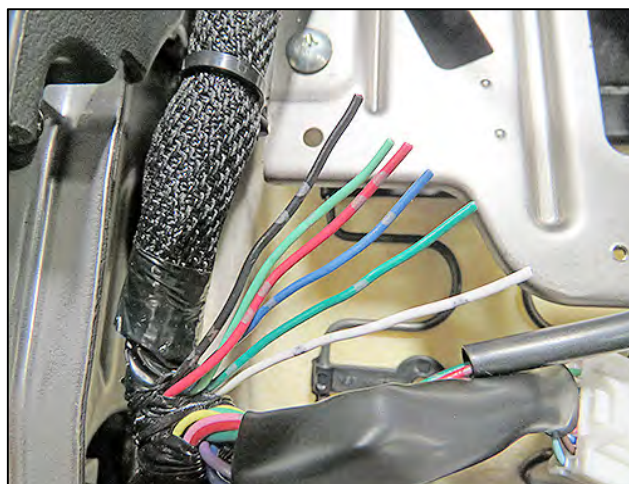


Figure 17

23. Remove approximately 10 mm of insulation from the six (6) wires.

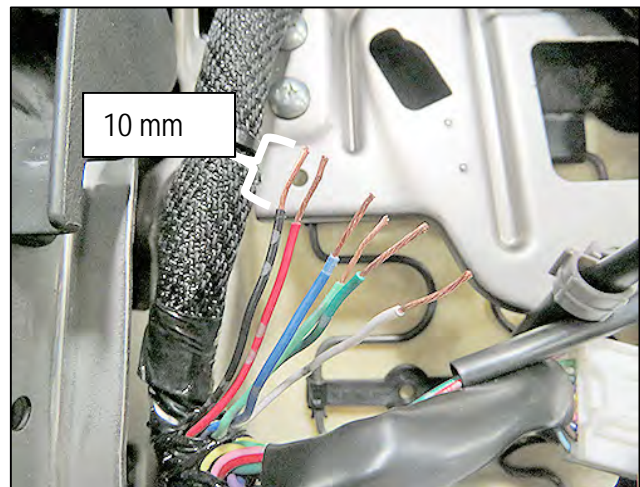


Figure 18

24. Measure from the harness side of the **new** climate controlled seat control unit harness connector (new harness) the following amount:

NOTE: See the **Parts Information** section of this bulletin, on page 15, for the new harness connector.

- If working on a **driver's seat** measure 70 mm.
- If working on a **passenger seat** measure 75 mm.

25. Cut through the new harness, at the point that was measured to in step 24, with an appropriate tool.

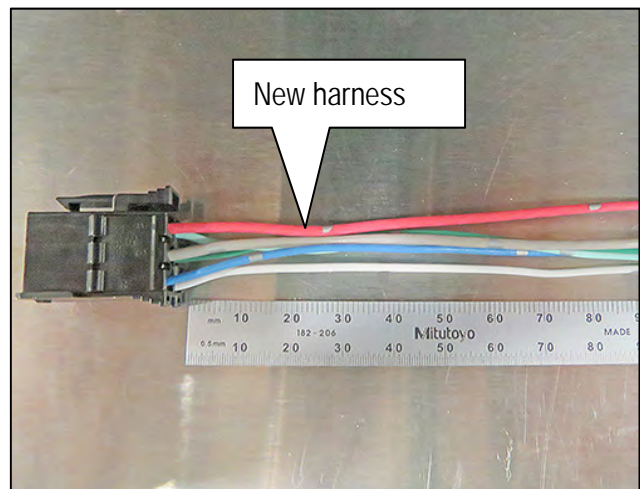


Figure 19

26. Remove approximately 10 mm of insulation from the six (6) wires of the new harness.

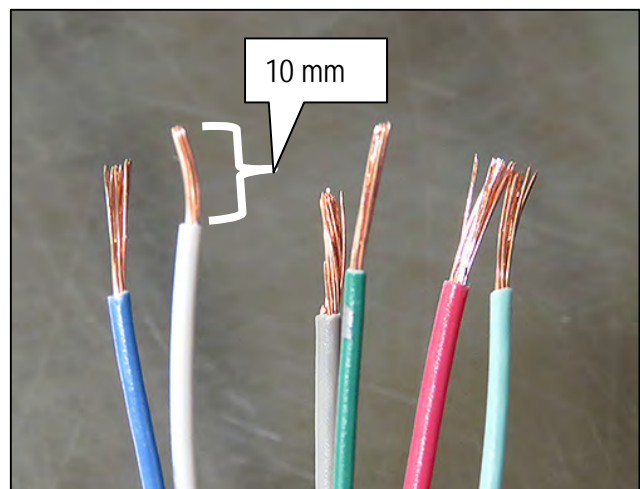


Figure 20

For steps 27-30, connect one wire at a time.

NOTICE Do not use an electric type soldering tool. An electric type soldering tool may generate a current that may damage the vehicle's control units.

IMPORTANT: The gray wire of the new harness will be connected to the black wire of the vehicle seat harness.

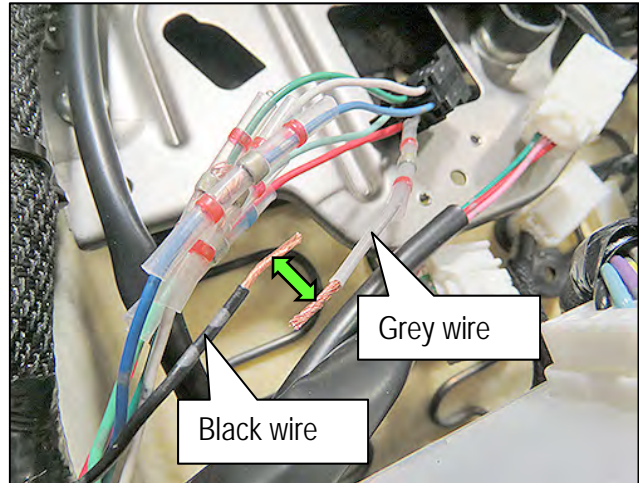


Figure 21

27. Place a red solder sleeve onto one of the wires of the new harness connector.

- The solder sleeve connectors are listed in the **Parts Information** section of this bulletin on page 15.

28. Twist the new harness connector wire (with solder sleeve) together with the same colored wire of the harness that was stripped in step 23.

- See Figure 22 for an example of twisting wires.

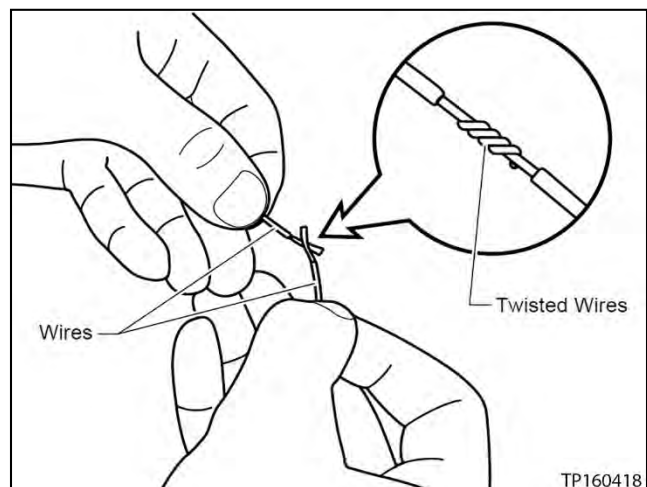


Figure 22

29. Slide the red solder sleeve over the twisted pair and position it so that the solder ring is over the two twisted wires as shown in Figure 23.

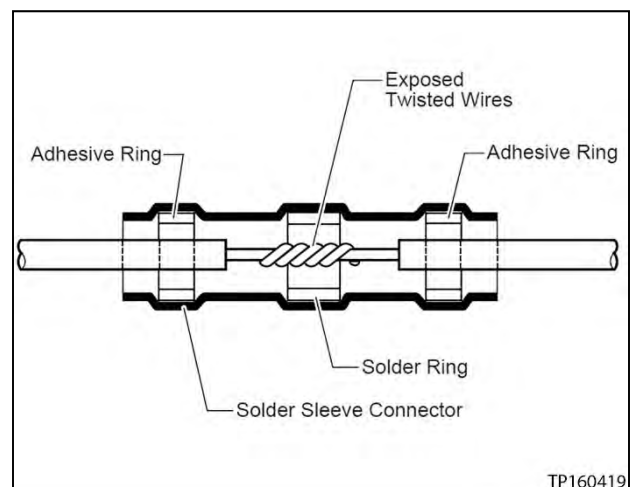


Figure 23

30. Install the solder sleeve connector by shrinking it to the wire with essential tool Flameless Heat Gun J-46538 or equivalent flameless heating tool (see Figure 24 and Figure 25).

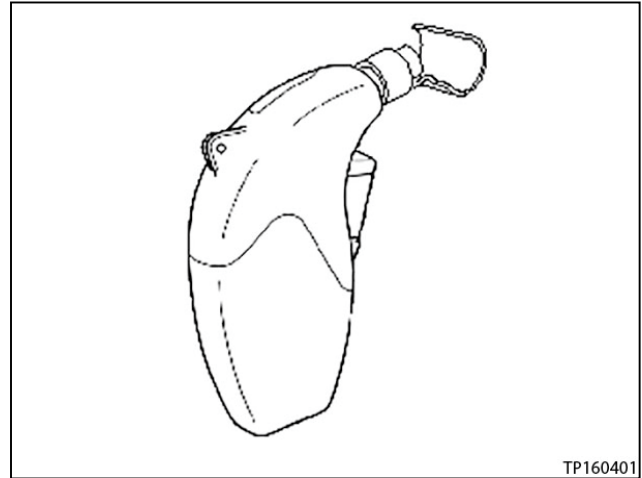


Figure 24

Installing the solder sleeve connector will:

- Melt the solder (silver ring inside the solder sleeve connector) into the exposed twisted wire area.
- Melt the sealant (red rings inside the solder sleeve connector) onto the wires.
- Shrink the remainder of the solder sleeve connector to the wire.

HINT: Tool J-46538 can be purchased from TECH-MATE at 1-800-662-2001 or at infinitechmate.com

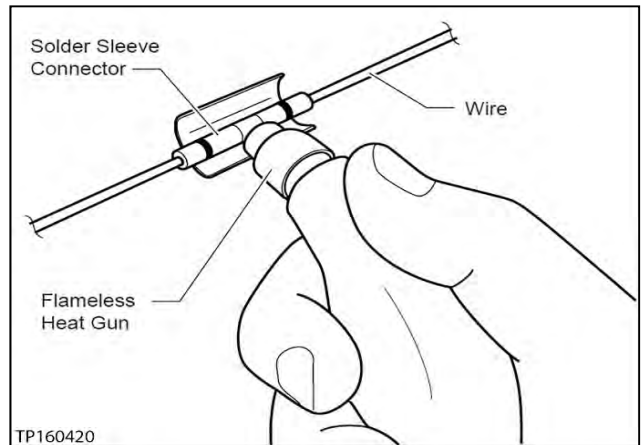


Figure 25

31. Perform steps 27-30 on the remaining five (5) wires and then proceed to step 32.
- Figure 26 is shown with all solder connections completed.

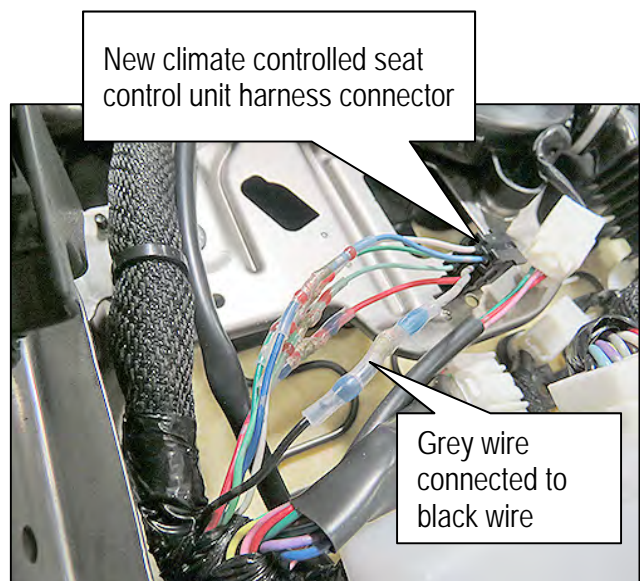


Figure 26

32. Completely wrap the newly joined harness with electrical tape as shown in Figure 27.

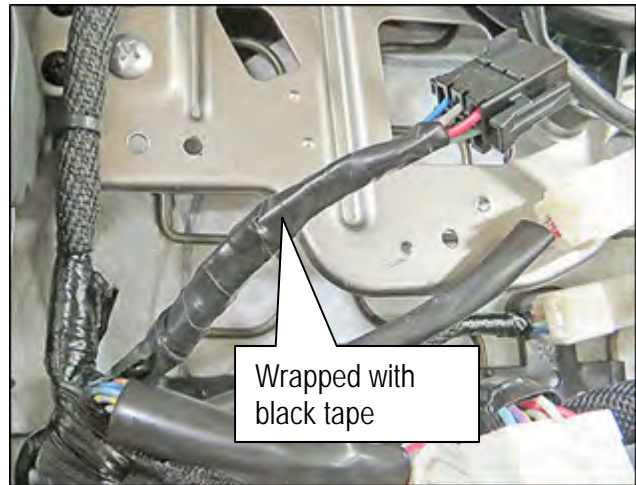


Figure 27

33. Measure 30 mm from the back end of the **black** climate controlled seat control unit harness connector.
34. Attach the black zip tie/harness clip provided, where shown in Figure 28.
- The black zip tie/harness clip is listed in the **Parts Information** section of this bulletin on page 15.
35. Trim excess from the zip tie/harness clip with an appropriate tool.

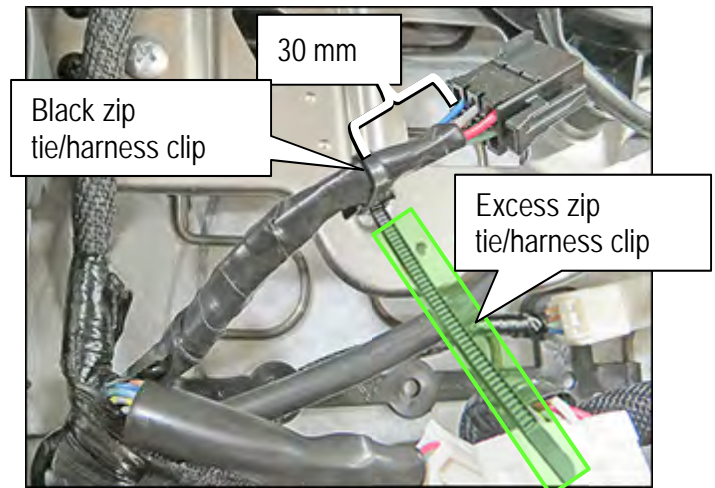


Figure 28

36. Reattach the SRS harness clip that was removed in step 11 with a new zip tie, as shown in Figure 29.
- Do not install the zip tie over the climate controlled seat control unit harness.
 - See the **Parts Information** on page 15.
37. Trim the excess from the zip tie with an appropriate tool.

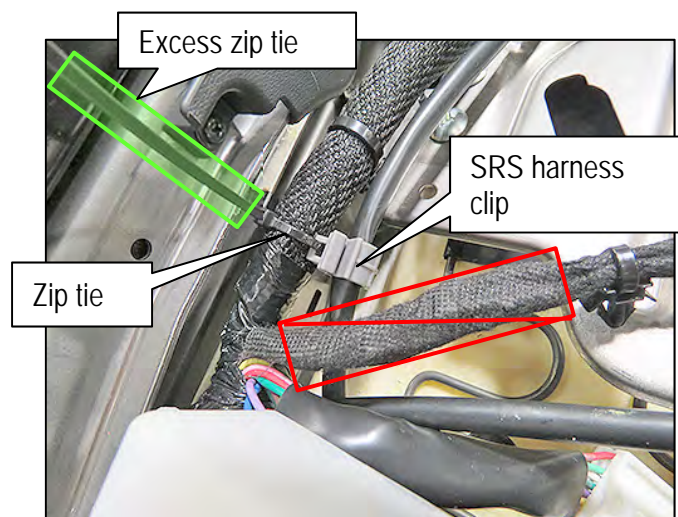


Figure 29

38. Install the new climate controlled seat control unit to the seat frame.
- Held by two (2) screws.
 - See the **Parts Information** section of this bulletin on page 15.

39. Reattach the clip removed in step 13 and shown in Figure 30.

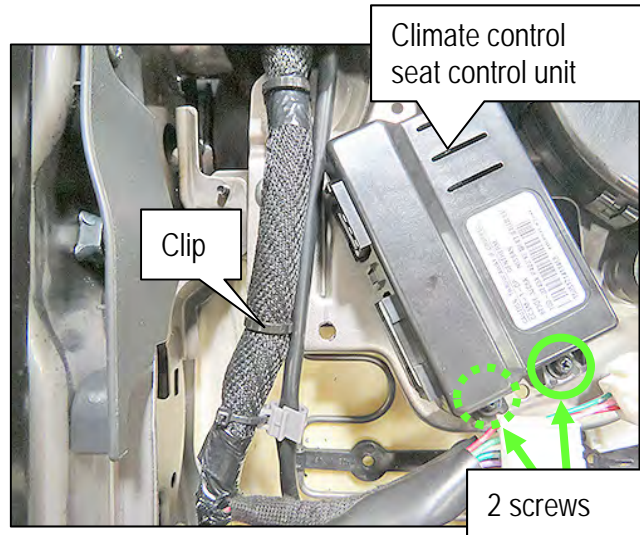


Figure 30

40. Connect the harness connectors to the climate controlled seat control unit.
- Route the SRS harness as shown in Figure 31.

41. Attach the black zip tie/harness clip from step 34 to the seat frame.
- Clip into the hole drilled in step 19.

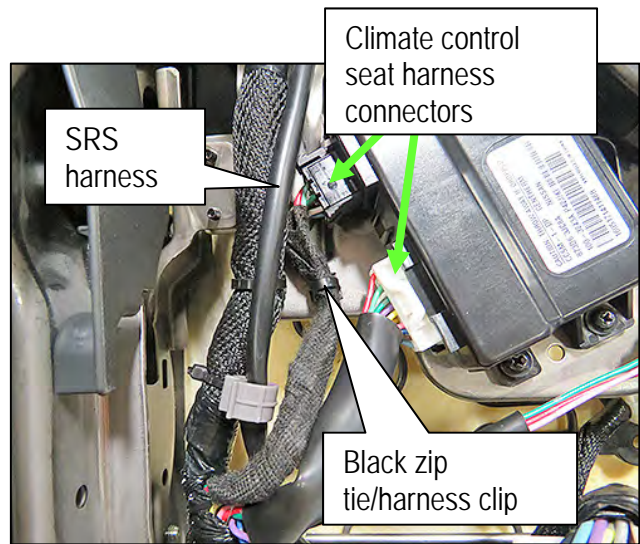


Figure 31

42. Reattach the seat back flap J-clips to the seat frame as shown in Figure 32.

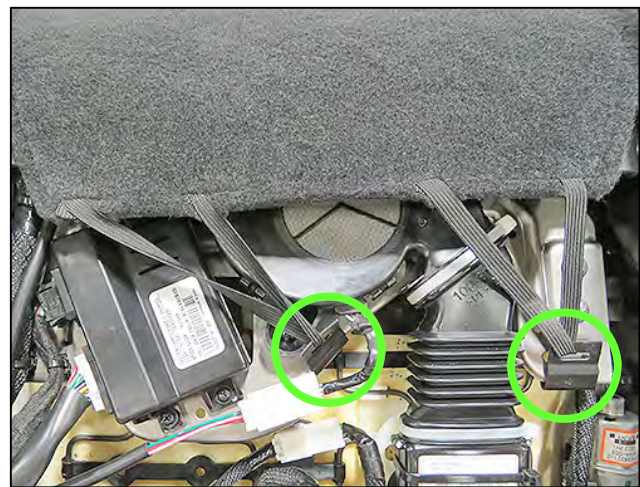


Figure 32

43. Reinstall the seat into the vehicle.

- Refer to the ESM for seat installation: **BODY INTERIOR > SEAT > REMOVAL AND INSTALLATION > FRONT SEAT.**

- Torque the seat bolts in the order shown in Figure 33.

- Seat bolt torque: 48 N•m (4.9 kg-m, 35 ft-lbs)

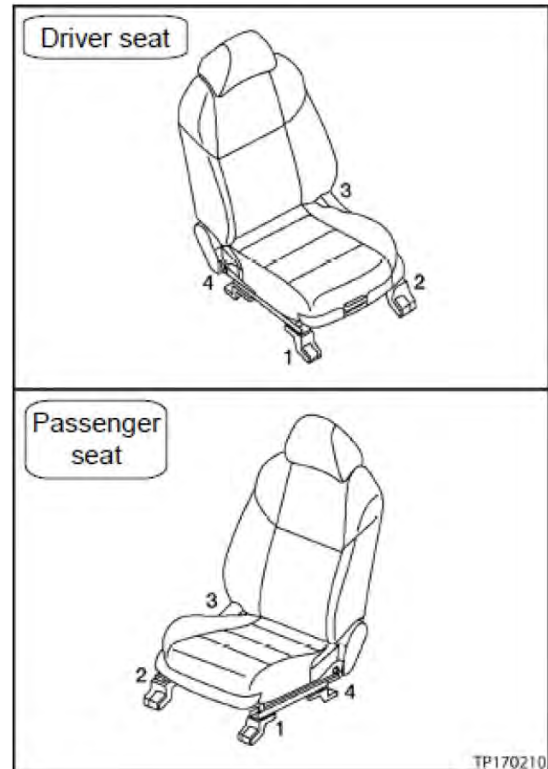



Figure 33

44. Connect the vehicle's 12 volt battery.

- Refer to the ESM for battery removal: **ELECTRICAL & POWER CONTROL > POWER SUPPLY, GROUND & CIRCUIT ELEMENTS > REMOVAL AND INSTALLATION > BATTERY.**

45. If equipped with a seat lifter; lower the height of the seat back to its original position.

46. Confirm climate controlled seat functions correctly.

47. If the passenger seat was repaired, perform Zero Point Reset for the passenger seat.
- Refer to the ESM for Zero Point Reset procedure: **RESTRAINTS > SRS AIRBAG CONTROL SYSTEM > BASIC INSPECTION > INSPECTION AND ADJUSTMENT > ZERO POINT RESET > Special Repair Requirements.**
48. Turn the ignition OFF and then back ON and observe the air bag warning light:
- The air bag warning light  should illuminate for 7 seconds and then go out.
- NOTE:** If the air bag warning light does not operate as described above there may be an issue not covered by this bulletin. Refer to ASIST and the appropriate ESM for additional diagnostic and repair information.
49. Reset any customer settings that were lost when the battery was disconnected.
- Refer to the ESM, section **ELECTRICAL & POWER CONTROL > POWER SUPPLY, GROUND & CIRCUIT ELEMENTS > BASIC INSPECTION > INSPECTION AND ADJUSTMENT > ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL**, for a listing of systems that may lose settings or memory when disconnecting the 12V battery.
 - This list often includes items such as audio, HVAC, power windows, clock, etc.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
HARNESS KIT	24061-9FT0A	1
Kit Includes:		
Harness connector		1
Black Zip Tie/Harness Clip		1
White Harness Clip		1
Climate Controlled Seat Control Unit	873D6-9PF0A	1
Solder Sleeve (Red)	24361-7990A	6
Electrical Tape	Use 3M/Scotch Professional Grade Vinyl Super 88 Electrical Tape (3/4 inch wide) or equivalent	(1) (2)
Zip Tie	(2)	1

(1) This product (or equivalent) is available at many local automotive supply stores, and many local hardware stores.

(2) Shop supply.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Install Harness Kit on Driver Seat	(1)	RX8QAA	ZE	32	1.2
Install Harness Kit on Passenger Seat		RX8RAA			1.3

(1) Refer to the Electronic Parts Catalog and use the Control Box (876D6 - *****) as the Primary Failed Part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 14, 2020	NTB20-004	Original bulletin published