



INFINITI®

## CAMPAIGN BULLETIN Sonar Sensor Replacement

Reference: PC924

Date: October 27, 2022

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2023 QX60 (L51)	NA	42	October 8, 2022	<b>YES</b>

### \*\*\*\*\* Retailer Announcement \*\*\*\*\*

INFINITI is now escalating the temporary hold on **42** specific 2023 INFINITI QX60 vehicles identified in Service Comm to a retailer inventory quality action to replace the four front and four rear sonar sensors. Due to a supplier issue, which has since been corrected, certain vehicles were manufactured and shipped with sonar sensors that could potentially provide the driver with a false alert.

Affected vehicles are subject to stop sale and are either currently in retailer inventory or assigned and in transit to the retailer.

### \*\*\*\*\* What Retailers Should Do \*\*\*\*\*

#### PLEASE FOLLOW THE ATTACHED INSTRUCTIONS:

1. Verify if vehicles are affected by this quality hold using Service Comm or DBS National Service History – Open Campaigns I.D. PC924
  - New vehicles in retailer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
    - Refer to IPSB 15-286 for additional information
  - Some vehicles may still be in transit. Please continue to check newly arriving inventory for QA Hold applicability.
2. Please **do not drive, loan, rent, sell or trade** the specific vehicles in retailer inventory subject to this quality hold.
3. Use the attached procedure to remedy any vehicles affected by this quality action prior to sale.
4. Parts are on restriction and can be ordered via DBS.
5. **URGENT:** The service department should submit the applicable warranty claim for the action performed as the action is completed so it can be closed on Service Comm, and release the vehicle.

**\*\*\*\* 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 inspection status on each affected vehicle currently in new vehicle inventory.

**Thank you for your prompt attention to this matter.**



# PC924 – 2022 QX60 SONAR SENSOR REPLACEMENT

## REMOVE FRONT AND REAR BUMPER ASSEMBLIES:

1. Position the vehicle on a suitable lift (Figure 1).



Figure 1

2. Open the hood and back door (Figure 2).



Figure 2

3. Remove the front and rear bumper assemblies using the Electronic Service Manual (ESM) references below.

**CAUTION:**

- The front and rear bumpers are made of resin, use care when handling to prevent damage and avoid contact with oily substances
- When removing the front and rear bumpers, two people are required to avoid damage

- **Front Bumper (Figure 3):**  
BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY - EXTERIOR - REMOVAL AND INSTALLATION - FRONT BUMPER - Removal and Installation
- **Rear Bumper (Figure 4):**  
BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY - EXTERIOR - REMOVAL AND INSTALLATION - REAR BUMPER - Removal and Installation



Figure 3



Figure 4

4. Position the front and rear bumper assemblies on a stable work area using a clean fender cover as shown in Figures 5 and 6.



Figure 5



Figure 6

## FRONT SONAR SENSOR REPLACEMENT

5. Locate the (4) front sonar sensors on the front bumper assembly (Figure 7).

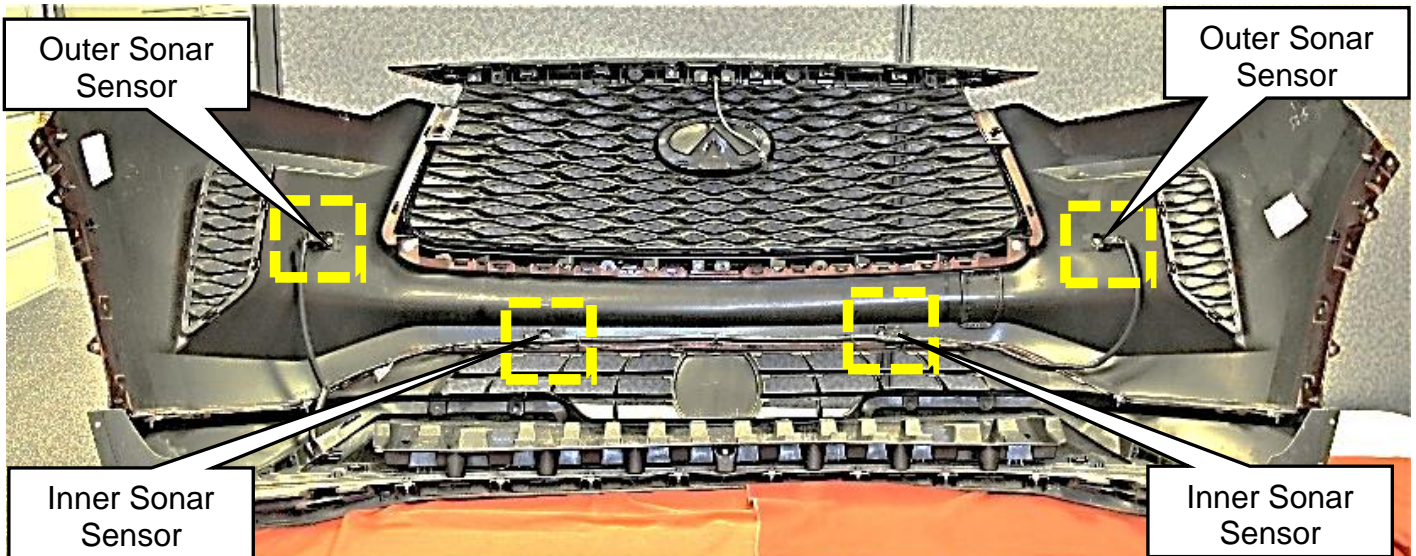


Figure 7

6. Replace the (4) front sonar sensors using the steps below:

- a. Using a suitable tool, release the finisher pawls from the front sonar sensors and remove them from the bumper (Figure 8).

**IMPORTANT:** Use care not to break the sonar sensor retaining pawls.

- b. Slide the gray connector lock to unlatch it (Figure 9).
- c. Push down on the connector lock to release the connector from the sensors (Figure 10).
- d. Source (4) **new** replacement sensors (Refer to PARTS INFORMATION).
- e. Connect the **new** sensors and latch the gray connector locks.
- f. Install each **new** sensor in the same orientation as when removed.

### NOTE:

- The sonar sensors will not lock in place if not properly oriented
- When each sensor is properly latched in the sensor finisher, a click noise will be heard

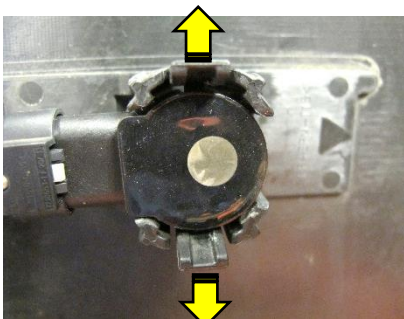


Figure 8

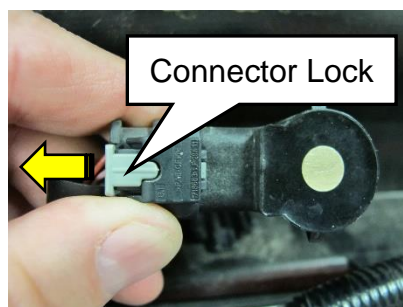


Figure 9



Figure 10

## REAR SONAR SENSOR REPLACEMENT

7. Locate the (4) rear sonar sensors on the rear bumper assembly (Figure 11).

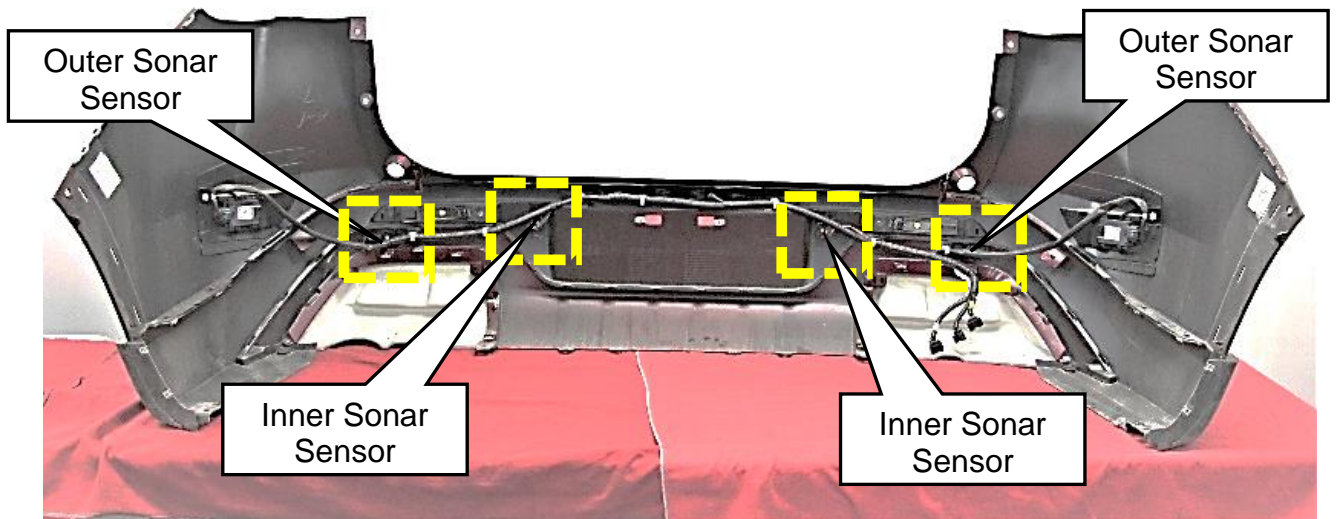


Figure 11

8. Replace the (4) rear sonar sensors using the steps below:

- a. Using a suitable tool, release the finisher pawls from the rear sonar sensors and remove them from the bumper (Figure 12).

**IMPORTANT:** Use care not to break the sonar sensor retaining pawls.

- b. Slide the gray connector lock to unlatch it (Figure 13).  
c. Push down on the connector lock to release the connector from the sensors (Figure 14).  
d. Source (4) **new** replacement sensors (Refer to PARTS INFORMATION).  
e. Connect the **new** sensors and latch the gray connector locks.  
f. Install each **new** sensor in the same orientation as when removed.

### NOTE:

- The sonar sensors will not lock in place if not properly oriented
- When each sensor is properly latched in the sensor finisher, a click noise will be heard

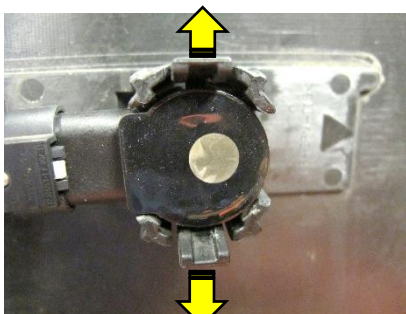


Figure 12

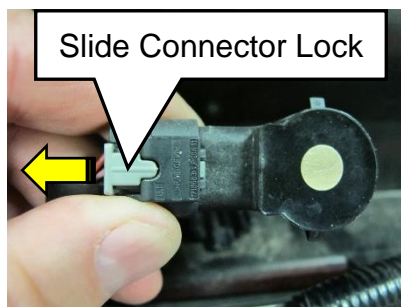


Figure 13



Figure 14

## INSTALL FRONT AND REAR BUMPER ASSEMBLIES:

9. Install the front and rear bumper assemblies using the Electronic Service Manual (ESM) references below.

### CAUTION:

- The front and rear bumpers are made of resin, use care when handling to prevent damage and avoid contact with oily substances
- When installing the front and rear bumpers, two people are required to avoid damage

- **Front Bumper:**

BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY - EXTERIOR - REMOVAL AND INSTALLATION - FRONT BUMPER - Removal and Installation

- **Rear Bumper:**

BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY - EXTERIOR - REMOVAL AND INSTALLATION - REAR BUMPER - Removal and Installation

## ADDITIONAL STEPS TO PERFORM:

10. After the front bumper installation:

**CAUTION: If the vehicle is equipped with a front camera [Around View Monitor (AVM)], the following must be performed:**

- **Perform CALIBRATING CAMERA IMAGE (INTELLIGENT AROUND VIEW MONITOR). Refer to ESM reference:** DRIVER INFORMATION & MULTIMEDIA – AUDIO, VISUAL & NAVIGATION SYSTEM – AROUND VIEW MONITOR SYSTEM – BASIC INSPECTION – CALIBRATING CAMERA IMAGE (INTELLIGENT AROUND VIEW MONITOR) – Work Procedure

11. After rear bumper installation:

**CAUTION: Perform the following action tests to confirm proper system operation. This will require a road test:**

- **Blind Spot Warning (BSW) action test: Refer to ESM reference:** CRUISE CONTROL & DRIVER ASSISTANCE – DRIVER ASSISTANCE SYSTEM – DRIVER ASSISTANCE SYSTEM – BASIC INSPECTION – ACTION TEST – BSW – Work Procedure
- **Rear Cross Traffic Alert (RCTA) action test: Refer to ESM reference:** CRUISE CONTROL & DRIVER ASSISTANCE – DRIVER ASSISTANCE SYSTEM – DRIVER ASSISTANCE SYSTEM – BASIC INSPECTION – ACTION TEST – RCTA – Work Procedure

## PARTS INFORMATION

Part Number	Description	Qty	Exterior Color Code
28438-0954R	SENSOR ASSY DISTANCE	6	GAQ, KAD
28438-3870R	SENSOR ASSY DISTANCE		GAT
28438-4577R	SENSOR ASSY DISTANCE		KCF, XHU
28438-4798R	SENSOR ASSY DISTANCE		QAB, XBJ
28438-6832R	SENSOR ASSY DISTANCE		NBM, XFW
28438-8351R	SENSOR ASSY DISTANCE		KCG, XJU
28438-9520R	SENSOR ASSY DISTANCE		RCJ, XHQ
28438-6424R	SENSOR ASSY DISTANCE		2

### IMPORTANT:

The part numbers in the chart above are for reference. Use VIN to order the appropriate replacement sonar sensors for each vehicle.

## CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

Campaign ("CM") ID	Description	Op code	FRT
PC924	Replace all Eight Sensors (8) <b>"WITHOUT"</b> AVM	PC9240	1.5 hr
	Replace all Eight Sensors (8) <b>"WITH"</b> AVM	PC9241	1.9 hr