

# SERVICE CAMPAIGN



INFINITI®

## CAMPAIGN BULLETIN EZ Flex Seat Owner's Manual Supplement Voluntary Service Campaign

Reference: PC969

Date: June 16, 2023

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2022-2023 QX60 (L51)	21,278	638	June 16, 2023 (New Retailer Inventory Only)	<b>NO</b>

### \*\*\*\*\* Campaign Summary \*\*\*\*\*

INFINITI is providing owners of approximately 21,278 2022-2023 INFINITI QX60 vehicles with a supplemental Owner's Manual addendum. The 2022-2023 QX60 Owner's Manual instructions for the 2<sup>nd</sup> row seat does not indicate that the one-touch seat release function may operate while driving the vehicle. Clients will be asked to place the supplement, which addresses the functionality of the one-touch seat release on the 2<sup>nd</sup> row seat while driving, inside the Owner's Manual that came with their vehicle.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **PC969**
  - New vehicles in retailer inventory can also be identified by using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
    - Refer to IPSB 15-286 for additional information
  - **SERVICE COMM will only be active for vehicles in retailer new vehicle inventory.**
2. If a retailer receives a supplemental Owner's Manual addendum for a vehicle they have retailed, currently have in their new vehicle or pre-owned inventory, or an INFINITI Courtesy Vehicle (ICV) Service, the retailer should either forward the owner's manual supplement to the current owner or add the supplement addendum to the glove box of any affected vehicle they currently control.
3. Clients receiving this Owner's Manual supplement have been advised to place it inside the Owner's Manual that came with their vehicle.

### \*\*\*\*\* Release Schedule \*\*\*\*\*

Owner Notification	INFINITI will begin notifying owners of all potentially affected vehicles in <b>July 2023</b> via U.S. Mail.
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**\*\*\*\*\* Claims Information \*\*\*\*\***

The following claims information should be used for affected vehicles the retailer controls.

CM I.D.	DESCRIPTION	OP CODE	FRT
PC969	Place Owner Manual Supplement into vehicle's glove box	PC9690	0.2 hrs.

**\*\*\*\*\* Retailer's 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 service 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 voluntary service campaign was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for repair completion.

**Frequently Asked Questions (FAQ):**

Q. Is this a Stop Sale?

A. No.

Q. Is this a safety recall?

A. No.

Q. What is the reason for this action?

A. The Owner's Manual instructions for the 2nd row seat does not indicate that the one-touch seat release function may operate while driving the vehicle.

Q. What is the possible effect of the condition?

A. An unsupervised child in the 3rd row seat could activate the one-touch seat release on the 2nd row seat. If this occurs, the seat could pitch forward when braking.

Q. What will be the corrective action?

A. INFINITI is providing affected owners with a supplemental addendum for their 2022-2023 INFINITI QX60, which addresses the functionality of the one-touch seat release on the 2nd

row seat while driving. Clients will be asked to place this supplement inside the Owner's Manual that came with their vehicle, which is located inside the glove box of your INFINITI QX60 vehicle.

**Q. When will vehicle owners be notified?**

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

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

A. No, an owner's manual supplement will be mailed directly to affected owners.

**Q. What model year vehicles are involved?**

A. Specific model year 2022-2023 INFINITI QX60 vehicles manufactured between August 12, 2021 and November 23, 2022 are affected.

Revision History:

Date	Announcement	Purpose
June 16, 2023	Original Document	New campaign announcement