



INFINITI®

CAMPAIGN BULLETIN Seat Frame Weld

Reference: PC988

Date: September 15, 2023

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2024 QX60 (L51)	NA	13	September 15, 2023	NO

**** Retailer Announcement ****

INFINITI is conducting a retailer inventory quality action to inspect, and if necessary replace the seat frame assembly on certain specific 2024 INFINITI QX60 vehicles identified in Service Comm and National Service History. The lower front seat cushion with 8-way power control may feel loose or emit a noise when seat cushion is adjusted to upward position using tilt feature. Please follow the attached instructions to remedy any vehicles affected by this retailer inventory quality action.

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

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaign I.D. **PC988**
 - 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
 - Some vehicles may still be in transit. Please continue to check newly arriving inventory for QA applicability.
2. Use the attached procedure to remedy any vehicles affected by this quality action prior to sale.
3. Parts for this quality action are on restriction and can be ordered through DBS.
4. Once remedied, retailers should submit the applicable warranty claim for the action performed so it can be closed in Service Comm and release the vehicle for sale.

**** 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.

PC988 – 2024 QX60 FRONT POWER SEAT FRAME WELD

INSPECTION PROCEDURE:

IMPORTANT:

- This inspection is to be performed on both power driver and power front passenger seats.

1. Open the driver's door (Figure 1).



Figure 1

2. Move the driver's power seat to the full rearward and full up position (lift up & tilt up).

- Use the power seat switch to move the seat (Refer to Figures 2 and 3)



Figure 2



Figure 3

3. Place a tape measure between the center console and the front inboard corner of the driver seat (Figures 4 and 5).
- Make sure the end of the tape measure touches the floor of the vehicle

Note: It may be possible to hook the end of the tape measure under the center console.

- The other end of the tape measure can rest on top of the center console

Notice: To avoid damage to the center console, place a clean cloth between the tape measure and the center console.

4. Locate the J-Clip under the front inboard corner of the seat (Figure 6).

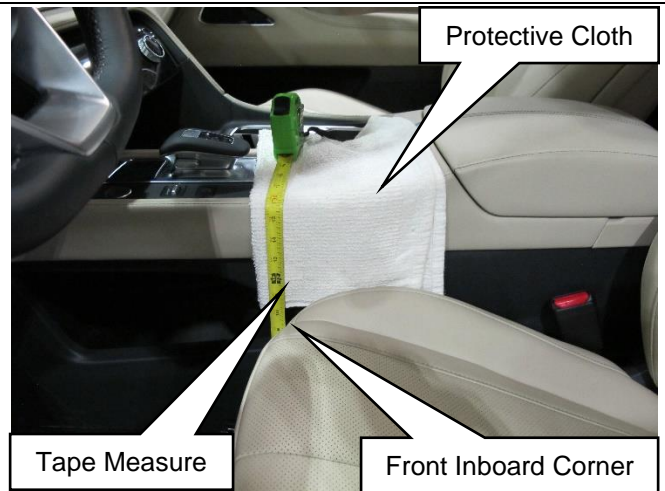


Figure 4

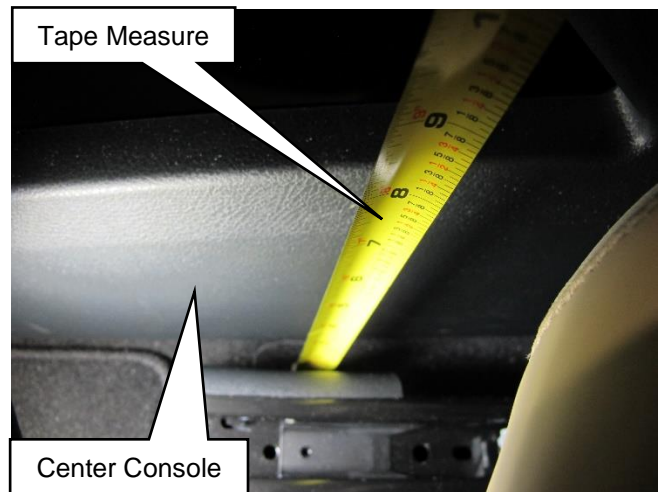


Figure 5

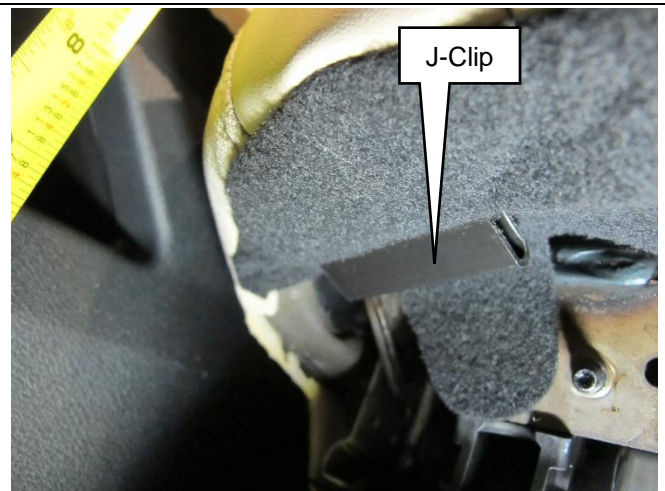


Figure 6

5. Without sitting in the driver seat, position your right hand under the front inboard corner (center console side) at the J-clip location shown in Figure 7.

⚠ WARNING

To avoid the risk of injury when working under a seat, be sure to observe the following:

- Make sure to grab the underside of the seat at the front inboard **J-clip** ONLY as there are sharp surfaces under the seat.

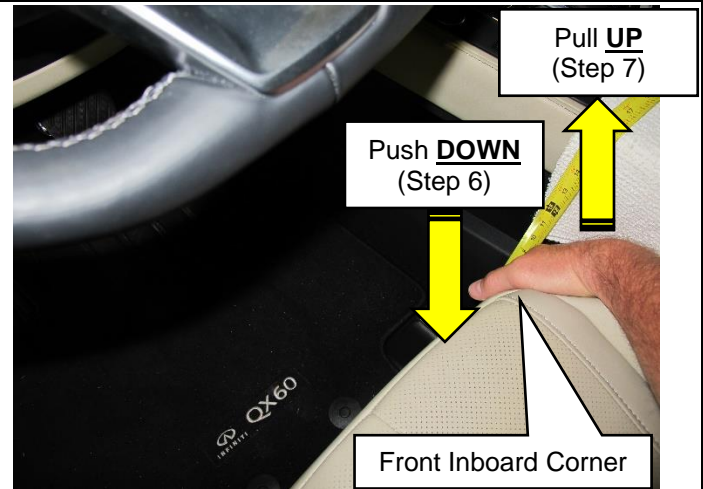


Figure 7

6. Push down on the front inboard corner of the seat (Figure 7).
7. Pull up at the J-clip location specified in Figures 6 and 7 (front inboard corner).
- If the front inboard corner of the seat **moves up**, use the tape measure as reference to measure the amount of **up** travel
 - Document the amount of **up** travel in inches on the Repair Order for the driver's seat

HINT: Any excessive up movement can be observed under the seat at the front the lifter motor area, refer to Figure 8.

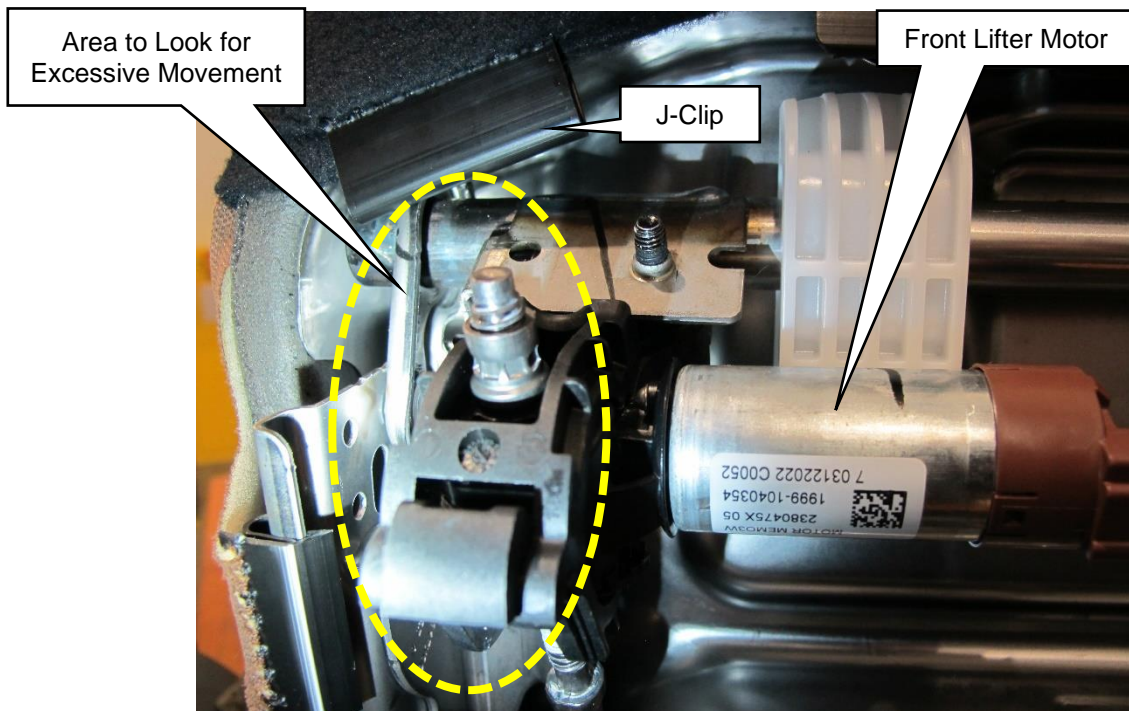


Figure 8

8. Complete Steps 1-7 on the front passenger seat front inboard corner.

- Document the amount of **up** travel in inches on the Repair Order for the passenger seat

REPAIR PROCEDURE:

9. Using the tape measure for reference, did the front inboard corner of either power front seat frame **move up** more than 1 ½ inches?

- **YES** = Replace the affected front power seat cushion frame assembly per the Electronic Service Manual (ESM): **BODY INTERIOR-SEAT-UNIT DISASSEMBLY AND ASSEMBLY-FRONT SEAT-SEAT CUSHION-Seat Cushion.** Make sure to follow all ESM warnings and cautions.
- **NO** = No further action is required, refer to CLAIMS INFORMATION section submit a claim for the inspection.

PARTS INFORMATION:

Seat	Description	Part #	Quantity
Driver	FRAME-FRT ST LH	87351-***** (1)	1 (if needed)
Passenger	FRAME-FRT ST RH	87301-***** (1)	1 (if needed)

(1) Use the Electronic Parts Catalog (EPC) and the VIN of the vehicle you are working on to obtain the correct part number.

CLAIMS INFORMATION

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

Campaign ("CM") ID	Description:	Op Code	FRT
PC988	Inspect Driver and Passenger Seat Frame Weld (OK Condition)	PC9880	0.2 Hr
	Inspect Driver Seat Frame and Replace Seat Cushion Frame Assembly	PC9881	1.7 Hr
	Inspect Passenger Seat Frame and Replace Seat Cushion Frame Assembly	PC9882	1.8 Hr
	Inspect Both Driver and Passenger Seat Frame and Replace Both Seat Cushion Frame Assemblies	PC9883	3.4 Hr