



I N F I N I T I

# TECHNICAL SERVICE BULLETIN

Classification: BT23-020	Reference: ITB23-027	Date: November 15, 2023
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## POWER FOLDING 3<sup>RD</sup> ROW SEAT SYSTEM CALIBRATION

**APPLIED VEHICLES:** 2022-2024 QX60 (L51)  
**APPLIED SYSTEMS:** Power 3<sup>rd</sup> Row Seats  
**APPLIED GRADES:** Sensory, Autograph

### SERVICE INFORMATION

Obstructions such as unfolded headrests or objects left in the vehicle may prevent the power folding 3<sup>rd</sup> row seat from returning to the upright position under power:

- Verify that the 3<sup>rd</sup> row seat headrests are folded forward.
  - If the 3<sup>rd</sup> row seat headrests are not folded forward, the headrests can contact the 2<sup>nd</sup> row seats and prevent the power folding 3<sup>rd</sup> row seat from returning upright.
- Verify that the floor between the 2<sup>nd</sup> and 3<sup>rd</sup> row seats is clear of any obstructions.
  - If there are obstructions on the floor, clear the obstructions and try to move the seat upright.
- If the 3<sup>rd</sup> row seat headrests are folded forward and there are no obstructions, perform system calibration before attempting to replace any parts.
  - Refer to the ESM: **BODY INTERIOR > SEAT > BASIC INSPECTION > SYSTEM CALIBRATION > Work Procedure**

If the power folding 3<sup>rd</sup> row seat does not return upright under power after performing system calibration, refer to the ESM for further diagnosis.

### AMENDMENT HISTORY

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November 15, 2023	ITB23-027	Original bulletin published

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.