

# SAFETY RECALL



## CAMPAIGN BULLETIN

### Driver Seat Rail Inspection Voluntary Recall Campaign

Reference: PC967/PC981

Date: July 23, 2024

**Attention: Retailer Principal, Sales, Parts and Service Managers**

**IMPORTANT:** It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

#### REVISION 3

Please discard earlier versions of this bulletin.

**The announcement from June 8, 2023 has been revised to include the following:**

- The restriction on parts for this campaign will be removed and retailers will be able to order parts via normal process beginning **July 30, 2024**
  - [Parts on order in DBS will be fulfilled](#)

#### PC967

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2023 QX60 (L51)	1,528	184	April 14, 2023	<b>YES</b>

#### PC981 (Expanded Equipment Recall)

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2022-2023 QX60 (L51)	12	NA	June 8, 2023	<b>YES</b>

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

INFINITI is committed to the safety and security of our clients and their passengers. INFINITI has notified the National Highway Traffic Safety Administration (NHTSA) that it is recalling certain 2023 INFINITI QX60 vehicles to inspect the front driver's seat, and if necessary replace the seat cushion frame.

On certain INFINITI QX60 vehicles, due to a supplier weld quality concern that has since been corrected, the driver's seat frame rail welds may detach from the rear inboard seat bracket. As a result of this issue, the driver's seat may not be fully secured to the seat frame potentially increasing the risk of injury to the occupant in the event of a crash.

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

1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm or DBS National Service History – Open Campaign I.D. PC967 and PC981
  - Refer to IPSB15-286 for additional information.
2. Retailers **must not sell, lease, trade, rent or loan** any vehicles in retailer inventory affected by this recall campaign until after the vehicle has been remedied.
3. Retailers should use **ITB23-016** to remedy any vehicles subject to this campaign.
4. Once remedied, retailers should submit the claim using the claims coding provided and release the vehicle.

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

Parts	<p>If inspection results indicate that parts replacement is needed, the restriction on parts for this campaign will be removed and retailers will be able to order parts via normal process beginning <b>July 30, 2024</b>.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr style="background-color: black; color: white;"> <th>Part Number</th> <th>Description</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">87351-6TA1A</td> <td style="text-align: center;">FRAME ASSY - CUSHION, FRONT SEAT LH</td> <td style="text-align: center;">1 (If Needed)</td> </tr> </tbody> </table> <p><b>NOTE:</b> Parts replaced under this activity may be collected through the INFINITI Part Return Program. If a Part Return Required Notification is received by the retailer, it is important for retailers to return parts applicable specifically to the VIN and repair order identified.</p>	Part Number	Description	Quantity	87351-6TA1A	FRAME ASSY - CUSHION, FRONT SEAT LH	1 (If Needed)
Part Number	Description	Quantity					
87351-6TA1A	FRAME ASSY - CUSHION, FRONT SEAT LH	1 (If Needed)					
Repair	<ul style="list-style-type: none"> <li>• <b>ITB23-016</b></li> </ul>						
Owner Notification	<p>INFINITI will begin notifying owners of all potentially affected vehicles in <b>June 2023</b> via U.S. Mail.</p>						

**\*\*\*\*\*Service Parts Return\*\*\*\*\***

The left hand front seat frame assembly part number listed in the table below may have been shipped to retailer service inventory and may contain the defect described in this retailer announcement. As these parts are now included in this voluntary safety recall campaign, INFINITI is requiring retailers to check their parts inventories for the part number listed in the table below. **If a listed part is found in your parts inventory, do not sell this part, or install this part on any vehicle.**

**INFINITI is requiring Retailers to return the listed part no later than June 23, 2023 using the following instructions:**

1. Create an I-Code RFC, an invoice# is not necessary

2. Be sure to use **these specific comments: "PLEASE ACCEPT THIS RETURN AS PART OF THE NNA REQUIRED PART RETURN ACTION".**
  
3. Upon RFC acceptance notification, send parts back to your facing PDC

If you have any questions, please email: [NNAUSPartsOperations@nissan-usa.com](mailto:NNAUSPartsOperations@nissan-usa.com)

Part Number	Description	Applied Model
87351-6TA1A	FRAME ASSY - CUSHION, FRONT SEAT LH	QX60

**\*\*\*\*\* 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 campaign status on each vehicle falling within the range of this voluntary safety recall 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 recall campaign was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

**Frequently Asked Questions (FAQ):**

**Q:** Is this a recall?

A. Yes.

**Q:** Is this a Stop Sale?

A. Yes.

**Q** What is the reason for the recall?

A. Due to a supplier weld quality concern that has since been corrected, the driver's seat frame rail welds may detach from the rear inboard seat bracket. As a result of this issue, the driver's seat may not be fully secured to the seat frame potentially increasing the risk of injury to the occupant in the event of a crash.

**Q** What is the possible effect of the condition?

A As a result of this issue, the driver's seat may not be fully secured to the seat frame potentially increasing the risk of injury to the occupant in the event of a crash.

**Q. What will be the corrective action?**

A. Retailers will inspect the front driver's seat, and if necessary replace the seat cushion frame.

**Q. How long will the corrective action take?**

A. This service, which is conducted at no charge to you for parts and labor, could take up to two (2) hours to complete. However, your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule.

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

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

**Q. Is my vehicle safe to drive?**

A. If you notice excess movement in the driver's seat, you should take it to your local retailer for diagnosis. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from INFINITI, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles remedied as soon as possible upon notification.

**Q. Is there anything owners can do to mitigate this condition?**

A. If you notice excess movement in the driver's seat, you should take it to your local retailer for diagnosis. If your vehicle is subject to this campaign, INFINITI recommends you contact your local INFINITI retailer to have the front driver's seat inspected, and if necessary replace the seat cushion frame.

**Q. Are parts readily available?**

A. Yes. The restriction on parts for this campaign will be removed and retailers will be able to order parts via normal process beginning **July 30, 2024**.

**Q. Is there any charge for the repair?**

A. No. The remedy will be performed for the client free of charge for parts and labor.

**Q. Will a courtesy vehicle be provided while the retailer is servicing the vehicle?**

A. INFINITI may provide a courtesy vehicle for the client to use while their vehicle is being serviced. Courtesy vehicles are subject to availability and not guaranteed. Please check with

your retailer for availability and further details. Rental is available, upon client request, while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$180 (Max)
Contact the Warranty Claims Call Center @ 800-933-3712 if additional expense is required. Please refer to the Goodwill rental Guidelines in the APRM for detailed information regarding application of rental reimbursement.		

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

A. No, any authorized INFINITI retailer is able to perform the recall campaign.

**For Consumer Affairs:** Please inform us of the retailer where you would like to have the corrective action completed.

**Q. I have lost confidence in the vehicle. Will INFINITI replace or repurchase the vehicle?**

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

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

A. Certain specific Model Year 2023 INFINITI QX60 vehicles manufactured between August 29, 2022 to October 31, 2022 may be affected.

**Q. Are you experiencing this condition on any other INFINITI (or INFINITI) models?**

A. Yes, on certain specific Model Year 2023 INFINITI Pathfinder and 2023 INFINITI Rogue vehicles.

**Revision History:**

Date	Announcement	Purpose
April 14, 2023	Voluntary Safety Recall Campaign	New Campaign Announcement
May 26, 2023	REVISION 1	Parts return request
June 8, 2023	REVISION 2	Campaign expanded to include service parts
July 23, 2024	REVISION 3	Parts restriction removed