



I N F I N I T I

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TECHNICAL SERVICE BULLETIN

Classification:

AN25-002

Reference:

ITB25-007

Date:

May 28, 2025

SPEAKERS EXHIBIT INTERMITTENT BOOMING, HEAVY BASS OR RATTLING WHEN ENGINE RPM CHANGES

APPLIED VEHICLES: 2025 QX60 (L51)
APPLIED DATES: Built on or after June 4, 2024
APPLIED GRADES: Luxe, Sensory, and Autograph

IF YOU CONFIRM

The client complains of the speakers exhibiting an intermittent booming, heavy bass, or rattling when the engine RPM changes.

ACTION

Refer to the **SERVICE PROCEDURE** below to:

1. Ensure the ANC SETTING is turned ON.
2. Reprogram the Audio Amplifier, if applicable.

IMPORTANT: The purpose of **ACTION** (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire **SERVICE PROCEDURE** as it contains information that is essential to successfully completing this repair.

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.

SERVICE PROCEDURE

- Using CONSULT, confirm the current Audio Amplifier part number and write it on the repair order.
 - If it matches the part number in **Table A**, continue to step 2.
 - If it does not match the part number in **Table A**, this bulletin does not apply. Go back to ASIST for further diagnostic and repair information.

Table A

MODEL	CURRENT AUDIO AMPLIFIER PART NUMBER: 28061-
2025 QX60	6SY2A

⚠ WARNING **⚠ CAUTION** **NOTICE**

If you are not familiar with the CONSULT Reprogramming procedure refer to the CONSULT Operation Manual and the Electronic Service Manual (ESM) for steps to reprogram an Electronic Control Unit (ECU). Follow all precautions in both manuals to prevent possible personal injury or death and/or damage to the ECU.

- Ensure the ANC SETTING is turned ON before reprogramming.
 - Diagnose (All Systems) > Audio Amp > Work Support > ANC SETTING > ON**
- Reprogram the Audio Amplifier.
- After completing **Erase All DTCs**, print a copy of the CONSULT screen showing the before and after part numbers of the control unit and attach it to the repair order.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram the Audio Amp	(1)	RXG7AA	ZE	32	0.5

(1) Reference the electronic parts catalog and use the Amp Pre Main (28061-*****) as the Primary Failed Part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
May 28, 2025	ITB25-007	Original bulletin published