



I N F I N I T I

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# TECHNICAL SERVICE BULLETIN

Classification:

BT25-013

Reference:

ITB26-001

Date:

January 22, 2026

## METAL TICKING NOISE AT B-PILLAR

**APPLIED VEHICLES:** 2025-2026 QX60 (R51)

**APPLIED DATES:** 2025 built on or after December 1, 2024  
2026 All

### IF YOU CONFIRM

A metallic ticking noise is coming from the driver (LH) side and/or passenger (RH) side B-Pillar when driving the vehicle on various road surfaces.

### ACTION

Refer to the **SERVICE INFORMATION** in this bulletin to adjust the inner support of the affected B-Pillar.

**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

1. Disconnect the vehicle's 12 volt battery negative terminal.
  - Refer to the ESM: **ELECTRICAL & POWER CONTROL > POWER SUPPLY, GROUND & CIRCUIT ELEMENTS > REMOVAL AND INSTALLATION > BATTERY**

The following figures are of the driver (LH) side of the vehicle. The passenger (RH) side is similar.

2. Remove the Center Pillar Lower Finisher of the affected B-Pillar.
  - Refer to the ESM: **BODY INTERIOR > INTERIOR > REMOVAL AND INSTALLATION > BODY SIDE TRIM > CENTER PILLAR LOWER FINISHER**



Center Pillar Lower Finisher

Figure 1

**HINT:** The Rear Kicking Plate can be partially removed to allow Center Pillar Lower Finisher removal.



Rear Kicking Plate

Figure 2

3. Remove any clips from the B-Pillar that detached from the Center Pillar Lower Finisher and relocate them back to the Center Pillar Lower Finisher.

4. Locate the Center Pillar Lower Finisher clip hole on the B-Pillar that is shown in Figure 3.
  - This will be the center clip hole on the left when facing the driver (LH) side, or the center clip hole on the right when facing the passenger (RH) side inside B-Pillar.

**HINT:** Driver (LH) side shown in Figure 3.

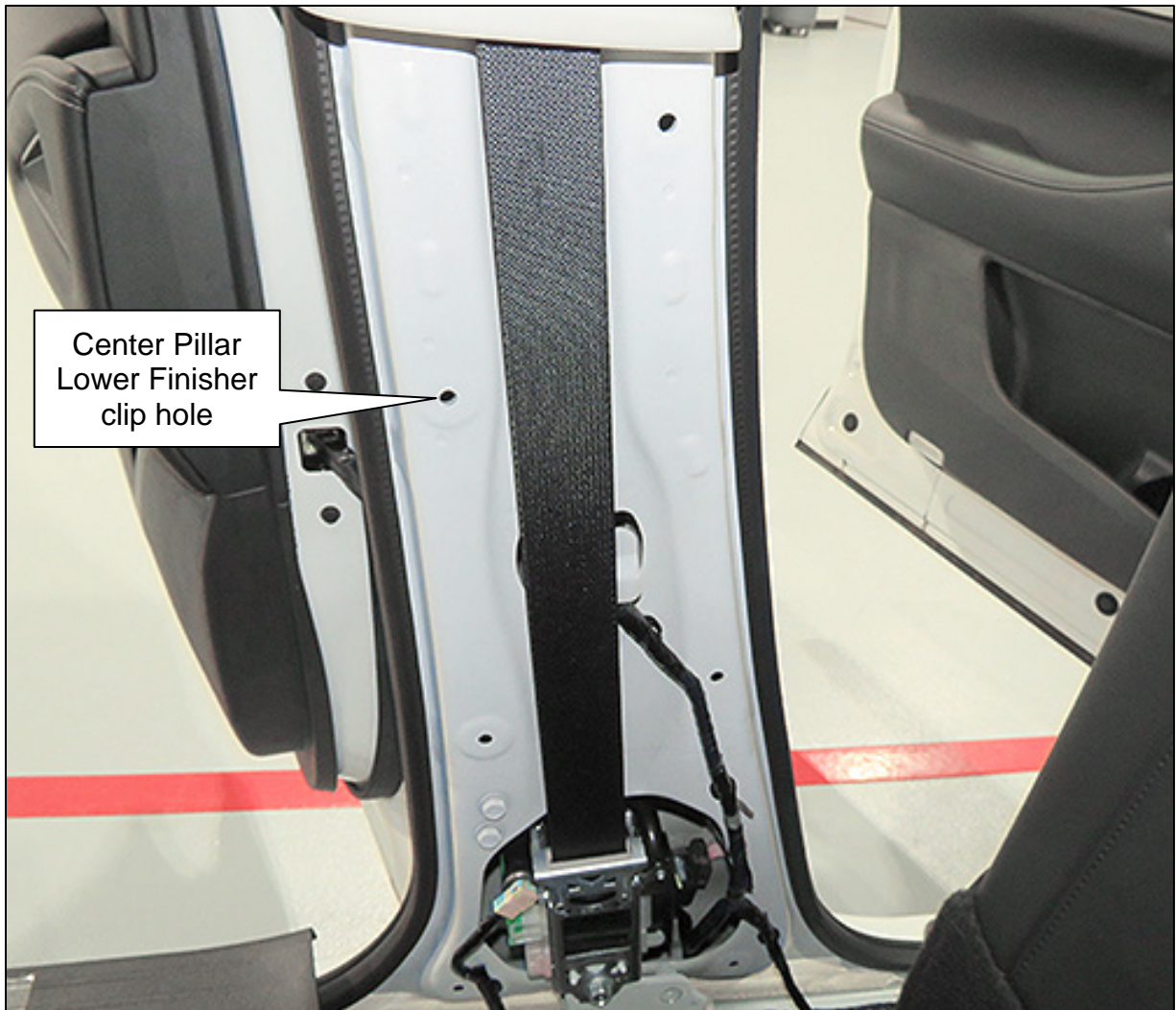


Figure 3

**HINT:** In the next steps, either a 1/4-inch or 3/16-inch flat-faced punch can be used.

5. Insert a 1/4-inch or 3/16-inch flat faced punch into the center clip hole that was located in step 4 on page 3.
6. Turn the punch toward the rear of the vehicle (Figure 4) until the flat-faced tip rests on the inner support of the B-Pillar shown in Figure 5.

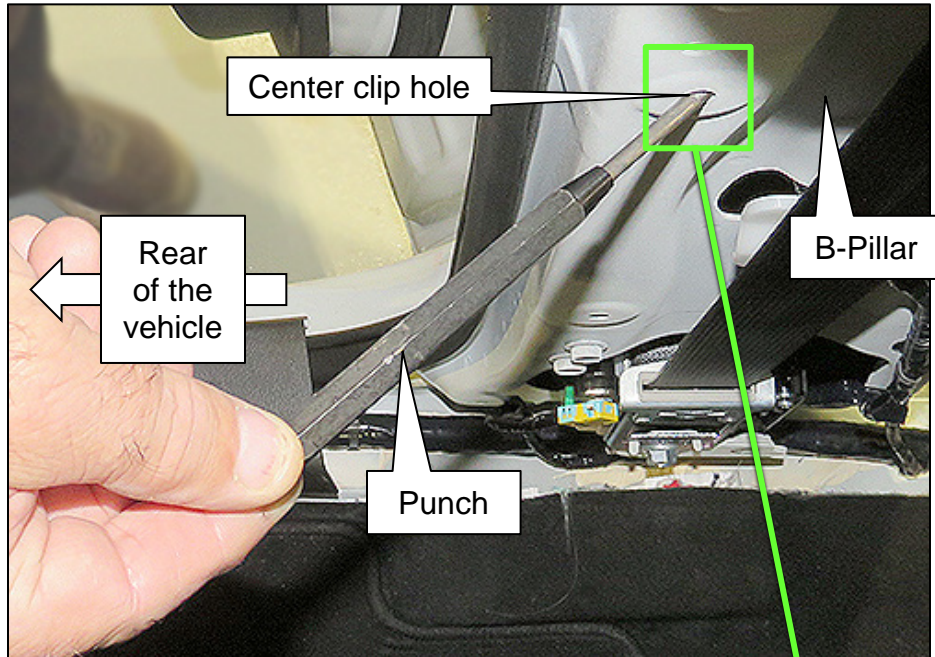


Figure 4

- Close-up of the B-Pillar clip hole with inner support of the B-Pillar.

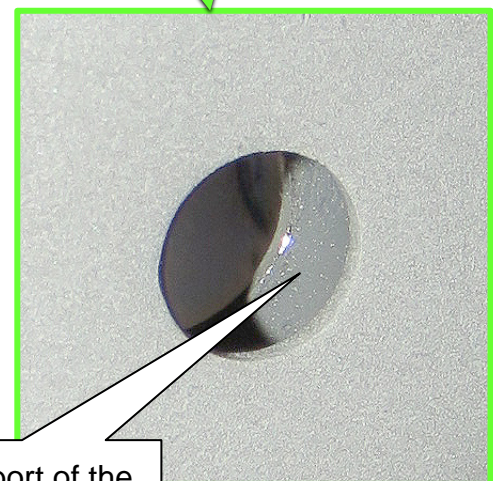


Figure 5

**CAUTION**

To avoid the risk of moderate personal injury and/or vehicle damage, confirm that the vehicle battery has been disconnected before proceeding. If not disconnected, the curtain airbag may deploy.

7. Using a 2-pound ball-peen hammer (or similar tool), make three (3) medium hard strikes to the punch to slightly relocate the inner support of the B-Pillar.



Figure 6

8. Reassemble the vehicle in the reverse order of disassembly.
9. Reconnect the vehicle battery.
10. Perform any additional services that are required after a battery disconnect.
  - Refer to the ESM: **ELECTRICAL & POWER CONTROL > POWER SUPPLY, GROUND & CIRCUIT ELEMENTS > BASIC INSPECTION > INSPECTION AND ADJUSTMENT > ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL**

## CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Adjust Inner Support Panel @ B-Pillar (One)	(1)	BX8ZAA	ZL	32	0.4
Adjust Inner Support Panel @ B-Pillar (Both)		BX9AAA			0.6

- (1) Reference the electronic parts catalog and use the appropriate Center Inner Side Pillar as the Primary Failed Part (PFP).

**HINT:** Only claim one op code.

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
January 22, 2026	ITB26-001	Original bulletin published