



INFINITI

VOLUNTARY RECALL CAMPAIGN

Classification: BT23-001	Reference: ITB23-008	Date: February 21, 2023
-----------------------------	-------------------------	----------------------------

VOLUNTARY SAFETY RECALL CAMPAIGN 2023 QX60; 2ND ROW BENCH SEAT

CAMPAIGN ID #: PC953
APPLIED VEHICLES: 2023 QX60 (L51)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Infiniti is conducting this voluntary safety recall campaign on certain specific model year 2023 QX60 vehicles to replace the applicable 2nd row seat (LH or RH). This service will be performed at no charge to the client for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number PC953 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

RETAILER RESPONSIBILITY

It is the retailer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) clients and vehicles in a retailer's inventory. **Federal law requires that new vehicles in retailer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Infiniti strongly encourages retailers to correct any used vehicles in their inventory before they are retailed.

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.

REQUIRED SPECIAL TOOL

Each retailer has been previously shipped one Quick Scan Tool, special tool J-52352.

New or replacement Essential Tools are available from Tech•Mate online:
www.techmatetools.com, or by phone: 1-833-397-3493

When ordering, keep in mind that the tool part number prefix has changed from “J” to “NI”.
For example, **J-52352** is now **NI-52352**.



Figure 1

SERVICE PROCEDURE

Order the Seat Assembly Replacement

IMPORTANT: Before starting, make sure:

- ASIST on the CONSULT PC has been synchronized (updated) to the current date.
- All C-III plus software updates (if any) have been installed.

1. Connect the Quick Scan Tool (J-52352) to a CONSULT PC USB port.



Figure 2

2. Open ASIST.
3. Select **Tech Support Info**, and then select **Bulletin Support Items**.

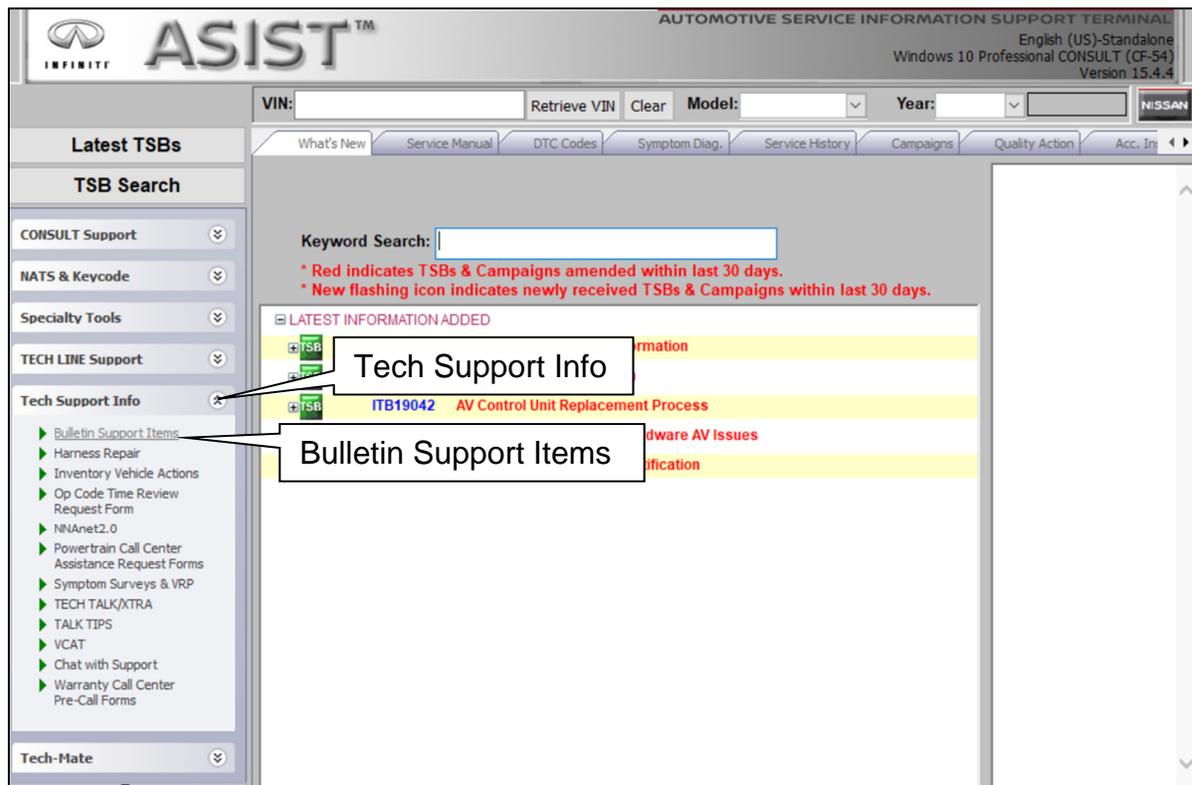


Figure 3

- Select **CLICK HERE...** next to **PC953 - QX60 2nd Row Seat**.



Figure 4

- Using the Quick Scan Tool (J-52352), scan the bar code on the VIN Certification Label located at the base of the B-Pillar.

HINT:

- Make sure the VIN Certification Label is clean.
- Hold the Quick Scan Tool (J-52352) about 6 inches away from the label.
- Hold the trigger down until the Quick Scan Tool (J-52352) is finished scanning the label, an audible 'beep' sound will be heard.
- Some VIN Certification Labels may not scan quickly.
- Once the VIN automatically populates in the form, verify all 17 characters are correct (Figure 6).
- If needed, the VIN can be entered manually.



Figure 5

PC953 – QX60 2nd Row Seat

Dealer Code : XXXX

Please enter/scan 17 digit VIN to confirm replacement seat part number.

VIN

Figure 6

6. Select **Check** on the ASIST screen.

PC953 – QX60 2nd Row Seat

Dealer Code : XXXX

Please enter/scan 17 digit VIN to confirm replacement seat part number.

VIN **Check**

Figure 7

7. The part number for the applicable 2nd row seat assembly will be provided.

HINT: The ASIST tool will provide the 2nd row seat position (LH or RH) that will be replaced.

PC953 – QX60 2nd Row Seat

Dealer Code : XXXX

Please enter/scan 17 digit VIN to confirm replacement seat part number.

VIN **Check**

Replace the XX side 2nd row seat assembly using part number **880XX-XXXXX**

Figure 8

- If the VIN entered is not applicable and the screen in Figure 9 displays, verify the correct VIN is entered and verify Campaign PC953 applies to this VIN.

PC953 – QX60 2nd Row Seat

Dealer Code : XXXX

Please enter/scan 17 digit VIN to confirm replacement seat part number.

VIN **Check**

VIN entered is not applicable, verify Campaign PC953 applies to this VIN

Figure 9

Side Airbag Module Registration

HINT: A new Side Airbag Module is part of the replacement seat assembly and the replacement Side Airbag Module must be registered before the replacement seat assembly is installed.

8. Open ASIST.
9. Select **Tech Support Info**, and then select **Inventory Vehicle Actions**.

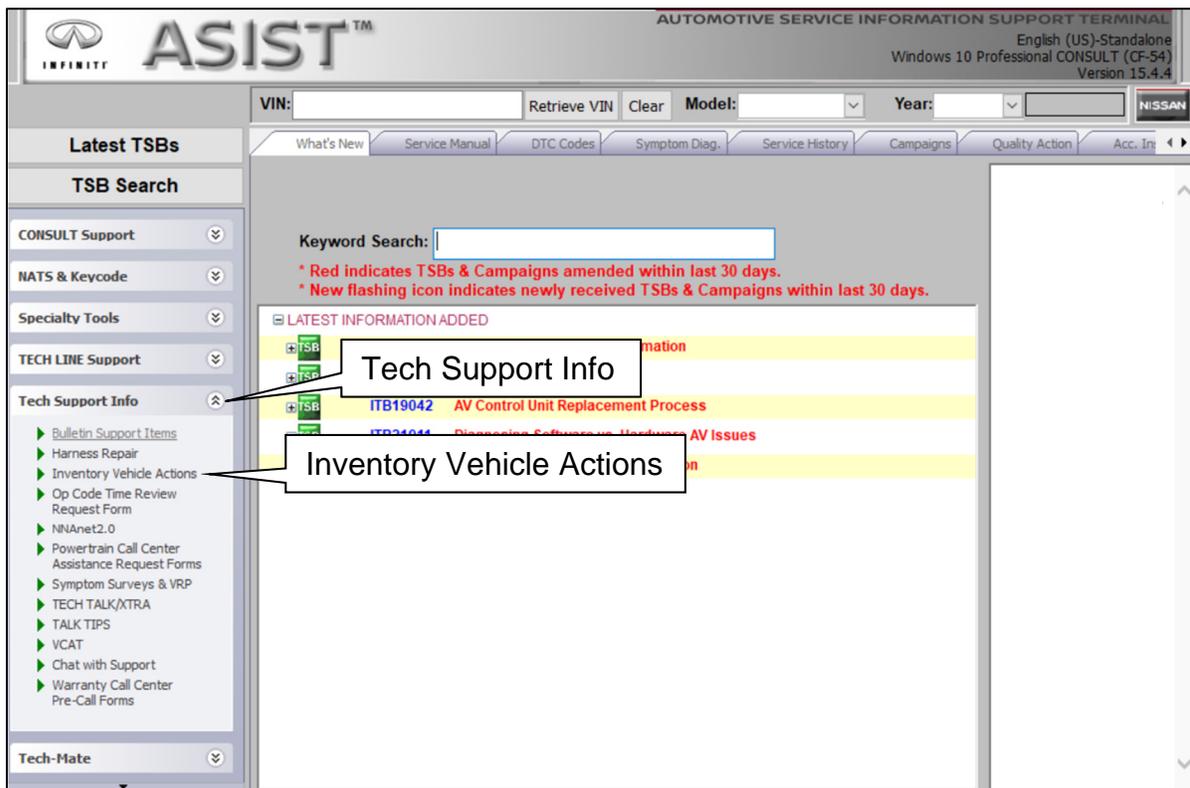


Figure 10

10. Select **CLICK HERE...** next to **Airbag to VIN Registration**.



Figure 11

11. Using the Quick Scan Tool (J-52352), scan the bar code on the VIN Certification Label located at the base of the B-Pillar.

HINT:

- Make sure the VIN Certification Label is clean.
- Hold the Quick Scan Tool (J-52352) about 6 inches away from the label.
- Hold the trigger down until the Quick Scan Tool (J-52352) is finished scanning the label, an audible 'beep' sound will be heard.
- Some VIN Certification Labels may not scan quickly.
- Once the VIN automatically populates in the form, verify all 17 characters are correct (Figure 13).
- If needed, the VIN can be entered manually.



Figure 12

[Airbag to VIN Registration](#)
9/8/2021 11:03:15 AM (Mountain Standard Time)
Please enter/scan the VIN and Airbag Inflator Serial Number

Dealer Code _____
Key Number _____
VIN
Airbag Serial Number

Figure 13

- Using the Quick Scan Tool (J-52352), scan the QR code (serial number) on the new Airbag Module.

HINT:

- Make sure the QR code label is clean.
- Hold the Quick Scan Tool (J-52352) about 6 inches away from the QR code.
- Hold the trigger down until the Quick Scan Tool (J-52352) is finished scanning the QR code, an audible 'beep' sound will be heard.
- Once the serial number automatically populates in the form, verify all the characters are correct (Figure 16).
- If needed, the serial number can be entered manually.

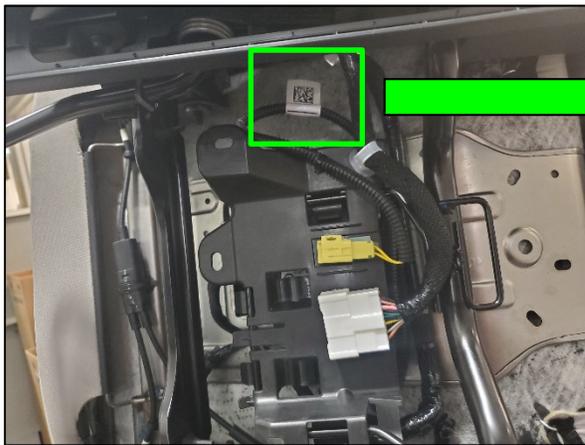


Figure 14



Figure 15

- Select **Submit** on the ASIST screen.

Figure 16

Bench Seat Assembly Replacement

- Replace the applicable bench seat assembly.
 - Refer to the ESM: **BODY INTERIOR > SEAT > REMOVAL AND INSTALLATION > SECOND ROW SEATS > Removal and Installation**

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
SEAT ASSY – 2 nd ROW, LH (Bench Seat Assembly, 60%)	88050 – (1)	1 (As Needed)
SEAT ASSY – 2 nd ROW, RH (Bench Seat Assembly, 40%)	88000 – (1)	1 (As Needed)

(1) Refer to steps 1-7 on pages 3-5 to order the correct part number.

CLAIMS INFORMATION

Submit a “CM” line claim using the following claims coding:

CAMPAIGN (“CM”) ID	DESCRIPTION	OP CODE	FRT
PC953	Replace 2 nd Row Bench Seat Assembly	PC9530	0.7

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 21, 2023	ITB23-008	Original bulletin published

