



CAMPAIGN BULLETIN

Third Row Seat Belt Buckle Retailer Inventory

Reference: PC659

Date: October 5, 2018

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2017-18 QX60 (L50)	NA	210	October 5, 2018	NO

******* Retailer Announcement *******

INFINITI is conducting a quality action to inspect and, if necessary, replace the third row seat belt buckle bracket bolt(s). INFINITI is conducting this quality inspection as part of its investigation into a potential bracket assembly issue, and will use inspection results to confirm potential for affected vehicle outflow.

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

- Verify if vehicles currently in new retailer inventory are affected by this quality action using Service Comm or DBS National Service History – Open Campaign I.D. PC659
 - New vehicles in retailer inventory can also be identified through the attached VIN list or by using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to IPSB 15-286 for additional information
 - Please continue to check newly arriving inventory for campaign applicability.
- Use the attached procedure to inspect any vehicles affected by this quality action:
 - If no immediate repair is needed, retailers may submit the applicable warranty claim for the action performed so it can be closed on Service Comm and release the vehicle.
 - If the inspection result is "NG" (belt is loose)
 - Do not file a claim if the belt is loose.
 - Email the following information to: nnafqasupport@nissan-usa.com
 - E-mail subject line: PC659 QX60 Seat Belt Buckle (3rd Row)
 - Attach Clear Pictures of the Complete Seat Belt Buckle that Pulled Out
 - Retailer Name:
 - Retailer Code:
 - Retailer Address:
 - VIN:
 - Contact Person Name:
 - Contact Person Phone Number:
 - Continue to HOLD the vehicle.

NOTE: Nissan Field Quality will review the E-mail submissions within 48 hours of receipt and send the necessary repair instructions and claim information.

******* 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 inspection status on each affected vehicle currently in new vehicle inventory. INFINITI requests retailers to perform this quality inspection on new vehicles in inventory and report any loose belt conditions immediately. If a vehicle is discovered to have a loose belt, retailers should not sell, lease, trade, rent, or loan the vehicle until after it has been reported and repaired.

******* Inspection procedure begins on next page *******



PC659 – QX60 SEAT BELT BUCKLE (3RD ROW) INSPECTION

SERVICE PROCEDURE:

1. Open the Driver side rear door.



Figure 1

2. Slide and fold the 2nd Row LH seat all the way forward to the Driver seat allowing access to the 3rd row seat (Figures 2 and 3).

- Push handle (1) up.
- Push seat back (2) forward.
- Lift seat bottom (3) up.
- Slide folded seat assembly fully forward (4).

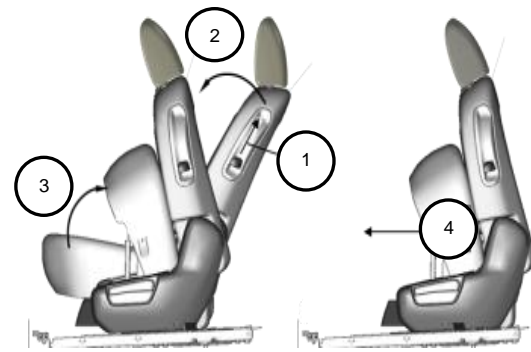


Figure 2



Figure 3

3. Buckle both 3rd Row Seat Shoulder Harnesses.

- Verify both shoulder harnesses are securely latched into the 3rd Row seat belt buckles.

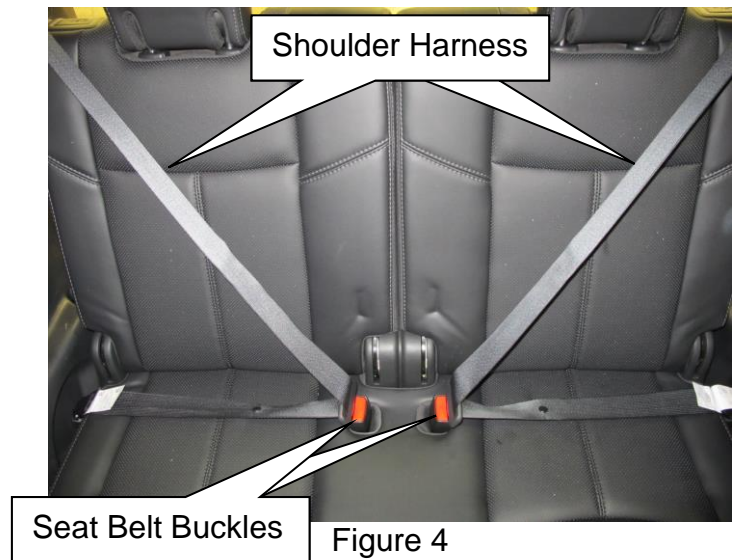


Figure 4

4. Using your hands, grasp both shoulder harnesses and pull straight up toward the roof of the vehicle (Figure 5).



Figure 5



Figure 6



Figure 7

5. Did one or both of the 3rd Row seat belt buckles pull out of the 3rd Row seat bottom as shown in Figure 7?

- If **NO**, then unbuckle the 3rd Row shoulder harnesses and return the 2nd Row seat to the latched position, submit a warranty claim using Op Code PC6590 (see Claims Information), release the vehicle. **(OK CONDITION)**
- If **YES**, then continue to HOLD the vehicle. **(CONTACT FQA)** Do not submit warranty claim. Proceed to Step 6

6. Pull the affected 3rd Row seat belt buckle(s) completely out of the 3rd Row seat bottom as shown in Figure 8.

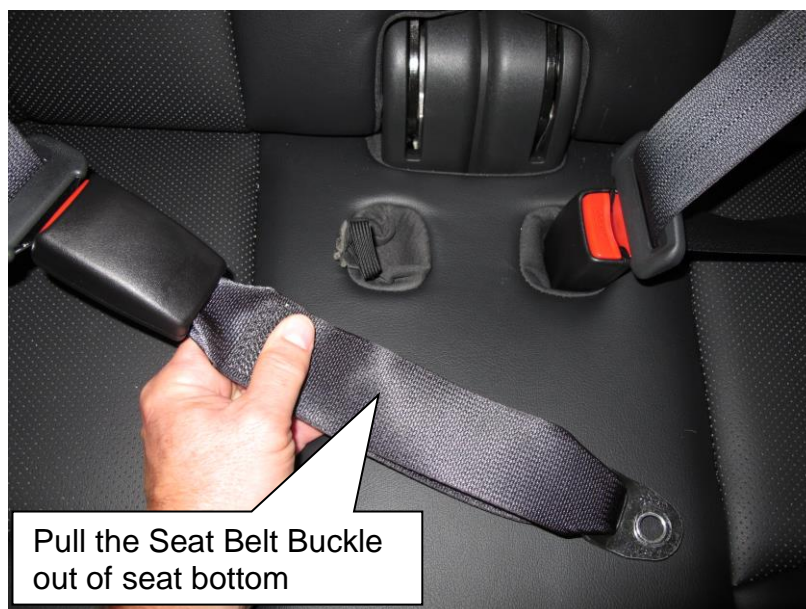


Figure 8

7. E-mail clear pictures of the complete 3rd Row seat belt buckle(s) that pulled out, as shown in Figure 8 to the E-mail address below:

nafgasupport@nissan-usa.com

Make sure to include the below information:

Attach Clear Pictures of the Complete Seat Belt Buckle that Pulled Out

E-Mail Subject Line: PC659 QX60 Seat Belt Buckle (3rd Row)

Dealer Name:

Dealer Code:

Dealer Address:

VIN:

Contact Person Name:

Contact Person Phone Number:

Nissan FQA will review the E-mail submissions within 48 hours of receipt and send further instructions and claim information.

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC659

Claim Type:	CM			
PNC:	PC659			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Inspect Both Seat Belt Buckles (3 rd Row)	PC6590	0.2 Hr	No	No