

Classification:

BT19-005

Reference:

ITB19-019

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Date:

August 16, 2019

FRONT PASSENGER SEAT VIBRATION AT HIGHWAY SPEEDS WHILE UNOCCUPIED

APPLIED VEHICLES: 2011-2013 M37/M56 (Y51)
2012-2013 M37 Hybrid (HY51)
2014-2019 Q70 (Y51)
2014-2018 Q70 Hybrid (HY51)

IF YOU CONFIRM

The front passenger seat back vibrates at highway speeds while unoccupied.

AND

There are no other shake or vibration concerns with the vehicle.

ACTION

Replace the front passenger seat back frame with the new one listed in **PARTS INFORMATION** on the last page of this bulletin.

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.

Infiniti 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

Replace Front Passenger Seat Back Frame

IMPORTANT: Follow all cautions, warnings, and notes in the Electronic Service Manual (ESM) when working on or near a Supplemental Restraint System (SRS), such as an air bag.

NOTE:

- Use a suitable protective covering where needed during seat-assembly removal and installation.
- Perform all repairs in a clean environment.

1. Remove the front passenger seat from the vehicle.

- Refer to the ESM for front passenger seat removal: BODY INTERIOR > SEAT > REMOVAL AND INSTALLATION > FRONT SEAT.

2. Place the seat on a clean work surface.

3. Replace the front passenger seat back frame with one that includes the Mass Damper (See Figure 1).

- Refer to the ESM for front passenger seat back replacement: BODY INTERIOR > SEAT > REMOVAL AND INSTALLATION > FRONT SEAT > SEATBACK.
- See **PARTS INFORMATION** on page 3.

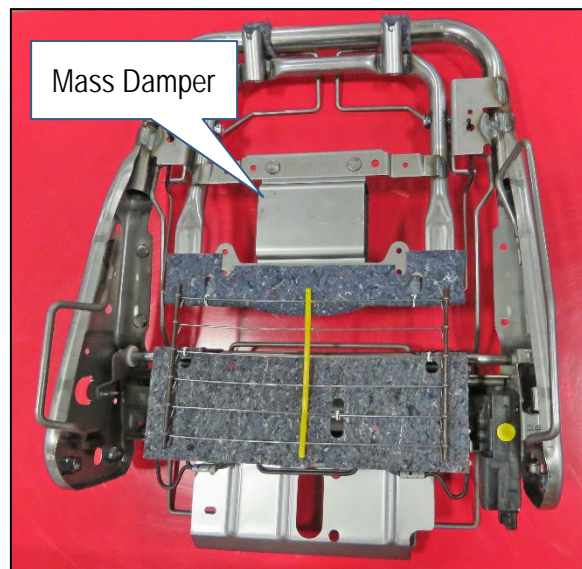


Figure 1

4. Install the front passenger seat assembly into the vehicle.

- Refer to the ESM for front passenger seat installation: BODY INTERIOR > SEAT > REMOVAL AND INSTALLATION > FRONT SEAT.

PARTS INFORMATION

DESCRIPTION	Year Model	Seat Options	PART NUMBER	QUANTITY
Frame Assy – Back, Front Seat	2011-2013	Without Bose seat speaker and without headrest monitor	87601-1ME5A	1
		With Bose seat speaker or with headrest monitor or both	87601-1ME6A	1
	2014-2019	Without Bose seat speaker and without headrest monitor	87601-1MT5A	1
		With Bose seat speaker or with headrest monitor or both	87601-1MT6A	1

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Frame Assy – Back, Front Seat	(1)	VH22AA	ZN	32	(2)

- (1) Reference the Parts Information table above and use the appropriate Front Seat Back Frame Assembly as the Primary Failed Part (PFP).
- (2) Reference the current Infiniti Warranty Flat Rate Manual and use the indicated Flat Rate Time (FRT).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
August 16, 2019	ITB19-019	Original bulletin published