

Reference:

ITB15-006

Date:

January 28, 2015

## VOLUNTARY SERVICE CAMPAIGN 2015 QX60; RIGHT FRONT LOWER DASH SEAM SEAL

CAMPAIGN ID #: PC341  
APPLIED VEHICLE: 2015 QX60 (L50)  
2015 QX60 Hybrid (L50)

NOTE: You MUST use Service Comm to confirm campaign eligibility.

### INTRODUCTION

Infiniti is conducting a Voluntary Service Campaign on certain specific Model Year 2015 Infiniti QX60. A short section of the bulkhead seam under the passenger side A-Pillar was not completely sealed during vehicle production. This seam will be sealed at no charge for parts or labor.

### IDENTIFICATION NUMBER

Infiniti has assigned identification number PC341 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

### RETAILER RESPONSIBILITY

It is the retailer's responsibility to check Service COMM 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) owners 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.

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.

## REQUIRED SPECIAL TOOLS

### Dispensing Gun (Caulking Gun)

- This tool is used to dispense LORD Fusor® 800DTM (or equivalent\* automotive seam sealer).
- Caulking guns are commonly used for application of other automotive products. Each dealer should already have a caulking gun as a shop tool.

**\*Equivalent automotive seam sealer MUST be a product that has been manufactured specifically for the purpose of sealing vehicle body panel seams.**



## SERVICE PROCEDURE

1. Turn the ignition OFF.
2. Disconnect the vehicle's 12 volt negative battery cable.  
**NOTE:** This vehicle retains audio presets when the battery is disconnected.
3. Wait at least 3 minutes.
4. Remove the instrument side finisher (RH) using a suitable plastic trim tool (Figure 1).

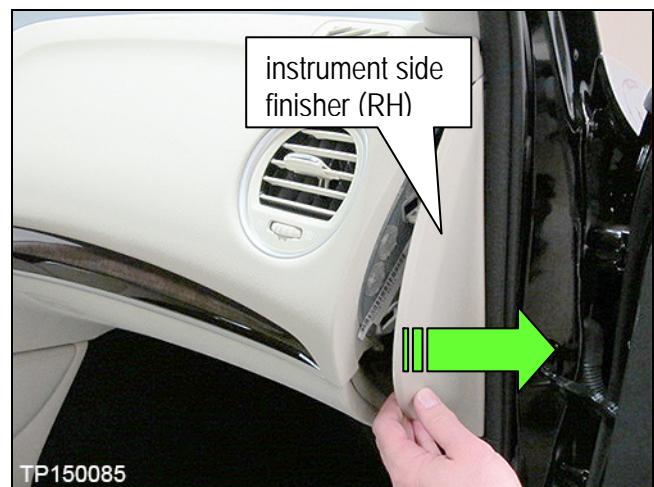


Figure 1

5. Remove the 3 lower glove box retaining screws.

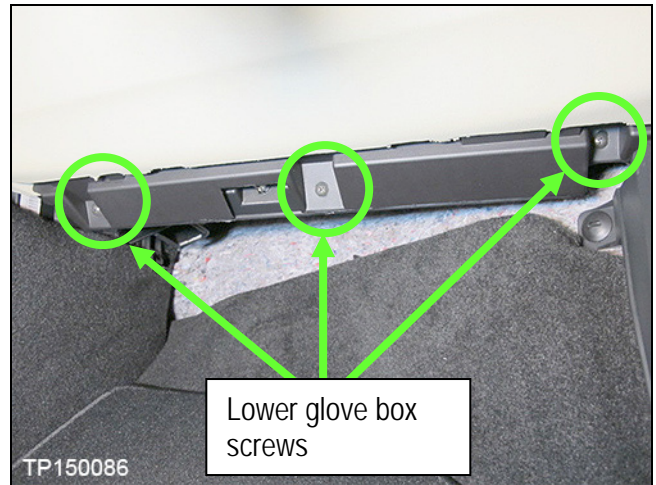


Figure 2

6. Open the glove box lid, and then remove the 5 upper glove box retaining screws.

**CAUTION:** The glove box assembly has a light and harness attached that could be damaged if the glove box is allowed to fall down.

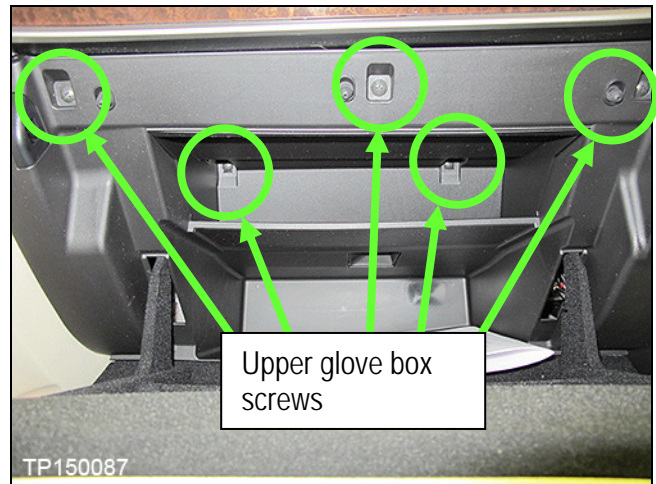


Figure 3

7. Pull the glove box assembly out and support it from falling down, and then:
- Release the black glove box light harness clip.
  - Twist glove box light ¼ turn counterclockwise and remove the light from the glove box assembly.
8. Remove the glove box assembly from the vehicle.

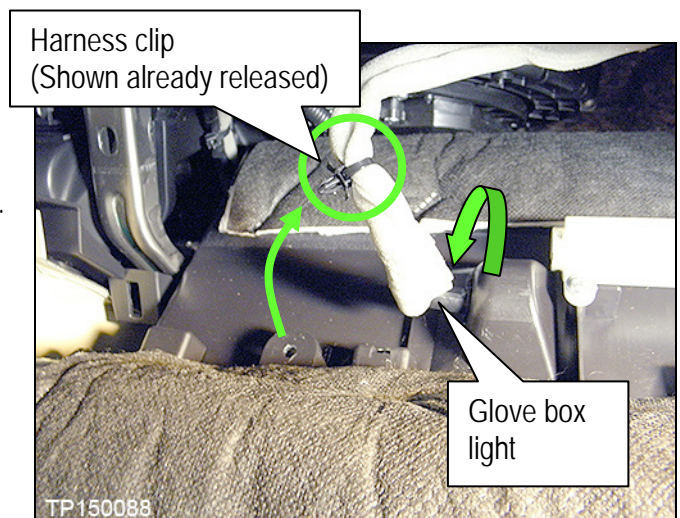


Figure 4

9. Is the vehicle a hybrid?

YES

- Remove 10 mm screw holding the ground harness connector to the vehicle (Figure 5).
- Disconnect the harness clip supporting the harness (Figure 5).

NO:

- Skip to step 10.

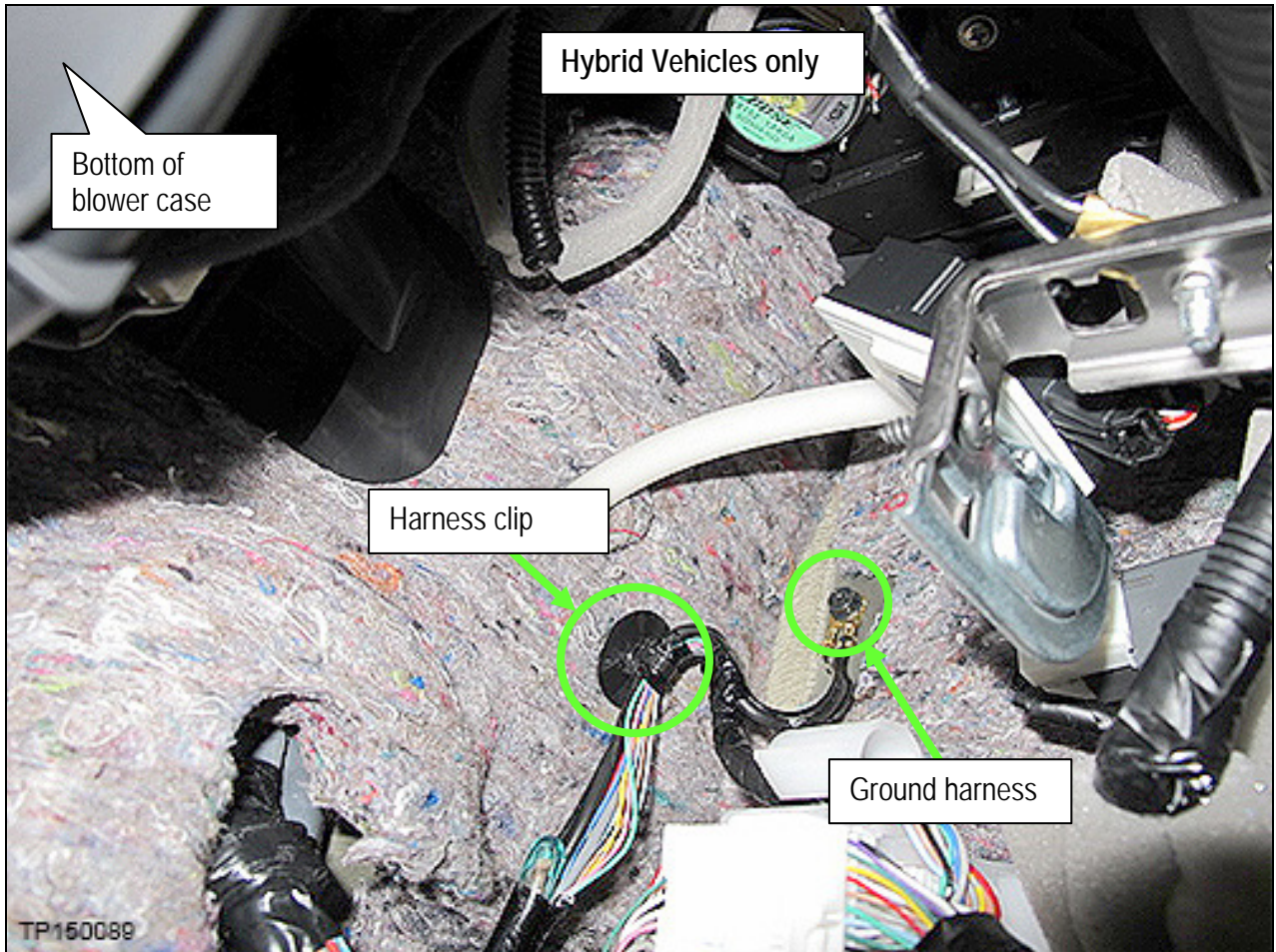


Figure 5

10. Remove passenger side joint connector from the retained position.

- Remove 10 mm retaining screw.
- Gently pull the joint connector off the two locating studs.

**NOTE:** Passenger side joint connector is mounted directly below the right side passenger A-pillar.

- Reposition the joint connector down and to the left (Figure 7).

**CAUTION:** Do not unplug any of the attached connectors.

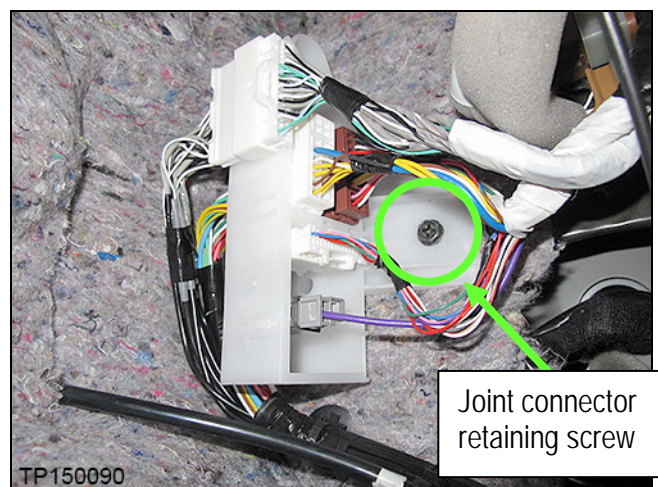


Figure 6

- 11 Gently pull back/separate insulation at the pre-cut seam and reposition it to either side as shown by the arrows in Figure 7.

**NOTE:** This step is necessary to gain access to the lower dash body seam area.

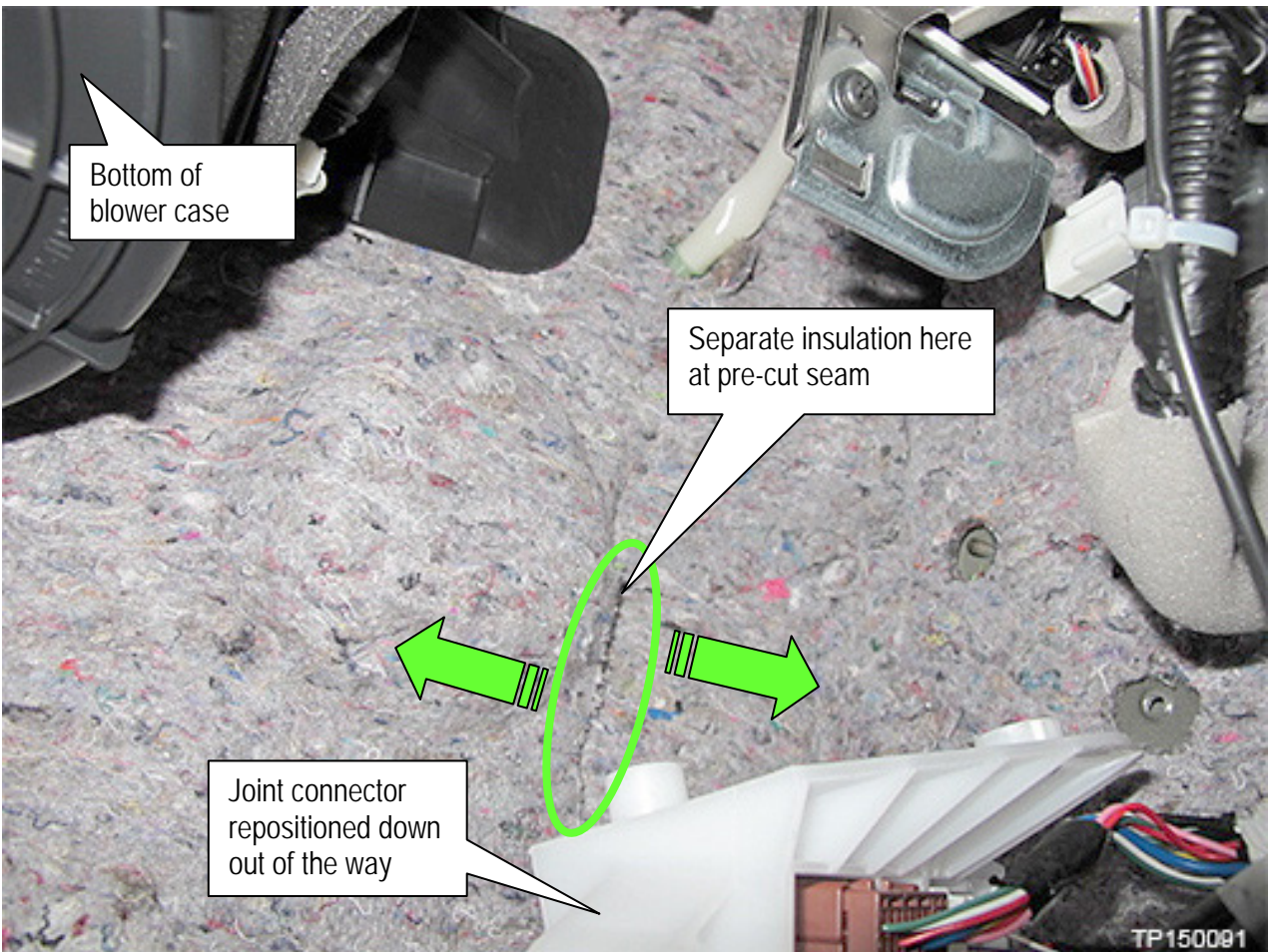


Figure 7

12. Locate the lower dash body seam affected area, refer to Figure 8 and Figure 9.

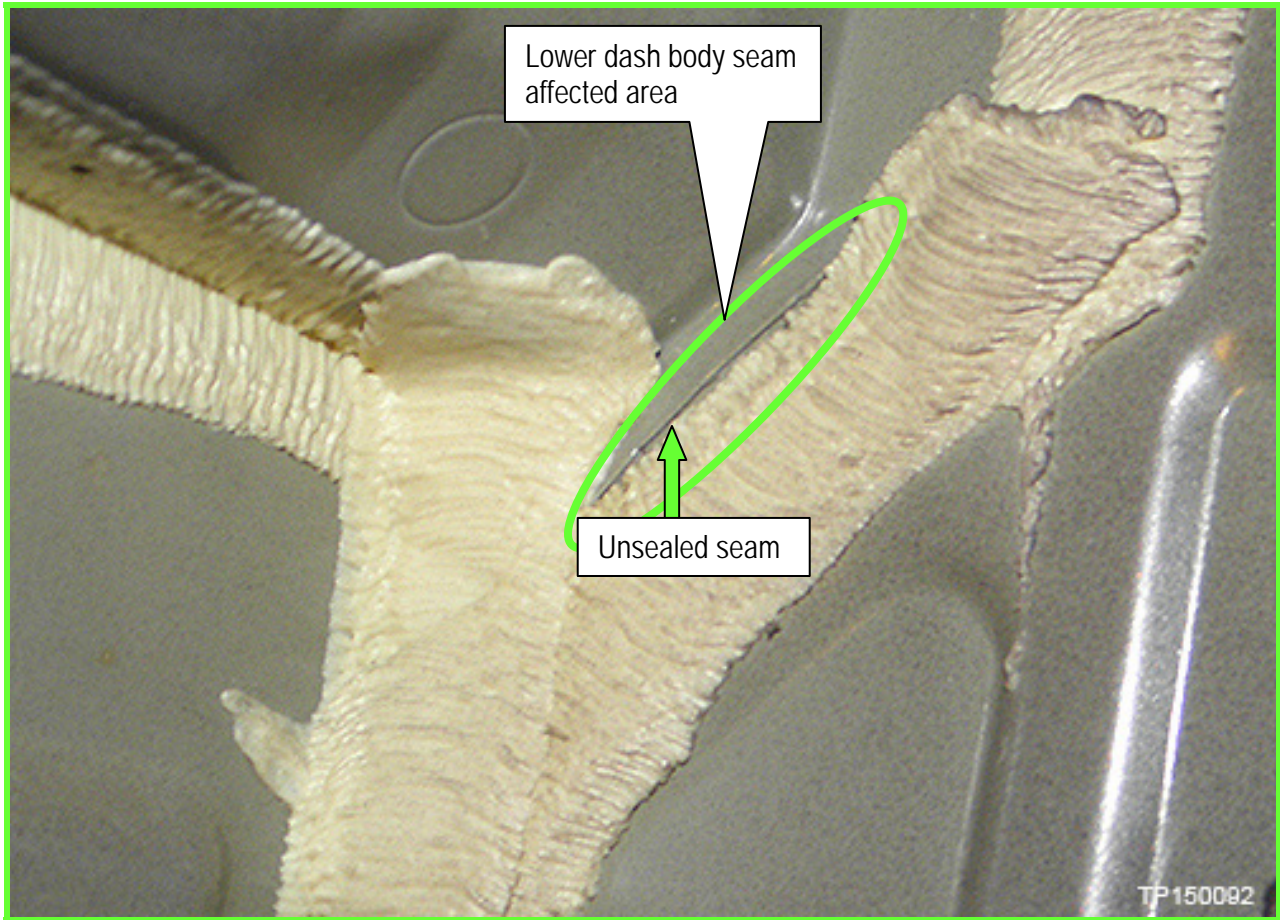


Figure 8

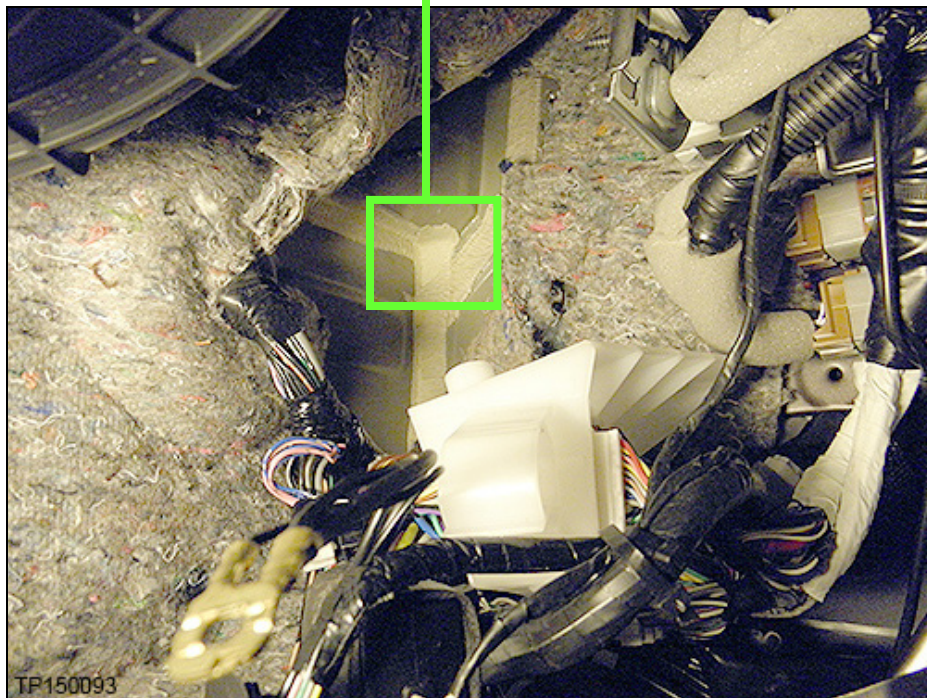


Figure 9

13. Prepare for application of LORD Fusor® 800DTM seam sealer (or equivalent\* automotive seam sealer).
  - a. Load the cartridge into a 1:1 dispensing gun (see Figure 10).
  - b. Cut 1/8 inch off the application end of the cartridge before installing the applicator tip.
  - c. Screw on the applicator tip to cartridge.

\*Equivalent automotive seam sealer **MUST** be a product that has been manufactured specifically for the purpose of sealing vehicle body panel seams.

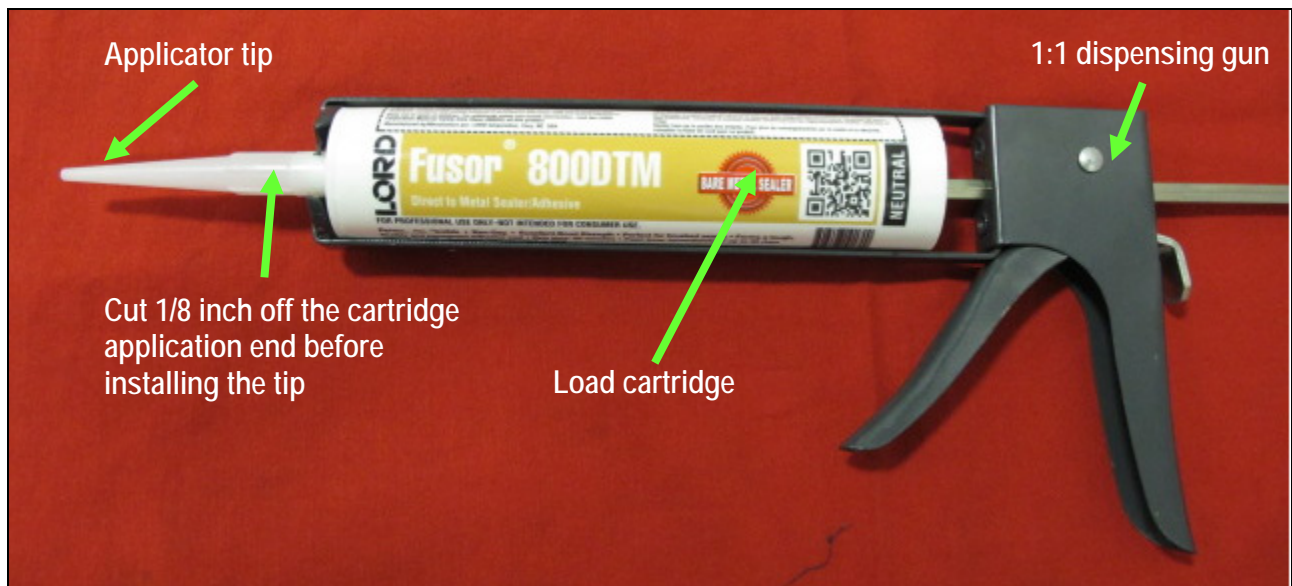


Figure 10

14. Apply LORD Fusor® 800DTM (or Equivalent) seam sealer to the A-pillar body seam (Figure 11).

- Apply the sealer in the area shown in Figure 11. **Apply sealer in two parallel beads to make sure there is complete coverage.**
- Use a brush or other suitable tool to smooth the sealer for good seam coverage.
- Allow the seam sealer to dry for 25 minutes.

**IMPORTANT:** Sealer must set for at least 25 minutes before coming in contact with the insulation.



Figure 11

15. Carefully position insulation back against the bulk head.

16. Is the vehicle an hybrid?

YES:

- Reinstall the ground harness and 10 mm screw.
- Reinstall the harness clip above the joint connector.

NO:

- Continue to step 17.

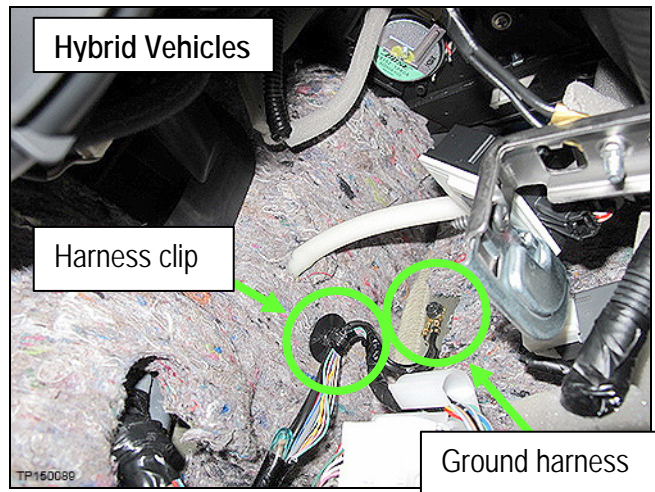


Figure 12

17. Reinstall the passenger side joint connector to the retained position.

- a. Mount the joint connector on the two locating studs.
- b. Install the 10 mm retaining screw.
- c. Verify the black harness clip below the joint connector is fully seated.

**CAUTION:** Take care not to pinch the harness wires under the joint connector during installation.

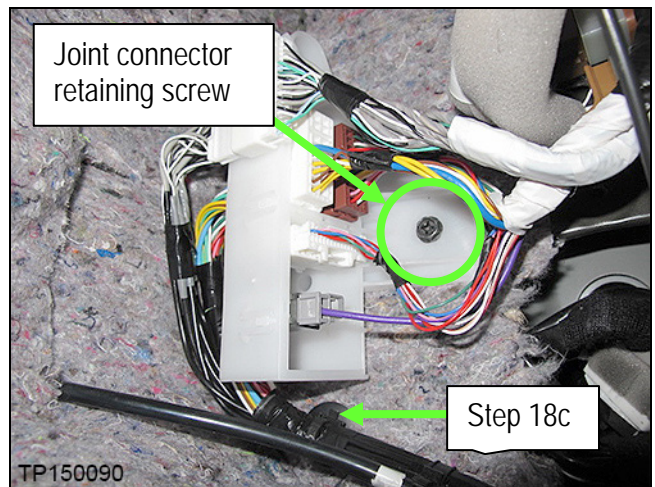


Figure 13

18. Reinstall the glove box assembly.

- a. Insert the light into the glove box assembly and twist ¼ turn clockwise to latch.
- b. Install the glove box light harness clip.
- c. Align the guide tabs and snap the glove box assembly into dash.

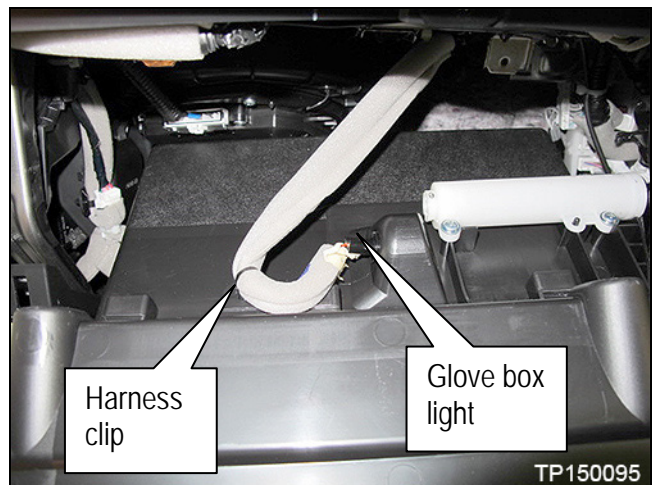


Figure 14



- e. Install the 5 upper glove box retaining screws removed in step 6 (Figure 15).

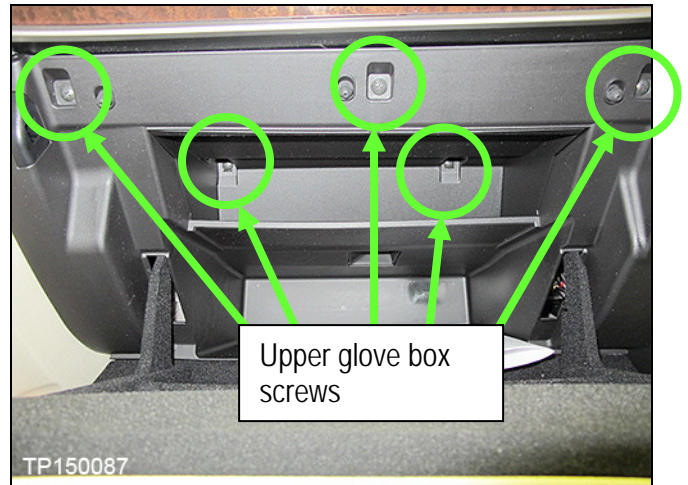


Figure 15

- f. Install the 3 lower glove box retaining screws removed in step 5 (Figure 16).
- g. Verify the alignment of the glove box to the dash and check for proper operation.

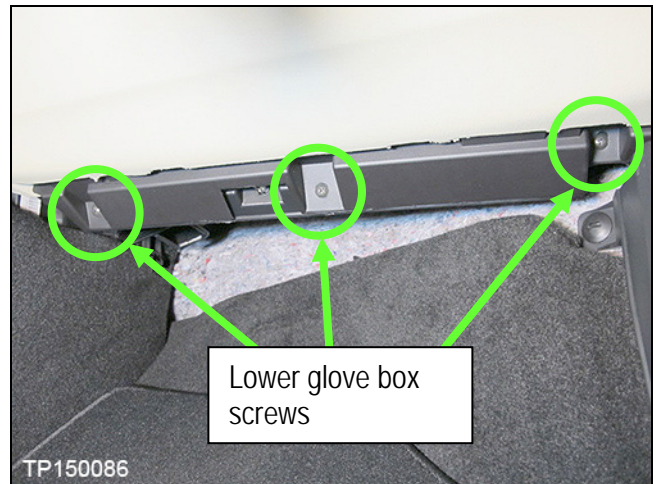


Figure 16

19. Reinstall the instrument side finisher (RH).
- Position the two alignment tabs.
  - Snap into place.
20. Re-connect the vehicle's 12 volt battery ground cable.

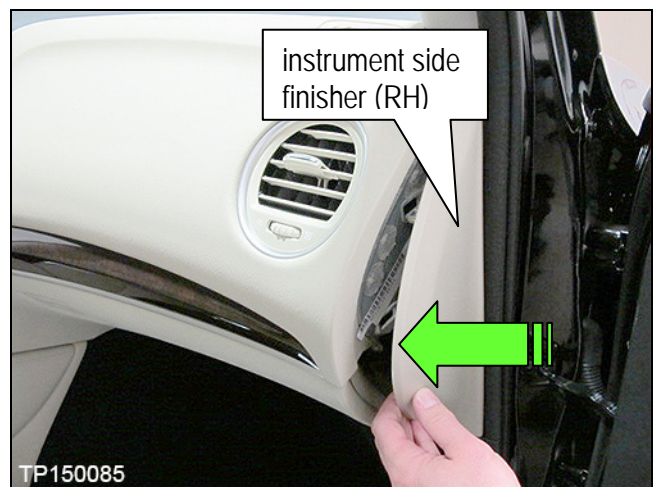


Figure 17

**PARTS INFORMATION**

Description	PART #	Quantity
Seam Sealer	LORD Fusor 800DTM (1)	As Needed

(1) Or equivalent. (Equivalent automotive seam sealer **MUST** be a product that has been manufactured specifically for the purpose of sealing vehicle body panel seams).

**CLAIMS INFORMATION**

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
PC341	Reseal Lower Dash Seam	PC3410	0.7 hrs.

EXPENSE CODE	DESCRIPTION	MAX AMOUNT
009	LORD Fusor 800DTM (seam sealer)	\$26.99

- Each expense code can be claimed only once per repair order.
- Corresponding Op-code must be claimed with each expense code.

