



INFINITI

TECHNICAL SERVICE BULLETIN

Classification: EL20-046A	Reference: ITB21-008A	Date: December 22, 2022
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FRONT DRIVER AND/OR PASSENGER SEAT WILL NOT MOVE FORWARD

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2019-2022 QX50 (J55)
2022 QX55 (FJ55)

IF YOU CONFIRM

After the front driver (LH) and/or passenger (RH) side seat has been moved all the way to the maximum rearward position and it will not move forward.

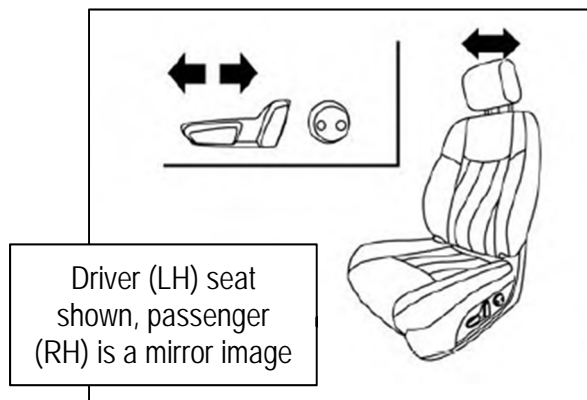


Figure 1

ACTION

Replace the seat lifter/slide assembly.

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

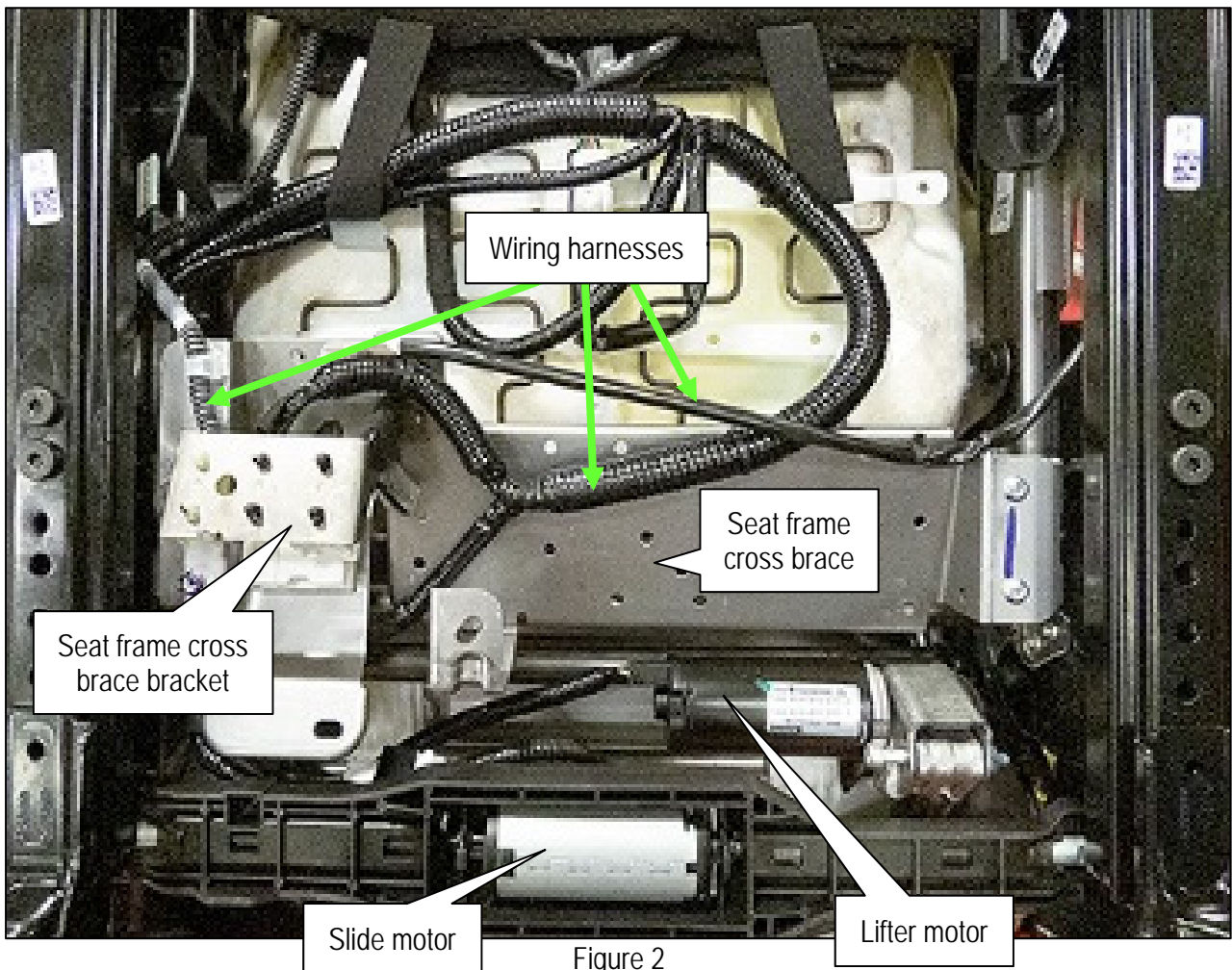
HINT: The **SERVICE PROCEDURE** in this bulletin displays the front driver (LH) seat. If repairing the front passenger (RH) seat, it will be a mirror image.

1. Remove the front seat from the vehicle.
 - Refer to the ESM: **BODY INTERIOR > SEAT > REMOVAL AND INSTALLATION > FRONT SEAT**
2. Place the seat onto a clean work surface.
 - Skip to step 5 on page 3 for vehicles with climate controlled seats.

HINT: Orient the seat in the best position to perform the following steps.

Vehicles without Climate Controlled Seats

3. Completely unclip the wiring harnesses from the seat frame cross brace and cross brace bracket, as shown in Figure 2.
4. Disconnect the wiring harness from the lifter motor and the slide motor, and then skip to step 17 on page 9.



Vehicles with Climate Controlled Seats

5. Disconnect the two (2) straps retaining the seatback flap, and fold the flap out of the way.

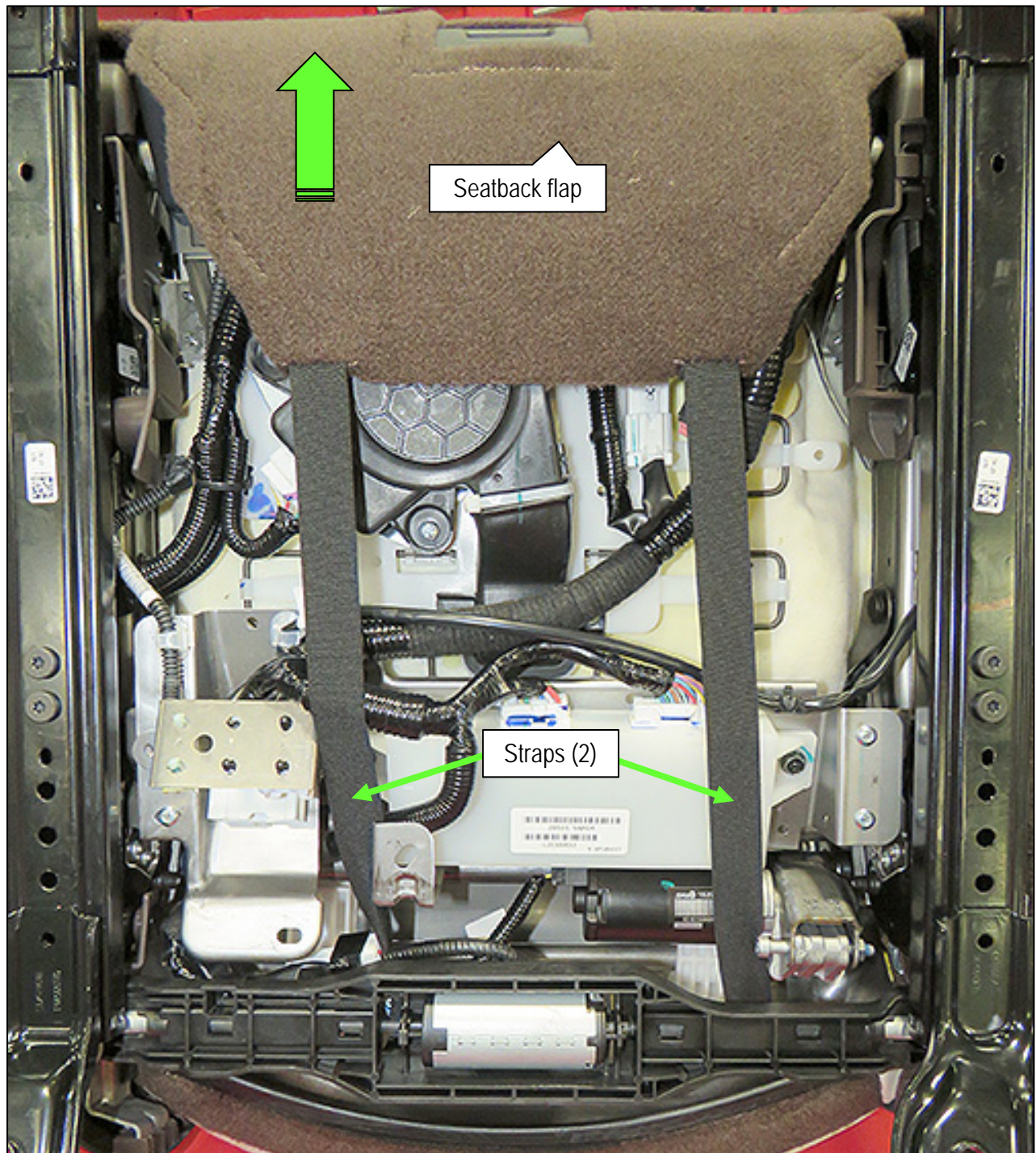


Figure 3

6. Remove two (2) screws and then unhook the seat cushion rear finisher by moving it in the direction indicated in Figure 4, and then move the seat cushion rear finisher out of the way.
- Leave the seat cushion rear finisher connected to the wiring harness.

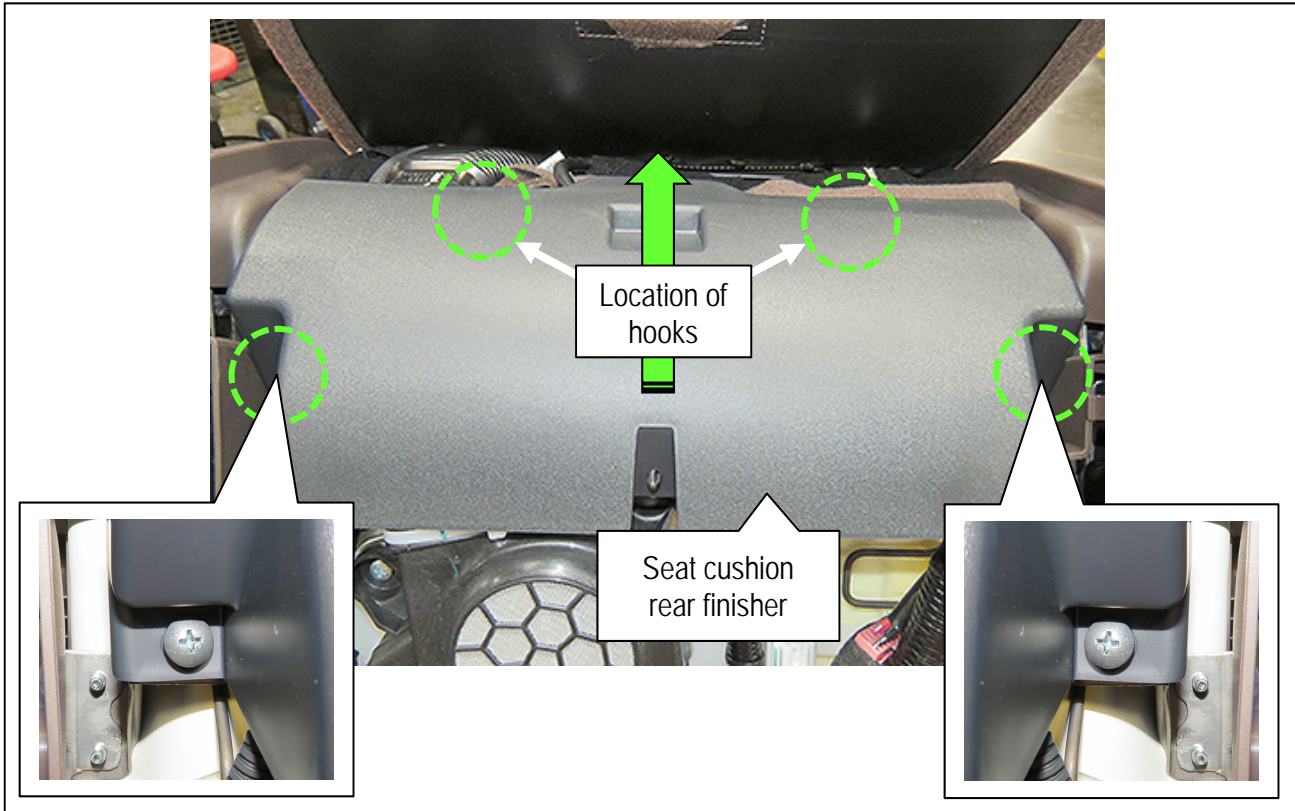


Figure 4

7. Completely unclip the wiring harnesses from the seat frame cross brace and cross brace bracket, as shown in Figure 5.
8. Remove the two (2) screws, circled in Figure 5, that retain the driver seat control unit to the seat frame cross brace.
 - Leave the seat control unit connected to the wiring harness.
9. Disconnect the wiring harness from the lifter motor and the slide motor, and then fold the harness back out of the way.

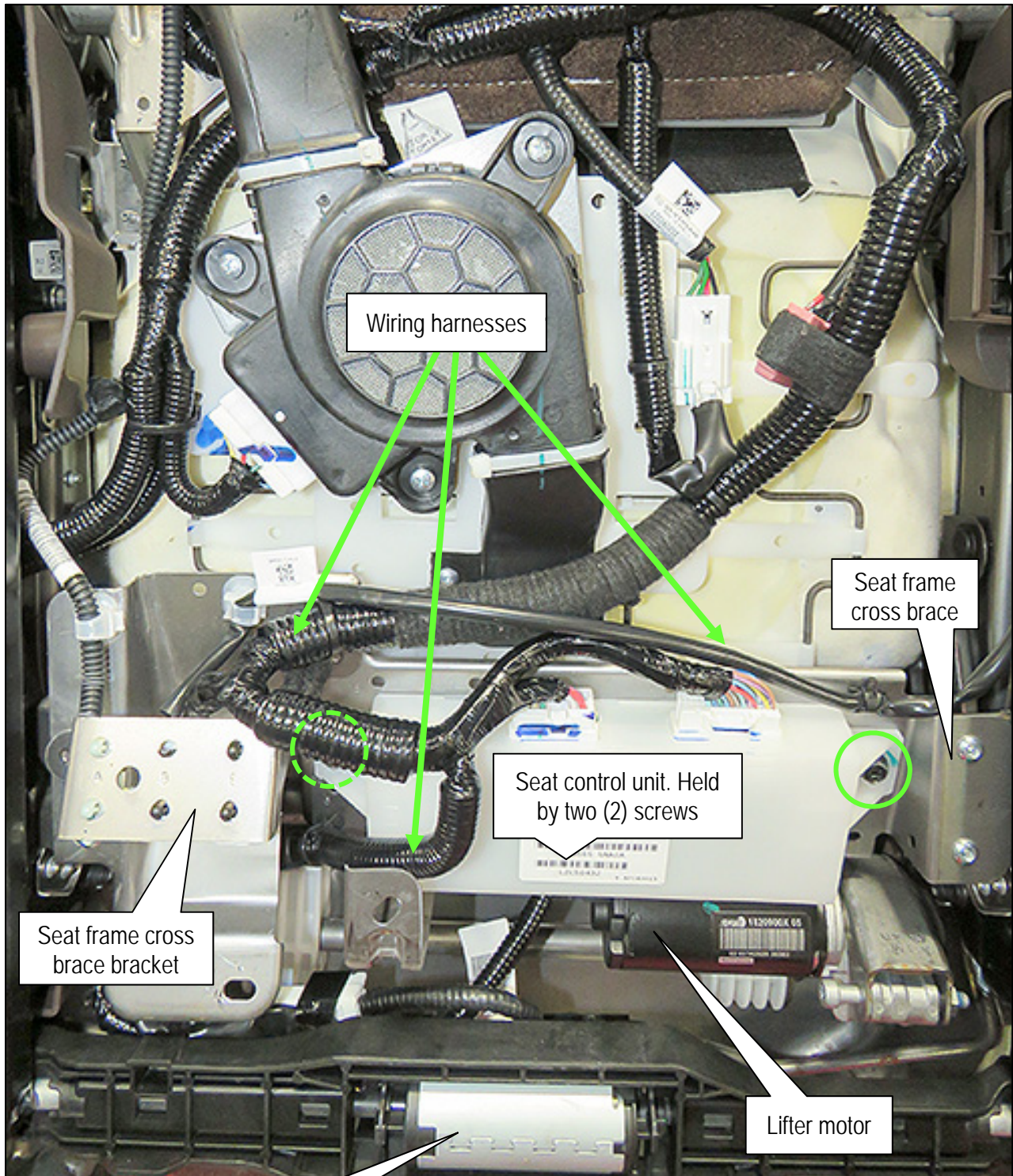


Figure 5

10. Disconnect the wiring harness connector from the climate controlled seat unit.
11. Detach the output duct of the climate controlled seat unit.
12. Remove the five (5) screws circled in Figure 6, and then remove the climate controlled seat unit from the seat frame.
13. Unclip any remaining harnesses shown in Figure 6 (below) and Figure 7 on page 7.

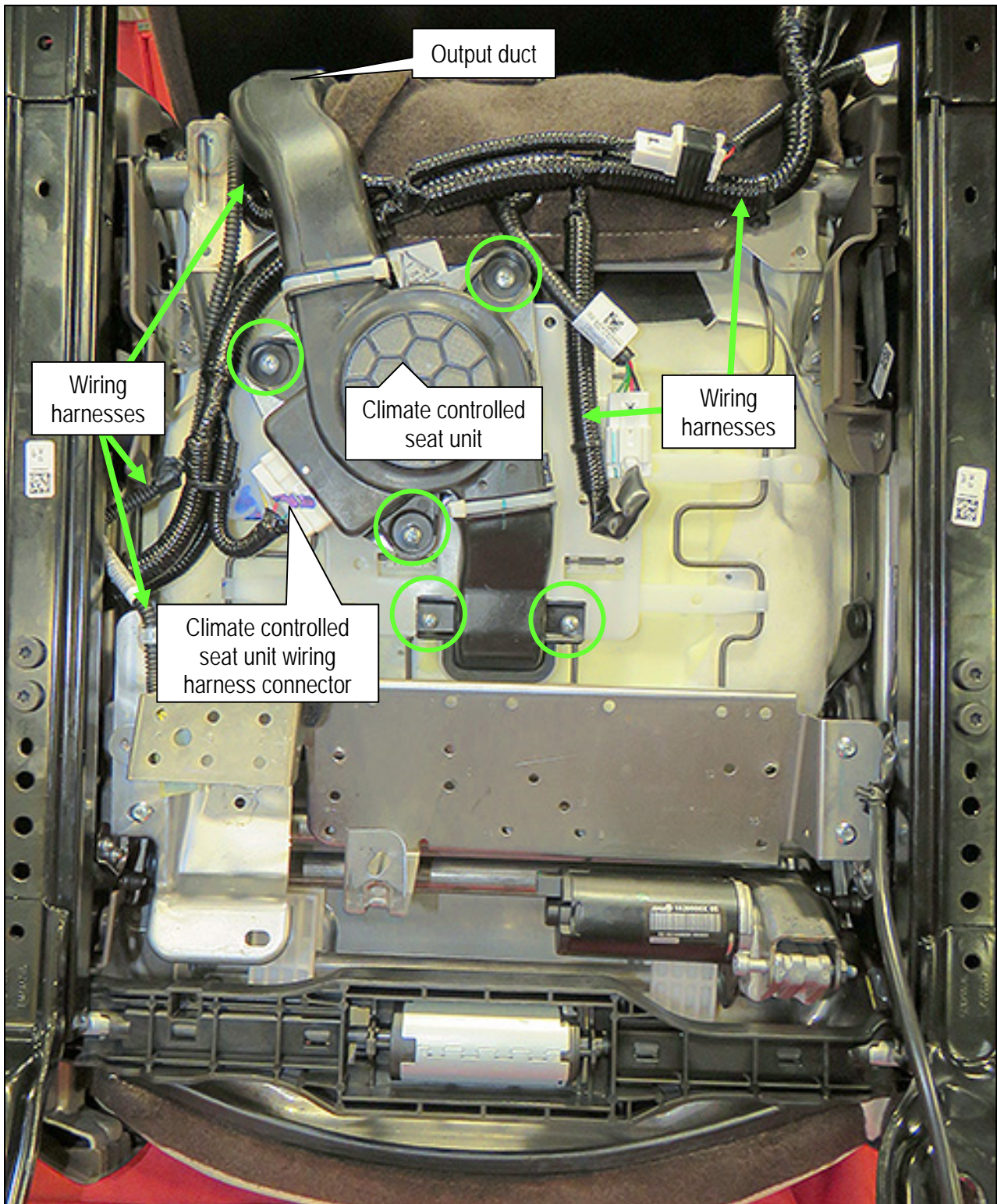


Figure 6

14. Detach the seat back finisher flap from the seat frame and fold it back out of the way.

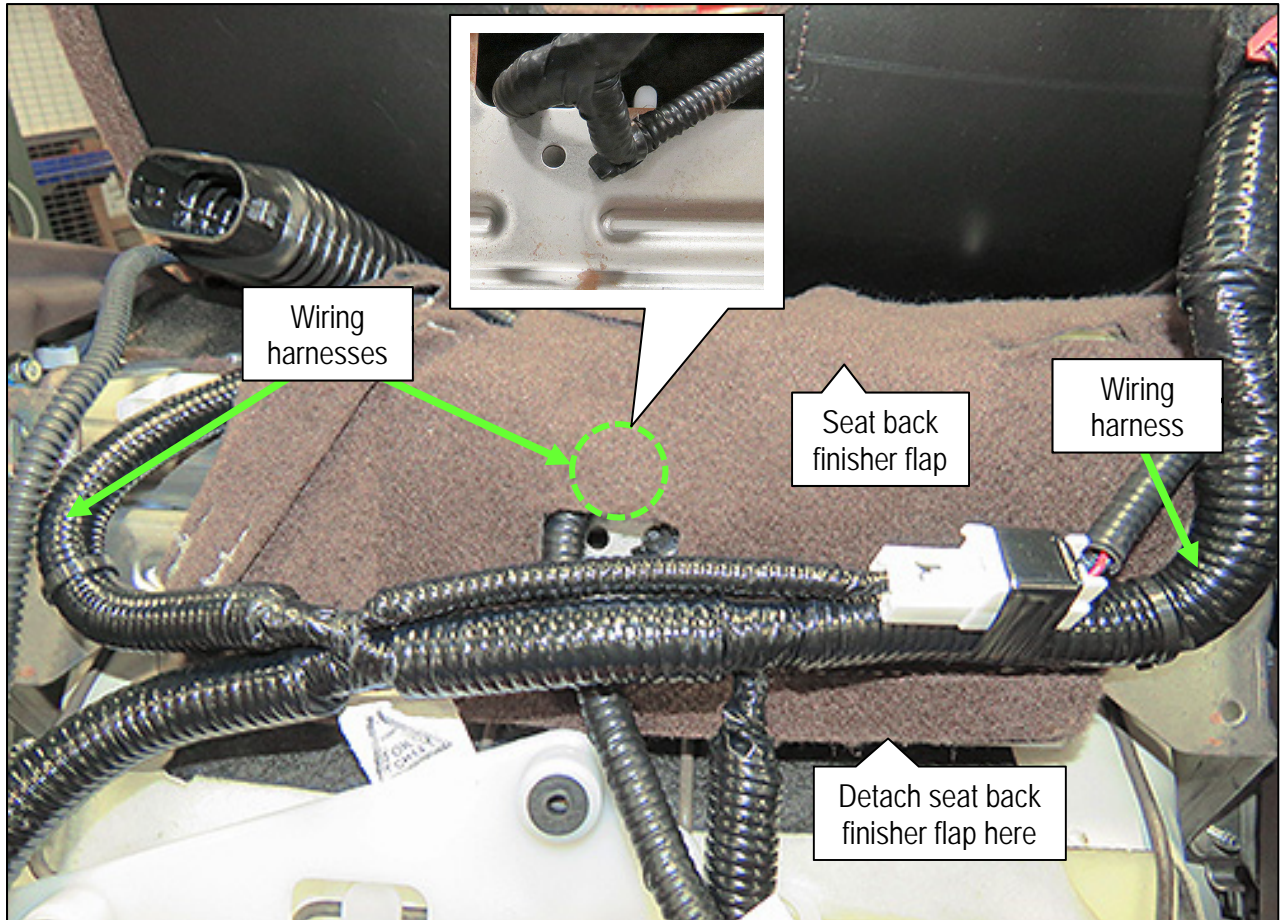


Figure 7

15. Remove the output duct, as shown in Figure 8.
16. Unclip the climate controlled seat unit mounting plate (mounting plate) as follows:
 - a. Gently push the two (2) latch clips, one at a time, toward the seat cushion to release them from the seat cushion springs.
 - b. Slide the mounting plate in the direction indicated in Figure 8.
 - c. When the two (2) latch clips have cleared the seat cushion springs they were clipped to, lift the mounting plate away from the seat assembly.

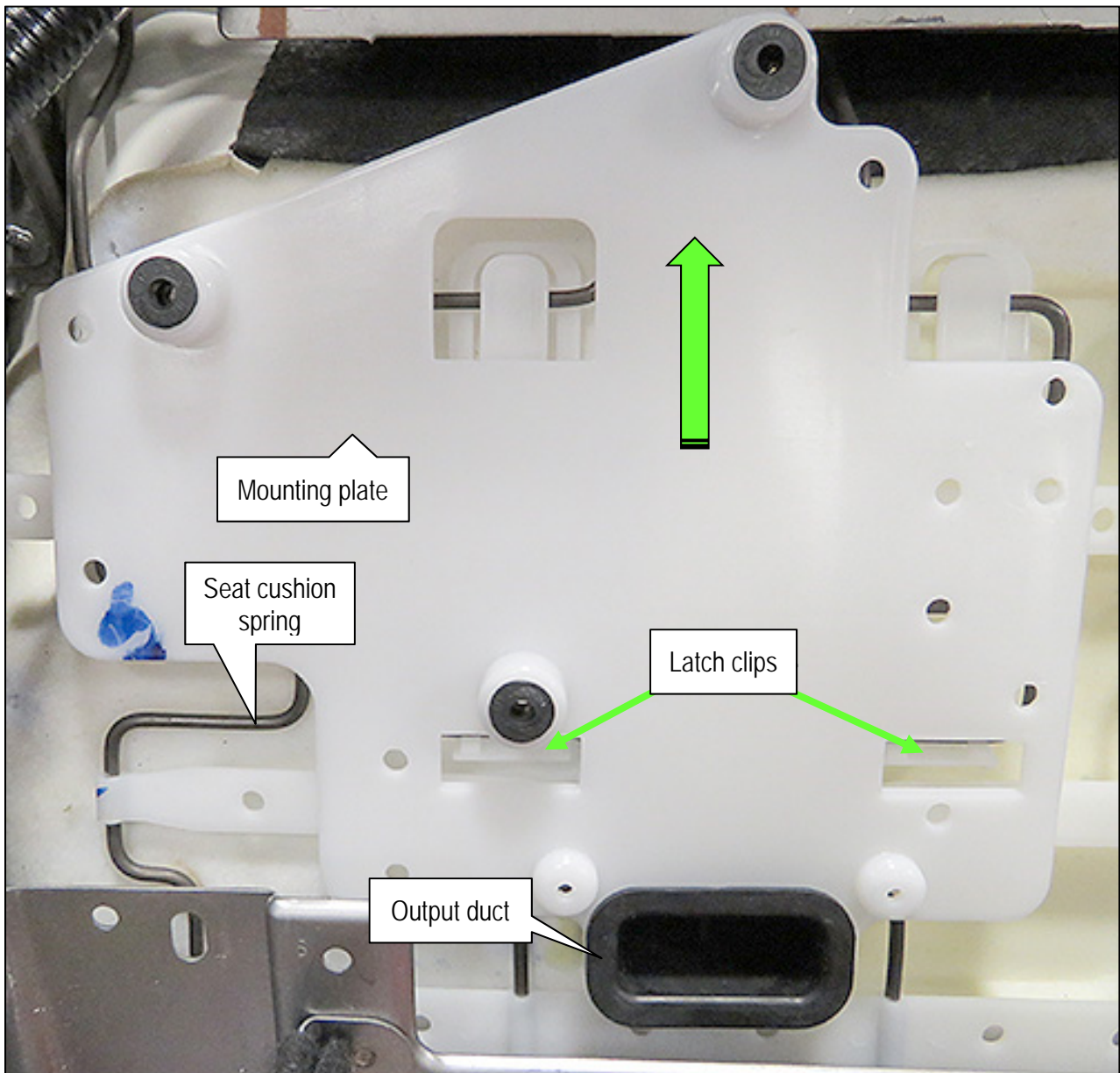


Figure 8

17. Remove the seat cushion from the seat frame.

- Refer to the ESM: **BODY INTERIOR > SEAT > UNIT DISASSEMBLY AND ASSEMBLY > FRONT SEAT**

HINT: Disconnect the seat switches from the wiring harness, and remove the seat switches and the switch finisher as an assembly.

18. Disconnect the wiring harness from the seatback recliner motor.

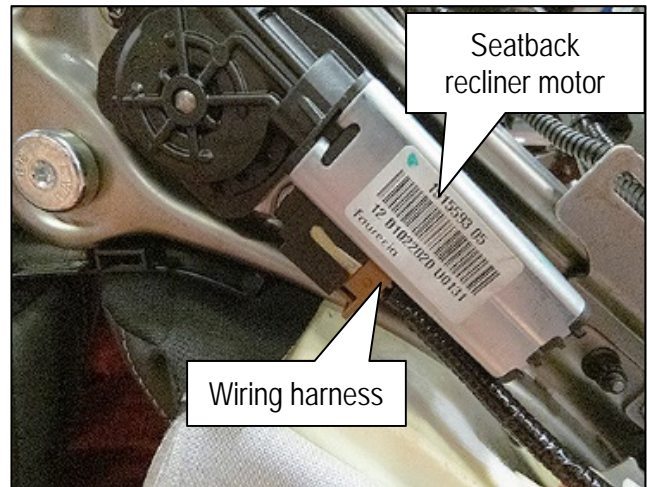


Figure 9

19. Detach two (2) seatbelt buckle wiring harness clips from the seat frame.

20. Remove the seatbelt buckle from the seat frame.

- Attached by one (1) nut.

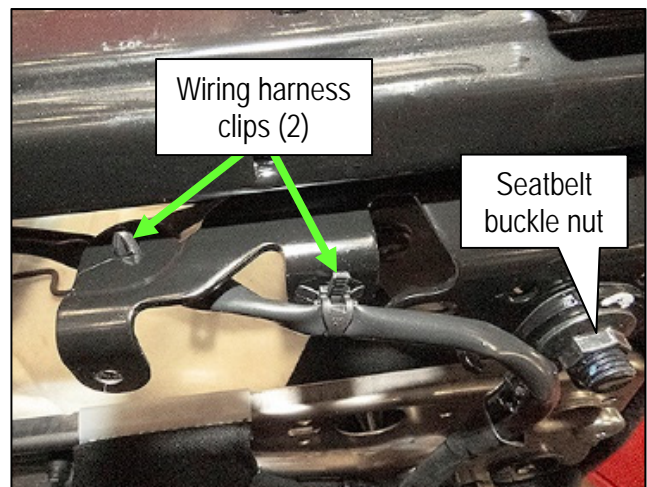


Figure 10

21. Confirm that the white plastic clip shown in Figure 11 is attached to the seat switch finisher. If still attached to the seat frame, remove it and relocate it back to the seat switch finisher.

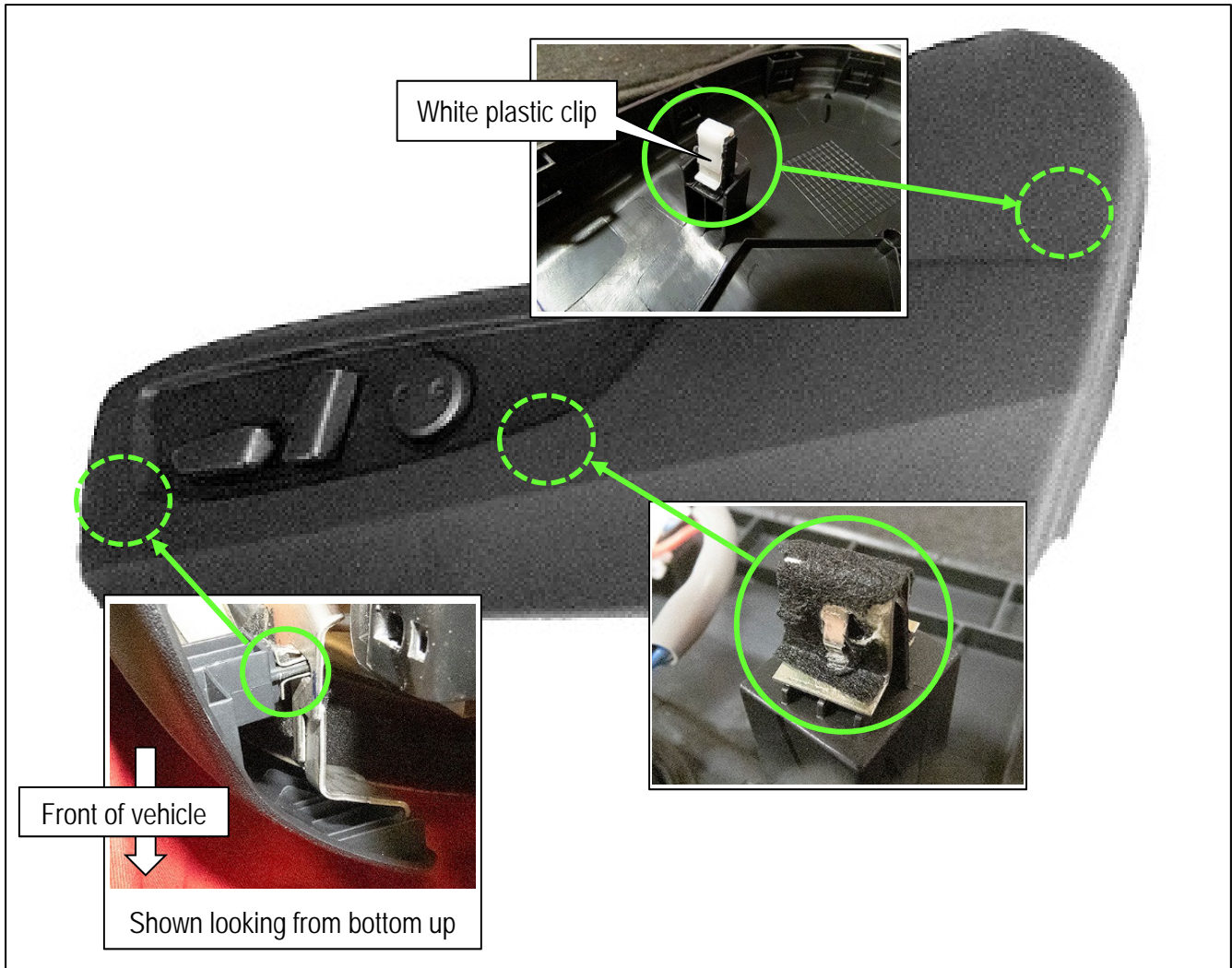


Figure 11

22. Confirm that the white plastic clip shown in Figure 12 is attached to the seat cushion outer finisher (RH). If still attached to the seat frame, remove it and relocate it back to the seat cushion outer finisher (RH).

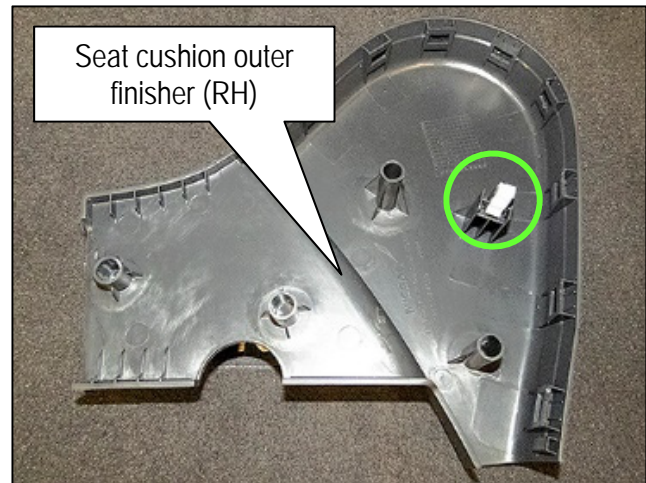


Figure 12

23. Remove the four (4) star bit fasteners that attach the seat lifter/slide assembly to the seatback frame, shown circled in Figure 13 and Figure 14.
- Figure 13 and Figure 14 are shown with the seat sitting upright.

NOTICE

To avoid damage to the fasteners, insert the tool completely into the head of the fastener when removing.

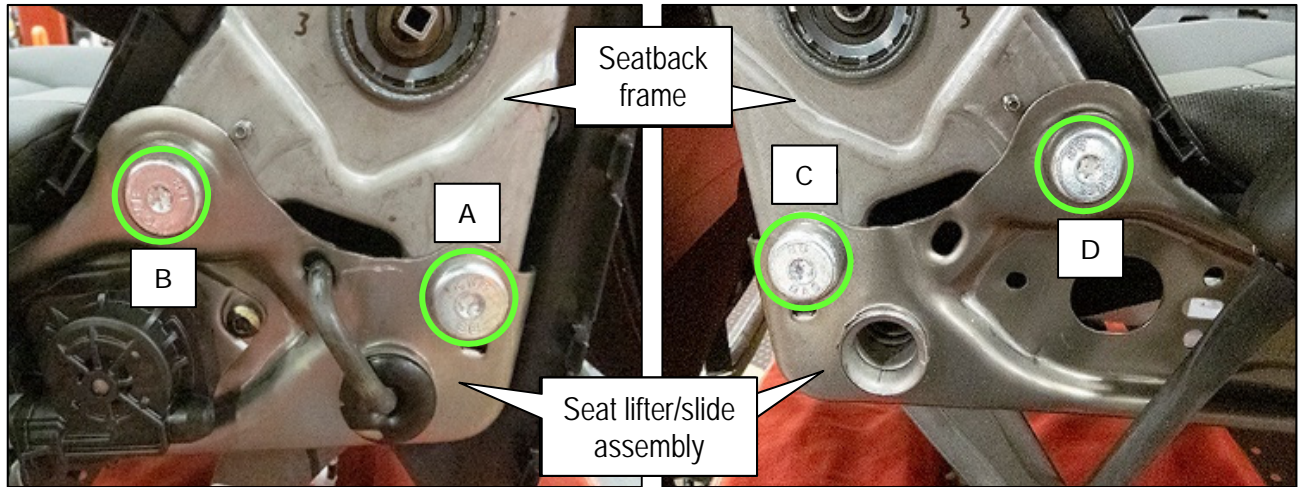


Figure 13

Figure 14

24. Lift the seat back assembly away from the seat lifter/slide assembly and transfer it to the new seat lifter/slide assembly.
- See the **PARTS INFORMATION** on page 14.
25. Apply blue thread-locker to all four (4) star bit fasteners removed in step 23, and then install them finger tight in the following order (see Figure 13 and Figure 14):
- A, B, C, D
- HINT:** If one or more star bit fasteners have been damaged, they can be ordered as needed.
26. Torque all four (4) star bit fasteners to 35 N•m (3.57 kg-m, 25.8 ft-lb) in the same "A-B-C-D" order.

27. Apply blue thread-locker to the seatbelt buckle nut and attach the seatbelt buckle to the seat frame.
- Torque to 49 N•m (5.0 kg-m, 36 ft-lb)
28. Attach two (2) seatbelt buckle wiring harness clips to the seat frame.

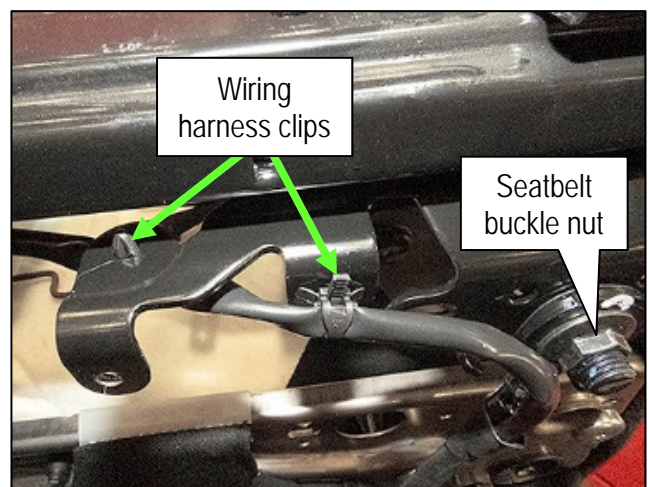


Figure 15

29. Connect the wiring harness to the seatback recliner motor.

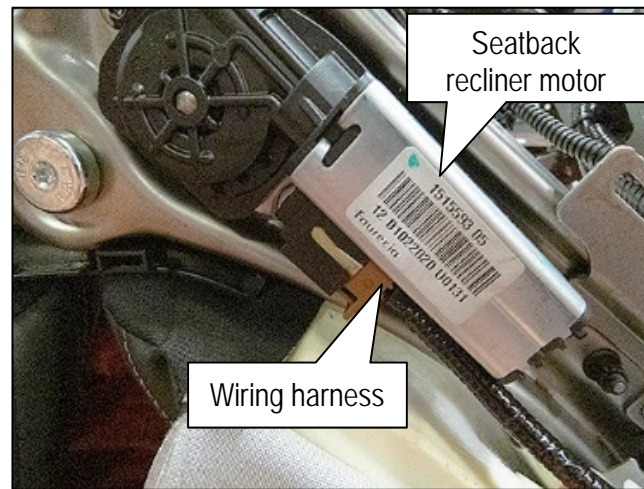


Figure 16

30. Remove the felt tape from the two (2) metal clips on the switch finisher, and apply new felt tape (see Figure 11 on page 10 for locations).
- See **PARTS INFORMATION** on page 14.

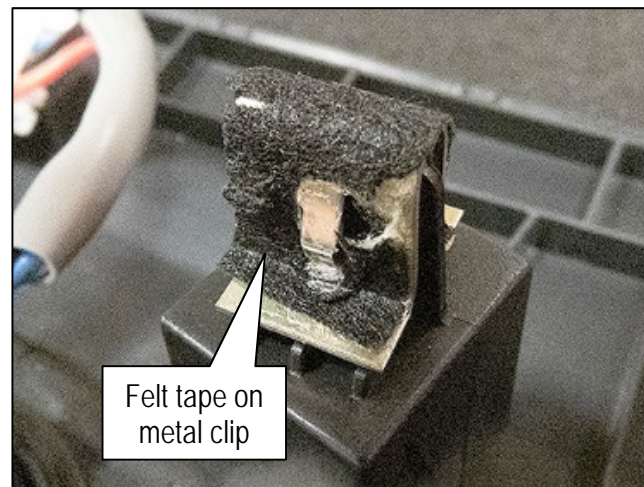


Figure 17

31. Install the seat cushion onto the seat frame.
- Refer to the ESM: **BODY INTERIOR > SEAT > UNIT DISASSEMBLY AND ASSEMBLY > FRONT SEAT**
32. Connect the wiring harness to the lifter motor and the slide motor.
33. Reassemble the remaining seat components in the reverse order of disassembly.

34. Install the seat into the vehicle.

- Refer to the ESM: **BODY INTERIOR > SEAT > REMOVAL AND INSTALLATION > FRONT SEAT**

HINT: When installing the driver (LH) front seat, tighten the bolts to specification in the order shown in Figure 18.

- Front seat bolt torque: 49 N•m (5.0 kg-m, 36 ft-lb)

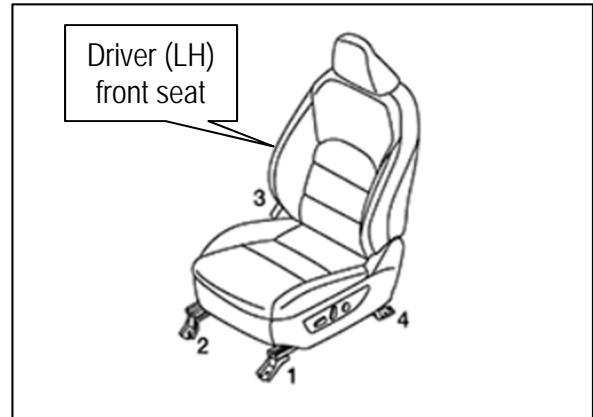


Figure 18

HINT: When installing the passenger (RH) front seat, tighten the bolts to specification in the order shown in Figure 19.

- Front seat bolt torque: 49 Nm (5.0 kg-m, 36 ft-lb)

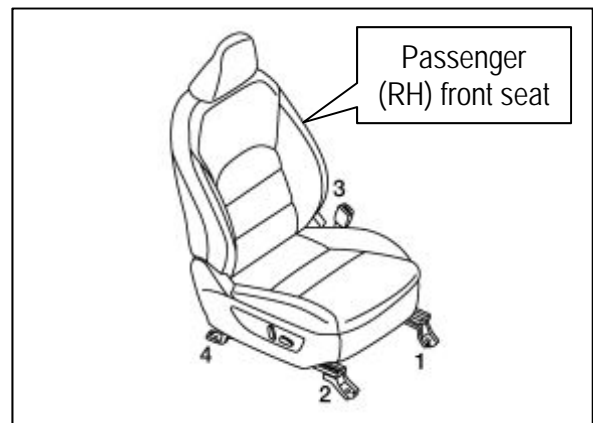


Figure 19

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
FRAME ASSY - CUSHION, FRONT SEAT LH (Seat lifter/slide assembly)	87152-XXXXX (1)	1
FRAME ASSY - CUSHION, FRONT SEAT RH (Seat lifter/slide assembly)	87152-XXXXX (1)	1
BOLT-SPL (Star Bit Fasteners)	86899-4BA3A	(2)
Blue Thread-locker	(3)	(4)
Felt Tape (5)	NI-50397-4	(6)

- (1) Look up the part number by the VIN in the Electronic Parts Catalog (EPC).
- (2) As needed, if damaged during removal.
- (3) This item can be sourced locally from most auto parts outlets.
- (4) Shop supply.
- (5) Sourced from Squeak and Rattle Kit.
- (6) See **EXPENSE CODE**.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace Seat Cushion Frame Assembly	(1)	VH32AA	ZE	32	(2)

- (1) Reference the electronic parts catalog and use the Seat Cushion Frame Assy (87152-*****) as the Primary Failed Part (PFP).
- (2) Reference the current Infiniti Warranty Flat Rate Manual and use the indicated Flat Rate Time (FRT).

EXPENSE CODE

EXPENSE CODE	Description	Max Amount
041	Felt Tape	\$1.64

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
April 9, 2021	ITB21-008	Original bulletin published
December 22, 2022	ITB21-008A	Changes throughout