

Classification:

EL16-036a

Reference:

ITB16-042a

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Date:

November 15, 2016

## 2014-2017 Q60 AND Q50; POWER WINDOWS DO NOT OPERATE CORRECTLY

**APPLIED VEHICLES:** 2014-2015 Q60 Coupe (V36)  
2014-2015 Q60 Convertible (V36)  
2017 Q60 Coupe (V37)  
2014-2017 Q50 (V37)  
2014-2017 Q50 Hybrid (V37)

### SERVICE INFORMATION

If power is interrupted to the power window system, it may cause one or more of the following symptoms to occur on one or more power windows:

- AUTO-UP does not work, but window will move up and down with manual operation of the switch.
- When door is opened (only applies to Q60), window will lower a small amount (normal operation) but will not raise when door is closed.
- Window will move down when operating the window switch, but will not move up.

### NOTE:

- If any of the above symptoms should occur, it may indicate that Window Initialization is needed (see page 2). Initialization should be done before attempting any repairs.
- If needed, refer to the applicable Electronic Service Manual (ESM) to perform electrical diagnosis.
- After electrical repairs to the vehicle (including repairs to the power windows), make sure to perform the Window Initialization and Anti-pinch Function Check procedures on page 2.

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.

### Window Initialization

- a. Close the door.
- b. Turn the ignition switch ON.
- c. Open the window - all the way DOWN.
- d. Pull all the way UP on the switch and hold (close the window). Continue holding the switch all the way UP for 4 seconds after the window is closed.
- e. Confirm the window is now operating correctly.

### Anti-Pinch Function Check

- a. Fully open the door window.
- b. Hold a piece of wood in the window opening near the fully closed position.
- c. Close the door window completely with the AUTO-UP function.
- d. Check/confirm the glass lowers approximately 150 mm (5.9 in) after contacting the wood and then stops.

**CAUTION:** Do not check Anti-Pinch function with hands or other body parts because they may be pinched.

