

SERVICE BULLETIN

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POWER BACK DOOR CALIBRATION

The Applied Vehicles in this bulletin have been amended. No other charges have been made. Please discard previous versions of this bulletin.

APPLIED VEHICLE:	2013 JX (L50)
	2014 – 2017 QX60 (L50)
	2014 – 2017 QX60 Hybrid (L50)

SERVICE INFORMATION

The control motors for the power rear hatch (back door) are calibrated for smooth and even operation.

Adjustments or position change of the back door hinges or striker requires the back door to be re-calibrated.

The following are <u>examples</u> that can cause hinge position change requiring re-calibration:

- Manually opening the back door aggressively, such that above normal force is exerted on the hinges as the door stops at the full open position.
- While opening the back door a wind gust pushes the door open, exerting above normal force on the hinges as the door stops at the full open position.
- With the back door open, the side of the door is heavily bumped.
- Purposely performing adjustment to the door hinges or striker.

NOTE: If the back door reverses and closes while opening with an automatic/power open operation, it is an indication that re-calibration is needed.

The Service Procedure in this bulletin provides the steps for back door re-calibration.

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

Back Door Re-Calibration

- 1. Make sure the rear hatch (back door) is fully closed and latched.
 - If needed, manually close the back door.
- 2. Connect the CONSULT-III (C-III) plus VI to the vehicle.
- 3. Turn the ignition ON and open C-III plus on the CONSULT PC.
- 4. Select Diagnosis (One System).

CONSU	JLT-III plus Ver.22.1	1 VIN:-	Vehicle : -	Country : U.S.A.
Back	Home Print S	Screen Screen Mode	Recorded Help 12.9V	
Conne	Connection Status Diagnosis Menu			
	Serial No.	Status	📕 📋 Diagnosis (C	One System) Step 4
VI	2300126	کرہ سے Normal Mode/Wireless connection	Diagnosis (A	
MI	-	No connection		ning, Configuration
Select VI/MI				
	tion Setting Sub mode	ABC Language Setting	Maintenance	•
TP 120898				
Figure 1				

- 5. Confirm the NISSAN/INFINITI tab is selected.
- 6. Click on the menu scroll **arrow** in the lower right corner.

	DNSULT-III plus Ver.22.11	VIN:- N Screen Capture Measurement Mode Mode	rded Help	Country : U.S.A.
Step 5	Diagnosis (One System) Sy	rstem Selection	ault	X-Badge
	Group	All system	is 🔻	
	ENGINE	TRANSMISSION	ВАС	UIU
	ABS	MULTI AV	SUB METER	AUTO SLIDE DOOR
	METER/M&A	EHS/PKB	CONVERTIBLE ROOF	PRECRASH SEATBELT
	BCM	MOTOR CONTROL	HEAD LAMP LEVELIZER	AUTO DRIVE POS.
	AIR BAG	EPS	e-4WD	ALL MODE AWD/4WD
	ICC/ADAS	IPDM E/R	LASER/RADAR	DIFF LOCK
	HVAC		INTELLIGENT KEY	4WAS(MAIN)/RAS/HICAS
TP12	20899			1/3
		Figu	Jre 2	

7. Select AUTO BACK DOOR.

CONSULT-III plus Ver.22.11	VIN:- Screen Capture	ded Help	Country : U.S.A.		
Diagnosis (One System) System Selection					
NISSAN/INFINITI	Renz	ault	X-Badge		
Group	All system	s 🔻			
SONAR	POP UP HOOD	TOTAL ILLUM C/U	PTC HEATER		
LANE CAMERA	AUTO BACK DOOR	Step 7 TECTION	TELEMATICS		
ADAPTIVE LIGHT	Diag Data Recorder	BRAKE	ЕМСМ		
AUTO SLIDE DOOR RIGHT	4WAS(FRONT)	SIDE RADAR LEFT	SVT		
CAN GATEWAY	E-SUS	MULTI DISPLAY	BSW		
SHIFT	ACCELE PEDAL ACT	SIDE RADAR RIGHT	AVM		
EV/HEV	HV BATTERY	CHARGER	сіл		
TP120900 2/3					

Figure 3

8. Select Work support.

G CONSULT-III plus Ver.22.11	VIN:-	Vehicle : -	Country : U.S.A.
Back Rome Print Screen	Screen Capture Mode	Norded Help 14.3V	
Diagnosis (One System)	Selection AUTO BACK		
Self Diagnostic Result	or Second Second	Step 8	
- No DTC is detected. Further testing may be required.		· ·]	-
			Print
			Save
TP120901		1/1	ERASE

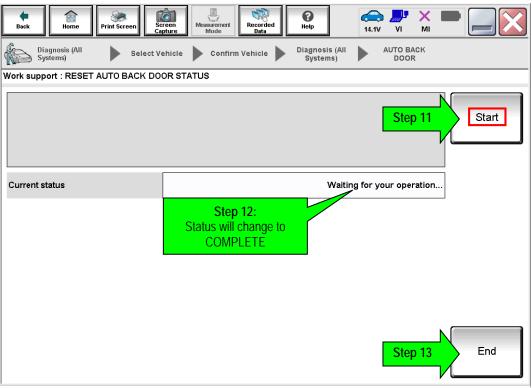
Figure 4

- 9. Select RESET AUTO BACK DOOR STATUS.
- 10. Select Start.

Back Image: Back	
Diagnosis (All Select Vehicle Confirm Vehicle Diagnosis (All Systems)	
Self Diagnostic Data Monitor CCU Identification	
Test Item RESET AUTO BACK DOOR STATUS Step 9	
1/1 Start	Step 10

Figure 5

- 11. Select Start.
- 12. Wait for "Current status" to change to COMPLETE.
- 13. Select End.





- 14. Open the back door using an Automatic / Power Open Switch (i.e. key-fob remote, dash board switch).
 - Wait for the back door to fully open.

NOTE: The back door will open at half speed.

- Two long beeps should be heard.
- Calibration is complete.

15. Confirm all power back door operations function normally.

- Hazard warning lamps blink and automatic back door warning buzzer sounds.
- 16. Disconnect the C-III plus VI from the vehicle.
- 17. Cycle the ignition: $ON \Rightarrow OFF \Rightarrow ON$, wait for at least 5 seconds, $\Rightarrow OFF$.
- 18. Fully close the back door.