

Classification:

Reference:

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 Date:

BT16-026

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October 24, 2016

2017 Q60; SUNROOF INOPERATIVE

APPLIED VEHICLE: 2017 Q60 (CV37)

IF YOU CONFIRM

The sunroof is inoperative (will not open and/or close electrically).

ACTION

1. Turn the ignition OFF.
2. Wait at least 1 minute.
3. Disconnect both battery cables, negative first.
4. Wait at least 30 seconds.
5. Reconnect both battery cables, positive and then negative.
6. Recheck the sunroof for proper operation.
 - If the sunroof is still electrically inoperative, refer to the Electronic Service Manual (ESM), section **RF – Roof** for further diagnosis.
7. Reset/reinitialize systems as needed.
 - Refer to the Electronic Service ESM, section **PG – Power Supply Ground & Circuit Elements**, for a listing of systems that require reset/initialization after reconnecting the 12 V battery.
 - Look in the PG section index for **ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL**.
 - This list often includes items such as radio, power windows, clock, sunroof, etc.

CLAIMS INFORMATION

Submit a Primary Operation (PO) type line claim using the following claims coding:

DESCRIPTION	PO	OP CODE	SYM	DIA	FRT
Sunroof Reset	BX6CAA	BX6CAA	ZE	32	0.3

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.