

Classification:

EL18-031

Reference:

ITB18-035

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SECURITY ALARM SOUNDS AFTER USING MECHANICAL KEY TO UNLOCK DRIVER DOOR

APPLIED VEHICLES: 2018 – 2019 QX60 (L50)
APPLIED DATE: 2018 QX60 (L50) built after September 15, 2017
2019 QX60 (L50) All

SERVICE INFORMATION

Applied Vehicles listed above are no longer equipped with a door unlock sensor and/or Body Control Module (BCM) software to provide support for the door unlock sensor.

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.

Normal Functionality For Vehicles Built Without Door Unlock Sensor And/Or BCM Software To Support Door Unlock Sensor

For Applied Vehicles built after the Applied Dates listed on page 1, using the mechanical key on the driver door will operate differently than vehicles built before the Applied Dates.

For these later models, the **BCM will not recognize operation of the mechanical key.**

If a mechanical key is used to lock the driver door.

- The security system will not set. If the vehicle is broken into, the alarm will not sound.
- Only the driver door will be locked. Other doors will not lock using the mechanical key.

If a mechanical key is used to unlock the driver door.

- Only the driver door will be unlocked. Other doors will not be unlocked.
- If the security system is set, when the door is opened the alarm will sound.

NOTE: Using the Unlock button on the Intelligent Key, pushing the request switch on the driver or passenger door with the Intelligent Key in range, or using the Intelligent Key to start the vehicle will silence the alarm.

The mechanical key will not operate the power windows.

AMENDMENT HISTORY

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October 22, 2018	ITB18-035	Original bulletin published