

Classification:

EL19-010

Reference:

ITB19-009

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Date:

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## INTELLIGENT KEY DOES NOT WORK AFTER BATTERY REPLACEMENT

**APPLIED VEHICLES:** 2019 QX50 (J55)                      2019 Q50 (V37)  
2019 QX60 (L50)                                      2019 Q60 (V37)  
2019 QX60 Hybrid (L50H)

### SERVICE INFORMATION

If the Intelligent Key of an **APPLIED VEHICLE** does not work after replacing the battery, inspect the positive (+) terminals.

If the battery side of the Intelligent Key is held by pinching down on the terminals while removing the battery, it is possible to bend the terminals down far enough that they will not touch the contacts on the other half of the Intelligent Key.

If the terminals are found to be bent down, pry them back up so that they will come in contact with the other half of the Intelligent Key's contacts.

- Refer to the photos on the following pages.

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.

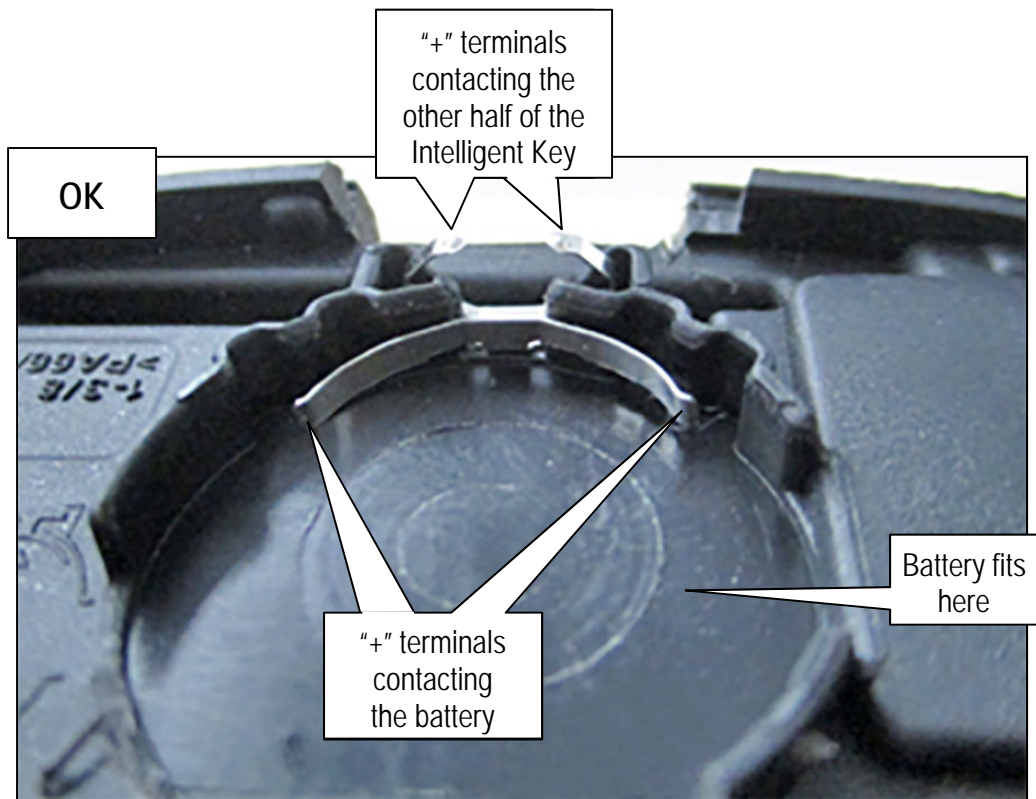


Figure 1



Figure 2

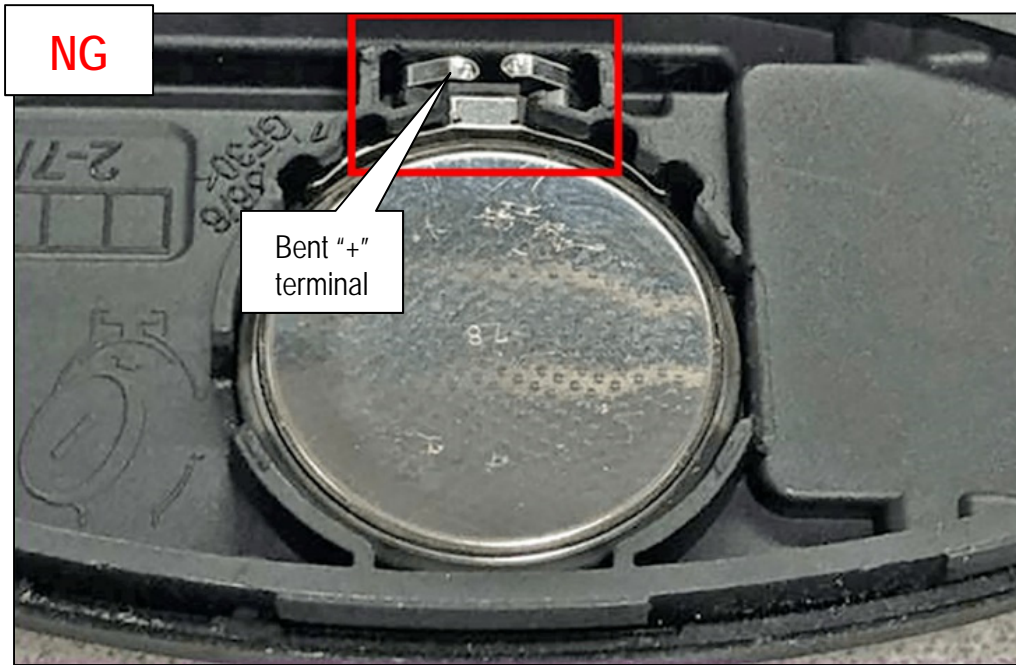


Figure 3

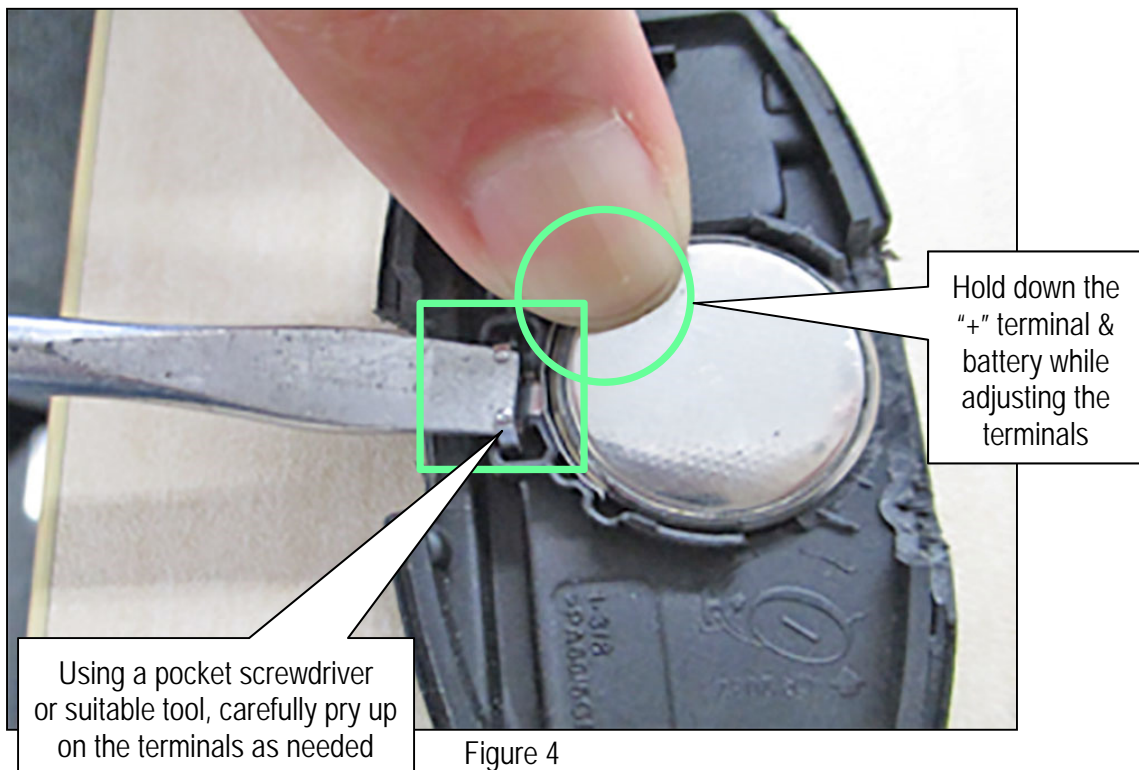


Figure 4

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
April 4, 2019	ITB19-009	Original bulletin published