INFINITI®

SERVICE BULLET

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Classification: RS19-005

Reference:

ITB19-024

Date: September 12, 2019

DTC B00A0-00 STORED

APPLIED VEHICLES: 2009-2013 FX (S51) 2013 JX35 (L50) 2014-2020 Q50 (V37) 2014-2018 Q50 Hybrid (HV37) 2014-2017 QX70 (S51) 2017-2019 Q60 (CV37) 2019-2020 QX50 (J55)

2011-2013 QX56 (Z62) 2014-2020 QX60 (L50) 2014-2017 QX60 Hybrid (L50H) 2014-2019 QX80 (Z62)

IF YOU CONFIRM

DTC B00A0-00 (OCCUPANT DETECTION SENSOR UNIT) is stored

And

OCS zero point reset cannot be performed

And

The following screen will display:

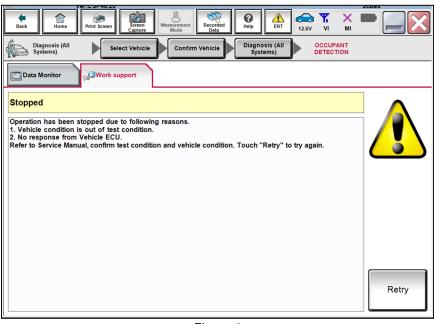


Figure 1

IMPORTANT: The purpose of **ACTION** (next page) is to give you a quick idea of the work you will be performing. You MUST closely follow the entire SERVICE PROCEDURE as it contains information that is essential to successfully completing this repair.

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.

ACTION

- 1. Check the Occupant Classification System (OCS) control unit using the ODS Analysis tool software.
 - Refer to **SERVICE PROCEDURE** on the next page.

HINT: "OCS" may also be referred to as "ODS".

2. Perform "75-zero RESET".

REQUIRED SPECIAL TOOL: OCS Reprogramming Cable J-51594

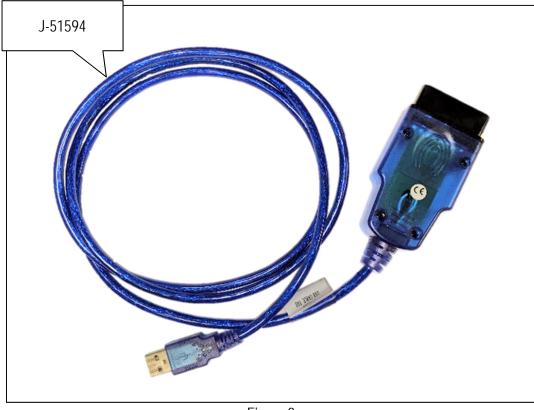


Figure 2

Special (essential) tool J-51594 has been previously sent to each dealer.

Additional tools may be obtained from Tech•Mate: 1-800-662-2001 or nissantechmate.com.

SERVICE PROCEDURE

HINT: "OCS" may also be referred to as "ODS".

IMPORTANT: Before continuing, make sure:

- ASIST on the CONSULT PC has been synchronized (updated) to the current date.
- All CONSULT-III plus (C-III plus) software updates (if any) have been installed.
- The CONSULT PC is connected to the Internet (Wi-Fi or cable).

NOTICE

- Connect a battery maintainer or smart charger set to reflash mode or a similar setting. If the vehicle's battery voltage <u>drops below 12.0V or rises above 15.5V</u> during reprogramming, <u>the OCS</u> <u>control unit may be damaged</u>.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, <u>the OCS</u> <u>control unit may be damaged</u>.
- Be sure to connect the AC Adapter to the CONSULT PC. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and <u>the OCS control unit may be damaged</u>.
- Turn OFF all external Bluetooth[®] devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and tool J-51594. If Bluetooth[®] signal waves are within range of the CONSULT PC and/or tool J-51594 during reprogramming, reprogramming may be interrupted and <u>the OCS control</u> <u>unit may be damaged</u>.
- 1. Turn ON the ignition/HV system (engine OFF).
- 2. Turn ON the hazard warning lamps.
- 3. Connect the plus VI to the vehicle and the CONSULT PC with its USB cable.
- 4. Start the CONSULT PC and CONSULT-III plus (C-III plus), and then check for air bag related DTCs.
 - If any air bag related DTCs other than B00A0-00 are stored, perform diagnosis and repairs as needed.
- 5. Close C-III plus, but leave ASIST running.
- 6. Connect tool J-51594 to the CONSULT PC USB connector and the vehicle DLC connector.
 - Make sure the cable is securely connected at both ends.
- 7. Prepare the vehicle for OCS reprogramming as follows:
 - Park the vehicle on a level surface.
 - Keep the front passenger seat empty place nothing on it.
 - Keep the vehicle empty of occupants including the servicing technician.
 - Place the CONSULT PC outside of the vehicle on a suitable table/support.
 - > Do not set the CONSULT PC on the vehicle.
 - Do not touch the vehicle during OCS Reprogramming.
 - Minimize vehicle vibrations.

8. On the left side of the ASIST main menu, select **Specialty Tools**, and then select **ODS Analysis Tool**.

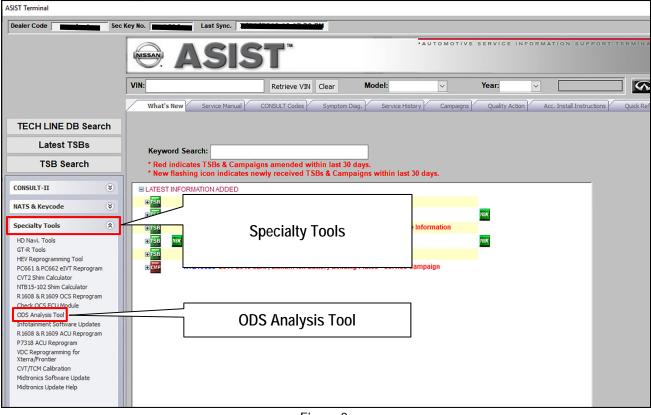


Figure 3

9. Enter the vehicle model and the last eight (8) digits of the VIN in the corresponding spaces, and then select CHECK.

	COM PORT	4			EXI	Г
	Please fill in Vehicle type and VI	Nnumbercolu	imn.			
	СНЕСК					
	CURRENT FAILURE CODE	a0	a1	a2	a3	a4
	PAST FAILURE CODE	A0	A1	A2	A3	A4
						<n></n>
	SEN OUTPUT	Fi	Ri	Fo	Ro	SUM
	CURRENT LAST ZERO POINT					
	ZERO POINT OFFSET					
	PERFORM 0-RESET IN CASE OF	F ERROR COE	DE "75"		Dealer	0-RESET
	75-Zero RESET				D-Zero F	RESET
	CREATE LOG FILE			VEHICLE		QX60
	CREATE			VEHICLE VIN N		
L	τ		auro 1			

Figure 4

10. Select OK.

Would you like to start processing "CHECK"? OK Cancel Figure 5

- 11. Check for code 75h to show under CURRENT FAILURE CODE.
 - If code 75h shows under CURRENT FAILURE CODE, go to step 12.
 - If code 75h does NOT show under **CURRENT FAILURE CODE**, STOP HERE. This bulletin does not apply. Refer to ASIST and the ESM for further diagnostic assistance.
- 12. Select **75-Zero RESET**.

COM PORT	4			EXI	Γ
The reading is complete. The following is ODS status.					
CHECK		_			
CURRENT FAILURE CODE	a0 75h	a1 00h	a2 00h	a3 00h	a4 00h
	701	A1	A2	A3	A4
PAST FAILURE CODE		00h	00h	00h	00h
					<n></n>
SEN OUTPUT		Ri	Fo	Ro	SUM
CURRENT	Unconnected	Unconnected			0
LAST ZERO POINT					616
ZERO POINT OFFSET					-616
PERFORM 0-RESET IN CASE 0	F ERROR COD	E "75"		Dealer	0-RESET
75-Zero RESET				D-Zero F	RESET
CREATE LOG FILE		VE	HICLE	Q	X60
CREATE		VE	HICLE VIN N	UMBER M	224.944

Figure 6

13. Select OK.

• The 75-zero reset process will run for about seven (7) seconds.

COM PORT	4		[EXI	r
The reading is complete. The following is ODS status.					
CHECK					
CURRENT FAILURE CODE	ില	1		a3	a4
	100	0.0%		00h A3	00h A4
PAST FAILURE CODE				00h	00h
	U would you	I like to start processing "75	-Zero-RESET :		<n></n>
SEN OUTPUT		ОК	Cancel	Ro	SUM
CURRENT LAST ZERO POINT				J	0 523
ZERO POINT OFFSET					-523
PERFORM 0-RESET IN CAS	E OF ERROR C	ODE "75"		Dealer	- 0-RESET
75-Zero RESET				D-Zero F	RESET
CREATE LOG FILE		v	EHICLE	C	X60
CREATE		v	EHICLE VIN N		N088-1-11

Figure 7

- 14. When the screen in Figure 8 appears, turn OFF the ignition, and then turn ON the ignition.
- 15. After turning ON the ignition, select **OK**.
 - The 75-zero reset process will run for about another seven (7) seconds.

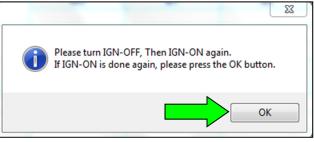


Figure 8

- 16. When the screen in Figure 9 displays, the 75-zero reset process is complete.
 - Verify code 75h is not displayed under CURRENT FAILURE CODE.
- 17. Select either **EXIT** or the **EXIT** in the upper right corner (see Figure 9).

DDS Analysis tool			-		
COM PORT	4			EXI	т
75-Zero-RESET Complete.					
СНЕСК		_			
CURRENT FAILURE CODE	<u>a</u> 0 00h	a1 00h	a2 00h	a3 00h	a4 00h
PAST FAILURE CODE		A1 00h	A2 00h	A3 00h	A4 00h
					<n></n>
SEN OUTPUT		Ri	Fo	Ro	SUM
CURRENT	216	115			331
LAST ZERO POINT					327
ZERO POINT OFFSET					4
PERFORM 0-RESET IN CASE 0	F ERROR COL	DE "75"		Deale	r 0-RESET
75-Zero RESET				D-Zero I	RESET
CREATE LOG FILE		V	EHICLE	C	QX60
CREATE		V	EHICLE VIN N		0701011

Figure 9

- 18. Turn OFF the ignition, and then turn ON the ignition.
- 19. Disconnect tool J-51594, and then connect the plus VI to the CONSULT PC and the vehicle.

20.	After the plus VI is recognized, select Diagnosis (All Systems) .	VI MI Applicat	Select VI/) Normal I Normal I No c	Satus Satus Mode Mireless innection Language Setting		-	nu Iosis (One Iosis (All S Iogra	system)	ration	
					E la	u iro	10				

Figure 10

21. Verify the vehicle information is correct, and then select **Confirm**.

Ver.03F40.20	JIAIES
Back Home Print Screen Capture	Mesurement Mode Recorded Data
Diagnosis (All Systems) Select Vehicle	Confirm Vehicle
Please confirm selected information and to	such "Confirm". In case you want to select another vehicle,
VIN or Chassis #	51+1
Vehicle Name :	
Model Year	
	1/1
	Change
	Confirm

Figure 11

22. Select AIR BAG.

Back Home Diagnosis (All		Screen <u>Gepture</u> Measurement <u>Mode</u> Mode Measurement <u>Mode</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u> <u>Measurement</u>
Diagnosis (All Systems)	Select	Vehicle Confirm Vehicle Diagnosis (All Systems)
ali dtc	can CAN Diag	CAN DIAG
Result		Detailed Information
AIR BAG	PAST	
ENGINE	NO DTC	B00A0-00 OCCUPANT SENS UNIT PAST FFD Expla
ABS	NO DTC	
METER/M&A	NO DTC	
ВСМ	NO DTC	Print
ICC/ADAS	NO DTC	for Customer
TRANSMISSION	NO DTC	Save
1/4		

Figure 12

- After selecting AIR BAG, B00A0-00 should be the only DTC displaying.
- 23. Select ERASE.

Ver.001 40.20	
Image: Back Image: Back	Recorded Data
Diagnosis (All Select Vehicle Confirm Ve	Diagnosis (All Systems) AIR BAG
Result	
B00A0-00 OCCUPANT SENS UNIT [ABNORMAL VOLTAGE]	PAST FFD DTC Explanation
	Print
	Save
	1/1 ERASE

Figure 13

24. Select Execute.

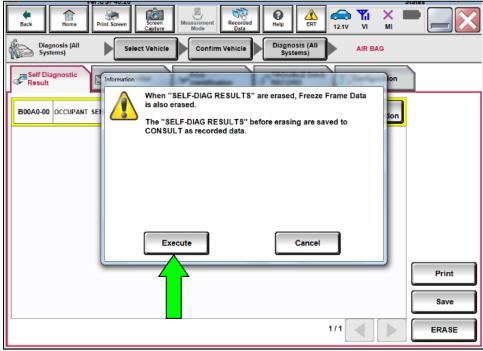


Figure 14

25. Select Close.

Diagnosis (All Systems) Select Vehicle Confirm Vehicle Diagnosis (All Systems) AIR BAG Self Diagnostic Information on Erasing completed. Touch the "Close" button, and then check sure that "SELF-DIAG RESULTS" are deleted. on "SELF-DIAG RESULTS" before erasing are confirmed from recorded data. information
B00A0-00 OCCUPANT SET SELF-DIAG RESULTS" are deleted. "SELF-DIAG RESULTS" before erasing are confirmed from
B00A0-00 OCCUPANT SEI Sure that "SELF-DIAG RESULTS" are deleted. "SELF-DIAG RESULTS" before erasing are confirmed from
"SELF-DIAG RESULTS" before erasing are confirmed from
and the second se
Close
Print
Save

Figure 15

• After selecting **Close**, the screen in Figure 16 should display (the DTC is erased).

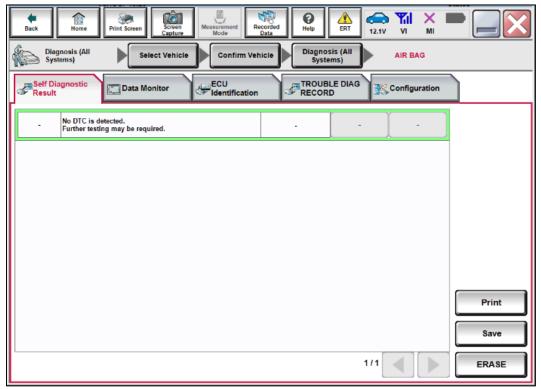


Figure 16

- 26. Turn OFF the ignition and disconnect the battery maintainer/smart charger.
- 27. Turn OFF the hazard warning lamps.
- 28. Close C-III plus and the CONSULT PC.
- 29. Disconnect the plus VI from the vehicle.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Perform 75 - Zero Reset	(1)	RX8NAA	HC	32	0.4

(1) Reference the electronic parts catalog and use the Occupant Sensor (98856-****) as the Primary Failed Part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
September 12, 2019	ITB19-024	Original bulletin published