

**Classification:**

BT12-022d

**Reference:**

ITB12-076d

**Date:**

January 4, 2021

## POWER BACK DOOR CALIBRATION

This bulletin has been amended. See AMENDMENT HISTORY on the last page.  
Discard all previous versions of this bulletin.

**APPLIED VEHICLES:** 2013 JX (L50)  
2014 – 2020 QX60 (L50)  
2014 – 2017 QX60 Hybrid (L50H)

### 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 examples 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 VI to the vehicle.
3. Turn the ignition ON and open C-III plus on the CONSULT PC.
4. Select **Diagnosis (One System)**.

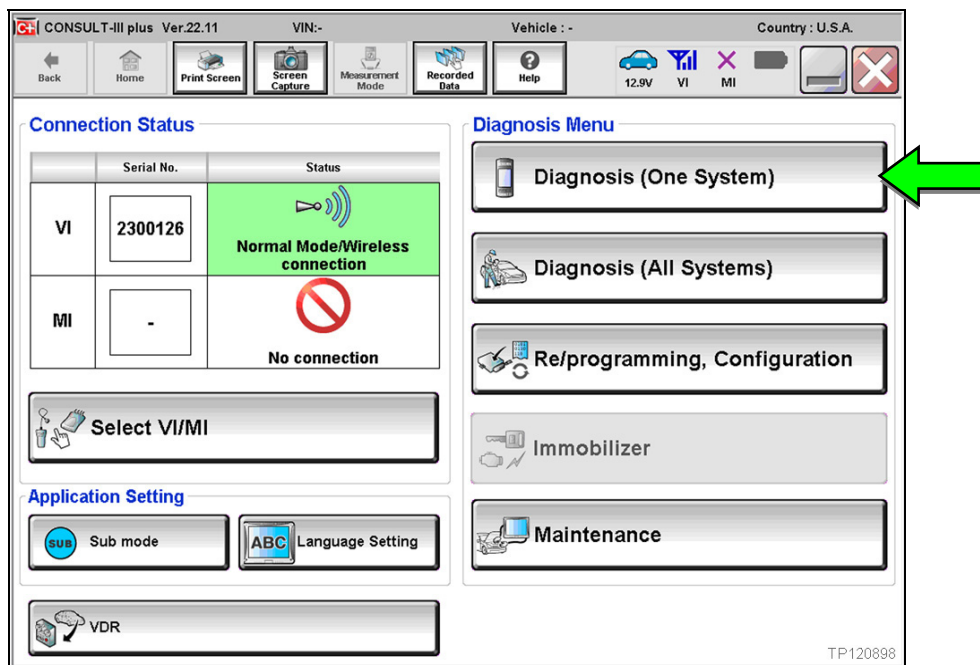


Figure 1

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

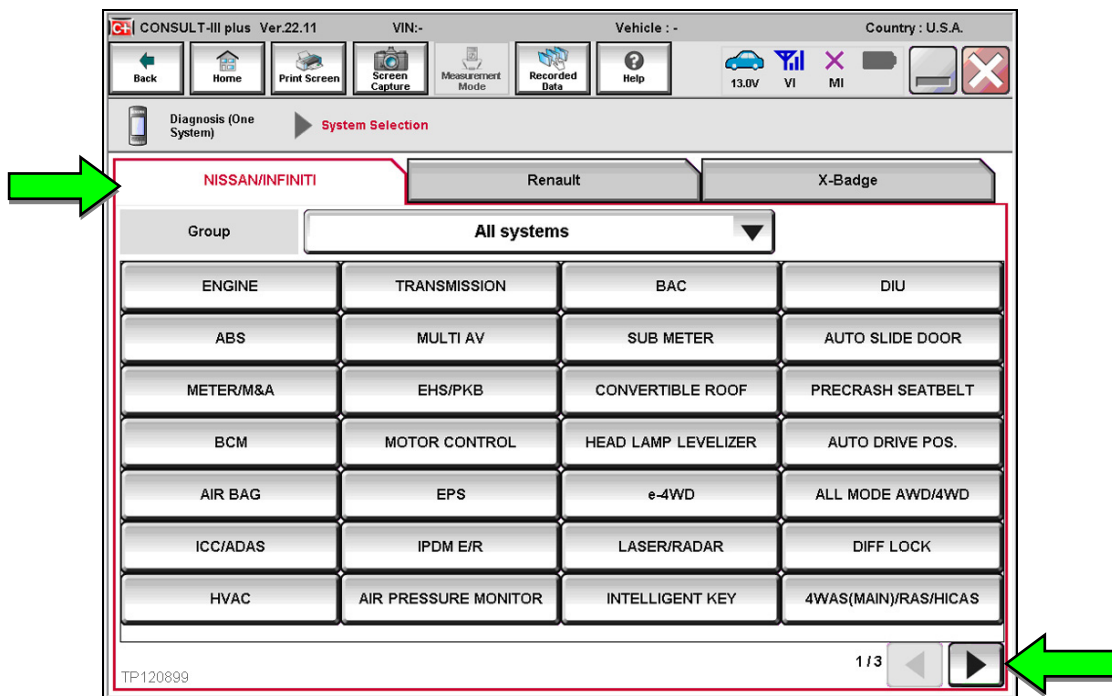


Figure 2

7. Select **AUTO BACK DOOR**.

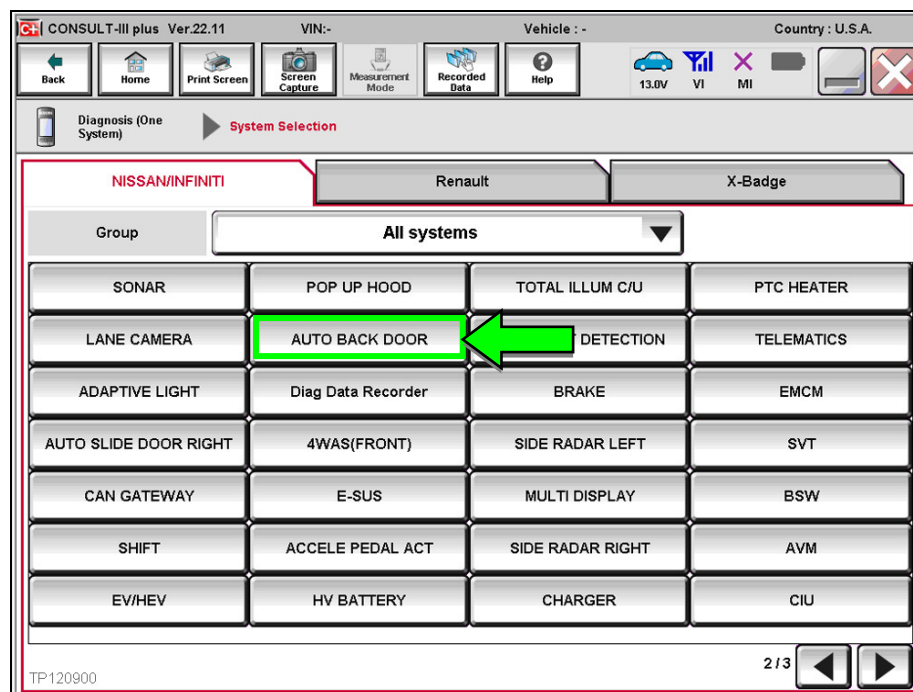


Figure 3

8. Select **Work support**.

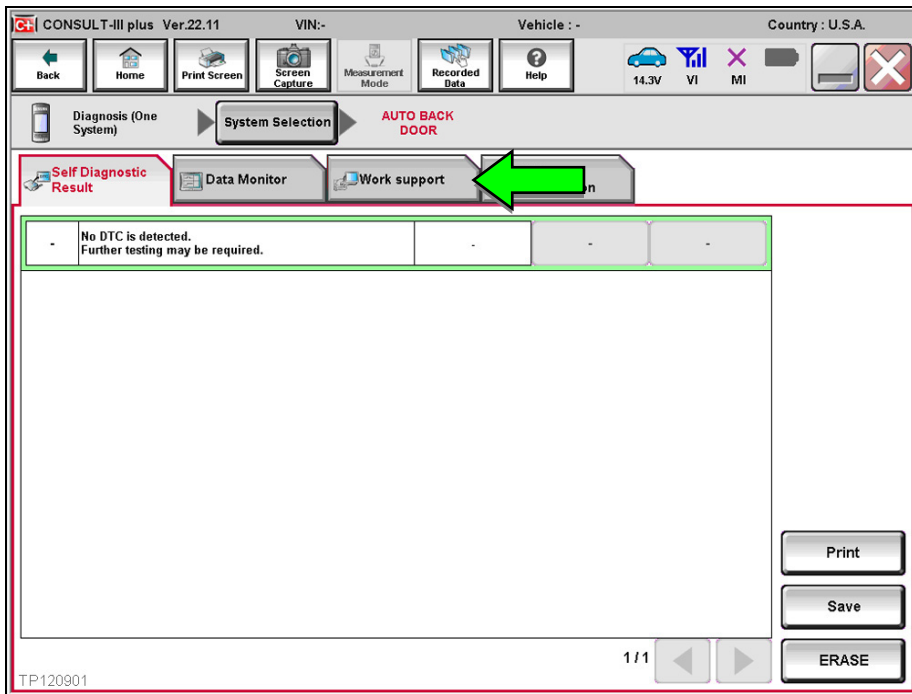


Figure 4

9. Select **RESET AUTO BACK DOOR STATUS**.

10. Select **Start**.

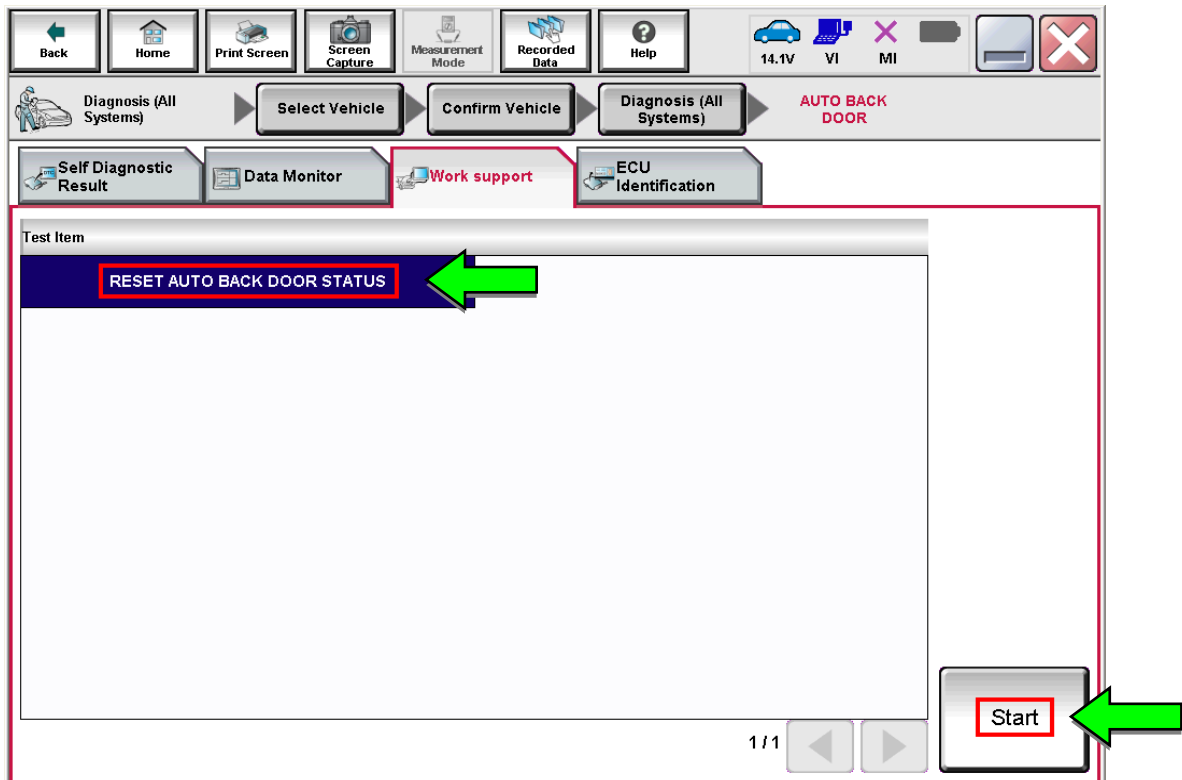


Figure 5

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

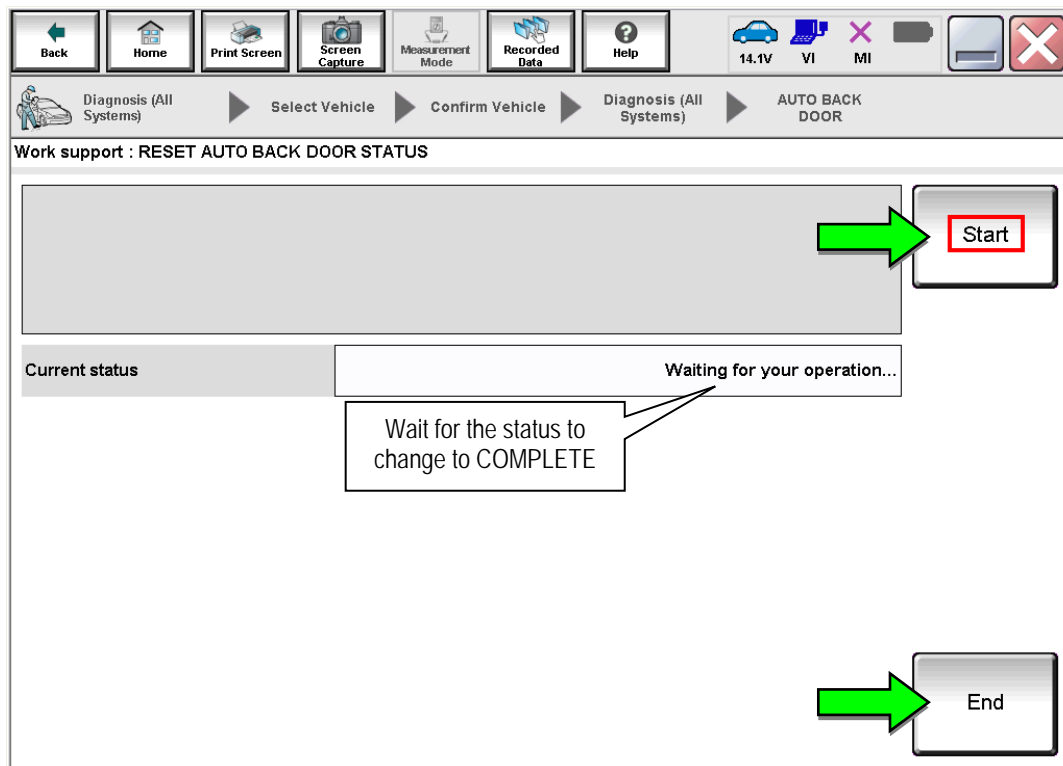


Figure 6

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.
  - The back door warning buzzer will sound.
16. Disconnect the VI from the vehicle.
17. Cycle the ignition: ON ⇒ OFF ⇒ ON, wait for at least 5 seconds, ⇒ OFF.
18. Fully close the back door.

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 29, 2012	ITB12-076	Original bulletin published
January 22, 2014	ITB12-076a	<b>APPLIED VEHICLES</b> updated
December 21, 2016	ITB12-076b	<b>APPLIED VEHICLES</b> updated
January 17, 2017	ITB12-076c	Step 15 of <b>SERVICE PROCEDURE</b> revised
January 4, 2021	ITB12-076d	<b>APPLIED VEHICLES</b> updated