

SERVICE BULLETIN

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Classification: KS16-023B Reference: ITB16-021B

March 17, 2021

Date:

THEFT ALARM SOUNDS WHEN VEHICLE IS LOCKED, UNLOCKED, OR DOOR/TRUNK OPENED

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

APPLIED VEHICLES:	2013 JX35 (L50) 2014 – 2016 QX60 (L50) 2014 – 2016 QX60 Hybrid (L50) 2014 – 2015 Q50 (V37) 2014 – 2015 Q50 Hybrid (V37)
APPLIED VIN & DATE:	

IF YOU CONFIRM

Intermittently, the theft alarm triggers (horn sounds and lights flash) when one of the following occur:

- Using the lock, unlock, or trunk open function on the Intelligent Key
- Pushing a handle request switch (door or trunk)
- Touching a door handle one touch unlock sensor
- Opening a door or the trunk with the vehicle unlocked

and

CONSULT-III plus (C-III plus) shows the last item to trigger the theft alarm is BATTERY.

• Refer to Check Last Item to Trigger Theft Alarm on the next page.

ACTION

Replace the Body Control Module (BCM).

- Refer to the Electronic Service Manual, section BCS-Body Control Systems, for replacement information.
- Use the **new** BCM listed in the PARTS INFORMATION section.

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.

Check Last Item to Trigger Theft Alarm

- 1. Turn the ignition ON, engine OFF / not Ready.
- 2. Connect the plus VI and start C-III plus.
- Navigate the C-III plus to the screen shown in Figure 1. 3.
 - Diagnosis (One System) or Diagnosis (All Systems) and then BCM. •
- 4. Select THEFT ALM.

Back Home Print Screen Capture	Measurement Mode Recorded Lata	
Diagnosis (One System) System Selecti	on Select Sub- System	
DOOR LOCK	HEAD LAMP	
TRUNK	COMB SW	
REAR DEFOGGER	RETAINED PWR	
BUZZER	Step 4	
INT LAMP		
BATTERY SAVER	THEFT ALM	
WIPER	AIR PRESSURE MONITOR	「 IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII
FLASHER	INTELLIGENT KEY	
IMMU	ВСМ	
		1/1

Figure 1

5. Select Work Support.

CONSULT-III plus Ver.53.30 VIN:-	Vehicle : -	C	ountry : United tates
Diagnosis (One System) System System Mage	Step 5	← 1 × ■	•
Self Diagnostic Data Monitor	ork support	ECU Identification	
Test Item			
THEFT ALM TRG			
SECURITY ALARM SET			
			Start
		1/1	Otan
	Figure 2		

2/4

6. Select THEFT ALM TRG, then Start.

CONSULT-III plus Ver.53.30	VIN:-	Vehicle : -	Co	ountry : United ates
Back Fine Print Screen	Screen Capture		🕋 🌇 🗙 📕	
Diagnosis (One System)	n Selection Select S System			
Self Diagnostic Data Mon	itor	ort Active Test	Lidentification]
Test Item				
THEFT ALM TRG		J		
		Step 6		
SECURITY ALARM S	E I			
			Cto	2.4
			Ste	10
				\mathbf{N}
				Start
		1		
h				

Figure 3

- 7. CONSULT-III plus will display a list of all the theft alarm Monitor Items (Figure 4).
 - If BATTERY indicates On, and the other conditions under IF YOU CONFIRM on page 1 are satisfied, this bulletin applies.
 - > If BATTERY indicates **Off**, this bulletin does not apply.

G CONSULT-III plus Ver.53.30	VIN:-		Vehicle : -			Country : United States
Back Home Print Screen SC	ereen pture Measureme Mode		elp ERT	11.5V VI	× MI	
Diagnosis (One System) System Se	lection Se	system	BCM			Step 8
Work support : THEFT ALM TRG						
Check the operation record of theft wa Touch "End" to end. With operation record displayed, touch	-					Start
						_
Current status						
Monitor Item						
(TBD)OBD_ACCESS_REC			Off			
HOOD SW			Off			
DOOR SW-DR	Lact	heft alarm	Off			
DOOR SW-AS			Off			
DOOR SW RR	trigge	er of		f		
DOOR SW RL			011			
BACK DR MNTR						
BATTERY			On			End
TRNK OPN MNTR						
		Γ'				

Figure 4

8. After a theft alarm trigger has been noted, the history can be cleared by selecting Start.

PARTS INFORMATION

DESCRIPTION	MODEL	YEAR	PART NUMBER	QUANTITY
	Q50 and Q50 Hybrid	2014 – 2015	284B1 – 4HB1B	
Body Control Module	JX35	2013	284B1 – 9PB1B	1
(BCM)	QX60 and QX60 Hybrid	2014 – 2015	284B1 – 9PB1B	
	QX60 and QX60 Hybrid	2016	284B1 – 9PM0A	

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
RPL BODY CONTROL/IVMS MODULE	(1)	RD94AA	ZE	32	(2)

Refer to the Parts Information and use the appropriate BCM part number as the PFP.
Reference the current Infiniti Warranty Flat Rate Manual and use the indicated FRT.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
June 27, 2016	ITB16-021	Original bulletin published
July 19, 2017	ITB16-021A	APPLIED VEHICLES and PARTS INFORMATION revised
March 17, 2021	ITB16-021B	Classification number updated