

Classification:  
 RS19-005A

 Reference:  
 ITB19-024A

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 Date:  
 March 5, 2021

## DTC B00A0-00 STORED

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

<b>APPLIED VEHICLES:</b> 2009-2013 FX (S51) 2013 JX35 (L50) 2014-2021 Q50 (V37) 2014-2018 Q50 Hybrid (HV37) 2017-2021 Q60 (CV37) 2019-2021 QX50 (J55)	2011-2013 QX56 (Z62) 2014-2020 QX60 (L50) 2014-2017 QX60 Hybrid (L50H) 2014-2017 QX70 (S51) 2014-2021 QX80 (Z62)
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### 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:

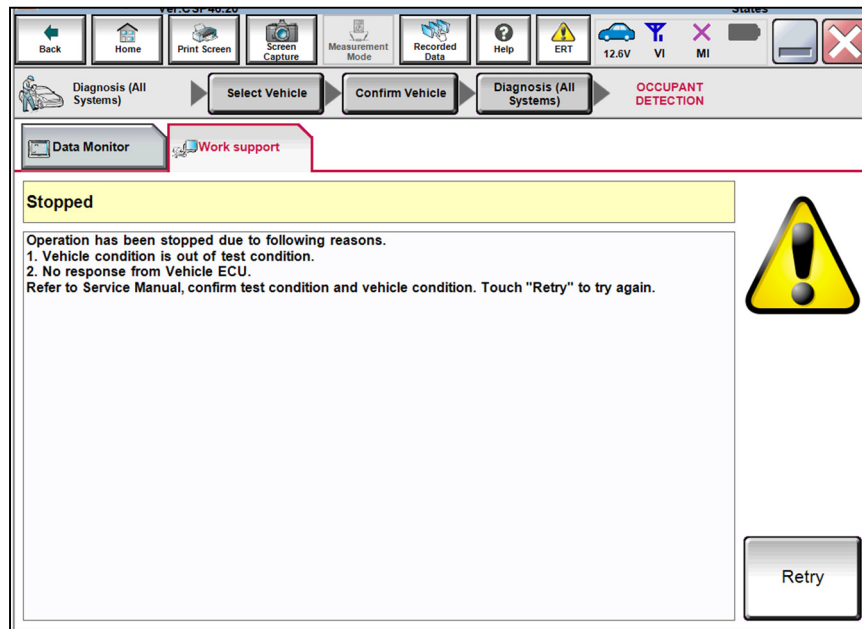


Figure 1

**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" also may be referred to as "ODS".

2. Perform "75-zero RESET".

## REQUIRED SPECIAL TOOL: OCS Reprogramming Cable J-51594

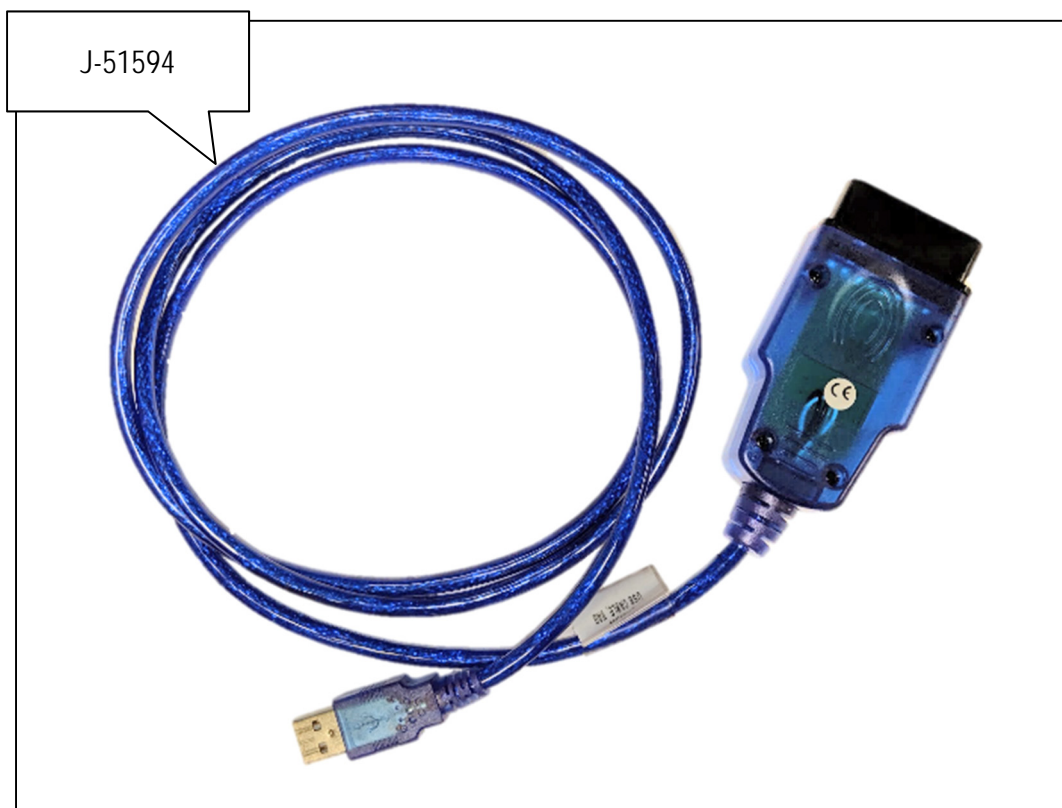


Figure 2

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 [infinittitechmate.com](http://infinittitechmate.com).

## SERVICE PROCEDURE

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

IMPORTANT: Before continuing, make sure:

- ASSIST 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 drops below 12.0V or rises above 15.5V during reprogramming, the OCS control unit may be damaged.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, the OCS control unit may be damaged.
- 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 the OCS control unit may be damaged.
- 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 the OCS control unit may be damaged.

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 ASSIST 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**.

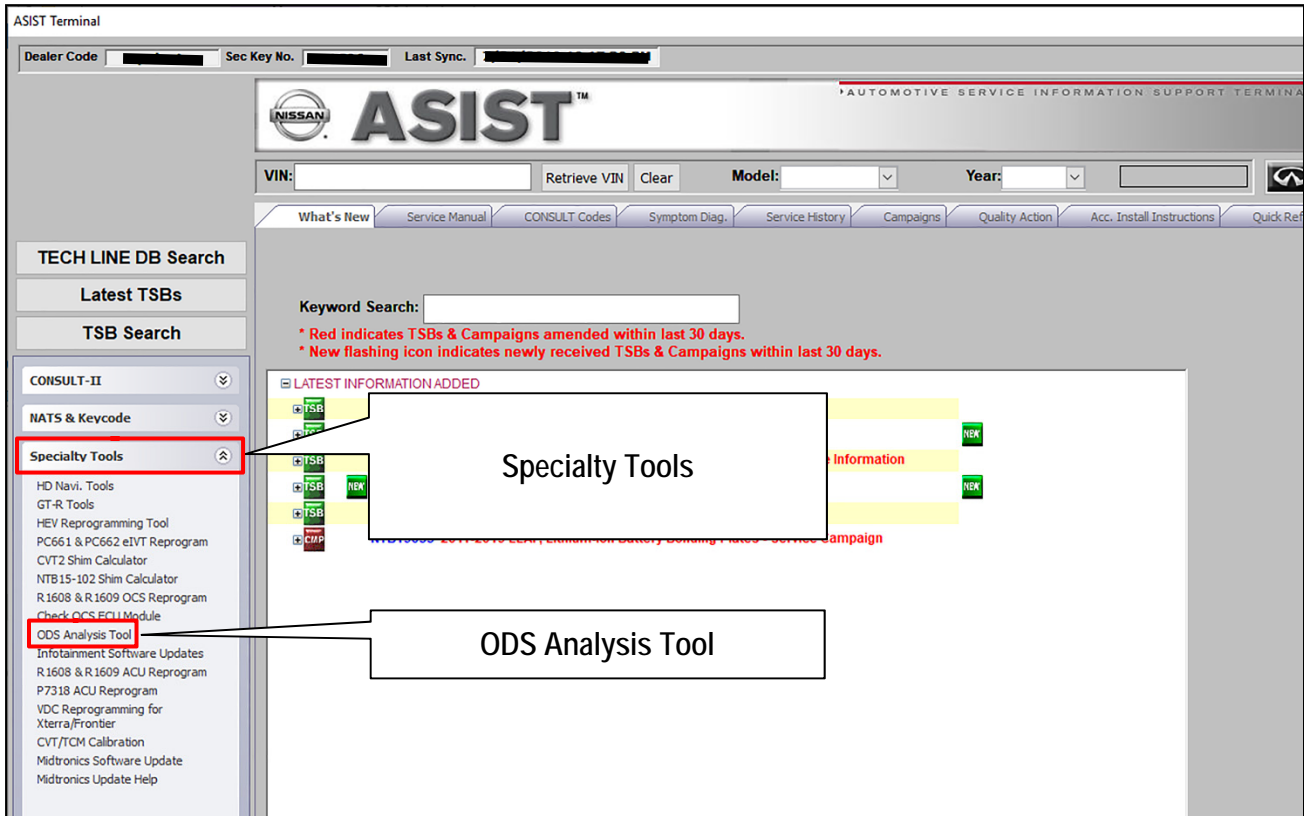


Figure 3

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

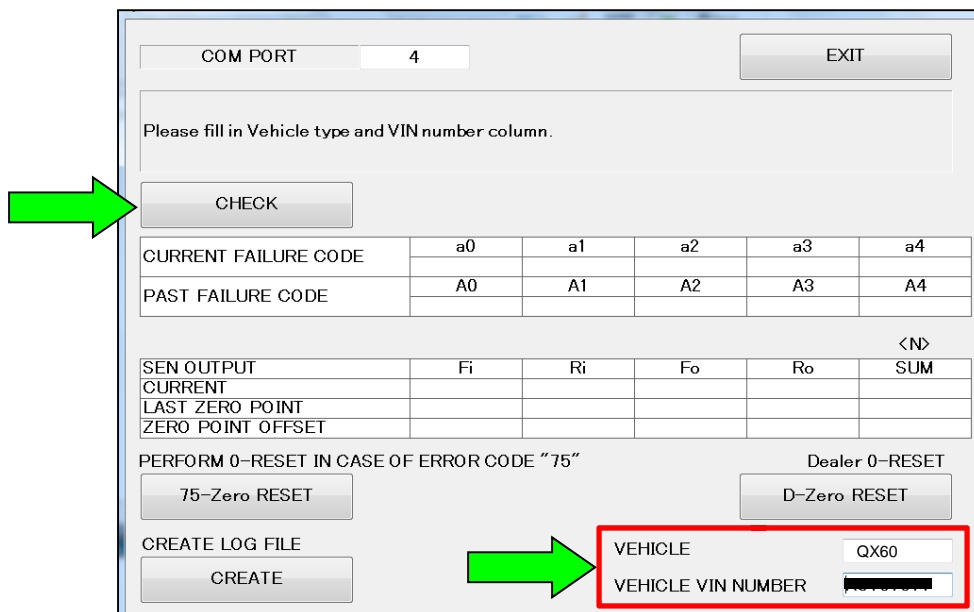


Figure 4

10. Select OK.

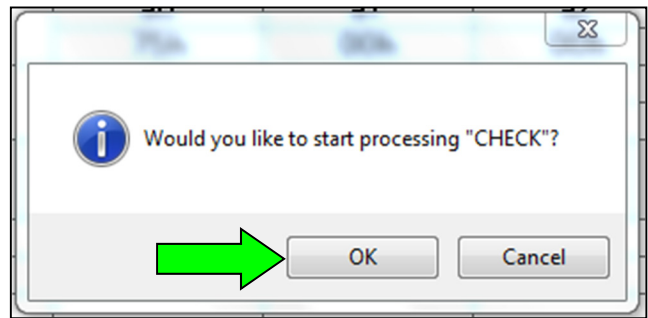


Figure 5

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.

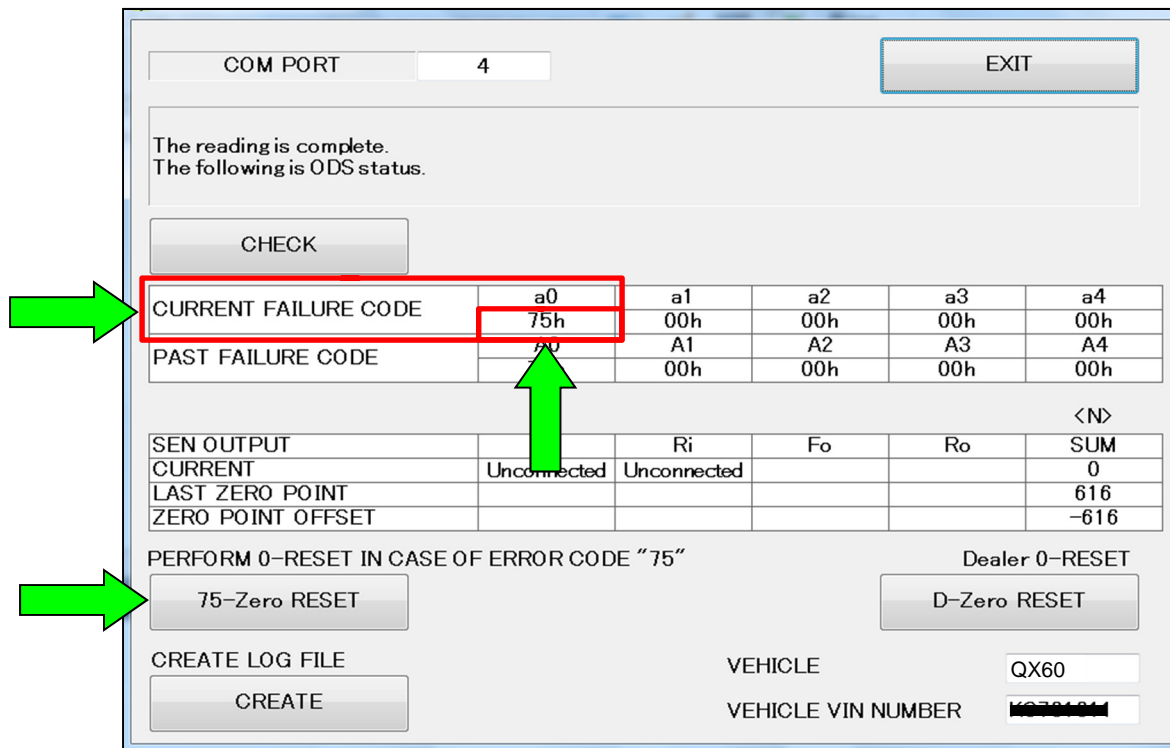


Figure 6

13. Select OK.

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

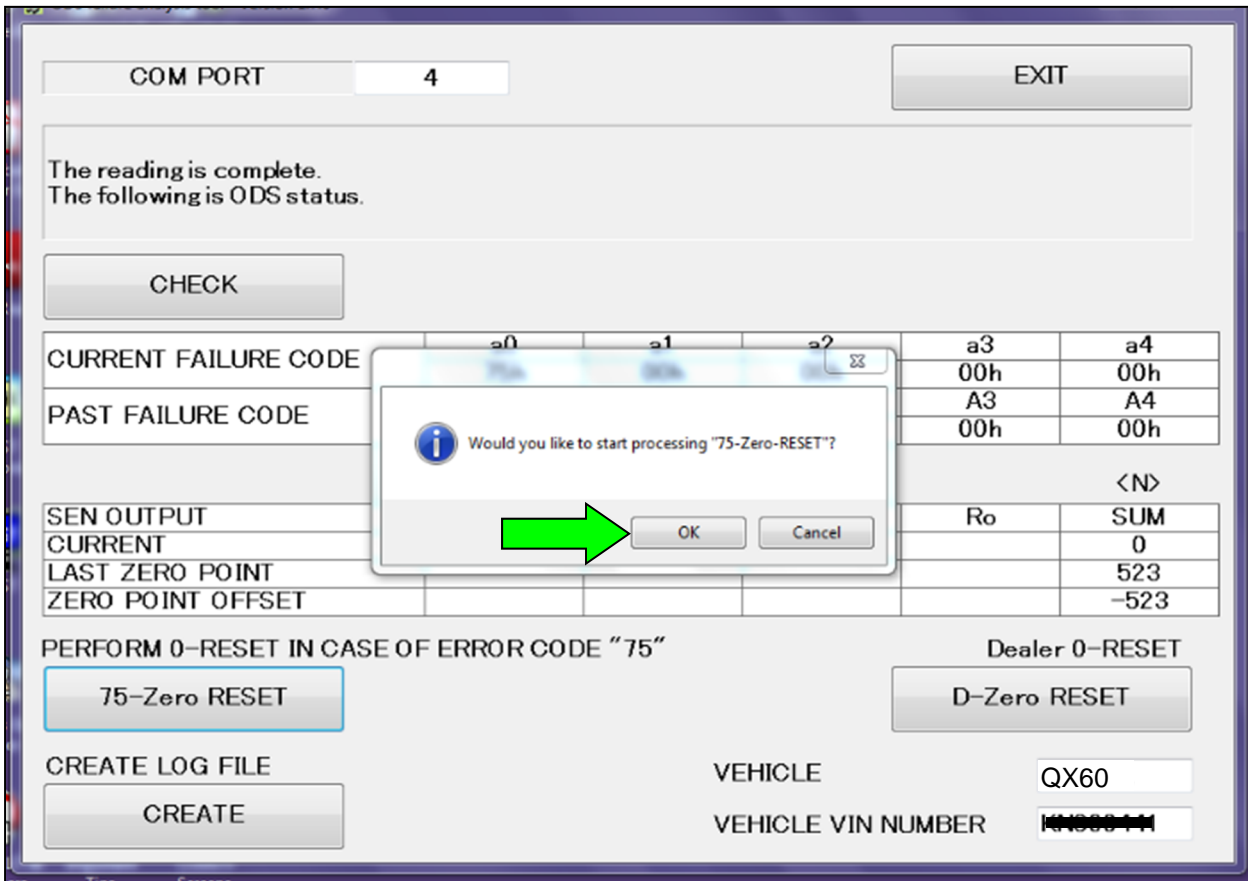


Figure 7

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.

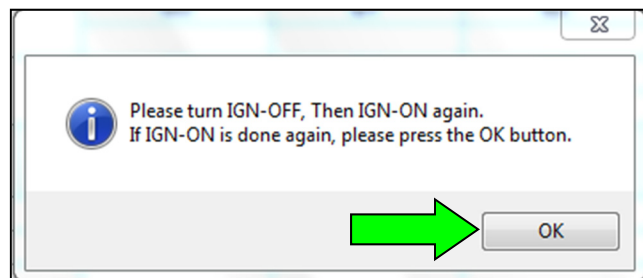



Figure 8

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  in the upper right corner (see Figure 9).

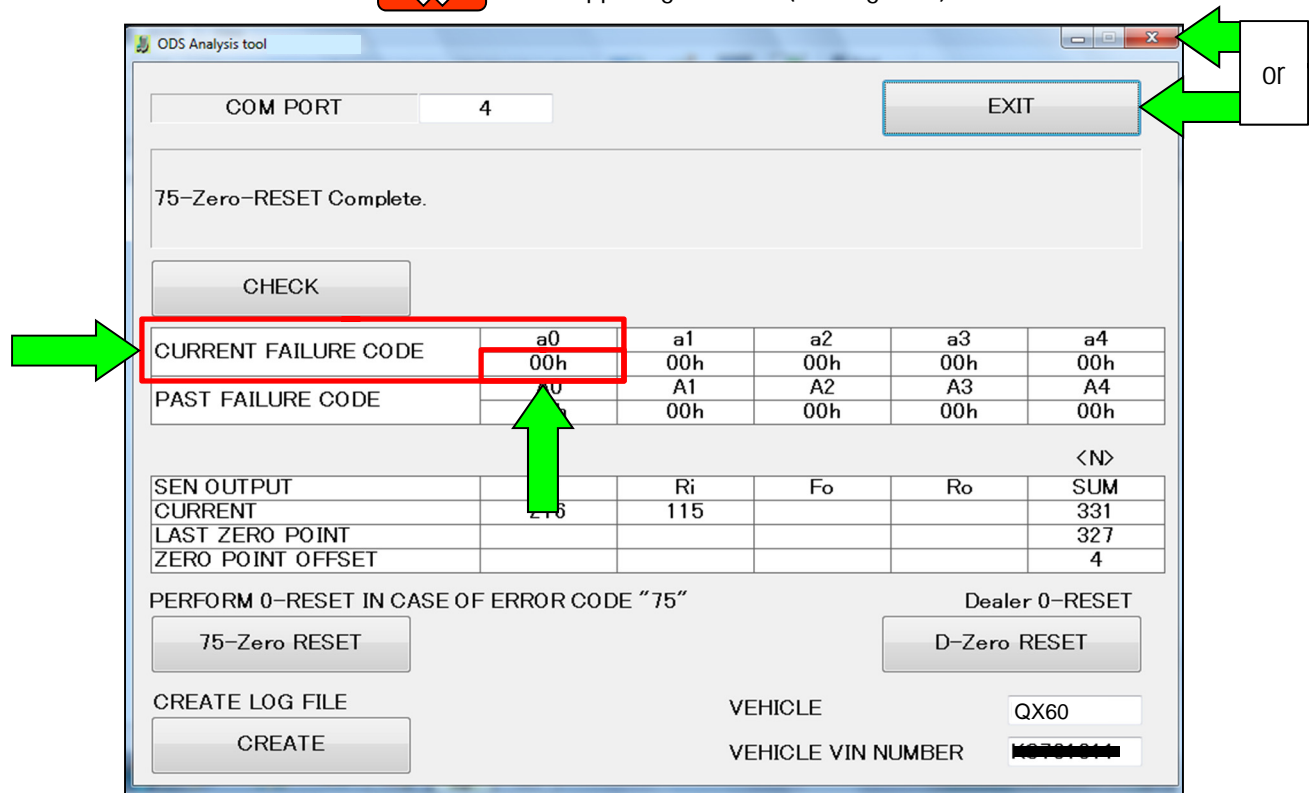


Figure 9

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)**.

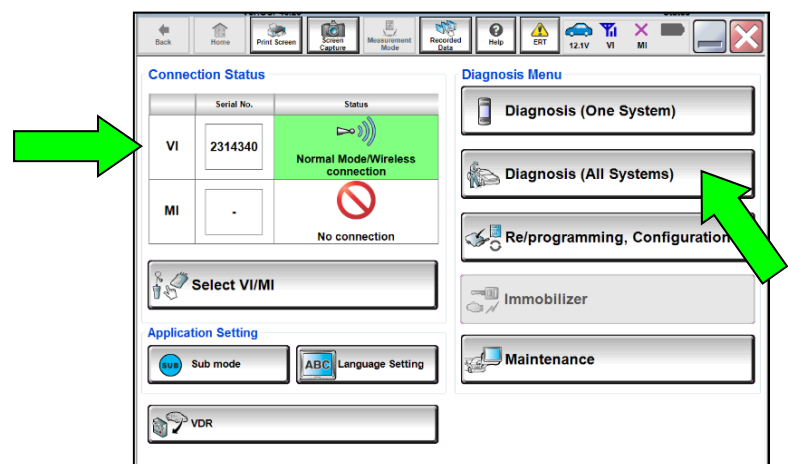


Figure 10

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

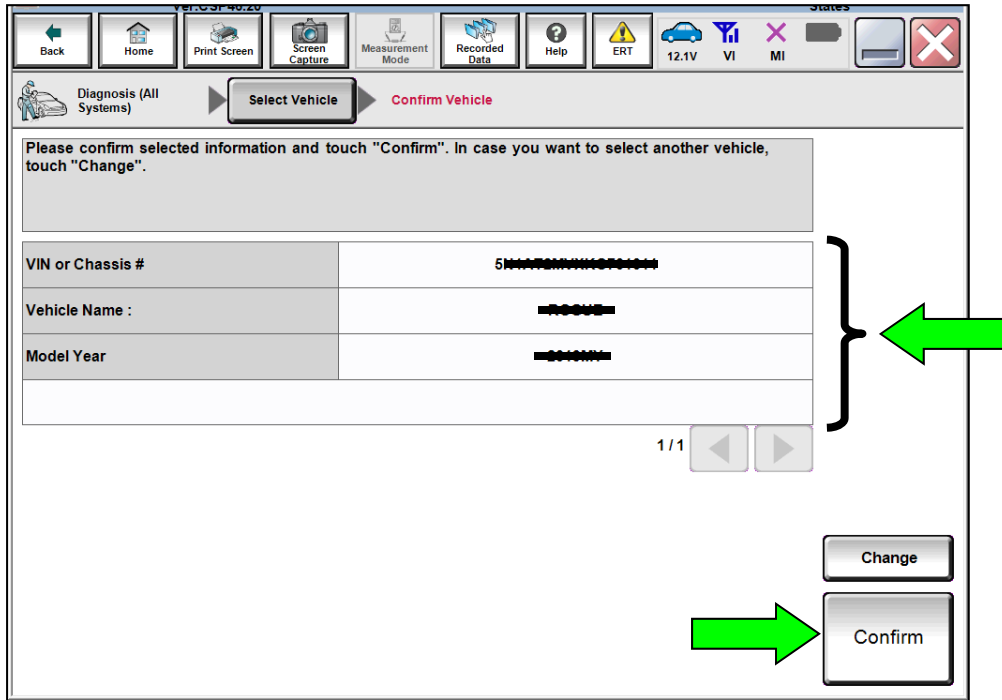


Figure 11

22. Select **AIR BAG**.

- DTC B00A0-00 should be the only DTC displayed.

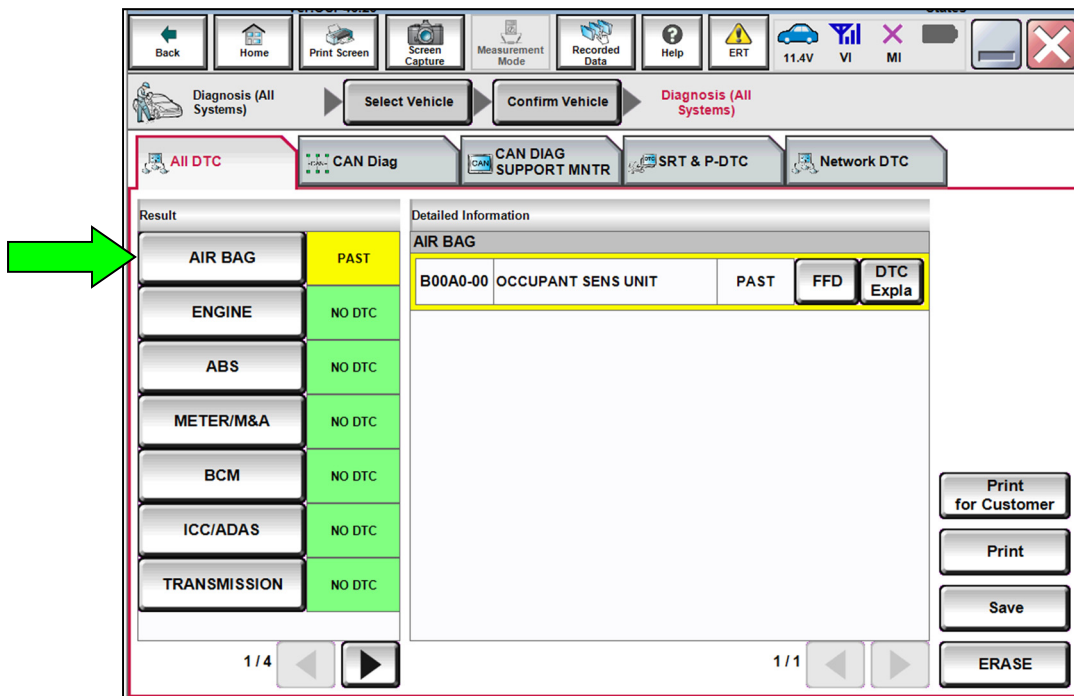


Figure 12



23. Select ERASE.

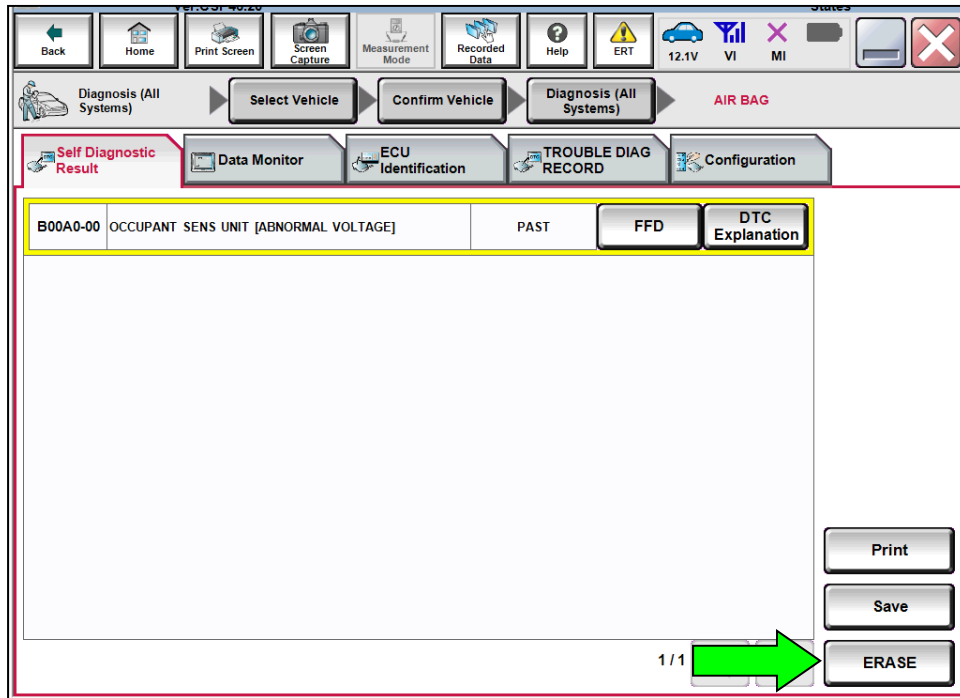


Figure 13

24. Select Execute.

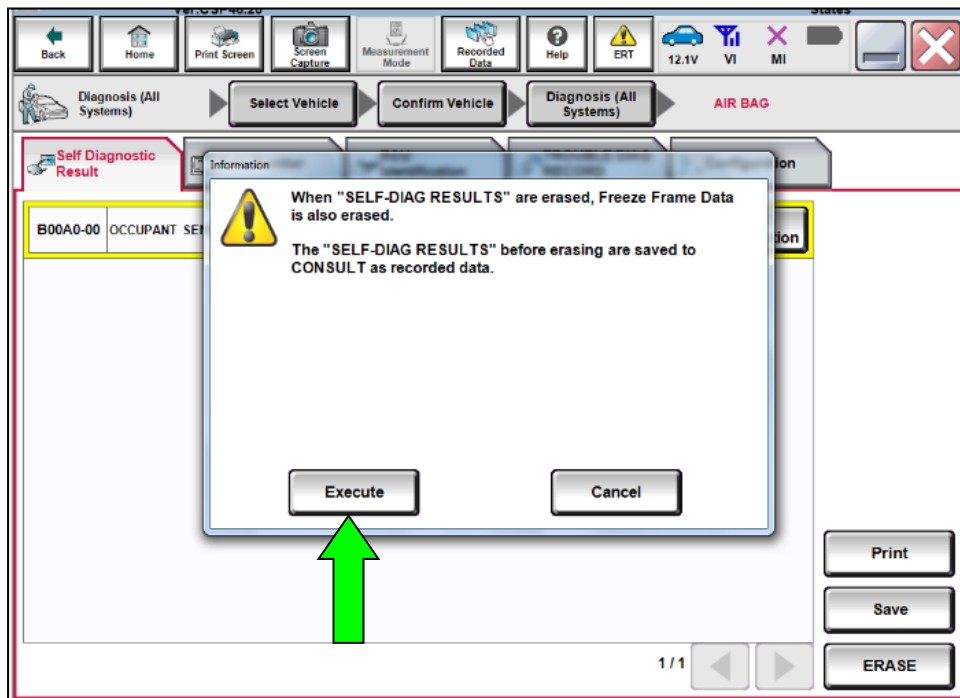


Figure 14

25. Select Close.

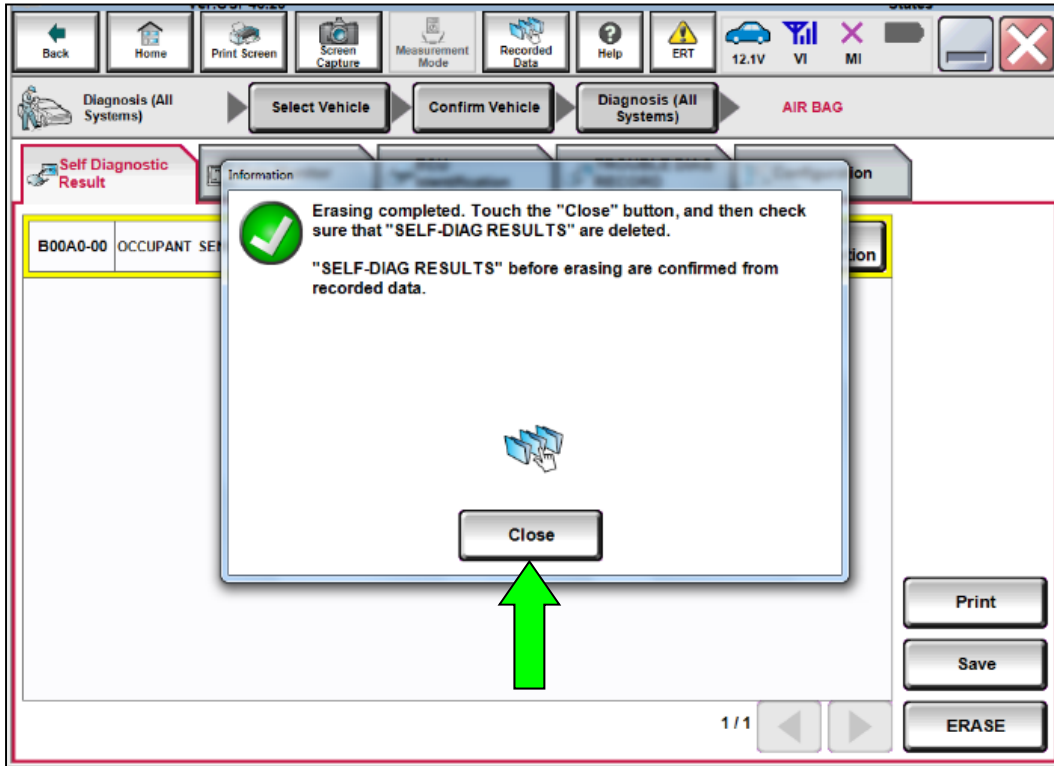


Figure 15

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

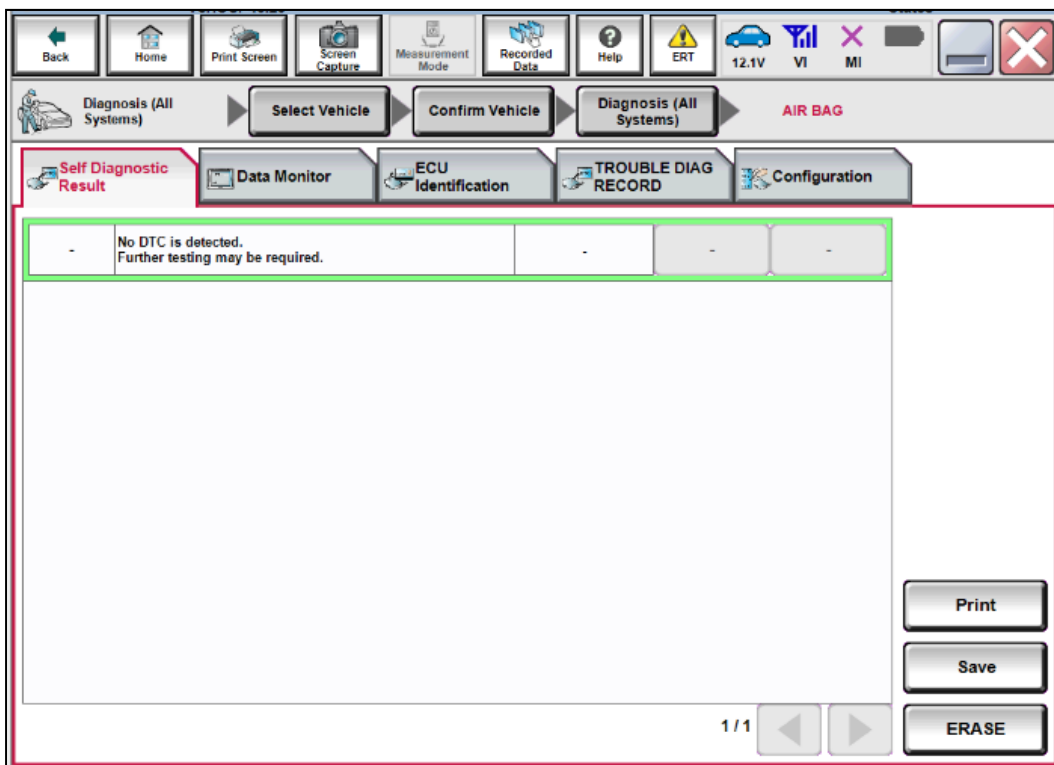


Figure 16

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
March 5, 2021	ITB19-024A	APPLIED VEHICLES revised

