

SERVICE BULLETIN

Classification: KS13-053B Reference:

ITB13-057B

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March 12, 2021

2013 JX35, 2014-2015 Q50 & QX60; ONE OR BOTH INTELLIGENT KEYS LOST PRIOR TO CUSTOMER DELIVERY

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

APPLIED VEHICLES:

2013 JX35 (L50) 2014-2015 Q50 (V37) 2014-2015 Q50 Hybrid (V37) 2014-2015 QX60 (L50) 2014-2015 QX60 Hybrid (L50)

SERVICE INFORMATION

If one or both Intelligent Keys cannot be located prior to customer delivery of an Applied Vehicle, refer to the applicable section of this bulletin for Intelligent Key registration instructions.

- One (1) Intelligent Key Is Lost ----- Page 2
- Two (2) Intelligent Keys Are Lost ----- Page 3

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 dealer to determine if this applies to your vehicle.

One (1) Intelligent Key Is Lost

1. Remove the fuse panel cover and check the position of the Extended Storage Switch (ESS).

If the ESS is pushed IN:

- a) Reattach the fuse panel cover.
- b) Replace the lost Intelligent Key.
- c) Register both Intelligent Keys using CONSULT-III (C-III) plus.

NOTE: Make sure to register the replacement key <u>second</u>.



Figure 1 (Example only. Your vehicle may look different.)

If the ESS is pulled OUT:

- a) Push IN the ESS.
- b) With the non-lost Intelligent Key nearby, turn the ignition ON, then OFF.
- c) Reattach the fuse panel cover.
- d) Replace the lost Intelligent Key.
- e) Register both Intelligent Keys using CONSULT-III (C-III) plus.

NOTE: Make sure to register the replacement key second.

Two (2) Intelligent Keys Are Lost

- 1. Remove the fuse panel cover and check the position of the Extended Storage Switch (ESS).
- 2. If the ESS is not pushed IN, push it IN.
- 3. Reattach the fuse panel cover.



Figure 2 (Example only. Your vehicle may look different.)

- 4. Turn ON the hazard lights.
- 5. Connect and start C-III plus.
- 6. Select Diagnosis (One System).

CONSU	LT-III plus Ver.33.4 Ver.CSP	1 VIN:-	Vehicle : -	Country : United States	
de Back	Rome Print S	creen Green Mose	Recorded Rep 12.7V	🕺 💥 🖿 🔜 🔀	
Connee	ction Status -		Diagnosis Menu		
	Serial No.	Status	Diagnosis (Or	ne System)	
vi	2300727	Normal Mode/Wireles:	s Diagnosis (All	I Systems)	эр
МІ	•	No connection	Re/programm	ing, Configuration	
18	Select VI/MI				
Applicat	tion Setting Sub mode	ABC Language Settin	ng Maintenance		
37	VDR				

Figure 3

7. Select **BCM**, then wait for System Call to complete.

CONSULT-III plus Ver.33.41 Ver.CSP20.	11	Vehicle : -	Country : United States						
Back Retter Print Scree	m Sereen Measurerer Bere	erded Refp 12.9V	🖬 🗙 🖿 🔜 🔀						
Diagonals (Dire System Selection									
NISSAMINFINITI	Rer	tuer	X-Badge						
Group	All systems								
ENGINE	TRANSMISSION	BAC	DIU						
ABS	MULTI AV	SUB METER	AUTO SLIDE DOOR						
METER/M&A	EHS/PKB	CONVERTIBLE ROOF	PRECRASH SEATBELT						
ВСМ	POL POL	HEAD LAMP LEVELIZER	AUTO DRIVE POS.						
AIR BAG	Step	e-4WD	ALL MODE AWD/4WD						
ICC/ADAS		LASER/RADAR	DIFF LOCK						
HVAC	AIR PRESSURE MONITOR	INTELLIGENT KEY	4WAS(MAIN)/RAS/HICAS						
			1/3						

- 8. If the screen in Figure 5 displays, the BCM is not in Transit Mode.
 - a) Select Home.
 - b) Replace the lost Intelligent Keys.
 - c) Register both replacement Intelligent Keys using CONSULT-III (C-III) plus.
 - d) Once successfully registered, this procedure is complete.
- If an error message indicates the ECU cannot be detected (see Figure 6), the BCM is in Transit Mode.
 - a) Replace the BCM.
 - Replace the lost Intelligent Keys and have the new ones available before proceeding to the next step.
 - c) Contact TECH LINE for Intelligent Key registration procedure guidance.

Figure 4

CONSULT-III plus Ver.33.41 VIN	I:- Vehicle : -	Country : United States
Back Rome Print Screen Capture	Measurement Mode	12.5V VI MI
Diagnosis (One System) System Select	on Select Sub- System	
DOOR LOCK	HEAD LAMP	
TRUNK	COMB SW	
REAR DEFOGGER	RETAINED PWR	
BUZZER	AIR CONDITONER	
INT LAMP	SIGNAL BUFFER	
BATTERY SAVER	THEFT ALM	
WIPER	AIR PRESSURE MONITOR	
FLASHER	INTELLIGENT KEY	
IMMU	ВСМ	
		1/1

Figure 5



Figure 6

CLAIMS INFORMATION

Note that lost items are the responsibility of the dealer, and are excluded from the applicable Warranty; please consult the "Infiniti Warranty Information Booklet" for specific details.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
December 17, 2013	ITB13-057	Original bulletin published
December 15, 2014	ITB13-057A	APPLIED VEHICLES updated
March 12, 2021	ITB13-057B	Classification Number updated