

**Classification:**

KS13-053B

**Reference:**

ITB13-057B

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**Date:**

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 second.

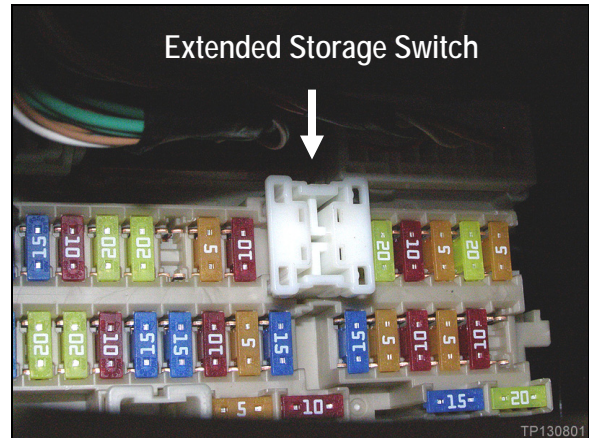


Figure 1  
(Example only. Your vehicle may look different.)

### **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.

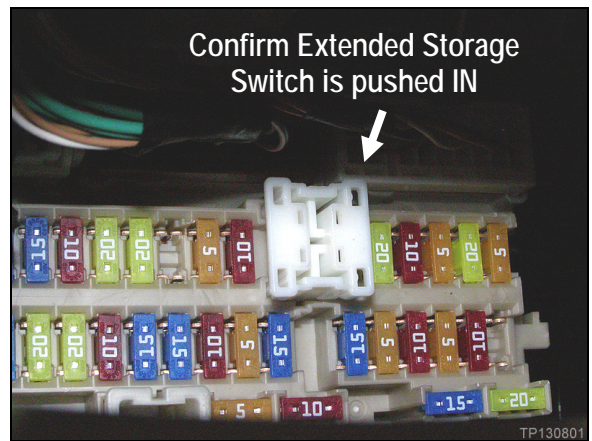


Figure 2  
(Example only. Your vehicle may look different.)

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

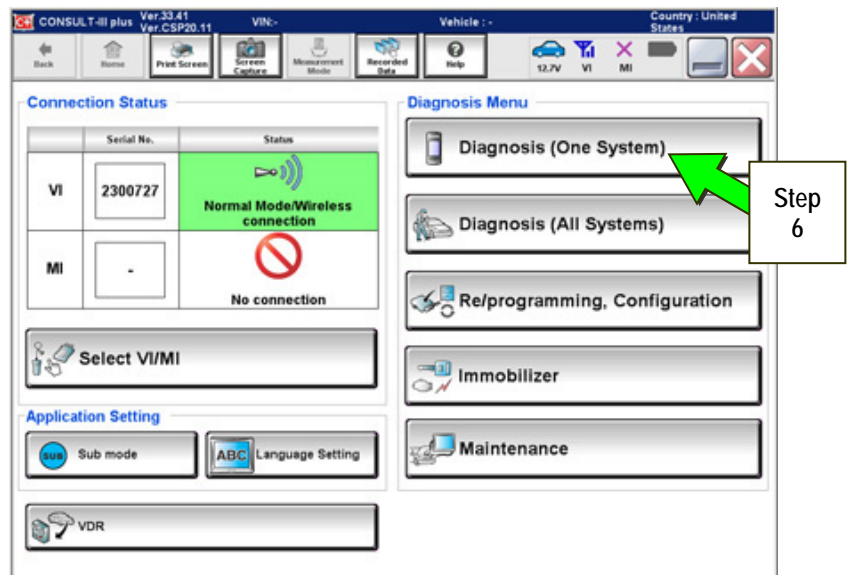


Figure 3

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

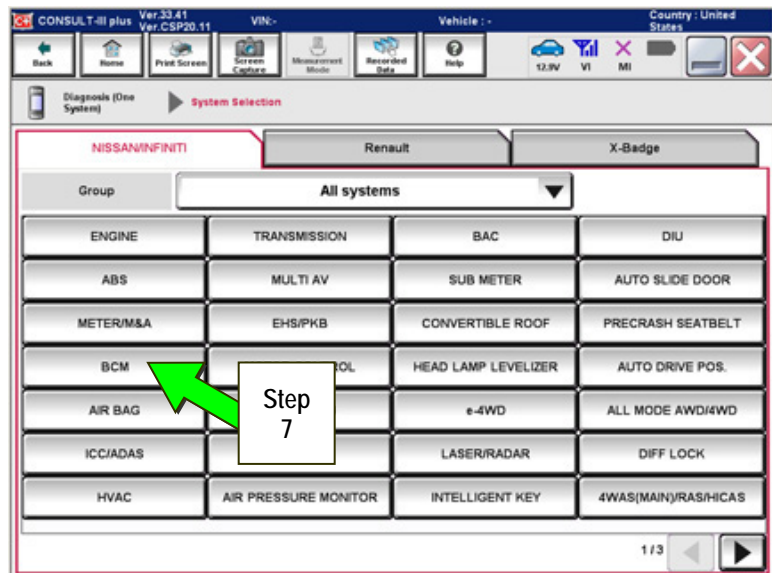


Figure 4

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.

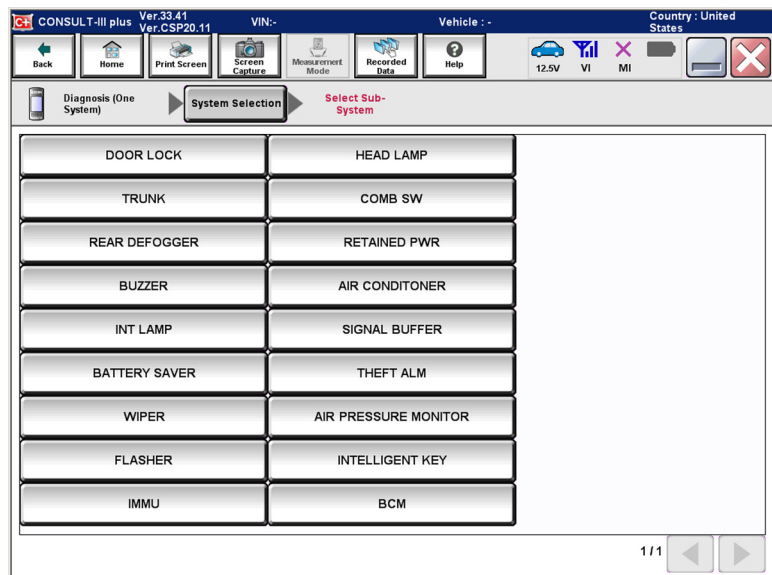


Figure 5

9. If an error message indicates the ECU cannot be detected (see Figure 6), the BCM is in Transit Mode.

- a) Replace the BCM.
- b) 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.

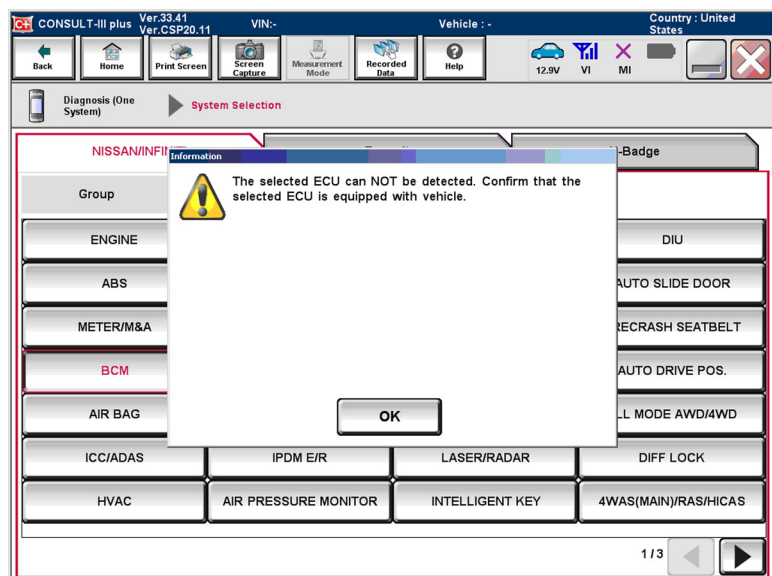


Figure 6

## 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	<b>APPLIED VEHICLES</b> updated
March 12, 2021	ITB13-057B	Classification Number updated

