

**Classification:**

KS14-054B

**Reference:**

ITB14-059B

**Date:**

March 15, 2021

## INTELLIGENT KEY DOES NOT WORK INTERMITTENTLY

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 QX60 and QX60 Hybrid (L50)  
2014-2015 Q50 and Q50 Hybrid (V37)

**APPLIED VINs &** 2014 QX60 and QX60 Hybrid - ALL

**DATES:** 2014 Q50 and Q50 Hybrid - ALL

2015 QX60 - Built before: 5N1AL0M(\*\*)FC 543022 // August 17, 2015

2015 QX60 Hybrid - Built before: 5N1CL0M(\*\*)FC 542028 // August 10, 2015

2015 Q50 - Built before: JN1BV7AR(\*)FM 417771 // September 11, 2015

JN1BV7AP(\*)FM 353904 // September 11, 2015

2015 Q50 Hybrid - Built before: JN1AV7AR(\*)FM 850862 // September 11, 2015

JN1AV7AP(\*)FM 790859 // September 11, 2015

### IF YOU CONFIRM

All "hands free" functions of the Intelligent Key (I-Key) do not work. For example, the doors will not lock or unlock when pressing either front door request switch.

### NOTE:

- The issue of all I-Key "hands free" functions not working may occur intermittently or all the time.
- The message "No Key Detected" or similar may show on the Vehicle Information Display (located in the combination meter).
- All I-Key remote button functions (door lock/unlock, etc.) WILL work normally when all I-Key "hands free" functions are NOT working.

### ACTION

1. Inspect the I-Key's battery on its negative contact side.
2. If excessive scratching is found (see example on the next page), replace the battery.
3. Verify all I-Key functions (both "hands free" and remote) work properly after battery replacement.

**NOTE:** Do NOT replace the BCM, I-Key, or other parts for the issue described under **IF YOU CONFIRM**, should it occur.

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.

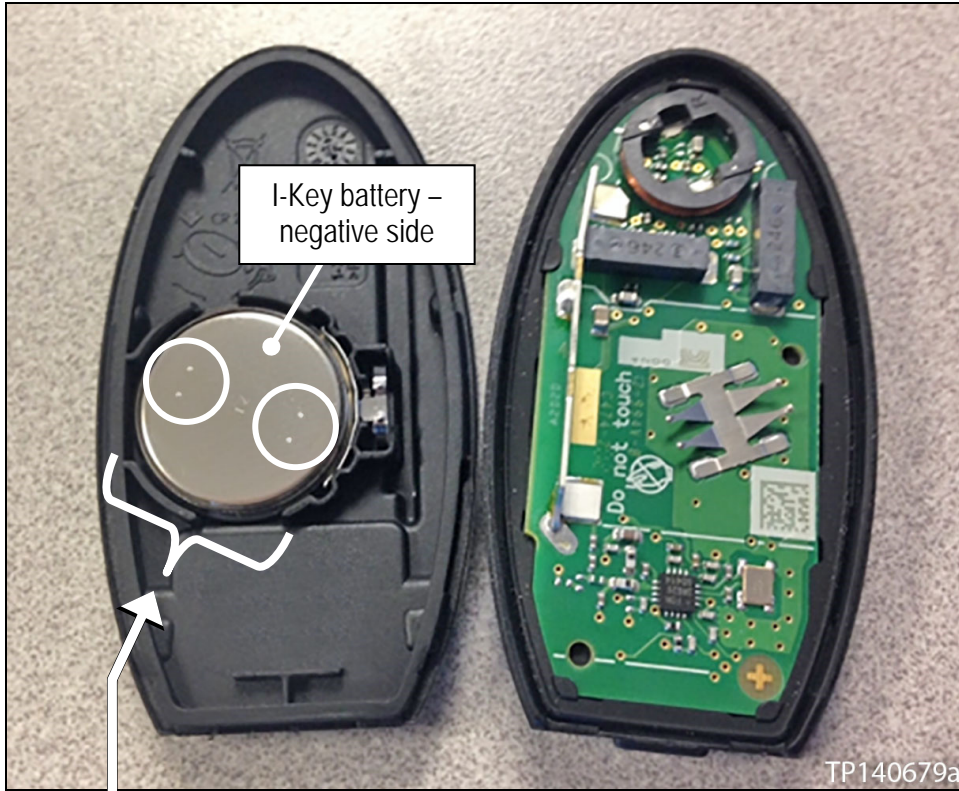


Figure 1

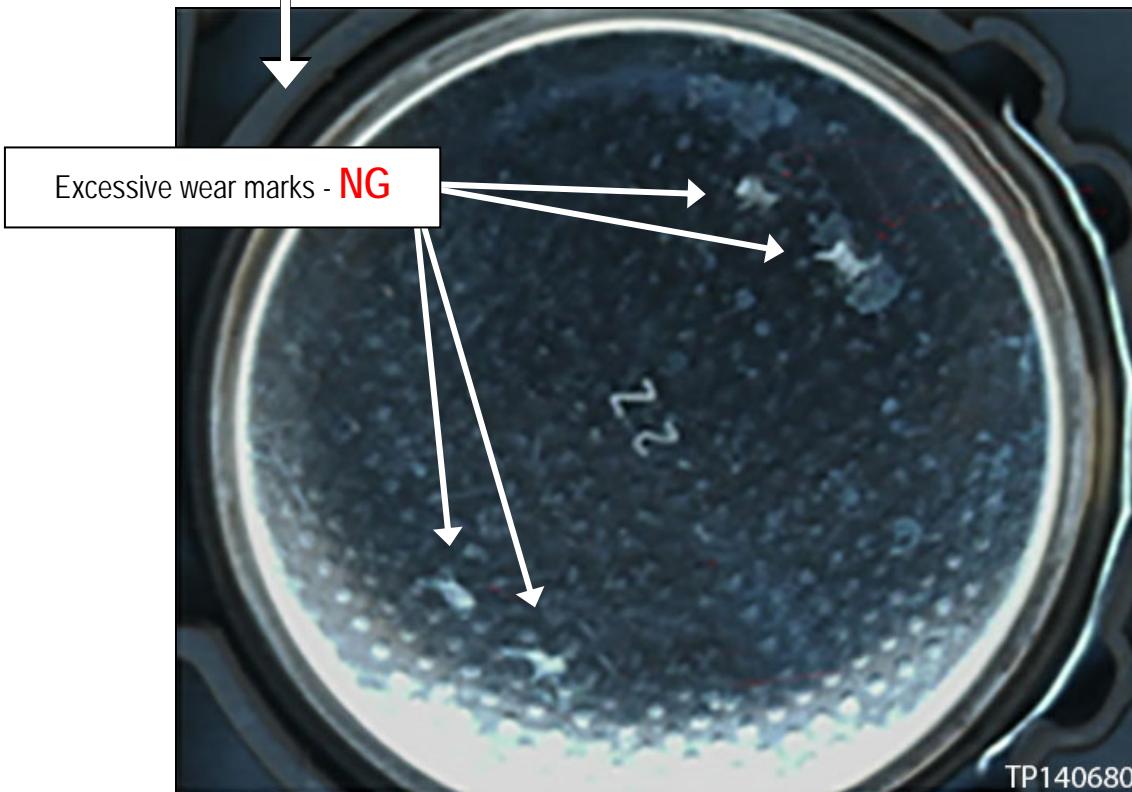


Figure 2

## PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
BATTERY-KEY	B8599-C2032	1

## CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
RPL IMMOBILIZER BATTERY	B8599-C2032	RL46AA	ZE	32	(1)

(1) Reference the current Infiniti Warranty Flat Rate Manual and use the indicated FRT.

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
December 9, 2014	ITB14-059	Original bulletin published
October 30, 2015	ITB14-059A	<b>APPLIED VEHICLES</b> updated
March 15, 2021	ITB14-059B	Classification Number updated

