

Classification:

EL13-012

Reference:

ITB13-012

COPYRIGHT© NISSAN NORTH AMERICA, INC.

Date:

April 3, 2013

INFINITI; LOCK/UNLOCK REQUEST BUTTON ON OUTSIDE DOOR HANDLE DOES NOT RESPOND

APPLIED VEHICLES: Infiniti vehicles
With user configurable "Intelligent Key Lock/Unlock on outside door handle"

SERVICE INFORMATION

The "Lock / Unlock request buttons" that are located on the outside door handles of vehicles with Intelligent Key can be disabled (or enabled) through either the "Comfort & Conv." settings of the Audio/Visual/Navigation system, or through the "Combination Meter settings" depending on the vehicle model, year and trim level.

IMPORTANT:

- See the owner's manual for model and year specific user configurable options.
- Not all vehicles that have Intelligent Key or lock/unlock request buttons located on the outside door handles have a user configurable option to allow this feature to be enabled or disabled.

If the lock/unlock request buttons do not operate, but the intention is for this feature to be active:

- Confirm that "Intelligent Key Lock / Unlock" (Audio/Visual/Navigation system) or "I-Key Door Lock" (Combination Meter), has been enabled and is "ON" in the Comfort & Conv. Settings or Combination Meter vehicle settings as applicable.
- See figures 1, 2, 3 and 4 on page 2 for examples.

NOTE: In some instances this feature may be unintentionally disabled. Please verify the status of this feature before any further diagnostic is performed.

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.

User configurable lock/unlock request buttons through Audio/Visual/Navigation system

Figures 1 and 2 are examples of a vehicle with user configurable settings found in the Audio/Visual/Navigation system and are for reference only.

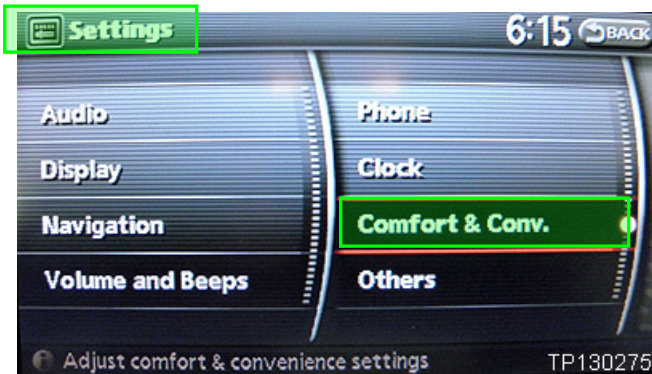


Figure 1

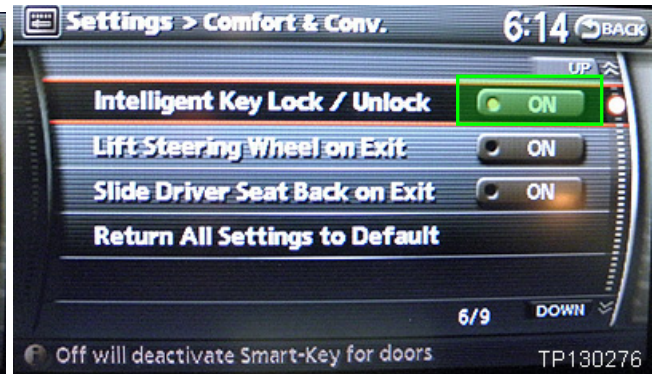


Figure 2

To access Intelligent Key Lock / Unlock through applicable Audio/Visual/Navigation systems:

(See the owner's manual for model and year specific user configurable options)

- Select: Settings / Comfort & Conv., and then confirm that Intelligent Key Lock / Unlock is "ON".
- If it is not ON and it is the intent to enable this feature, change this setting from "OFF" to "ON" and then BACK out of Settings.
- Confirm that the Lock/Unlock request buttons are now functioning.
- If this feature is already enabled or after being enabled the Lock/Unlock request buttons will not respond, further diagnostic may be necessary.
 - Refer to the appropriate diagnostic section of the Electronic Service Manual for further diagnostics.

User configurable lock/unlock request buttons through Combination Meter

Figures 3 and 4 are examples of a vehicle with user configurable settings found in the Combination Meter system and are for reference only.

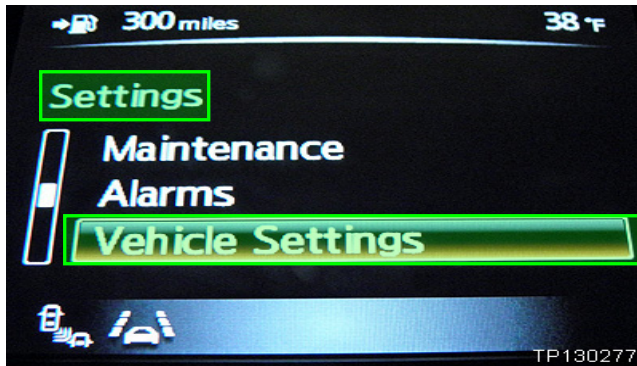


Figure 3

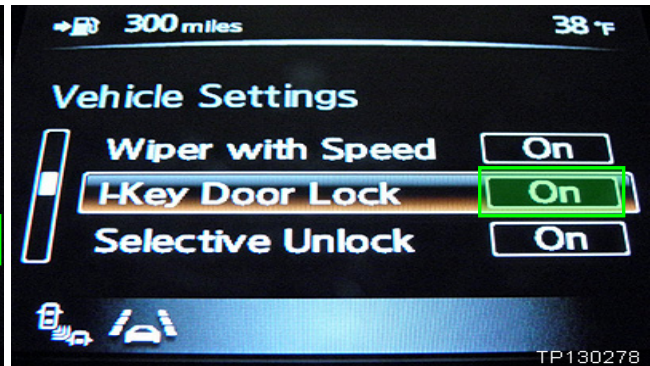


Figure 4

To access Intelligent Key Lock / Unlock through applicable Combination Meter systems:

(See the owner's manual for model and year specific user configurable options)

- Select "Settings" with "Page up" button for Vehicle Information Display on steering wheel and then select **ENTER** (Figure 5).
- Once in Settings, Scroll to "Vehicle Settings" with up/down toggle on steering wheel and then select **ENTER** again.
- Scroll through Vehicle Settings until "I-Key Door Lock" is highlighted and confirm that it is "ON".
- If it is not ON and it is the intent to enable this feature, change this setting from "OFF" to "ON" and then **BACK** out of Settings.
- Confirm that the Lock/Unlock request buttons are now functioning.

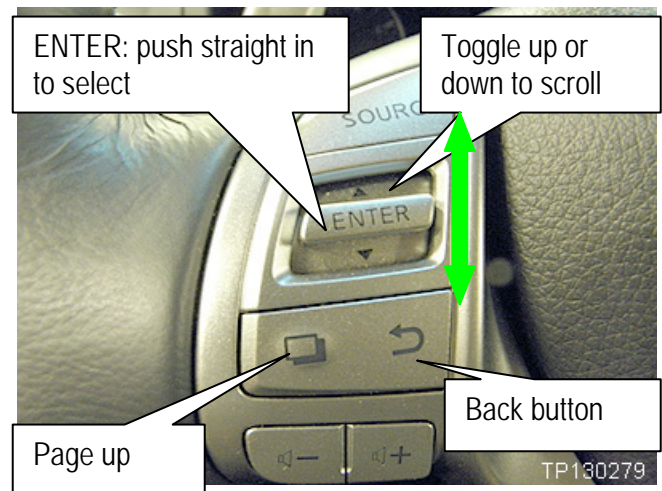


Figure 5

- If this feature is already enabled or after being enabled the lock/unlock request buttons will not respond, further diagnostic may be necessary.
 - Refer to the appropriate diagnostic section of the Electronic Service Manual for further diagnostics.