

Classification:

EL14-051

Reference:

ITB14-054

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2011-2015 QX56/QX80; TIPS FOR DIAGNOSING DISABLED AUTO BACK DOOR OPERATION

APPLIED VEHICLE: 2011 – 2013 QX56 (Z62)
2014 – 2015 QX80 ((Z62)

SERVICE INFORMATION

If the auto back door will not operate automatically (operates only in manual mode), first note some conditions that may cause this:

- Is DTC B2420 set as “current” in the back door control unit? If the auto back door “CLOSE SW” (close switch) state does not change from ON to OFF after 3 attempts to close the auto back door, B2420 will be set and the auto feature will be disabled.*

NOTE: Refer to the Electronic Service Manual (ESM), section **DLK – Door & Lock**, for further information on close switch operation and/or circuit diagnosis as applicable.

- Has an object repeatedly prevented the auto back door from closing completely? This will set a current B2420 DTC and disable the auto back door function until the DTC is cleared.*
 - Instruct the customer to not place objects in the cargo area where they will contact or obstruct the closing of the auto back door.
- Is an object currently stuck in the latch or preventing the auto back door from closing?
 - Remove the object, clear B2420 and confirm correct operation of auto back door.*

*Disconnect/reconnect the vehicle's 12V battery to change B2420 from current to past and then use CONSULT-III plus and select AUTOMATIC BACK DOOR CONTROL UNIT / DATA MONITOR to check for correct operation of the auto back door close switch.

- Before disconnecting the vehicle's 12V battery record the customer's audio, etc. settings first, then reset them after reconnecting the battery.

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.