

SERVICE BULLETIN

Classification: EL13-053a Reference:

ITB13-057a

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December 15, 2014

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

This bulletin has been amended. The Applied Vehicles section has been revised. No other changes have been made. Please discard 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>.

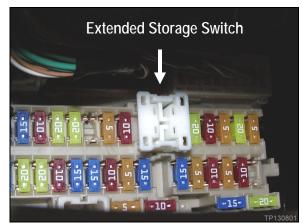


Figure 1 (Example only. Your vehicle may look different.)

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.

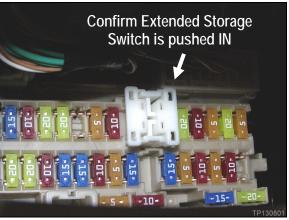


Figure 2 (Example only. Your vehicle may look different.)

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

🚮 CONSL	ALT-III plus Ver.33.4 Ver.CSP	1 VIN:-	Vehicle : -	Country : United States
dit Dack	Rome Print S	kreen Getzre Mode		VI MI 🗮 🔜 🔀
Conne	ction Status -		Diagnosis Menu	
	Serial No.	Status	Diagnosis (On	e System)
vi	2300727	∞1)) Normal Mode/Wireless connection	Diagnosis (All	Systems) 6
м	•	No connection	Re/programmi	
38 38	Select VI/MI		Immobilizer	
Application Setting Sub mode Image: Setting			Maintenance	
39	VDR			

Figure 3

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

CONSULT-III plus Ver.33.41 Ver.CSP20.	II VIN:-	Vehicle : -	Country : United States					
Back Rome Print Scree	a Sereen Measurerert Meese	end Refer	🖬 💥 🖿 🔜 🔀					
Chapsols (One System Selection								
NISSAMINFINITI	Ren	auit	X-Badge					
Group	All system	is 🔻						
ENGINE	TRANSMISSION	BAC	DIU					
ABS	MULTI AV	SUB METER	AUTO SLIDE DOOR					
METER/M&A	EHS/PKB	CONVERTIBLE ROOF	PRECRASH SEATBELT					
ВСМ		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	l:- Vehicle : -	Country : United States					
Back Rome Print Screen Capture	Messurement Mode	12.5V VI MI					
Diagnosis (One System) System 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

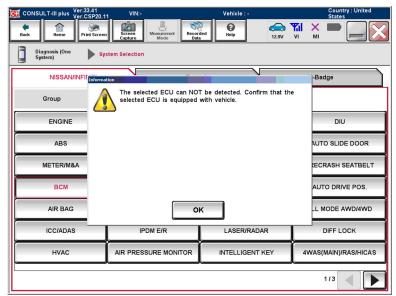


Figure 6

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.

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