

**Classification:**

EL15-047

**Reference:**

ITB16-003

**Date:**

January 4, 2016

## INFINITI; REPLACING LOST INTELLIGENT KEYS FOR APPLICABLE 2016 MODEL YEAR VEHICLES

**APPLIED VEHICLES:** 2016 QX60 (L50)  
2016 QX60 Hybrid (L50)  
2016 Q50 (V37)  
2016 Q50 Hybrid (V37)

### SERVICE INFORMATION

Whenever all Intelligent Keys of an **APPLIED VEHICLE** are lost AND the BCM is in Transit Mode, the BCM does not need to be replaced when replacing the lost Intelligent Keys.

When all of the following conditions of an **APPLIED VEHICLE** are verified:

- The BCM is in Transit Mode.
  - The BCM will not respond to CONSULT-III plus (C-III plus). It does not show up on System Call.
- All Intelligent Keys are lost.

DO NOT replace the BCM or ECM when replacing the lost Intelligent Keys. The following procedure will get the existing BCM out of Transit Mode.

1. With the ignition in the OFF position, push in the Extended Storage Switch (ESS) located in the fuse block.
2. Press the push-button ignition switch once, or the driver door request switch.
  - The BCM is now out of Transit Mode, or in "Customer Delivery" Mode.
3. Turn ON the hazard warning lights, connect C-III plus to the vehicle, and then follow the Intelligent Key registration procedure to register new keys.

**NOTE:** Lost Intelligent Key(s) which are not identified at the time of check-in as well as any related repairs are a non-warrantable item. Any missing items must be noted on the transportation delivery receipt and signed by the carrier.

To submit a Transportation claim for a missing item please refer to [www.InfinitiTransportation.com](http://www.InfinitiTransportation.com) to fill out the claim electronically. Questions concerning the claims can be addressed with a Transportation Representative at 1-888-868-1870.

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.