



INFINITI

TECHNICAL SERVICE BULLETIN

Classification: AN22-007	Reference: ITB22-017	Date: April 12, 2022
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B2E01-96 (INTERNAL BATTERY) DTC STORED AS CURRENT IN IVC

APPLIED VEHICLES: 2020-2022 Q50 (V37)
2020-2022 Q60 (CV37)
2020-2022 QX50 (J55)
2022 QX55 (FJ55)
2022 QX60 (L51)
2020-2022 QX80 (Z62)

APPLIED SYSTEMS: Only Applied Vehicles with Telematics

SERVICE INFORMATION

CONSULT has been updated to allow DTC B2E01-96 (Internal battery) to be cleared in the Telematics Control Unit (TCU).

If DTC B2E01-96 is Current/Active in the TCU, and no additional Current/Active DTCs are present in the TCU, perform the **SERVICE PROCEDURE** starting on page 2.

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.

SERVICE PROCEDURE

IMPORTANT: Before starting, make sure:

- ASIST on the CONSULT PC has been synchronized (updated) to the current date.
- All CONSULT-III software updates (if any) have been installed.

NOTICE

- Connect a battery maintainer or smart charger set to reflash mode or a similar setting. If the vehicle battery voltage drops below 12.0V or rises above 15.5V during reprogramming, the TCU may be damaged.
- Be sure to turn OFF all vehicle electrical loads.
If a vehicle electrical load remains ON, the TCU may be damaged.
- Be sure to connect the AC Adapter.
If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the TCU may be damaged.
- Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI. If Bluetooth® signal waves are within range of the CONSULT PC or VI during reprogramming, reprogramming may be interrupted and the TCU may be damaged.

1. Connect a battery maintainer/smart charger to the vehicle.
2. Turn the ignition ON.
3. Connect the VI to the vehicle.
4. Start CONSULT-III.
5. Wait for the VI to be recognized.
 - The serial number will display when the VI is recognized (Figure 1 on page 3).

6. Select **Diagnosis (All Systems)**.

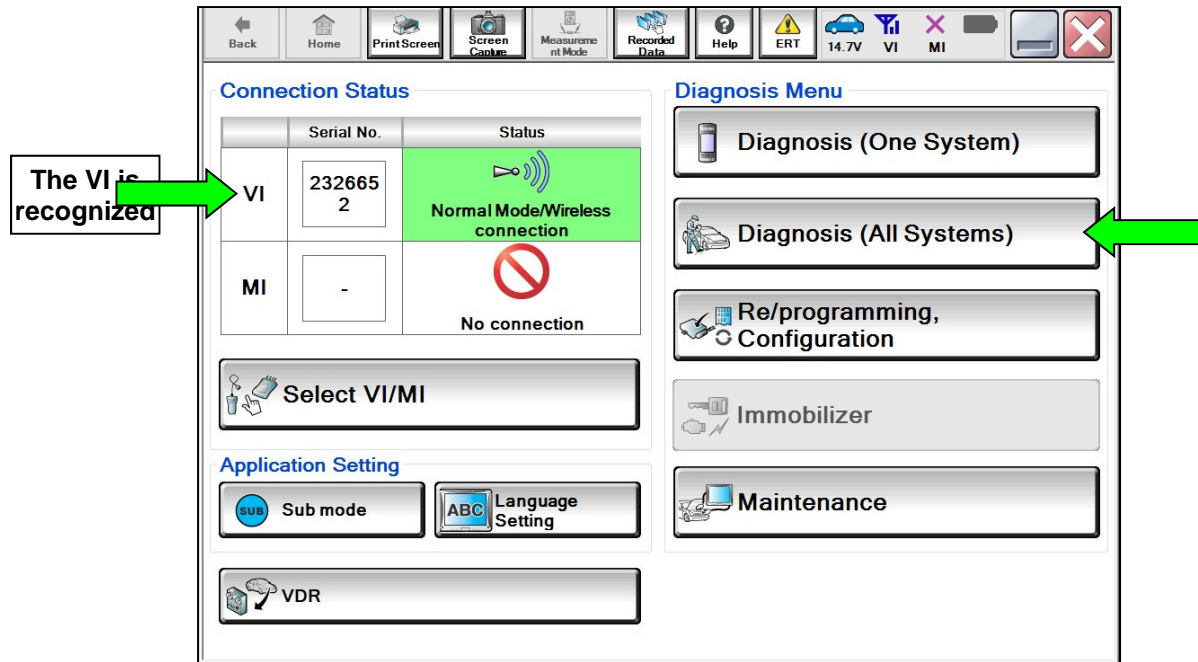


Figure 1

7. Verify the correct **VIN or Chassis #** is populated (Figure 2).

8. Select **Confirm**.

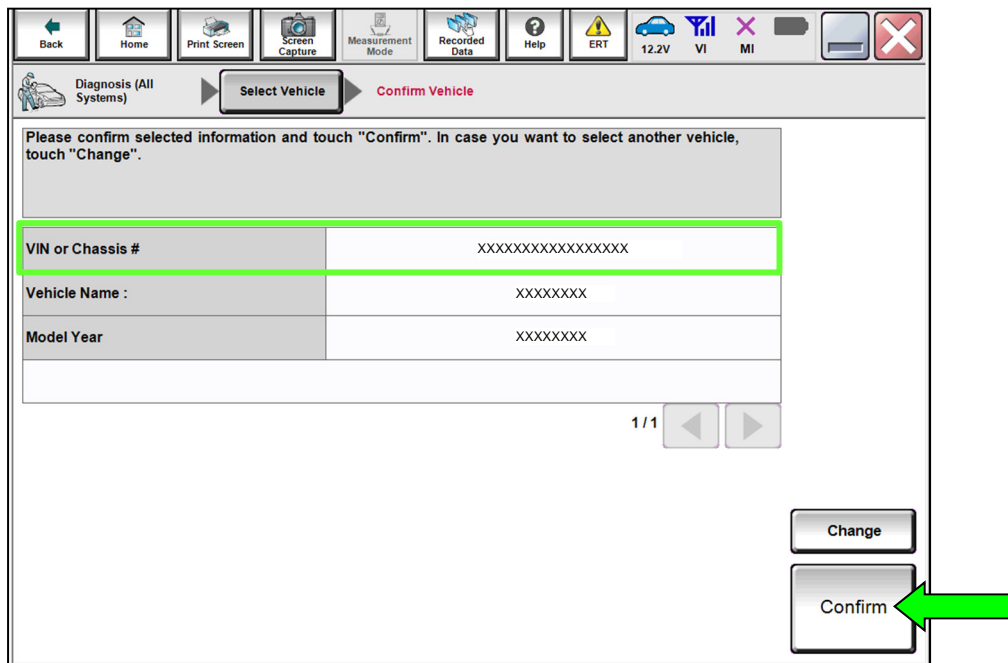


Figure 2

9. Confirm that DTC B2E01-96 for Internal battery is “CRNT” in the **IVC**.
 - If only DTC B2E01-96 is present, select **IVC** (Figure 3) and then proceed to step 10.
 - If additional DTCs, other than B2E01-96, are present in the **IVC**, refer to the ESM for further diagnostic information and repair first, and then proceed to step 10.

NOTE: Diagnostic and repair of DTCs other than B2E01-96 are not covered by this bulletin.

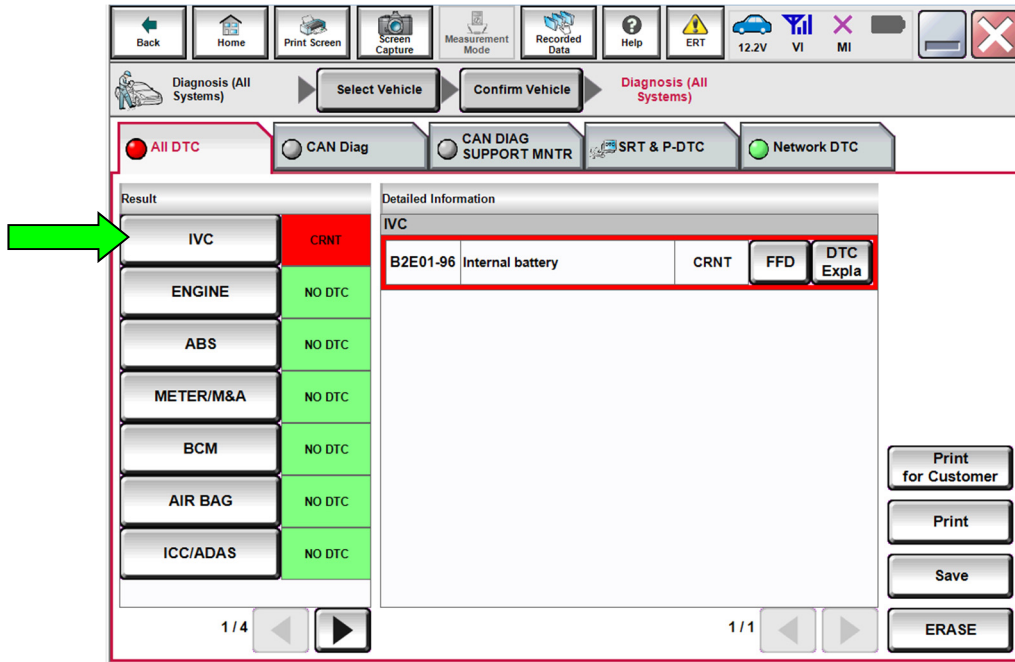


Figure 3

10. Select **CGW Information**.
 - If there is a red indicator next to **CGW Information** (Figure 4), select **CGW Open**, follow the NNA net instructions (Figure 5), and then proceed to step 11 on page 5.
 - If there is a green indicator next to **CGW Information**, proceed to step 11 on page 5.

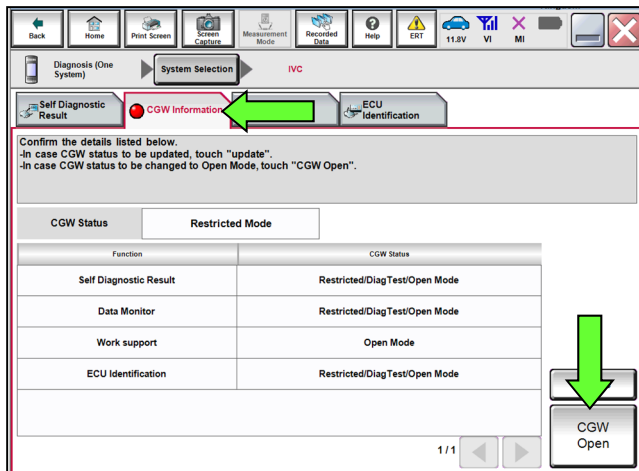


Figure 4

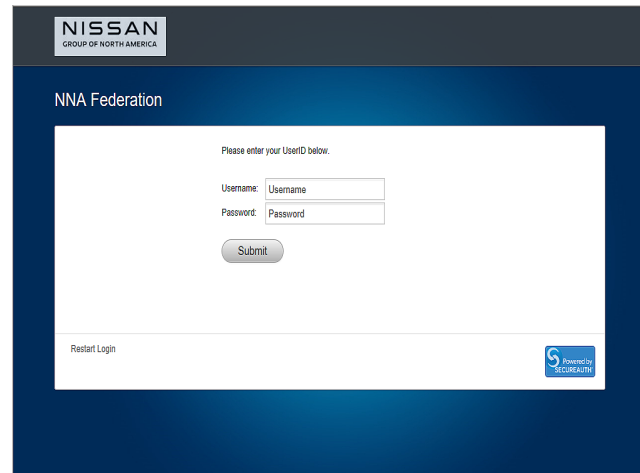


Figure 5

11. Select **Work support**.

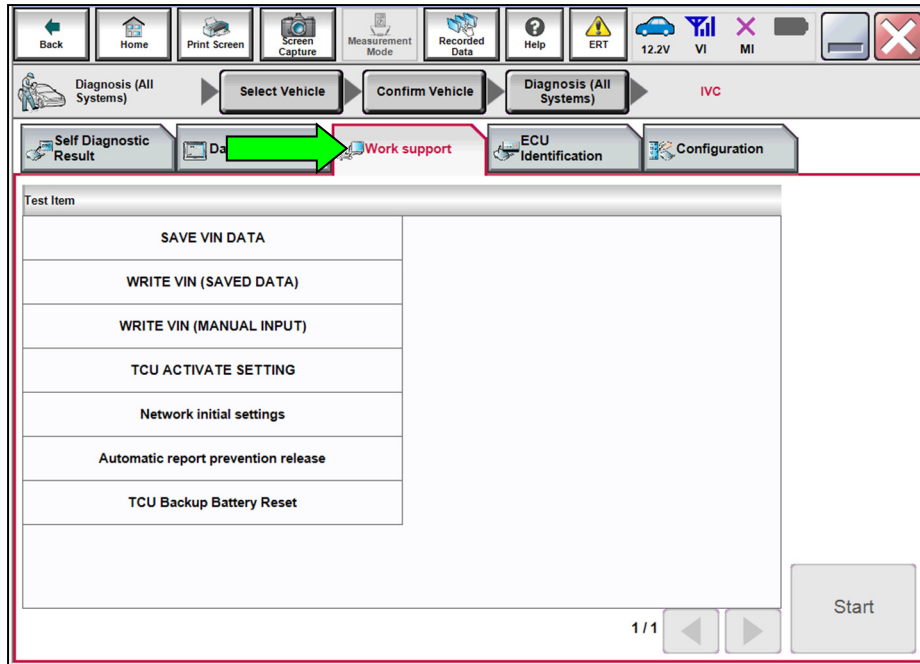


Figure 6

12. Select **TCU Backup Battery Reset**, and the select **Start**.

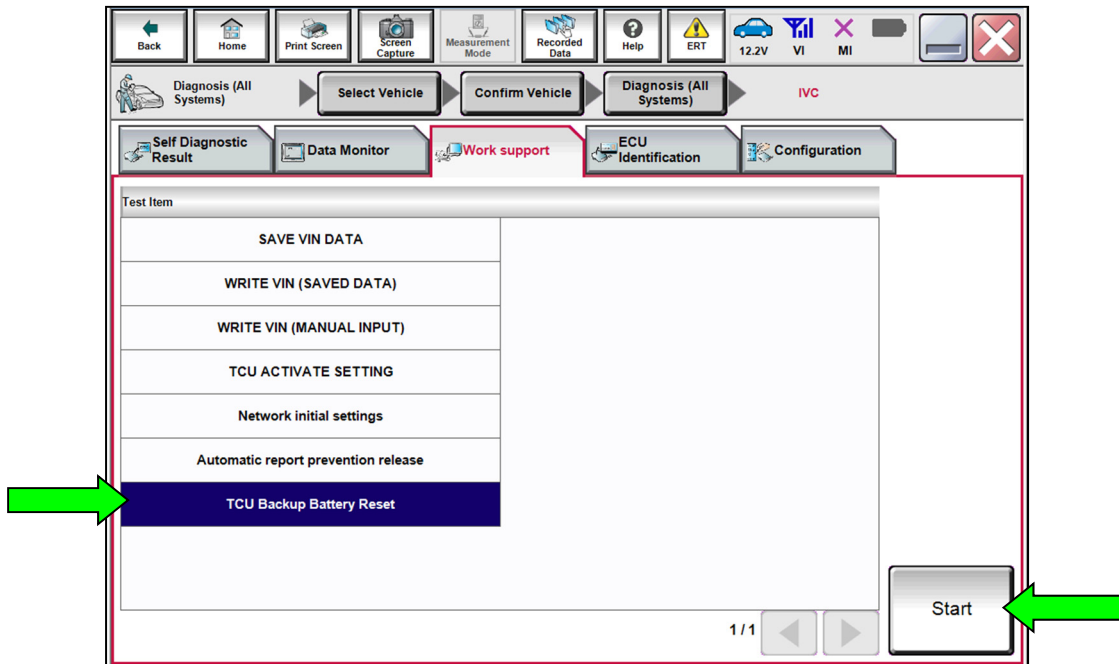


Figure 7

13. Verify that the **Current status** indicates “Waiting”, and then select **Start**.

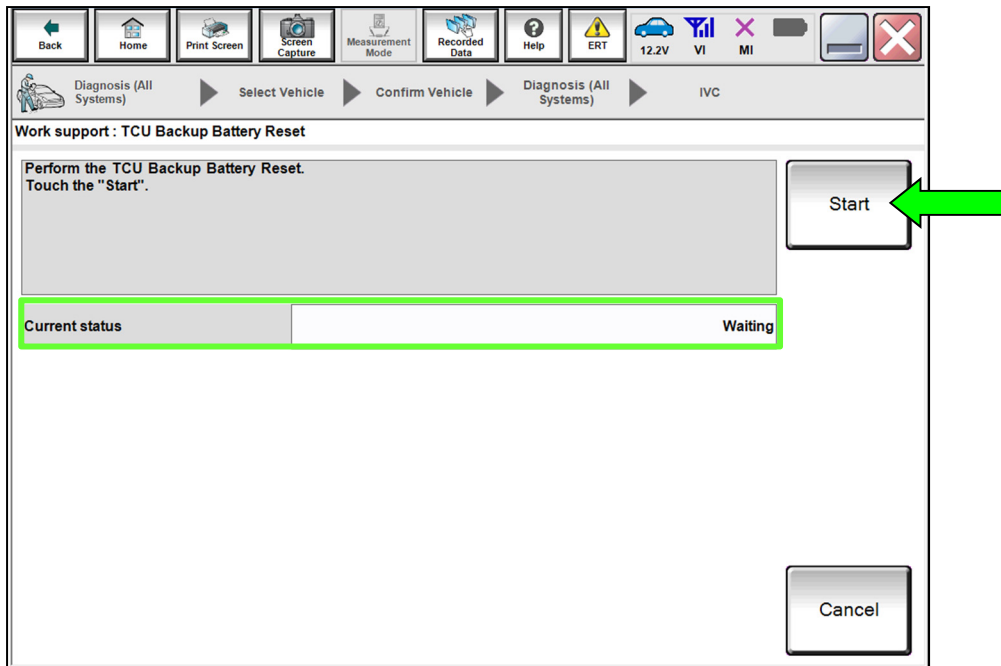


Figure 8

14. When the **Current status** has changed to “Completed” select **End**, and then proceed to step 15 on page 7.

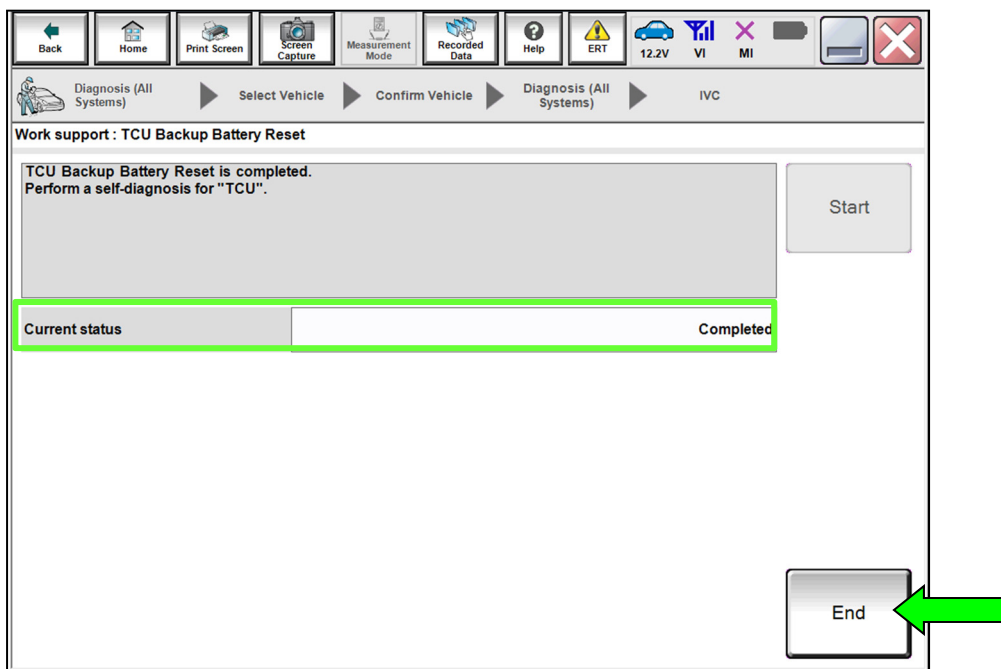


Figure 9

15. Select **Self Diagnostic Result** and confirm that DTC **B2E01-96 Internal battery** is “PAST”, and then select **ERASE**.
 - If **B2E01-96 Internal battery** will not change to “PAST”, refer to the ESM for further diagnostic information.

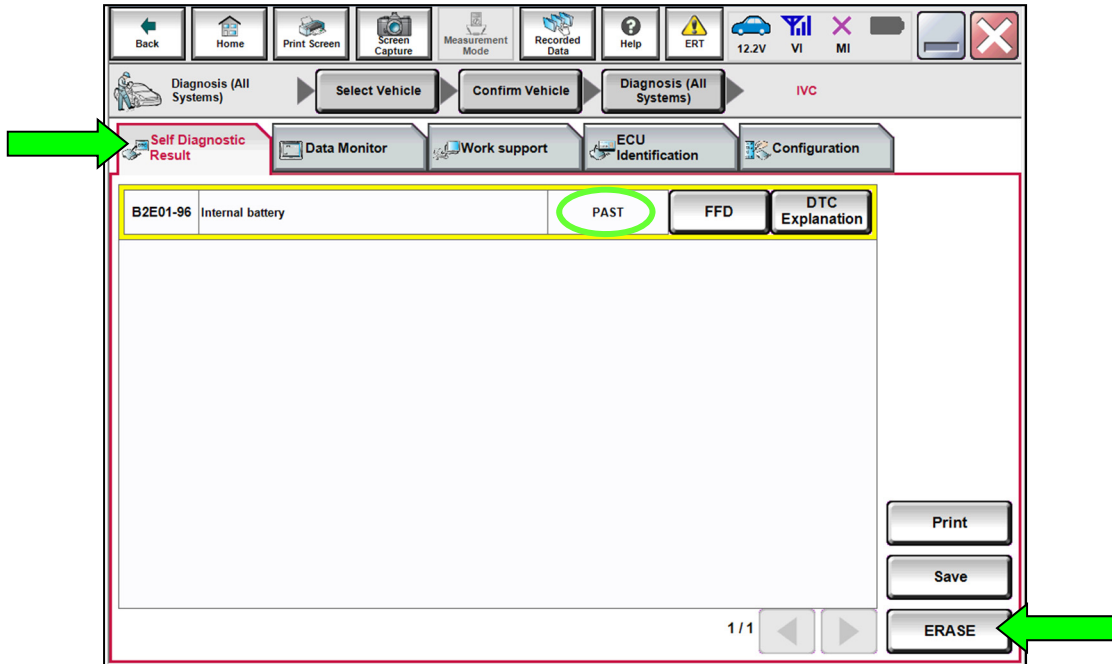


Figure 10

16. Select **Diagnosis (All Systems)**, where shown in Figure 11.
17. In **Diagnosis (All Systems)**, confirm that **B2E01-96 Internal battery IVC** has not returned, and then select **Home**.
 - If **B2E01-96 Internal battery** returns as “CRNT” or will not **ERASE**, refer to the ESM for further diagnostic information.

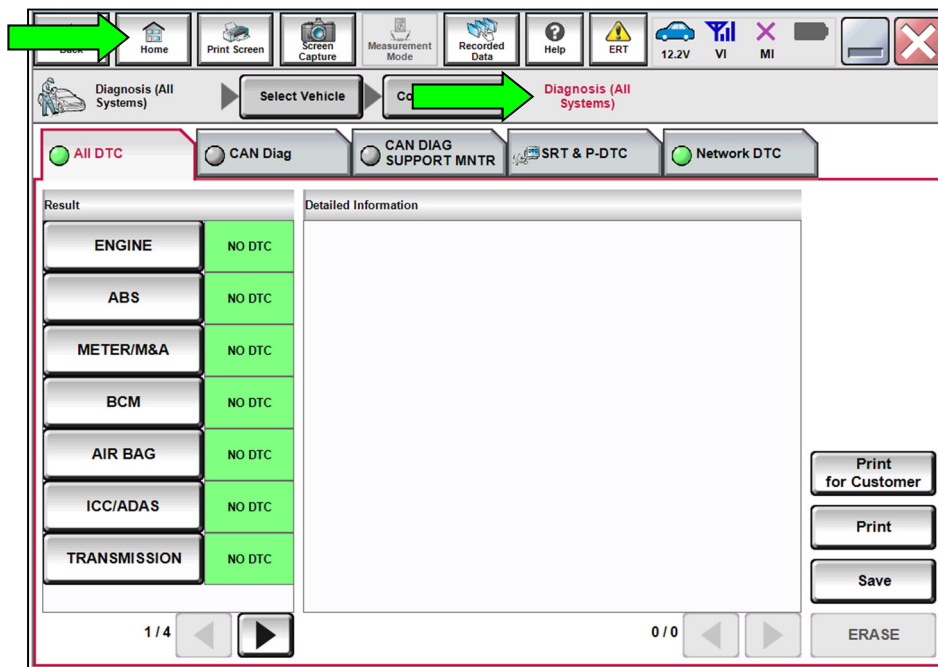


Figure 11

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reset TCU Backup Battery	(1)	RXA9AA	ZE	32	0.4

(1) Reference the electronic parts catalog and use the Telematics Control Unit (28275-*****) as the Primary Failed Part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
April 12, 2022	ITB22-017	Original bulletin published

