



INFINITI

TECHNICAL SERVICE BULLETIN

Classification: AN22-024A	Reference: ITB22-036A	Date: July 31, 2023
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DTCS B2E4B-06, B2E60-06, B2E61-06 DISPLAYED AS CRNT IN THE TCU

This bulletin has been amended. See **AMENDMENT HISTORY** on the last page.
Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2022-2024 QX60 (L51)

IF YOU CONFIRM

The customer experiences an issue with the INFINITI InTouch® Service remote commands,

AND

Any of the following DTCs are displayed as CRNT in the Telematics Control Unit (TCU):

- B2E4B-06
- B2E60-06
- B2E61-06

HINT: These DTCs are caused by an issue with a cloud-server that is related to the TCU. The DTC diagnosis was mistakenly added to some ESMs and should be ignored.

ACTION

1. Do NOT replace the TCU. Replacing the TCU will not resolve the concern.
2. Send an email to NTB21-037@Nissan-Usa.com.

IMPORTANT: The purpose of **ACTION** (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire **SERVICE PROCEDURE** as it contains information that is essential to successfully completing this repair.

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: Do NOT replace the TCU. Replacing the TCU will not resolve the concern.

1. Send an email to NTB21-037@Nissan-Usa.com. In the email, please provide the following:
 - Name
 - Phone Number
 - Dealer Name
 - Dealer Code
 - VIN
 - DTC(s) displayed as CRNT
 - Photo of the **Unit ID Information** screen (Figure 1).
 - The **Unit ID Information** screen can be found at: **Settings > InTouch® Services > Unit ID Information**.

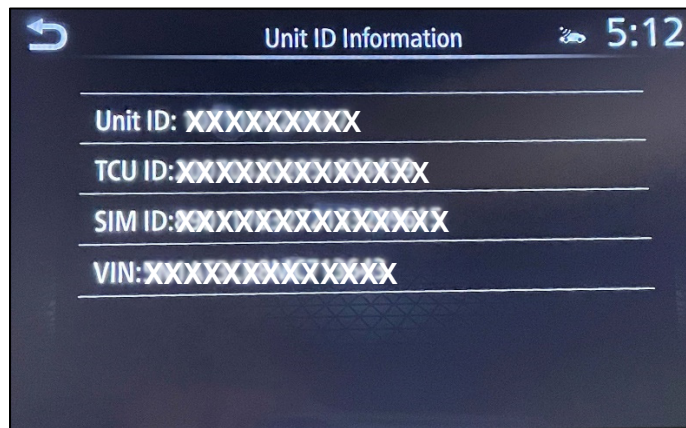


Figure 1

HINT: Please allow up to 48 business hours (M-F) for an email response with next steps. Do NOT replace any parts.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 10, 2022	ITB22-036	Original bulletin published
July 31, 2023	ITB22-036A	TITLE, APPLIED VEHICLES, IF YOU CONFIRM, and Step 1 revised, NOTE references changed to HINT