

Classification:

EL16-014

Reference:

ITB16-012

Date:

March 15, 2016

2015 Q50 & QX60; INTELLIGENT KEY BUTTONS INOPERATIVE

APPLIED VEHICLES: 2015 Q50 and Q50 Hybrid (V37)
2015 QX60 (L50)

SERVICE INFORMATION

If it appears for **ONLY ONE OF** the Intelligent Keys that all "RKE" lock/unlock/panic/trunk button functions of that specific Intelligent Key do not work

BUT

The doors will lock and unlock when pressing either front door request switch while using that particular Intelligent Key (see Figure 1 below)

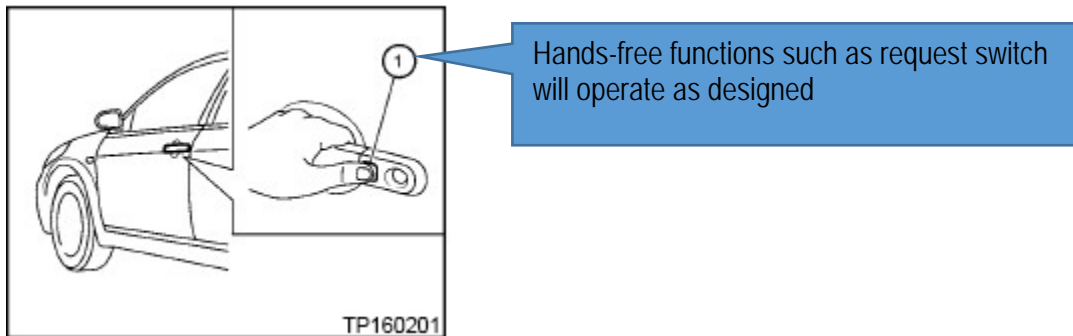


Figure 1

AND

All the other Intelligent Keys for that vehicle function normally

THEN

That specific Intelligent Key may have become De-synchronized with the vehicle.

NOTE:

- Intelligent Key De-synchronization may occur if the Intelligent Key is not used for extended periods of time or if key was not operating due to low battery condition and the battery has been replaced.
- Do NOT replace the BCM, Intelligent Key, or any other parts if an Intelligent Key only needs to be re-synchronized.

Go to next page to continue.

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.

To test Intelligent Key synchronization:

1. Place the incident Intelligent Key outside the vehicle. (Minimum distance 10 feet) to avoid detection of the Key by the vehicle. See Figure 2 below.

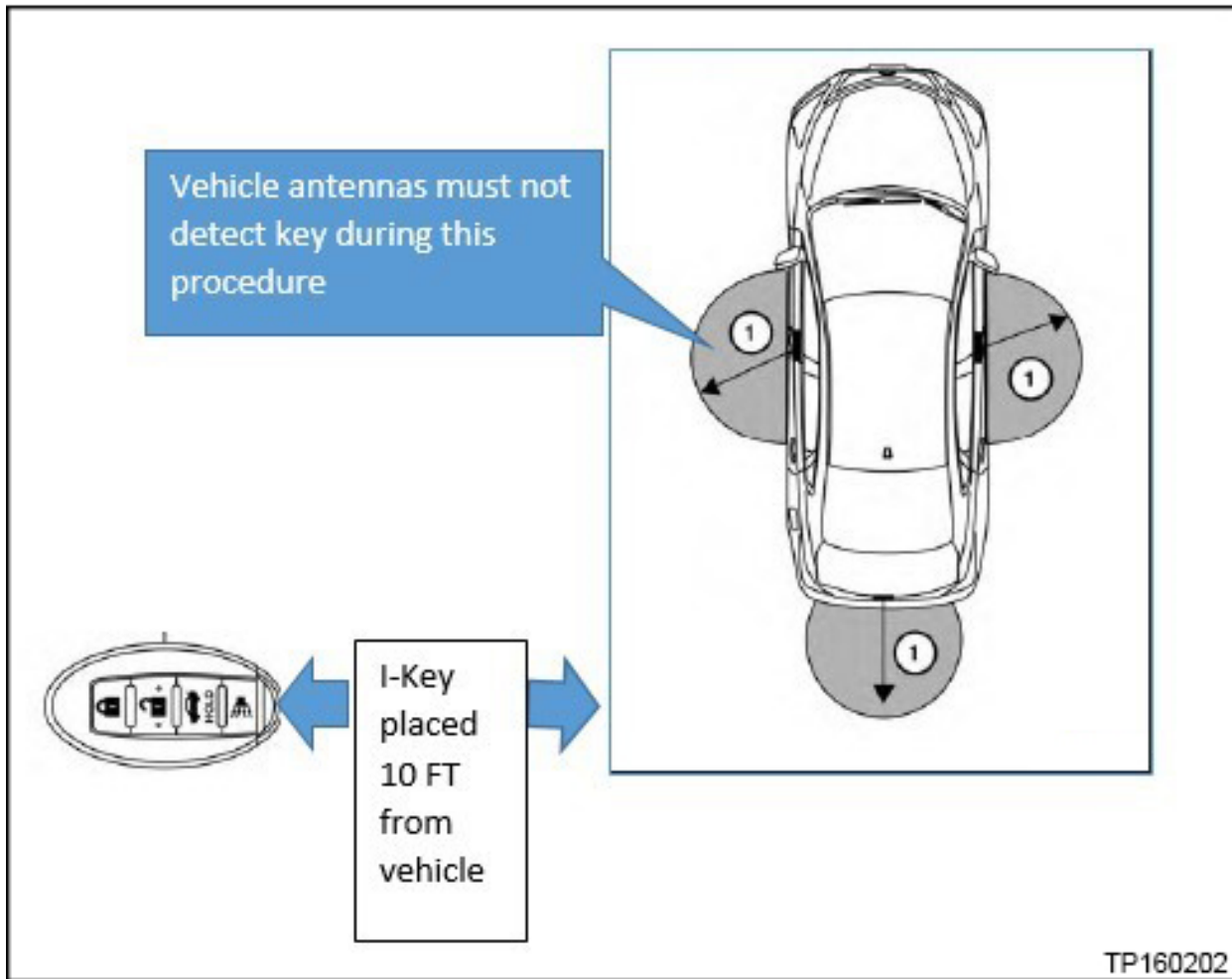


Figure 2

Go to next page

NOTE: Steps 2a, b, & c **MUST** be done in close time and sequence together in order for test to be performed correctly.

2a. Open the door, enter the vehicle, and then close the door. Then immediately perform step 2b.

- At this time, due to no Intelligent Key in or around the vehicle, the BCM will activate only the ignition switch antenna.

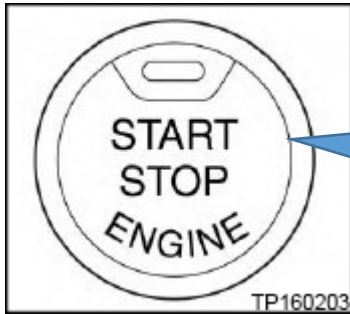


Figure 3

Ignition switch antenna will become active and will transmit a signal to detect any Intelligent Key in range.

2b. WITHIN 30 SECONDS of step 2 above, FIRST have an associate hand the Intelligent Key to you, THEN immediately perform step 2c.

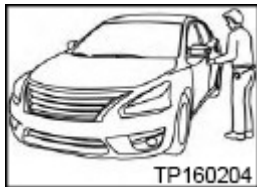


Figure 4

Have an associate deliver the incident Key WITHOUT HAVING TO OPEN THE DOOR.

2c. Place the Intelligent Key next to the Ignition Button as shown in Figure 5 below (emblems align with center of buttons). Do not depress the Ignition Button.



Figure 5

Place Intelligent Key next to Ignition Button and wait for tones.

- If two short tones are heard the Intelligent Key had become De-synchronized. The Intelligent Key is now re-synchronized and should now function normally. See step 4/Figure 6 (next page).
- If no tones are heard and the Intelligent Key buttons still do not work refer to ASIST or the applicable Electronic Service Manual for further diagnosis.

3. At this time, the Combination Meter information area will display the PUSH BRAKE AND START BUTTON TO DRIVE welcome screen (Figure 7, next page).

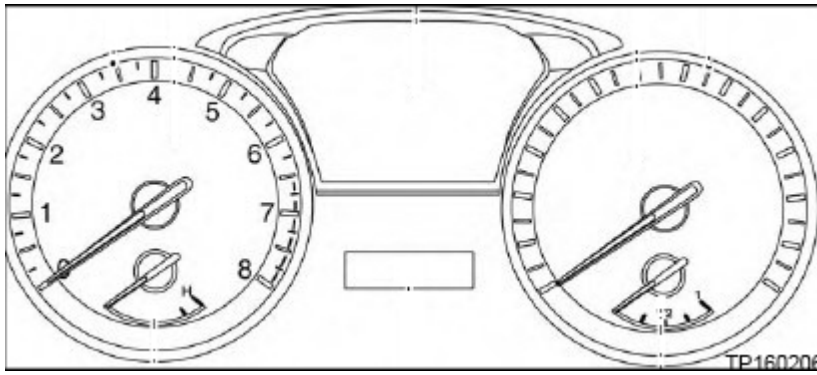


Figure 6



Figure 7

4. Confirm Intelligent Key operation by testing all the buttons.