

Classification:

BT16-005

Reference:

ITB16-039

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Date:

September 27, 2016

2014-2016 QX60; DOORS DIFFICULT TO CLOSE WITH TEMPERATURES BELOW FREEZING

APPLIED VEHICLES: 2014-2016 QX60 (L50)
2014-2016 QX60 Hybrid (L50)

IF YOU CONFIRM:

The following incident, or the customer reports this incident:

- The vehicle has been setting (not running) in temperatures below 14°F (-10°C) for an extended period (such as overnight).

Then

- A side door is opened.

Then

- The door is difficult to close/latch, will not close/latch with normal pressure; requires additional effort to close/latch, or the door may only latch half way.

Then

- The door will close/latch normally when the vehicle has warmed up (vehicle left in the sun, moved indoors, or driven for several minutes).

NOTE:

- The above incident does not apply to a rear hatch (back door).
- The above incident, if it should occur, could be confirmed or reported for one or more side doors.

ACTION

Replace the door lock for the affected door.

- Do not replace all side door locks automatically. Replace only the door lock of the door(s) with the incident as described under IF YOU CONFIRM.
- Refer to the Electronic Service Manual (ESM), section DLK – Door & Lock for replacement procedure.

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.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
LOCK & REMOTE CONTROL ASSY (Door Lock)	(1)	1
Door Lock Screw	80599-AX00E	3 per Door Lock

(1) Use the VIN and the electronic parts Catalog (FAST or equivalent) to obtain the correct part number for the vehicle and door you are working on.

View of example door mechanism (your door mechanism may not match exactly)

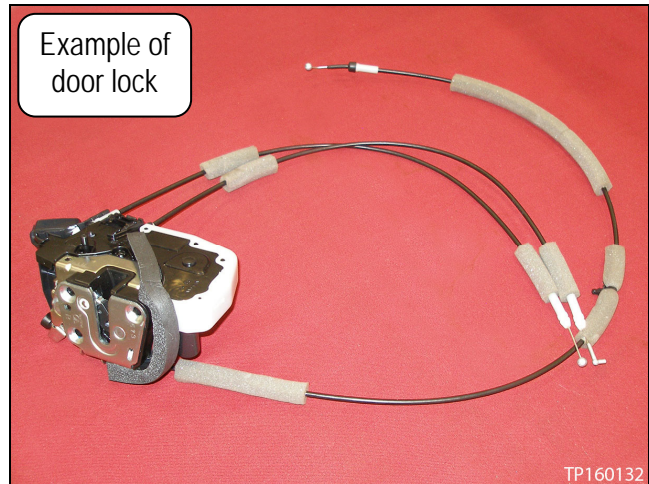


Figure 1

CLAIMS INFORMATION

Front Door

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
RPL ONE DOOR LOCK ASS'Y (3)	(1)	UH26AA	ZE	32	(2)

(1) Use the VIN and the electronic parts Catalog (FAST or equivalent) to obtain the correct part number for the vehicle and door you are working on.

(2) Reference the current Infiniti Warranty Flat Rate Manual and use the indicated flat rate time.

(3) If both sides are needed claim on separate repair lines.

Rear Door

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
RPL ONE DOOR LOCK ASS'Y (3)	(1)	UK26AA	ZE	32	(2)

(1) Use the VIN and the electronic parts Catalog (FAST or equivalent) to obtain the correct part number for the vehicle and door you are working on.

(2) Reference the current Infiniti Warranty Flat Rate Manual and use the indicated flat rate time.

(3) If both sides are needed claim on separate repair lines.