

Classification:

BT12-017

Reference:

ITB12-066

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Date:

October 5, 2012

2013 JX35; RUBBING NOISE WHEN OPENING THE REAR HATCH

APPLIED VEHICLES: 2013 JX35 (L50)

IF YOU CONFIRM

The back door (hatch) or rear spoiler rubs on the roof (driver side or center) when the hatch is opened.

NOTE:

- The customer may report there is a noise (rubbing, scraping, or popping) when the rear hatch is opened.
- The issue may occur intermittently. Ambient temperature may affect when the issue occurs (only when hot, or only when cold).
- There may be small witness/contact marks on the roof, hatch, or spoiler at the contact points.



Figure 1

ACTION

NOTE:

- Do Not loosen any of the rear hatch hinge bolts.
- Adjustments in this bulletin should be performed by a body repair technician that is experienced in the "fine adjustment" of body doors and panels.

Adjust the rear hatch as shown in the Service Procedure of this bulletin.

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.

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.

CLAIMS INFORMATION

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

DESCRIPTION	OP CODE	SYM	DIAG	FRT
Adjust Rear Door (Hatch)	WH14AA	ZL	46	0.3

SERVICE PROCEDURE

NOTE:

- Do Not loosen any of the rear hatch hinge bolts.
- Adjustments in this bulletin should be performed by a body repair technician that is experienced in the “fine adjustment” of body doors and panels.

1. Fully open the rear hatch.

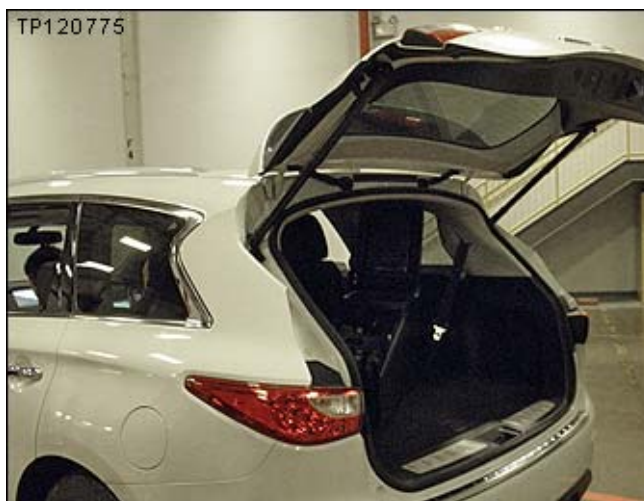


Figure 2

2. Measure the gap between the rear hatch/spoiler and the roof on the driver and passenger side (see Figure 3).

NOTE: Gap can be measured from the front side or the back side of the hatch.

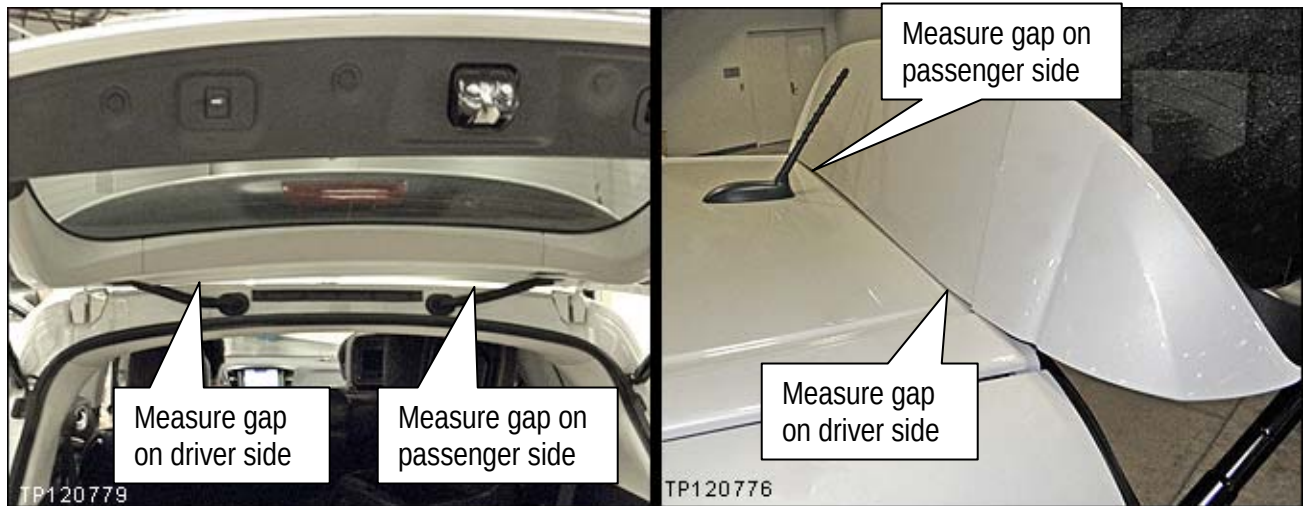


Figure 3

3. Adjust the driver side of the rear hatch so the driver side gap measured in step 2 matches the passenger side gap.

Adjust as follows:

- a. Position your hands as shown in Figure 4.
 - b. Hold down in the center of the hatch (right hand).
 - c. Push up on the driver side outer edge of the hatch (left hand).
- Adjust only a small amount and then recheck the hatch movement and gap measurement. Adjust more if needed.
 - If the hatch is adjusted too much it can be pulled back. See Figure 5 on the next page.



Figure 4

NOTE: If the hatch is adjusted too much, pull it back as follows:

- a. Hold the edge of the hatch as shown in Figure 5.
- b. Pull straight down to adjust.
- c. Adjust only a small amount and then recheck the hatch movement and gap measurement.



Figure 5

4. Check the hatch for proper latching.
 - After the hatch has been adjusted, completely close and reopen a few times.
 - Make sure the rear hatch operates and latches smoothly.
 - If needed, adjust the latch striker. (Refer to the DLK section in the Service Manual as needed.)
5. If needed, use a high quality auto body polish to remove witness/contact marks from the roof, rear hatch, and rear spoiler.
6. **Calibrate the automatic back door (hatch) position.**
 - Automatic back door (hatch) **MUST be re-calibrated.**
 - Refer to Back Door Calibration on the next page.

Back Door Calibration

1. Make sure the hatch (back door) is fully closed.
 - If needed, manually close the back door.
2. Connect CONSULT-III plus (C-III plus) to the vehicle.
3. Navigate C-III plus to:

Diagnosis (All Systems) > AUTO BACK DOOR > Work Support

4. Select **RESET AUTO BACK DOOR STATUS**.
5. Select **Start**.

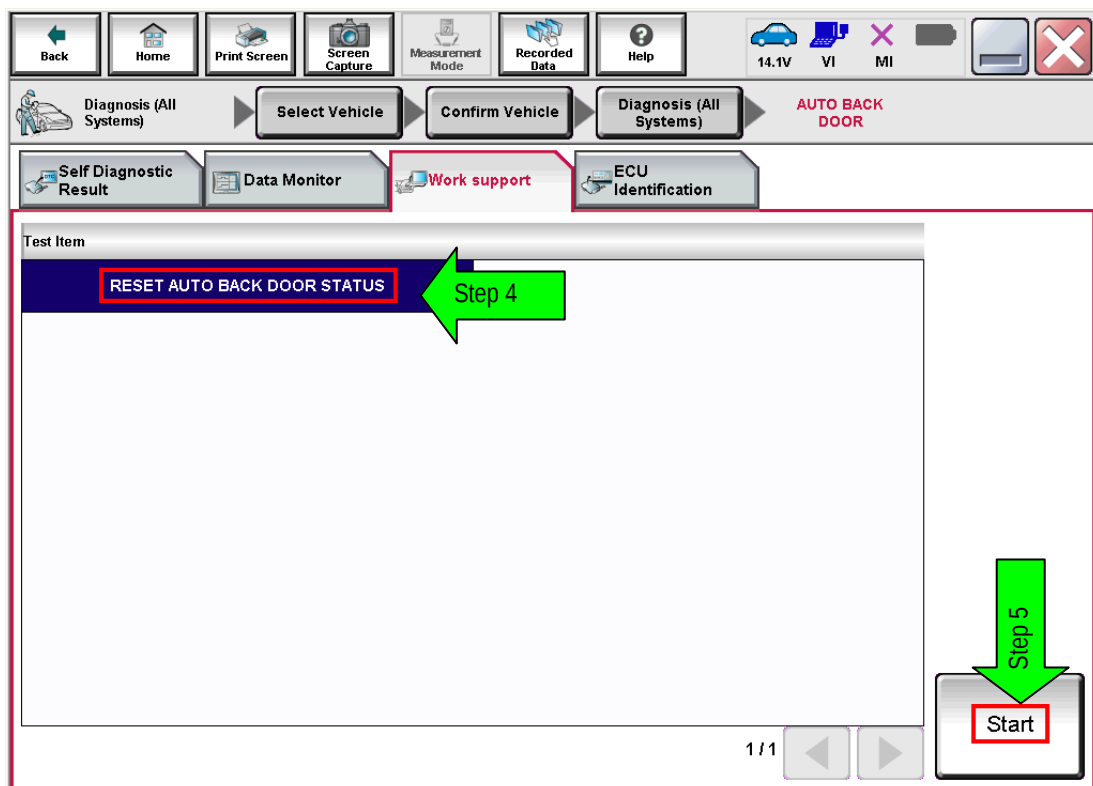


Figure 6

6. Select **Start**.
7. Wait for Current status to change to COMPLETE.
8. Select **End**.

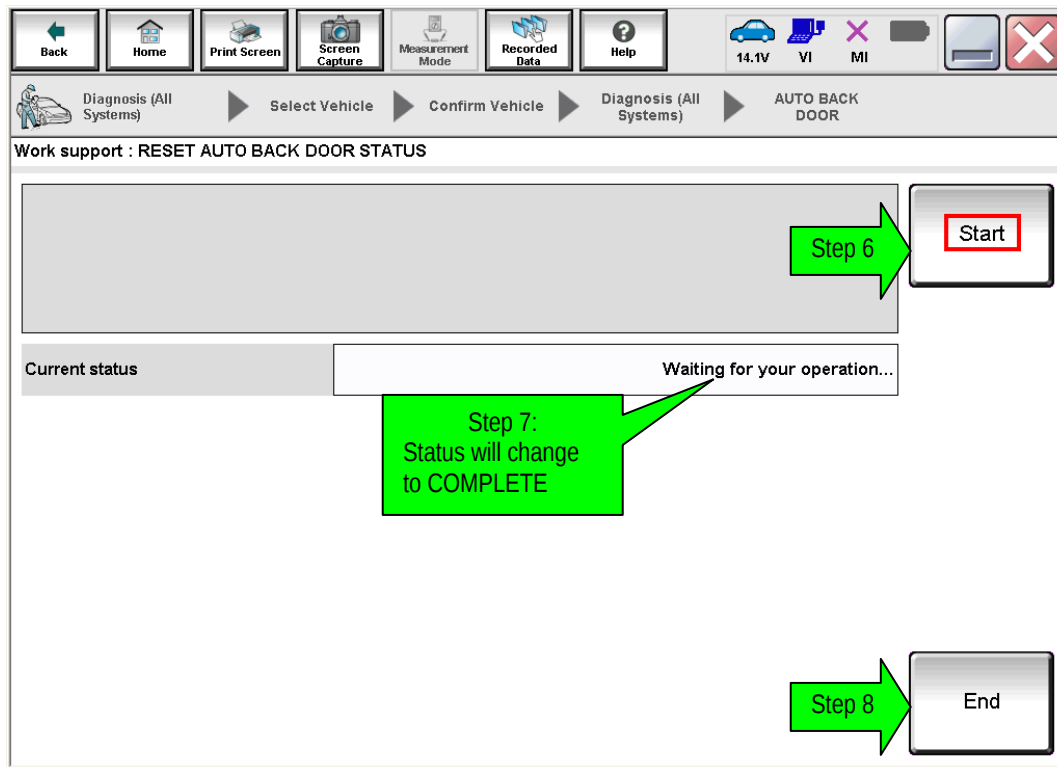


Figure 7

9. Open the back door using an Automatic / Power Open Switch.
 - Wait for the back door to fully open.
NOTE: The back door will open at half speed.
 - Two long beeps should be heard.
 - Calibration is complete.
10. Confirm all power back door operations function normally.
 - Hazard warning lamps blink and automatic back door warning buzzer sounds normally.
11. Disconnect C-III plus from the vehicle.
12. Fully close the back door.