

Classification:

EL13-037b

Reference:

ITB13-038b

Date:

November 11, 2014

2014 Q50; ONE-TOUCH DOOR UNLOCK SENSOR INOPERATIVE

This bulletin has been amended. Changes have been made in all sections. Please read the entire bulletin to understand all of the changes. Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2014 Q50 Sedan (V37)
2014 Q50 Hybrid (V37)

APPLIED VIN / DATE: Sedan 2WD built before JN1BV7AP(*)EM 681024 / Oct. 1, 2013
Sedan AWD built before JN1BV7AR(*)EM 695835 / Oct. 1, 2013
Hybrid 2WD built before JN1AV7AP(*)EM 691229 / Oct. 1, 2013
Hybrid AWD built before JN1AV7AR(*)EM 702199 / Oct. 1, 2013

IF YOU CONFIRM

The driver and front passenger doors will not unlock using the one-touch door unlock sensor,

AND

The **Touch Sensitive Door Sensor** feature is set to **ON**.

NOTE: Refer to page 2 for information about how to check the status of the Touch Sensitive Door Sensor setting.

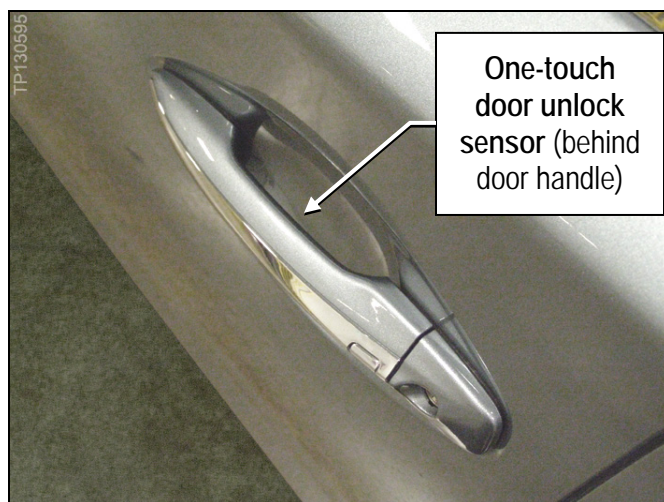


Figure 1

ACTION

1. Use Signal Tech-II to check/test signals from the BCM and the Intelligent Key.
2. Replace the Intelligent Key or BCM based on the test result.

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.

Check the Touch Sensitive Door Sensor setting as follows:

1. Select **Settings**.

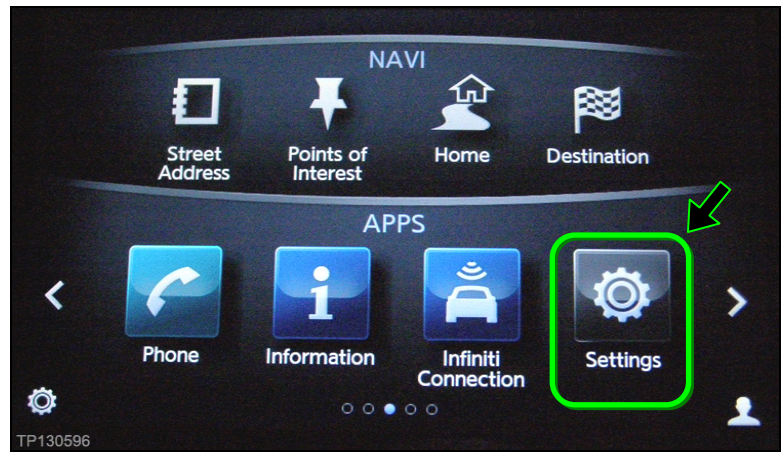


Figure 2

2. Select **Vehicle**.

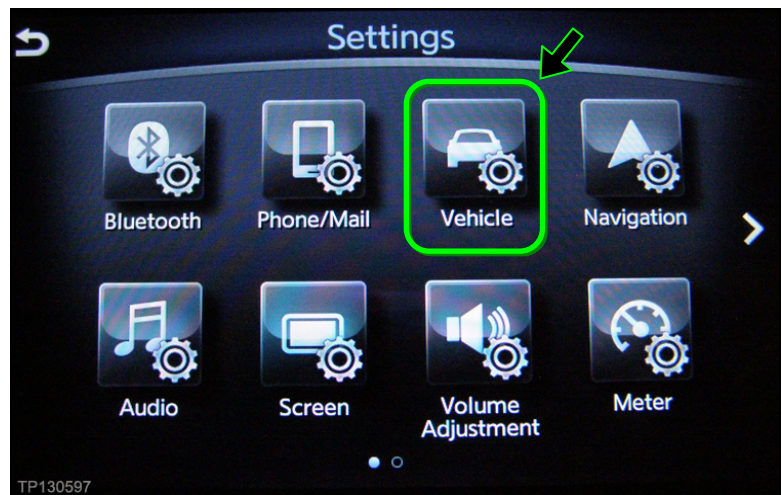


Figure 3

3. Press the scroll down arrow  until **Touch Sensitive Door Sensor** is located.

The **Touch Sensitive Door Sensor** feature is set to **ON** when the circle next to "ON" is illuminated yellow.

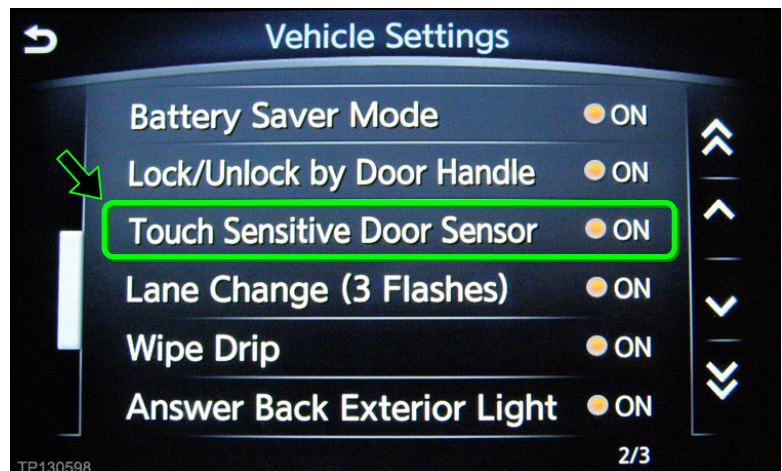


Figure 4

SERVICE PROCEDURE

1. From outside the vehicle, lock the vehicle (lock all doors).
2. Select "Key Test" on the Signal Tech-II.
3. Hold the Signal Tech -II and Intelligent Key near the handle of a front door.
4. Touch the back-side of the door handle (active the Touch Sensitive Unlock Sensor) and observe the signal response on the Signal Tech-II.

If there is no response (no signal) from the Car or the Key as shown in Figure 5, replace the BCM.

- Refer to the Electronic Service Manual (ESM), section **BCS–Body Control System**, for replacement information.
- Use the new BCM listed in the Parts Information.

NOTE: The small amount of signal shown on the Key bar graph in Figure 5 is constant background RF being detected. It is not a signal from the Intelligent Key. See Figure 7, on the next page, for an example of a signal from an Intelligent Key.

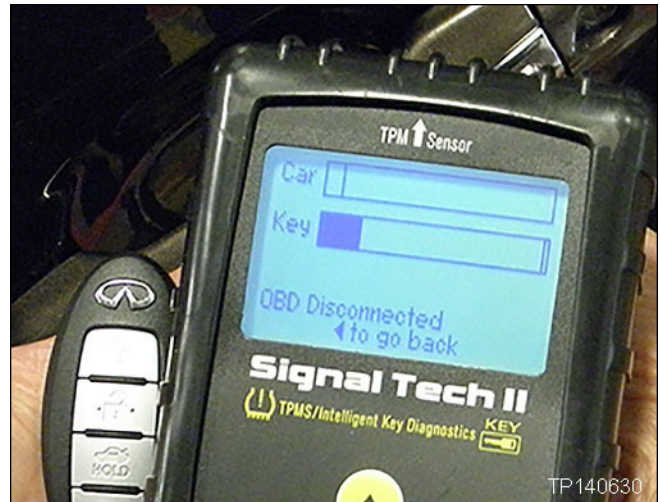


Figure 5

If there is response from only the Car as shown in Figure 6, replace the Intelligent Key.

- Refer to the CONSULT-III plus operation manual on the CONSULT PC for replacement information.

NOTE:

- If the signal response from the Intelligent Key is weak (only moves a small additional amount on the bar graph), the Intelligent Key battery may be weak. Refer to ITB09-059.
- The small amount of signal shown on the Key bar graph in Figure 6 is constant background RF being detected. It is not a signal from the Intelligent Key. See Figure 7, on the next page, for an example of a signal from an Intelligent Key.



Figure 6

NOTE: Response from both the Car and the Key, as shown in Figure 7, indicates that the BCM and the Intelligent key are functioning.

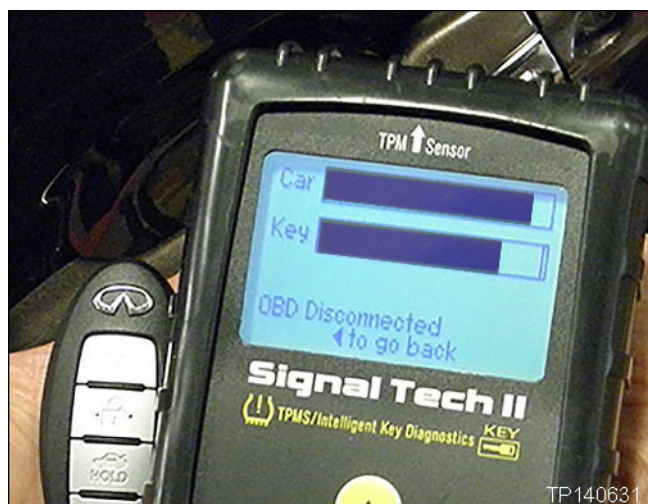


Figure 7

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Controller Assy - BCM	284B1-4HB0D	1
Intelligent Key	285E3-4HD0A	1

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
RPL BODY CONTROL MODULE	(1)	RD94AA	ZE	32	(2)

- (1) Reference the Parts Information table and use the Controller Assy - BCM part number as the primary failed part (PFP).
- (2) Reference the current Infiniti warranty flat rate manual and use the indicated FRT.

OR

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
RPL INTELLIGENT KEY	(3)	RL44AA	ZE	32	(4)

- (3) Reference the Parts Information table and use the Intelligent Key part number as the primary failed part (PFP).
- (4) Reference the current Infiniti warranty flat rate manual and use the indicated FRT.