

Classification:

EL16-036

Reference:

ITB16-042

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Date:

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2014-2015 Q60; POWER WINDOWS DO NOT OPERATE CORRECTLY

APPLIED VEHICLES: 2014-2015 Q60 Coupe (V36)
2014-2015 Q60 Convertible (V36)

SERVICE INFORMATION

If power is interrupted to the power window system, it may cause one or more of the following symptoms to occur on one or both power windows:

- AUTO-UP does not work, but window will move up and down with manual operation of the switch.
- When door is opened, window will lower a small amount (normal operation) but will not raise when door is closed.
- Window will move down when operating the window switch, but will not move up.

NOTE:

- If any of the above symptoms should occur, it may indicate that Window Initialization is needed (see page 2). Initialization should be done before attempting any repairs.
- If needed, refer to the applicable Electronic Service Manual (ESM) to perform electrical diagnosis.
- After electrical repairs to the vehicle (including repairs to the power windows), make sure to perform the Window Initialization and Anti-pinch Function Check procedures on page 2.

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.

Window Initialization

- a. Close the door.
- b. Turn the ignition switch ON.
- c. Open the window - all the way DOWN.
- d. Pull all the way UP on the switch and hold (close the window). Continue holding the switch all the way UP for 4 seconds after the window is closed.
- e. Confirm the window is now operating correctly.

Anti-Pinch Function Check

- a. Fully open the door window.
- b. Hold a piece of wood in the window opening near the fully closed position.
- c. Close the door window completely with the AUTO-UP function.
- d. Check/confirm the glass lowers approximately 150 mm (5.9 in) after contacting the wood and then stops.

CAUTION: Do not check Anti-Pinch function with hands or other body parts because they may be pinched.

