

**Classification:**

EL13-051b

**Reference:**

ITB13-052b

**Date:**

March 26, 2018

## INTELLIGENT KEY NOT DETECTED / ENGINE WILL NOT START

This bulletin has been amended to update the Applied Vehicles. No other changes were made.  
Please discard previous versions of this bulletin.

|                          |                             |                                 |
|--------------------------|-----------------------------|---------------------------------|
| <b>APPLIED VEHICLES:</b> | 2013 JX35 (L50)             | 2012-2013 M35h Hybrid (Y51)     |
|                          | 2014-2018 QX60 (L50)        | 2014-2019 Q70 (Y51)             |
|                          | 2014-2018 QX60 Hybrid (L50) | 2014-2018 Q70 Hybrid (Y51)      |
|                          | 2011-2013 QX56 (Z62)        | 2014-2018 Q50 (V37)             |
|                          | 2014-2018 QX80 (Z62)        | 2014-2018 Q50 Hybrid (V37)      |
|                          | 2017-2018 QX30 (H15)        | 2014-2015 Q60 Coupe (V36)       |
|                          | 2019 QX50 (J55)             | 2017-2018 Q60 Coupe (V37)       |
|                          | 2011-2013 M37 / M56 (Y51)   | 2014-2015 Q60 Convertible (V36) |

### SERVICE INFORMATION

Intelligent Key systems on the Applied Vehicles use two (2) different Radio Frequencies (RF) that are similar to other wireless devices; 315 MHz and 433 MHz.

In the event another wireless device (e.g. aftermarket alarm system) is transmitting at the same time as an Intelligent Key, it can interfere with the Intelligent Key signals being received by the BCM.

**If there is interference with Intelligent Key signals, the following symptoms may occur:**

- The Intelligent Key is not detected, causing:
  - The engine to **not** start (no response when the Stop/Start button is pressed)
  - "I-Key System Error" displayed in the instrument cluster
  - "No I-Key Detected" displayed in the instrument cluster
- Intermittent operation of the buttons on the remote (Key FOB).
- Intermittent operation of the door request switches.

The above symptoms are usually intermittent and can be difficult to diagnose.

If a vehicle has experienced the above symptoms, or a customer has reported the above symptoms, refer to **Supplemental Diagnosis / Information** on the next page.

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.

**NOTE:**

- The diagnostic items listed below should be checked before replacing any parts or performing any repairs.
- Refer to the appropriate Electronic Service Manual (ESM) for complete Intelligent Key system diagnosis and repair information.

**Supplemental Diagnosis / Information**

- Intelligent Key fob battery check:
  - Use Signal Tech II **IKEY Battery Test** to confirm battery state of charge.
    - If model is not supported by Signal Tech II, refer to appropriate ESM, section **Door & Lock** for proper battery voltage testing procedure.
- Location of Intelligent Key: An Intelligent Key should **not** be stored where the RF signal can be obstructed by nearby metal objects.
- Interference from other personal devices: Confirm the Intelligent Key is not placed in close proximity to phones, other Intelligent Keys, highway PASS Card, USB charger, Personal Computer (PC) charger, etc. that may be transmitting similar RF signals.
  - Technician should remove all devices from vehicle while diagnosing/duplicating the customer issue.

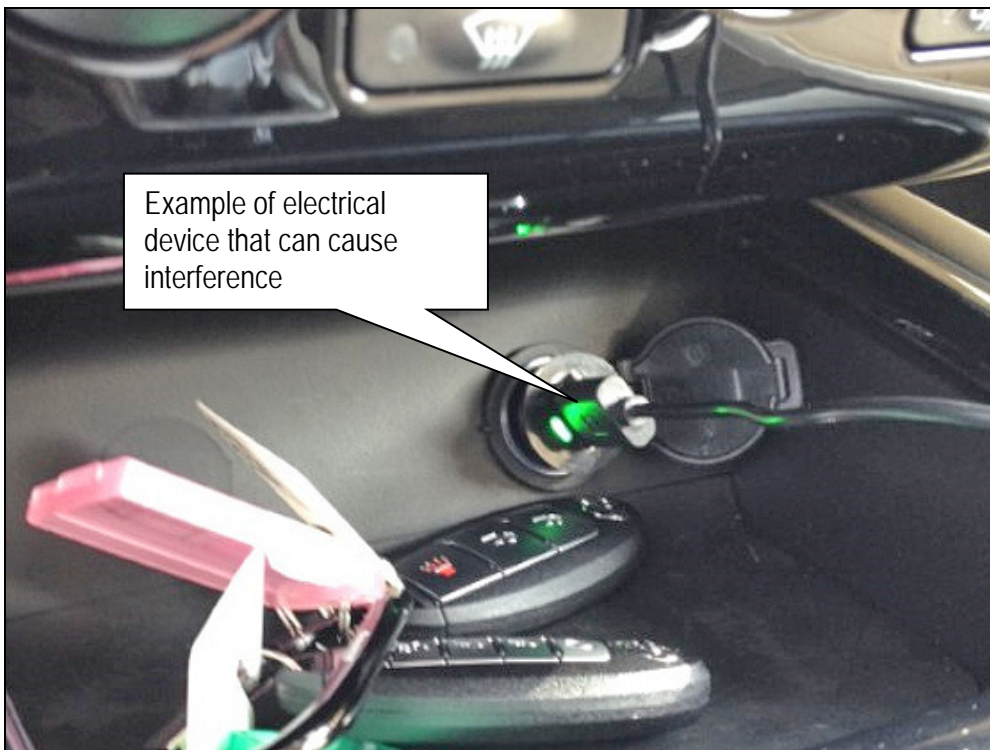


Figure 1

- If none of the above are causing symptoms, check the following:
  - Inspect the vehicle for the presence of an aftermarket alarm system or radar detector.

**NOTE:** RF signals coming from the vehicle surroundings can interfere with the Intelligent Key signals (e.g. radar detectors or aftermarket alarm systems in other vehicles, or RF signals from surrounding buildings).