

Classification:

EL08-029c

Reference:

ITB08-051c

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INTELLIGENT KEY INOPERATIVE

This bulletin has been amended. Steps have been added for inspection of the QX30 Intelligent Key.
No other changes have been made. Please discard previous versions of this bulletin.

APPLIED VEHICLES: All Infiniti with Intelligent Key

IF YOU CONFIRM

The Intelligent Key is not functioning for any reason.

ACTIONS

1. Inspect the outside of the Intelligent Key for physical damage.

- Look for cracks, dents, or other signs of physical damage.

NOTE: Non-operation of the Intelligent Key due to physical damage is not covered under the vehicle warranty.

EXAMPLE OF PHYSICAL DAMAGE

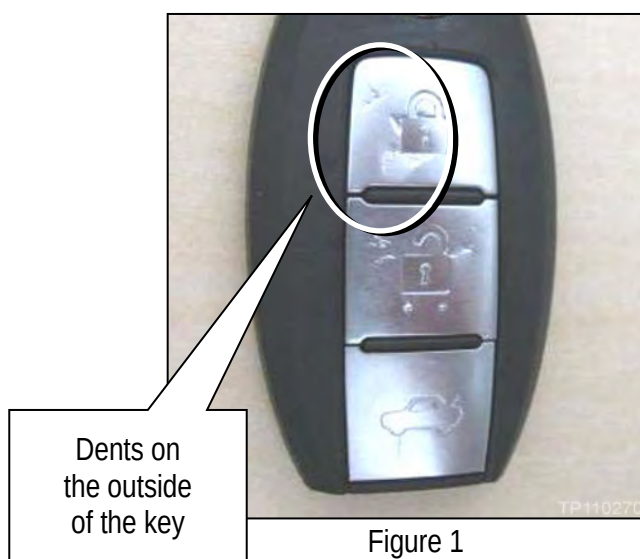


Figure 1

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.

Instructions for 2017 – 2018 QX30 start at step 6. For all other vehicles, continue to the next step.

2. Open the Intelligent Key.
 - a. Remove the mechanical key from the Intelligent Key.
 - b. Place a piece of tape on the end of a small flathead screwdriver.
 - c. Insert the screwdriver into either of the slots shown in Figure 2.
 - d. Turn the screwdriver until the two cover pieces separate.

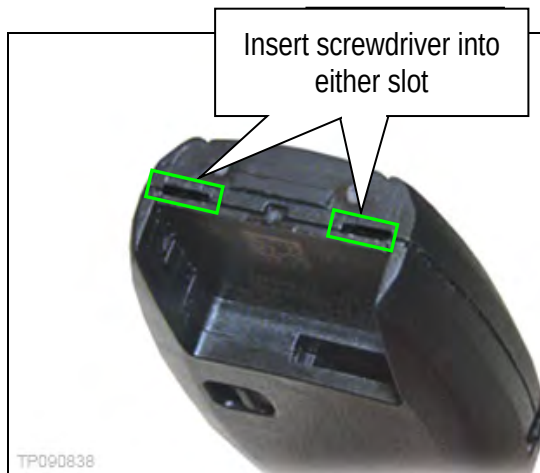


Figure 2

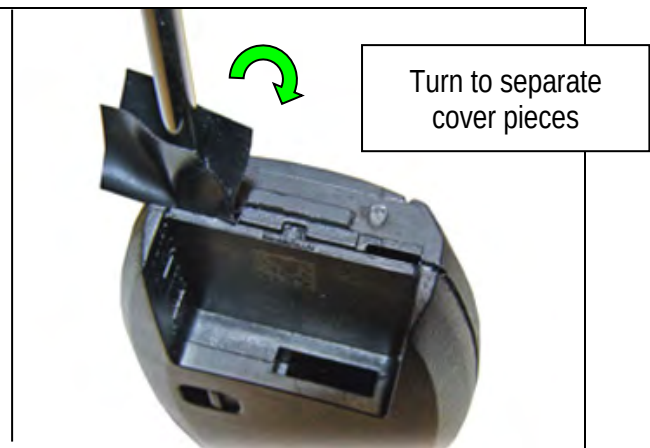


Figure 3

**DO NOT PRY OPEN
THE CASE FROM THE SIDE**



Figure 4

3. Inspect the inside of the Intelligent Key for physical damage.

- Look for components that are out of place or loose.

EXAMPLE OF PHYSICAL DAMAGE

NOTE: Non-operation of the Intelligent Key due to physical damage is not covered under the vehicle warranty.

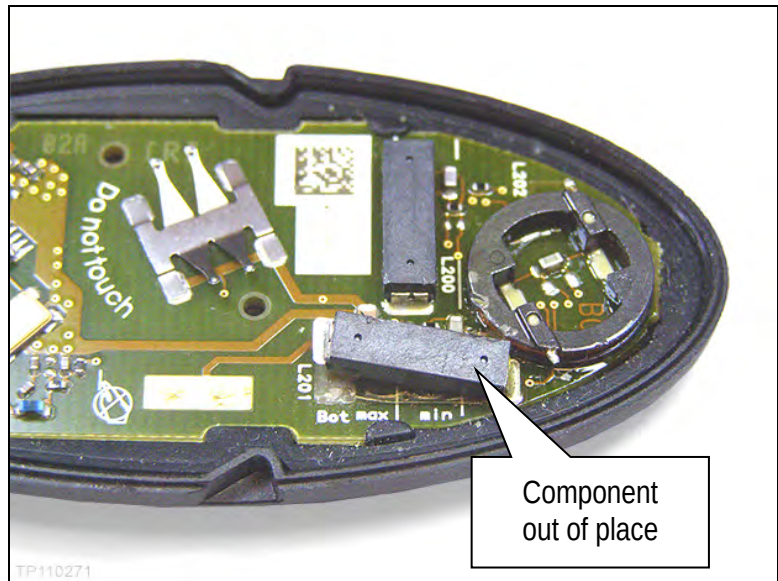


Figure 5

4. Inspect the inside of the Intelligent Key for signs of water intrusion.

NOTE: Non-operation of the Intelligent Key due to water intrusion is not covered under the vehicle warranty.

EXAMPLES OF WATER DAMAGE

Corrosion on the inside of the key cover



Figure 6

Corrosion around the battery



Figure 7

Corrosion on the circuit board

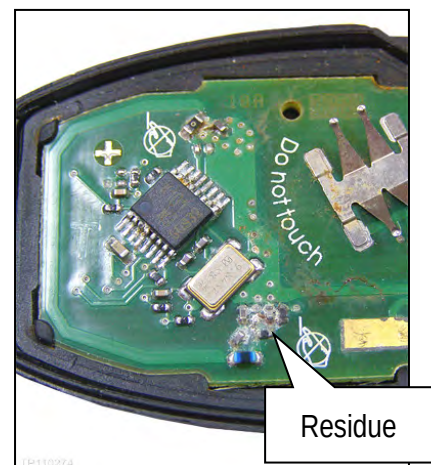


Figure 8

5. Verify that the battery is inserted correctly.

- The + side of the battery should not be showing when inserted correctly.

Make sure the + side of the battery is facing down.

Skip to step 8.



Figure 9

Steps 6 and 7 are for 2017-2018 QX30 only.

6. Open the Intelligent Key.

- a. Remove the mechanical key from the Intelligent Key by sliding the mechanical key release switch.

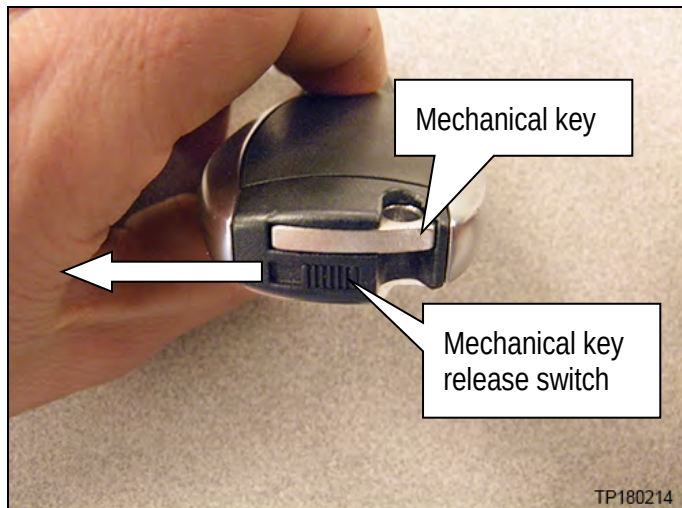


Figure 10

- b. Place a piece of tape on the end of a small flathead screwdriver.
- c. Insert the screwdriver into the slot shown in Figures 11 and 12.
- d. Push the screwdriver into the slot until the two cover pieces separate.

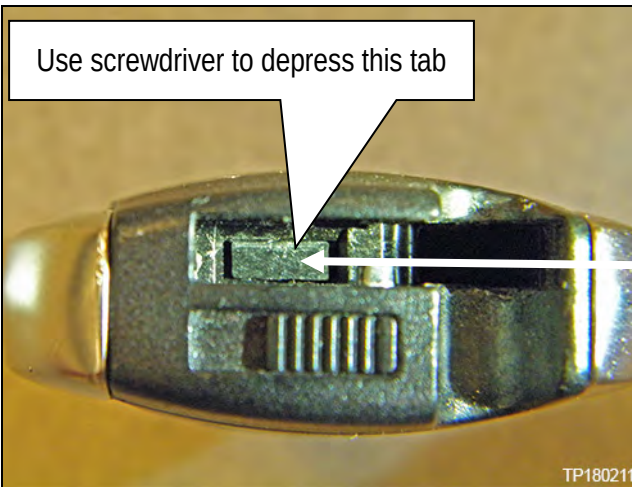


Figure 11



Figure 12

- e. Verify that the battery was inserted correctly. (+ side up)



Figure 13

- f. Remove battery from location to view board underneath.
7. Inspect the inside of the Intelligent Key for physical damage.
 - Inspect the visible interior of the Intelligent Key for physical damage such as a gouge to the board or components out of place.
 - Inspect the battery and visible interior of the intelligent key for signs of water intrusion and/or corrosion.

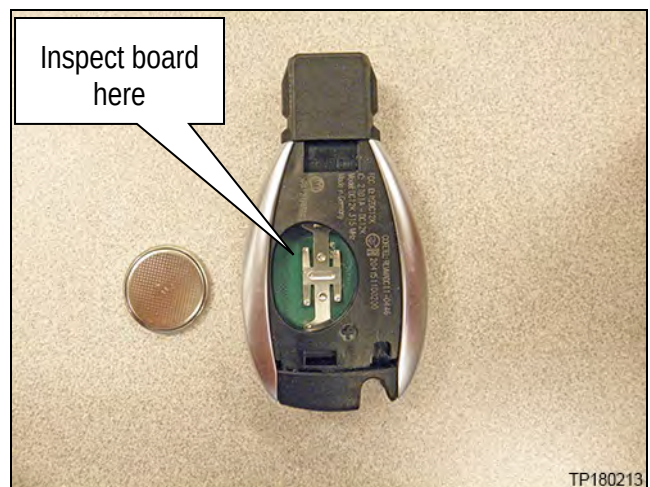


Figure 14

8. Check the battery voltage.

- Refer to the applicable Electronic Service Manual (ESM) for battery voltage inspection instructions. Depending on the vehicle, this information can be found in one of the following locations:
 - DOOR & LOCK section, “Check Intelligent Key Battery”
 - BODY, LOCK & SECURITY SYSTEM section, “Intelligent Key Battery Inspection”

9. Refer to the Electronic Service Manual (ESM) for additional Intelligent Key diagnostic and repair information.

CLAIMS INFORMATION

- The Infiniti New Vehicle Limited Warranty does not cover incidents due to physical damage. Refer to the Infiniti Assurance Products Resource Manual (APRM) for guidelines on warranty coverage. The vehicle owner's manual contains the complete details regarding the limited warranty.
- Reference the current Infiniti Flat Rate Manual for claims information and coding.

