

Classification:

Reference:

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Date:

EL19-043

ITB19-036

November 7, 2019

2019-2020 QX60; PUSH BUTTON IGNITION AND DOOR REQUEST SWITCHES INOPERATIVE

APPLIED VEHICLES: 2019-2020 QX60 (L50)
APPLIED VIN: 2019 QX60 built after 5N1(*)L0M(*)KC 512843
2020 QX60 built before 5N1(*)L0M(*)LC 526337

IF YOU CONFIRM

All of the conditions listed below are occurring on an Applied Vehicle with the Intelligent Key within range.

- The doors **will not** lock/unlock when the request switch on an exterior door handle is pressed.
- The doors **will** lock/unlock when the respective buttons are pressed on the Intelligent Key.
- The engine **will not** start when the ignition switch is pressed while depressing the brake.
- The engine **will** start when pressing the Remote Engine Start (RES) button on the Intelligent Key.
- The engine **will** start when pressing the ignition switch while holding the Intelligent Key in front of it.

ACTION

Replace the BCM.

- Refer to the Electronic Service Manual (ESM) for the procedure to replace the BCM: **ELECTRICAL & POWER CONTROL > BODY CONTROL SYSTEM > BCM > REMOVAL AND INSTALLATION > BCM (BODY CONTROL MODULE)**

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.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
BCM	284B1-9NR3A	1

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace BCM	(1)	RD94AA	ZE	32	(2)

- (1) Reference the electronic parts catalog and use the BCM Assembly as the Primary Failed Part (PFP).
(2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated Flat Rate Time (FRT).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 7, 2019	ITB19-036	Original bulletin published