



INFINITI

TECHNICAL SERVICE BULLETIN

Classification: EL22-007A	Reference: ITB22-011A	Date: September 21, 2022
------------------------------	--------------------------	-----------------------------

AUTOMATIC BACK DOOR INOPERATIVE

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2022-2023 QX60 (L51)

SERVICE INFORMATION

Refer to the information within this bulletin before performing diagnostics on an **APPLIED VEHICLE** that appears to have an inoperative automatic (power) back door (e.g., the door will not open, close, latch, etc.).

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.

- Confirm CONSULT-III plus (C-III plus) is updated to the versions listed below.
 - 2022 **APPLIED VEHICLES**: C-III plus version 222.2 or later is required.
 - 2023 **APPLIED VEHICLES**:
 - Prior to October 4, 2022: C-III plus version 222.3 and installation of the data patch using the Setup Wizard pop-up (Figure 1) is required.
 - On or after October 4, 2022: C-III plus version 223.1 or later is required.



Figure 1

NOTE: If using an older version of C-III plus, the Power Back Door (PBD) system may be missing from CAN Diag (Figure 2), and AUTO BACK DOOR system DTCs may only be visible through **Diagnosis (One System)**.

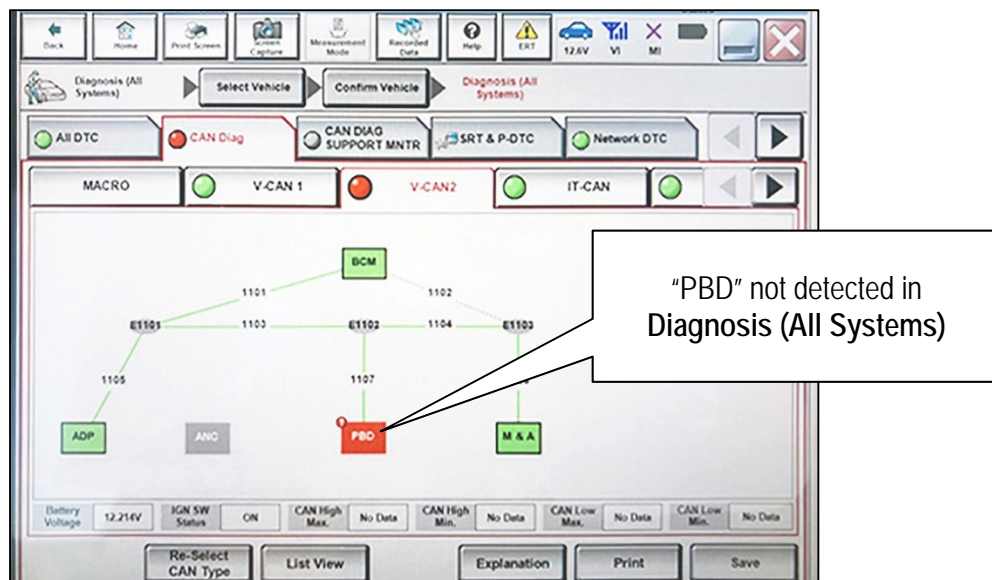


Figure 2

- If the back door lock will not release due to malfunction or battery discharge, the latch can be manually released from inside the vehicle using the opener lever.
 - The opener lever (A) is located on the metal portion of the latch (Figure 3). Push the opener lever toward the passenger (RH) side to release the latch.

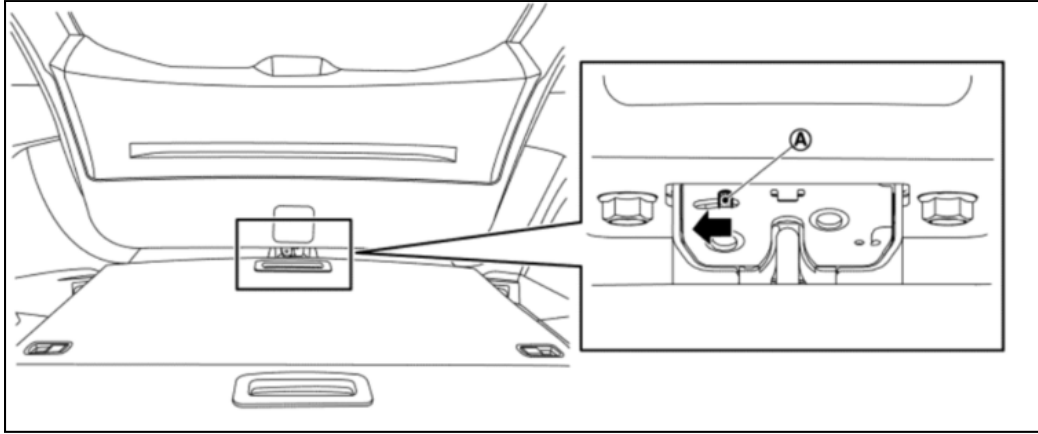


Figure 3

- If the automatic back door is cycled (opened and closed) repeatedly three (3) times:
 - DTC B2436-98 (SPINDLE MOTOR LH) and B2437-98 (SPINDLE MOTOR RH) will store, and
 - The automatic back door open function will be unavailable for a brief period as thermal protection for the spindle motors.

NOTE: Once the thermal protection cycle is complete (approximately 2 minutes), the DTCs will move to Past and normal PBD function will resume.

- When attempting to open the automatic back door, if three (3) beeps are heard and the hatch only releases or “pops open” partially without the power spindles activating, this is called “manual mode”.
 - If “manual mode” occurs more than once on the same vehicle during dealer troubleshooting, this is indicative of an issue with the hatch latch, not the Power Back Door Controller, and the latch should be replaced.

NOTE: “Manual mode” may not generate DTCs due to it being a part issue with the hatch latch.

- Refer to ASIST and the ESM if further troubleshooting is needed. Note that the Automatic Back Door Control Unit only needs to be recalibrated per the Work Procedure in CONSULT if the following work is performed:
 - Removing and installing, or replacing the Automatic Back Door Control Unit
 - Removing and installing, or replacing the Automatic Back Door Spindle Unit
 - Removing and installing, or replacing the Back Door Assembly

NOTE: Attempting to recalibrate the Automatic Back Door Control Unit while troubleshooting other components in the Power Back Door (PBD) system such as the hatch latch, electrical wiring harnesses, control buttons or touch sensors, can cause the recalibration to fail, which erroneously generates DTC B2428-54 (AUTOMATIC BACK DOOR CONTROL UNIT) and leads to unnecessary replacement of the Automatic Back Door Control Unit.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 18, 2022	ITB22-011	Original bulletin published
September 21, 2022	ITB22-011A	APPLIED VEHICLES revised, and changes made throughout SERVICE INFORMATION