



INFINITI

# TECHNICAL SERVICE BULLETIN

Classification: AN22-024	Reference: ITB22-036	Date: October 10, 2022
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## DTCS B2E4B-06, B2E60-06, B2E61-06 STORED IN THE TCU

**APPLIED VEHICLES:** 2022-2023 QX60 (L51)

### IF YOU CONFIRM

The customer experiences an issue with the INFINITI InTouch® Service remote commands,

### AND

Any of the following DTCs are present in the Telematics Control Unit (TCU):

- B2E4B-06
- B2E60-06
- B2E61-06

**NOTE:** These DTCs are caused by an issue with a cloud-server that is related to the TCU. The DTC diagnosis was mistakenly added to some ESMs and should be ignored.

### ACTION

1. Do NOT replace the TCU. Replacing the TCU will not resolve the concern.
2. Send an email to [NTB21-037@Nissan-Usa.com](mailto:NTB21-037@Nissan-Usa.com).

**IMPORTANT:** The purpose of **ACTION** (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire **SERVICE PROCEDURE** as it contains information that is essential to successfully completing this repair.

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.

## SERVICE PROCEDURE

**IMPORTANT:** Do NOT replace the TCU. Replacing the TCU will not resolve the concern.

1. Send an email to [NTB21-037@Nissan-Usa.com](mailto:NTB21-037@Nissan-Usa.com). In the email, please provide the following:
  - Name
  - Phone Number
  - Dealer Name
  - Dealer Code
  - VIN
  - DTC(s) present
  - Photo of the **Unit ID Information** screen (Figure 1).
    - The **Unit ID Information** screen can be found at: **Settings > InTouch® Services > Unit ID Information**.

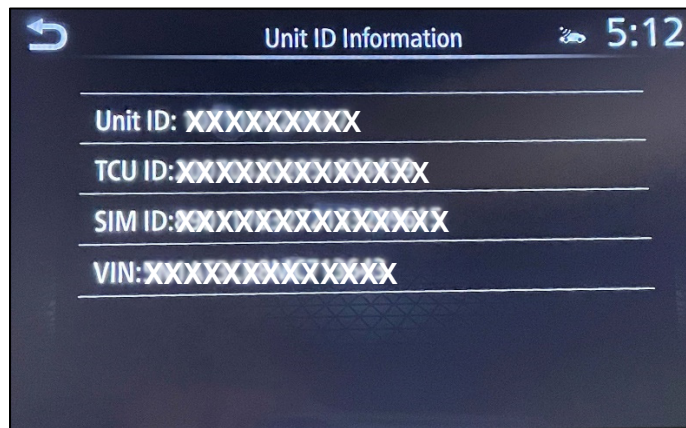


Figure 1

**NOTE:** Please allow up to 48 business hours (M-F) for an email response with next steps. Do NOT replace any parts.

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 10, 2022	ITB22-036	Original bulletin published