



TECHNICAL SERVICE BULLETIN

Classification: EL14-003G	Reference: ITB14-011G	Date: April 17, 2023
-------------------------------------	---------------------------------	--------------------------------

REMOTE ENGINE START NOT WORKING

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

APPLIED VEHICLES:	2016-2023 Q50 (V37)	2022-2023 QX55 (FJ55)
	2016-2018 Q50 Hybrid (HV37)	2015-2020 QX60 (L50)
	2017-2022 Q60 (CV37)	2015-2017 QX60 Hybrid (L50H)
	2019-2023 QX50 (J55)	2015-2023 QX80 (Z62)
APPLIED SYSTEMS:	Equipped with Remote Engine Start	

SERVICE INFORMATION

If a client states the Remote Engine Start (RES) feature is “not working”, make sure the system is properly set to operate as follows:

- The ignition is turned OFF
- The Remote Engine Start function has been switched to the ON position in **Vehicle Settings** of the vehicle information display
- The shift selector is in Park (P)
- The hood, doors, and trunk lid/lift gate are completely closed
- The other Intelligent Keys are not inside of the vehicle
- The Intelligent Key is within the operating range of 197 ft / 60 m

If the above conditions are met, RES should work. Perform steps 1-4 on the next page to verify if the system is working properly.

When there is a concern with the RES feature not working properly, make sure to verify the incident before starting any diagnosis and/or replacing parts.

For a better understanding of the RES system, refer to section **3: Pre-driving checks and adjustments > Remote Engine Start** in the vehicle owner's manual.

When diagnosing RES operation, use the **Supplemental RES Service Information** and **Supplemental Diagnosis Table** (starting on page 2) in addition to the ESM.

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.

Supplemental RES Service Information

Operate RES as instructed below to verify if the system is working properly.

1. Start the engine with the push-button ignition switch.
2. Turn the ignition OFF, and then wait six (6) seconds.
3. Exit the vehicle, make sure all doors are closed, and then lock the vehicle with the Intelligent Key.
4. Within five (5) seconds of pressing the LOCK button, point the Intelligent Key at the vehicle, and then press and hold the RES button until the turn signal lights flash and the parking lights turn ON.
 - The engine should start, the parking lights should remain ON, and the doors should remain locked while the engine is running.
 - If the above conditions do not occur, use the **Supplemental Diagnosis Table** below in addition to the ESM.

Supplemental Diagnosis Table

The engine does not start using the RES feature (see steps 1-4, above)		Possible Cause	Confirmation of Cause	Resolution
	1	ECM has not completed the shutdown procedure after engine/ignition OFF.	ECM has to end the shutdown process and save data prior to allowing RES to operate. The shutdown process takes six (6) seconds to complete after the engine/ignition is turned OFF.	Wait six (6) seconds after the engine has stopped before attempting RES activation.
	2	RES is correctly activated more than two (2) times consecutively OR RES is activated once, and with the engine running, another request is generated.	Not possible to confirm how many times RES has been activated.	Perform steps 1-4, above. This action will reset the counter.
	3	One or more Intelligent Keys for the vehicle are still inside the vehicle.	With all known Intelligent Keys outside and out of range of the vehicle, try to turn ON the ignition with push-button ignition switch. If the ignition turns ON, at least one Intelligent Key is inside the vehicle.	Find and remove all remaining Intelligent Keys from the vehicle, lock doors with the Intelligent Key, and then perform RES.

Supplemental Diagnosis Table (continued)

		Possible Cause	Confirmation of Cause	Resolution
The engine does not start using the RES feature (see steps 1-4 on page 2)	4	Doors and trunk lid/lift gate are not closed and locked.	Doors and trunk lid/lift gate may not be completely closed and locked.	Close and lock all doors and trunk lid/lift gate. Confirm both conditions in BCM Data Monitor: All doors closed - Status SW = OFF All doors locked - Status = LOCK If switches still do not show correct status, diagnose further with ESM.
	5	Door LOCK button on the Intelligent Key was not pressed prior to activating RES.	Not possible to confirm the LOCK button was pressed first.	Press the LOCK button before pressing and holding the RES button.
	6	RES button on the Intelligent Key is not held long enough.	Not possible to confirm how long RES button was held.	Hold the RES button for more than two (2) seconds to activate RES.
	7	Waited longer than five (5) seconds to activate RES after door lock operation.	Not possible to confirm how long RES was pressed after lock.	Press and hold the RES button within five (5) seconds of pressing LOCK button.
	8	Ignition switch is not in OFF position.	Verify if ignition switch position (status) is in any status other than OFF.	Change the ignition switch to OFF status.
	9	The vehicle shift selector is not in Park position.	Shift selector may look to be in Park but is not.	Verify the shift selector is in Park position. Confirm in BCM Data Monitor: PN Switch = ON (with shift selector in Park) If PN switch = OFF, diagnose further with ESM.
	10	Shift selector release button is not in released (un-pressed) position.	-	Confirm in BCM Data Monitor: Detent SW = OFF (when release button is not pressed) If Detent SW = ON, diagnose further with ESM.

Supplemental Diagnosis Table (continued)

The engine does not start using the RES feature (see steps 1-4 on page 2)		Possible Cause	Confirmation of Cause	Resolution
	11	Environmental factors block, reduce, or scramble signal strength from Intelligent Key to BCM.	Devices inside the vehicle may cause RF interference, such as after-market alarms, highway toll passes, cell phones or garage door opener remotes.	Remove all devices that may cause RF interference inside the vehicle.
	12	Stop lamp switch is misadjusted or inoperative, giving a stop lamp switch ON signal (or brake pedal is applied).	Stop lamp switch adjustment may not be within specification.	Confirm switch operation using ABS Data Monitor: Stop Lamp SW = OFF (with brake pedal released, not pressed) Adjust / replace stop lamp switch.
	13	Hood is open.	Hood may not be completely closed.	Check as needed: <ul style="list-style-type: none"> • Verify the hood is closed. • Confirm the hood switch connection is secure. • Confirm hood switch operation using IPDM Data Monitor: Hood Switch-2 = ON (when hood is closed) • Adjust / replace switch.
	14	Security system is currently activated (activation keeps engine from starting). HINT: The horn may not be heard and lights may not be flashing.	Check the security system activation by trying to start engine normally (with push-button ignition switch). HINT: The engine will not start with the security system activated.	Turn OFF/deactivate the security system (unlock doors with Intelligent Key). If condition persists, diagnose further using ESM.
	15	RES is attempted from within the vehicle.	RES can only operate from outside the vehicle with doors locked.	Exit the vehicle WITH the Intelligent Key, lock the doors, and active RES within five (5) seconds.
	16	Specific DTCs (B261B, B26FE, B26FD) may prevent RES from operating.	Confirm with C-III plus that no DTCs are stored.	Clear DTC(s) with C-III plus. If DTC(s) persist, perform further diagnosis using the ESM.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 19, 2014	ITB14-011	Original bulletin published
January 5, 2015	ITB14-011a	APPLIED VEHICLES section revised
June 20, 2016	ITB14-011b	Title, and APPLIED VEHICLES and SERVICE INFORMATION sections revised
July 27, 2016	ITB14-011c	Supplemental Diagnosis Table revised
August 13, 2019	ITB14-011d	APPLIED VEHICLES and Supplemental Diagnosis Table revised
October 18, 2019	ITB14-011e	APPLIED VEHICLES and page 1 revised
January 26, 2022	ITB14-011F	APPLIED VEHICLES revised
April 17, 2023	ITB14-011G	APPLIED VEHICLES revised