



INFINITI

TECHNICAL SERVICE BULLETIN

Classification:

BT23-007

Reference:

ITB23-018

Date:

May 11, 2023

AUTOMATIC BACK DOOR PARTIALLY OPENS

APPLIED VEHICLES: 2022-2023 QX60 (L51)
APPLIED DATES: Built on or before July 29, 2022
APPLIED GRADES: Luxe, Sensory, Autograph

IF YOU CONFIRM

The automatic back door will only open partially and then will change to “manual mode” when using the Intelligent Key, back door request button, or the interior dash button,

OR

Any one or combination of the DTCs listed below are stored in **AUTO BACK DOOR ECU**.

- U2154-87 CAN Comm Circuit
- B2417-15 Touch Sensor Circuit LH Open
- B2416-15 Touch Sensor Circuit RH Open
- B2426-25 Spindle Sensor LH
- B2427-11 Spindle Sensor RH
- B2437-13 Spindle Motor RH

ACTION

Replace the Automatic Back Door Control Unit.

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:

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.):

- Confirm that the **Power Back Door** is set to “ON” in the **Vehicle Settings** menu of the Vehicle Information Display.
 - a. To access/change the Power Back Door setting, use the scroll dial and the Left/Right buttons on the steering wheel to navigate to the **Vehicle Settings** menu.
 - b. If **Power Back Door** is “OFF” toggle to “ON”.



Figure 1

1. Replace the Automatic Back Door Control Unit.
 - Refer to the ESM: **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > DOOR & LOCK > REMOVAL AND INSTALLATION > AUTOMATIC BACK DOOR CONTROL UNIT > Removal and Installation**
2. Perform **ADDITIONAL SERVICE WHEN REPLACING AUTOMATIC BACK DOOR CONTROL UNIT**.
 - Refer to the ESM: **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > DOOR & LOCK > BASIC INSPECTION > ADDITIONAL SERVICE WHEN REPLACING AUTOMATIC BACK DOOR CONTROL UNIT > Description**

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
CONTROLLER ASSY-POWER, BACK DOOR	284G0-6SA5C	1

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Remove and Replace the Back Door Control Unit	(1)	RD53AA	ZE	32	(2)

- (1) Reference the electronic parts catalog and use the CONTROLLER ASSY-POWER, BACK DOOR (284G0-*****) as the Primary Failed Part (**PFP**).
- (2) Reference the current Infiniti Warranty Flat Rate Manual and use the indicated Flat Rate Time (**FRT**).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
May 11, 2023	ITB23-018	Original bulletin published

