



I N F I N I T I

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TECHNICAL SERVICE BULLETIN

Classification: KS13-051E	Reference: ITB13-052E	Date: May 20, 2024
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INTELLIGENT KEY NOT DETECTED / ENGINE WILL NOT START

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

APPLIED VEHICLES: All Infiniti vehicles equipped with Intelligent Key except 2022-2024 QX60 (L51)

SERVICE INFORMATION

Intelligent Key systems on the **APPLIED VEHICLES** use two (2) different Radio Frequencies (RF) that are similar to other wireless devices: 315 MHz and 433 MHz.

In the event another wireless device (e.g., aftermarket alarm system) is transmitting at the same time as an Intelligent Key, it can interfere with the Intelligent Key signals being received by the BCM.

If there is interference with Intelligent Key signals, the following symptoms may occur:

- The Intelligent Key is not detected, causing:
 - The engine to **not** start (no response when the Stop/Start button is pressed)
 - "I-Key System Error" displayed in the instrument cluster
 - "No I-Key Detected" displayed in the instrument cluster
- Intermittent operation of the buttons on the remote (Key FOB)
- Intermittent operation of the door request switches

The above symptoms are usually intermittent and can be difficult to diagnose.

If a vehicle has experienced the above symptoms, or a client has reported the above symptoms, refer to **Supplemental Diagnosis / Information** on the next page.

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.

HINT:

- The diagnostic items listed below should be checked before replacing any parts or performing any repairs.
- Refer to the appropriate Electronic Service Manual (ESM) for complete Intelligent Key system diagnosis and repair information.

Supplemental Diagnosis / Information

- Intelligent Key fob battery check:
 - Use Signal Tech II **IKEY Battery Test** to confirm the battery state of charge.
 - If the vehicle is not supported by Signal Tech II, refer to appropriate ESM, section **Door & Lock** for proper battery voltage testing procedure.
- Location of Intelligent Key:
 - An Intelligent Key should **not** be stored where the RF signal can be obstructed by nearby metal objects. This includes purses/back packs with RFID blocking material, which could prevent proper Intelligent Key operation by obstructing the RF signal.
- Interference from other personal devices:
 - Confirm the Intelligent Key is not placed in close proximity to phones, other Intelligent Keys, highway PASS Card, USB charger, Personal Computer (PC) charger, etc. that may be transmitting similar RF signals.
 - Technician should remove all devices from vehicle while diagnosing/duplicating the client's issue.

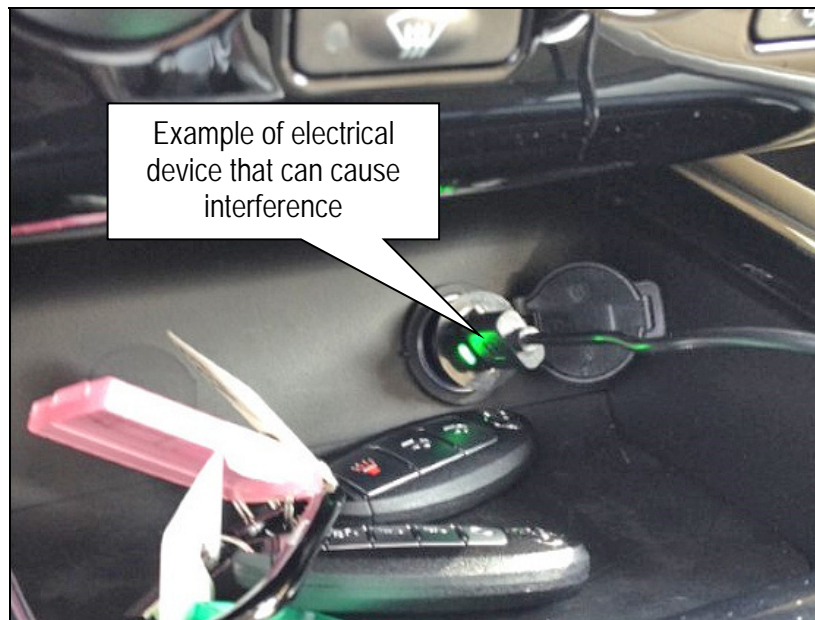


Figure 1

- If none of the above are causing symptoms, check the following:
 - Inspect the vehicle for the presence of an aftermarket alarm system or radar detector.

HINT: RF signals coming from the vehicle surroundings can interfere with the Intelligent Key signals (e.g., radar detectors or aftermarket alarm systems in other vehicles, or RF signals from surrounding buildings).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
December 11, 2013	ITB13-052	Original bulletin published
November 29, 2016	ITB13-052A	APPLIED VEHICLES updated
March 26, 2018	ITB13-052B	APPLIED VEHICLES updated
March 12, 2021	ITB13-052C	Classification Number updated
February 22, 2022	ITB13-052D	APPLIED VEHICLES updated
May 20, 2024	ITB13-052E	APPLIED VEHICLES updated and "NOTE" references changed to "HINT"

