



I N F I N I T I

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TECHNICAL SERVICE BULLETIN

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| Classification: KS17-043C | Reference: ITB17-060C | Date: May 20, 2024 |
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INTELLIGENT KEY INITIALIZATION PROCEDURE STOPS OR WILL NOT CONTINUE

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

APPLIED VEHICLES: 2017-2024 Q50 (V37)
2017-2019 Q50 Hybrid (V37)
2017-2022 Q60 (V37)
2017-2020 QX60 (L50)
2017-2019 QX60 Hybrid (L50H)

SERVICE INFORMATION

When the initialization procedure being performed with a new or existing Intelligent Key is interrupted (the procedure stops or will not continue), the BCM may be left in learn mode and will not function until it returns to normal mode. Under this condition, the BCM and Intelligent Key(s) will not function normally. If this condition occurs, the BCM must be returned to normal mode and the initialization procedure started over.

To get back to the beginning of the initialization procedure, use one of the following procedures:

- Successfully perform the initialization procedure using one of the original Intelligent Keys twice consecutively.
 - Each successful initialization will follow with two (2) quick tones.

OR

- When the initialization procedure cannot be successfully performed twice (more than two quick tones), perform the initialization procedure five (5) times using the inoperative "failed" Intelligent Key.
 - Initialization does not need to be successful when performed five (5) times.

When returning to normal operating mode, the initialization procedure for all Intelligent Keys may be started again.

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

AMENDMENT HISTORY

| PUBLISHED DATE | REFERENCE | DESCRIPTION |
|-------------------|------------|---------------------------------|
| December 18, 2017 | ITB17-060 | Original bulletin published |
| March 17, 2021 | ITB17-060A | Classification Number updated |
| February 22, 2022 | ITB17-060B | Updated APPLIED VEHICLES |
| May 20, 2024 | ITB17-060C | Updated APPLIED VEHICLES |

