



I N F I N I T I

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TECHNICAL SERVICE BULLETIN

Classification: BT24-005	Reference: ITB24-011	Date: September 24, 2024
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OUTSIDE DOOR HANDLE NOT FULLY EXTENDING

APPLIED VEHICLES: 2025 QX80 (Z63)

APPLIED DATES: Built on or before July 10, 2024

IF YOU CONFIRM

The client has experienced any Outside Door Handle sticking or not fully extending when unlocking the vehicle.

ACTION

Follow the **SERVICE PROCEDURE** to:

1. Use the supplied Alignment Fixture to adjust the affected Outside Door Handle to the proper location.
2. Confirm the Outside Door Handle extends completely when unlocking the vehicle.

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.

SPECIAL TOOLS

- Outside Door Handle Alignment Fixture Set (Left and Right) - NI-53388

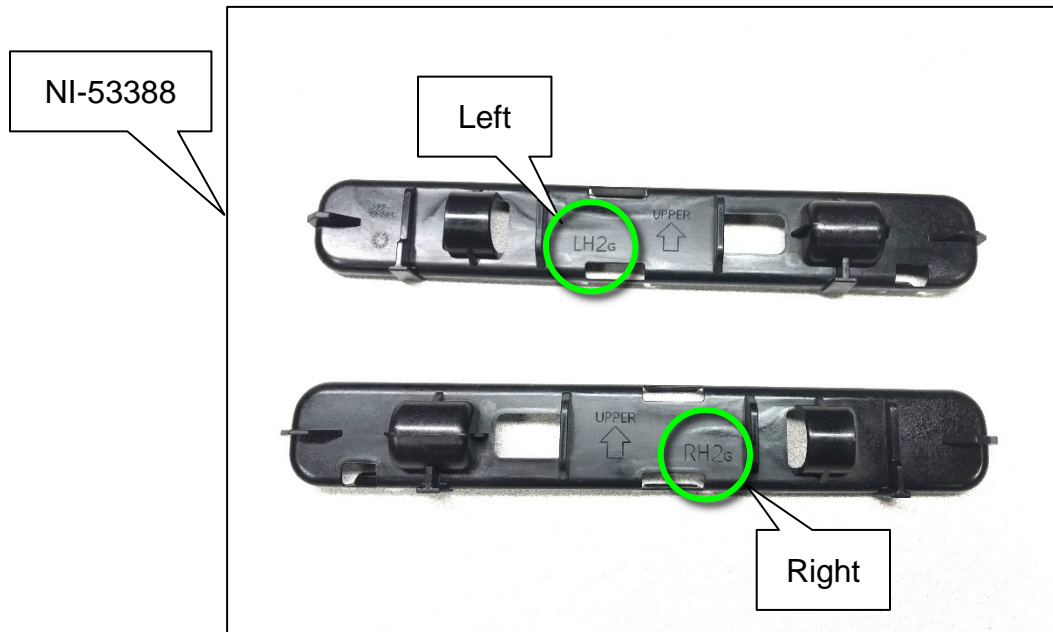


Figure 1

- Special tool set NI-53388 was sent to retailers on September 6th, 2024.
- Additional tools are available from Tech•Mate online: www.techmatetools.com, or by phone: 1-833-397-3493.
- Non-metallic Clearance Measurement Gauge Set - NI-53375

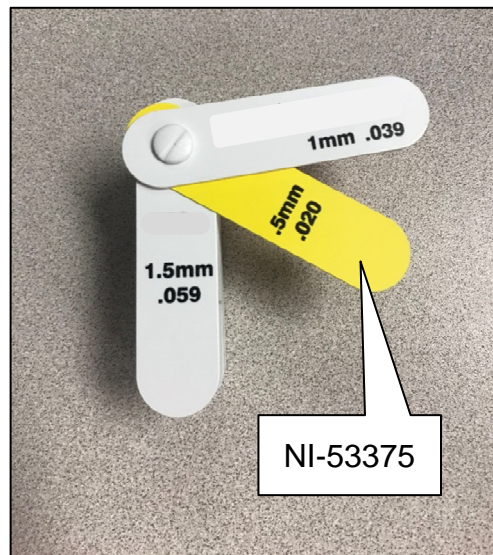


Figure 2

- Special tool NI-53375 is available from Tech•Mate online: www.techmatetools.com, or by phone: 1-833-397-3493.
- Equivalent Non-Metallic Clearance Gauge Sets are available online.

SERVICE PROCEDURE

Front Outside Door Handle Adjustment Procedure

HINT:

This procedure displays the Front Passenger (RH) side.
The Front Driver (LH) side will be a mirror image.

1. Remove the Front Door Finisher and place in a safe and clean area to prevent damage.
 - Refer to the ESM: **BODY INTERIOR > INTERIOR > REMOVAL AND INSTALLATION > FRONT DOOR FINISHER > FRONT DOOR FINISHER > Removal and Installation**
2. Close the Door Latch manually using a suitable tool.
 - Place a suitable tool into the Door Latch and push the Door Latch until it is closed as shown in Figure 3.



Figure 3

- Carefully place the Front Door Finisher near the Door and temporarily reconnect the Power Window Switch Harness Connector as shown in Figure 4.

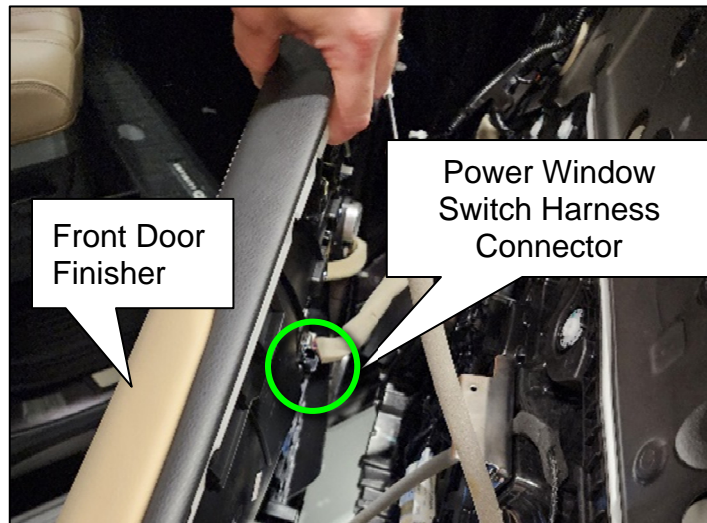


Figure 4

- Press the Ignition Button one (1) time to turn the ignition ON.
- Using the Power Window Switch, lower the Door Glass to allow access to the Regulator Release Clips. While lowering the Door Glass, look through the Regulator Rear Access Hole until the Regulator Release Clip is centered with the access hole as shown in Figure 5 and Figure 6.

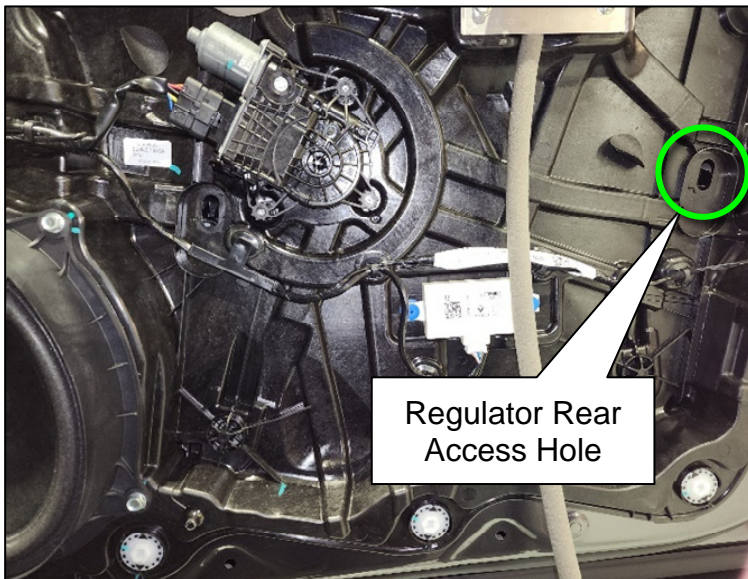


Figure 5



Figure 6

- Press the Power Door Lock Switch to lock the Doors and retract the Outside Door Handles.

HINT: All other Doors need to be closed in order for the Outside Door Handles to retract.

7. Press the Ignition Button one (1) time to turn the ignition OFF.
8. Disconnect the Power Window Switch Harness Connector and place the Front Door Finisher in a safe and clean area to prevent damage.
9. Separate the Door Glass from the Window Regulator.
 - Apply and hold light upward pressure on the Door Glass.
 - Starting with the Regulator Rear Access Hole, insert a small flathead screwdriver into the Regulator Retaining Clip and push the Regulator Retaining Clip inward to release the Door Glass from the clip as shown in Figure 7 and Figure 8.
 - Raise the rear of the Door Glass out of the Regulator Retaining Clip to separate the Door Glass from regulator at the rear.
 - Next, go to the Regulator Front Access Hole and insert a small flathead screwdriver into the Regulator Retaining Clip and push the Regulator Retaining Clip inward to release the Door Glass from the clip as shown in Figure 7 and Figure 8.
 - Raise the front of the Door Glass out of the Regulator Retaining Clip to separate the Door Glass from the Window Regulator at the front.

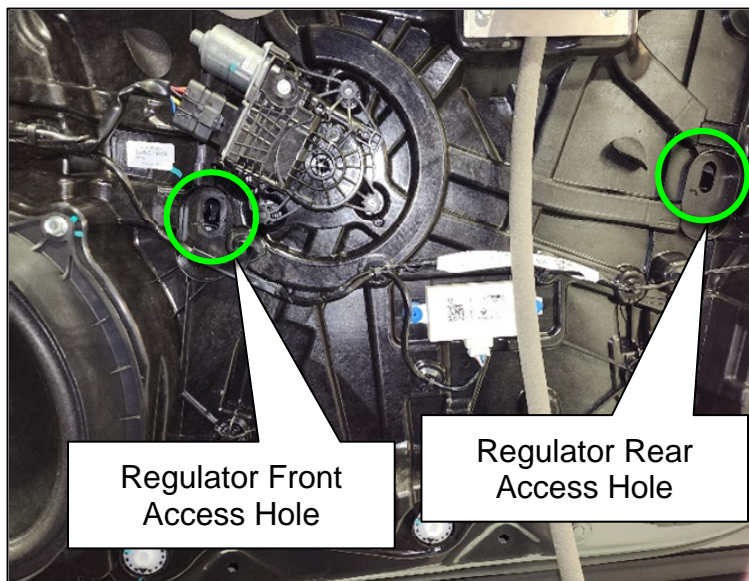


Figure 7

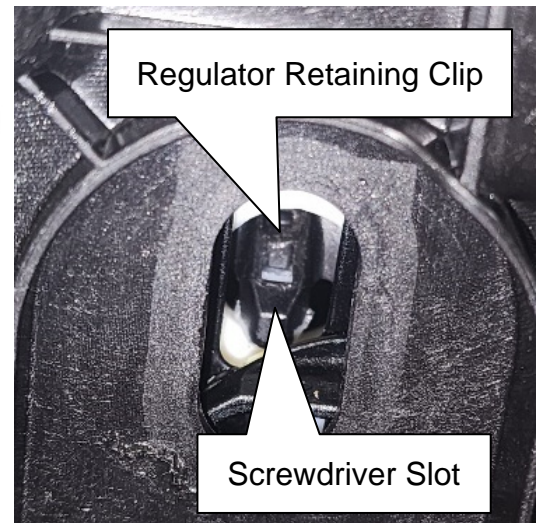


Figure 8

- Raise the Door Glass all the way to the top evenly.

HINT: This portion requires two (2) people and avoids removing the Door Glass from the Door. Use a suitable Masking Tape.

- Operator 1 – Evenly raise the Door Glass all the way to the top and hold it.
- Operator 2 – Apply two (2) long strips of a suitable Masking Tape to the Door Glass to hold the Door Glass in place as shown in Figure 9.



Figure 9

10. Remove the Front Door Module Assembly but do not remove the Front Door Glass.
 - Refer to the ESM: **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > GLASS & WINDOW SYSTEM > REMOVAL AND INSTALLATION > FRONT DOOR GLASS > FRONT DOOR MODULE ASSEMBLY > Removal and Installation**

- Using a ratchet, 6 in. extension, and 10mm socket, loosen the three (3) Outside Door Handle Base Nuts $\frac{1}{4}$ to $\frac{1}{2}$ of a turn as shown in Figure 10. If the Outside Door Handle Base does not move, loosen the three (3) Nuts $\frac{1}{4}$ of a turn more.

HINT: The Nuts only need to be loosened but not removed.

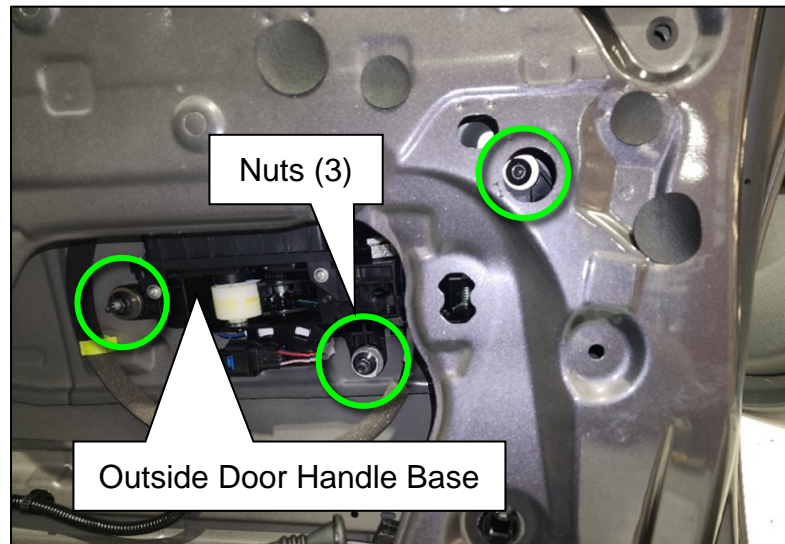


Figure 10

- Manually open the Outside Door Handle to install the Alignment Fixture.
 - Push inward on the front edge of the Outside Door Handle to release the rear edge.

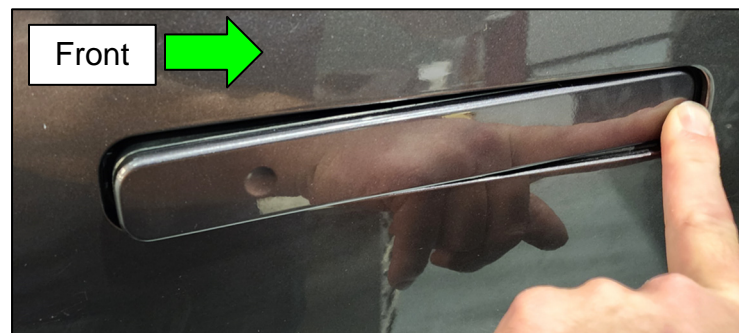


Figure 11

- Pull the rear edge of the Outside Door Handle away from the Door.



Figure 12

- Install the Alignment Fixture to the Outside Door Handle
 - Grasp the center of the Outside Door Handle and pull it outward as shown in Figure 13.



Figure 13

- Install the appropriate side Alignment Fixture (Left or Right - depending on which side of vehicle) onto the Outside Door Handle as shown in Figure 14.

HINT: Ensure the Alignment Fixture is snapped down completely at both ends of the Outside Door Handle.



Figure 14

- Slowly allow the Outside Door Handle to retract.

13. Using light pressure, push the Outside Door Handle Base on the inside slightly upward and toward the front of the Door as shown in Figure 15.

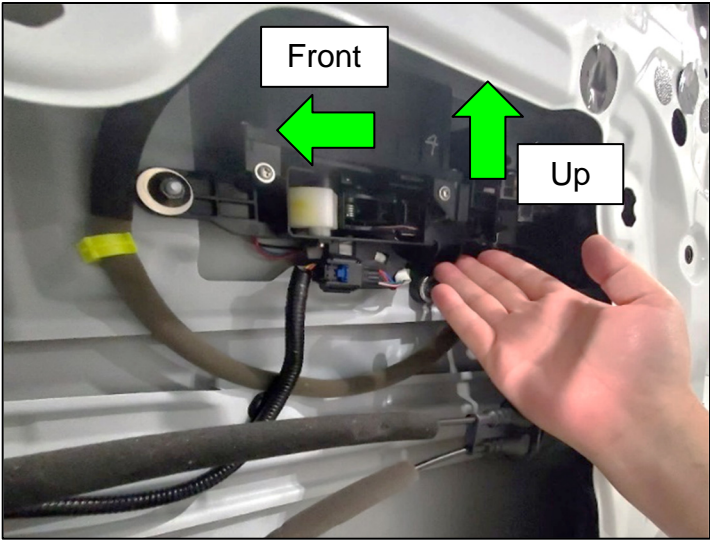


Figure 15

14. While holding slightly upward and forward pressure on the Outside Door Handle Base from the inside, torque the three (3) Door Handle Nuts in sequence (1, 2, 3) as shown in Figure 16.

- Outside Door Handle Base torque: 5.5 N•m (0.56 kg-m, **49 in-lb**)

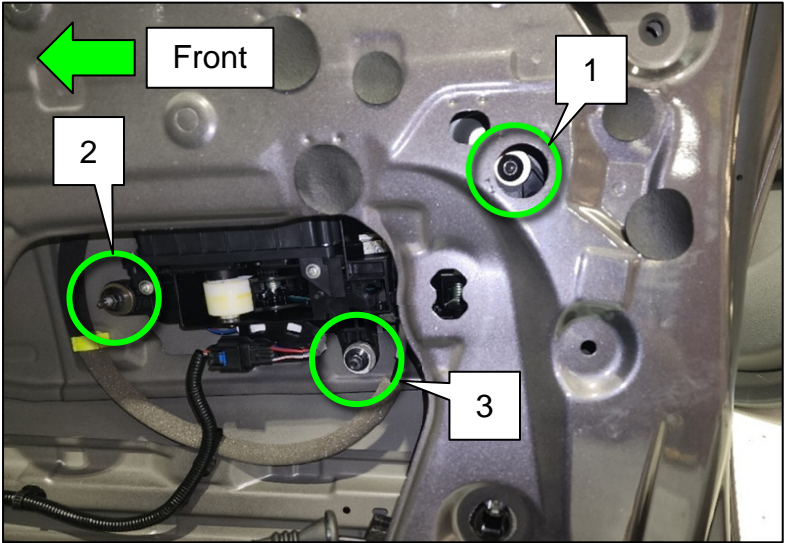


Figure 16

15. Carefully remove the Alignment Fixture starting with the front side of the Door Handle as shown in Figure 17.

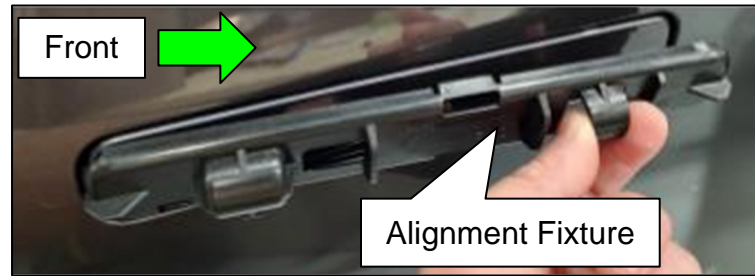


Figure 17

16. Verify the gap between the Outside Door Handle and the Door at the rear is larger than 1.5mm.
 - Carefully attempt to insert a 1.5 mm Non-metallic Clearance Measurement Gauge approximately 4mm into the rear gap between the Outside Door Handle and Door as shown in Figures 18 and 19.
 - If the gap is less than 1.5mm, repeat Steps 11-16 starting on page 7 for readjusting the Front Outside Door Handle.

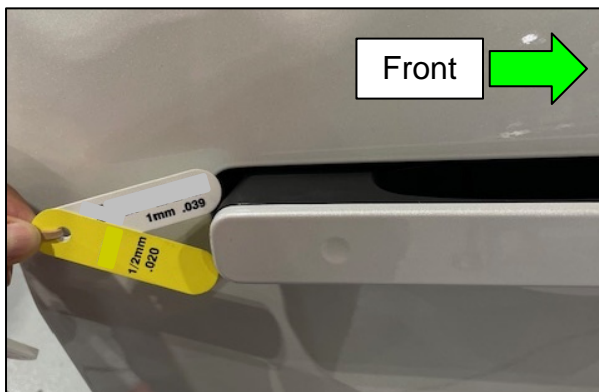


Figure 18

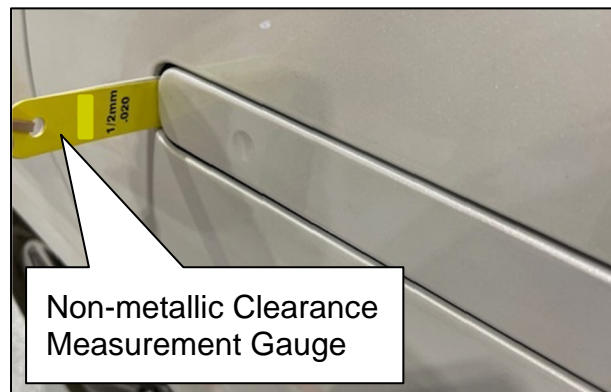


Figure 19

17. Check operation of the Outside Door Handle and re-install components in reverse order of removal according to ESM.

Rear Outside Door Handle Adjustment Procedure

HINT:

This procedure displays the Rear Passenger (RH) side.
The Rear Driver (LH) side will be a mirror image.

18. Remove the Rear Door Finisher and place in a safe and clean area to prevent damage.

- Refer to the ESM: **BODY INTERIOR > INTERIOR > REMOVAL AND INSTALLATION > REAR DOOR FINISHER > REAR DOOR FINISHER > Removal and Installation**

19. Close the Door Latch manually using a suitable tool.

- Place the suitable tool into the Door Latch and push the Door Latch until it is closed as shown in Figure 20.



Figure 20

20. Press the Power Door Lock Switch to lock the Doors and retract the Outside Door Handles.

HINT:

- The Front Door Glass should be down to allow access to reach inside to press the Power Door Lock Switch.
- All other Doors need to be closed in order for the Outside Door Handles to retract.

21. Remove the Rear Door Inner Frame Rear.

- Refer to ESM: **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > GLASS & WINDOW SYSTEM > REMOVAL AND INSTALLATION > REAR DOOR GLASS > REAR DOOR INNER FRAME > Removal and Installation**

HINT: Rear Door Inner Frame Front does not need to be removed for this repair.

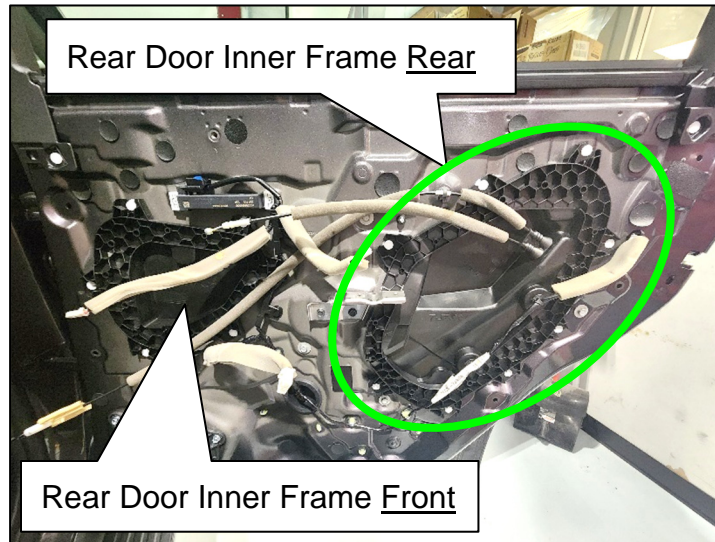


Figure 21

22. Remove the Access Hole Seal Sticker covering the Outside Door Handle access hole located directly above the Door Lock Actuator Harness Connector and temporarily attach the Access Hole Seal Sticker to the Door.

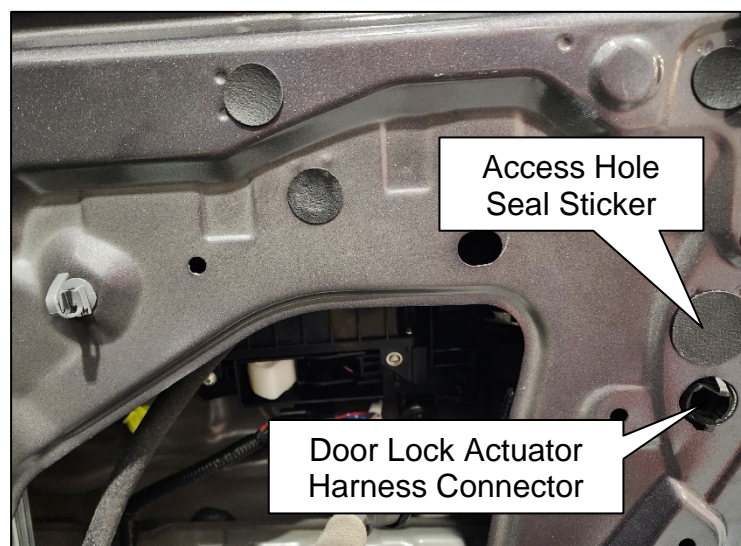


Figure 22

23. Using a ratchet, 4 in. extension, and 10mm socket, loosen the three (3) Outside Door Handle Base Nuts $\frac{1}{4}$ to $\frac{1}{2}$ of a turn. If the Outside Door Handle Base does not move, loosen the three (3) Nuts $\frac{1}{4}$ of a turn more.

HINT: The Nuts only need to be loosened but not removed.

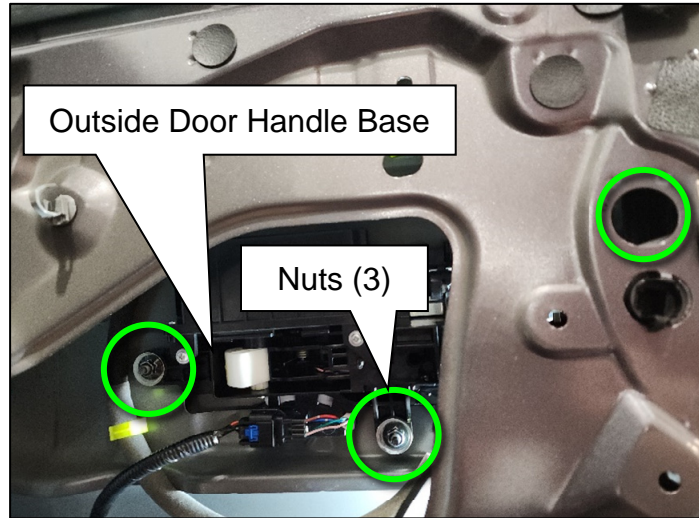


Figure 23

24. Manually open the Outside Door Handle to install the Alignment Fixture.

- Push inward on the front edge of the Outside Door Handle to release the rear edge.

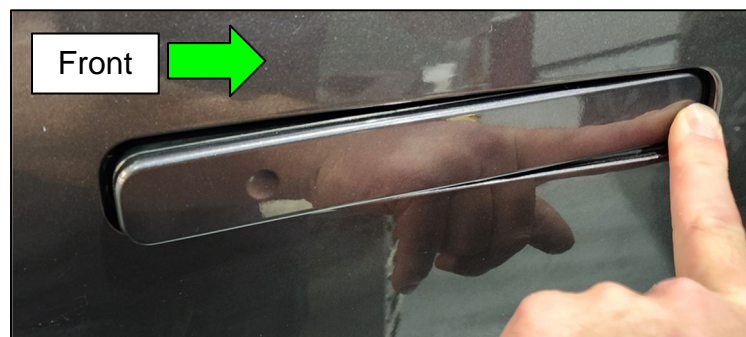


Figure 24

- Pull the rear edge of the Outside Door Handle away from the Door.

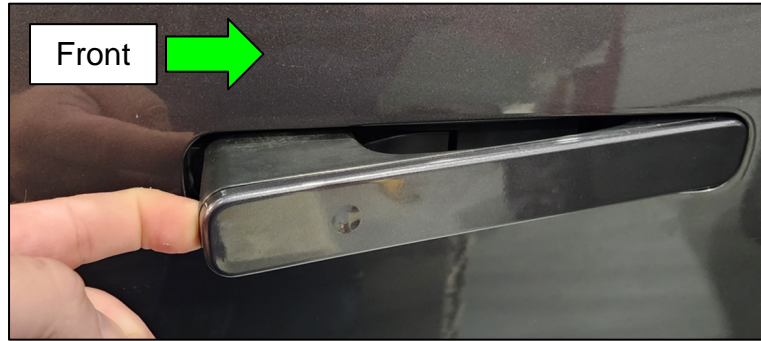


Figure 25

- Install the Alignment Fixture to the Outside Door Handle
 - Grasp the center of the Outside Door Handle and pull it outward as shown in Figure 26.



Figure 26

- Install the appropriate Alignment Fixture (Left or Right - depending on which side of vehicle) onto the Outside Door Handle as shown in Figure 27.

HINT: Ensure the Alignment Fixture is snapped down completely at both ends of the Outside Door Handle.



Figure 27

- Slowly allow the Outside Door Handle to retract.

25. Using light pressure, push the Outside Door Handle Base on the inside slightly upward and toward the front of the Door as shown in Figure 28.

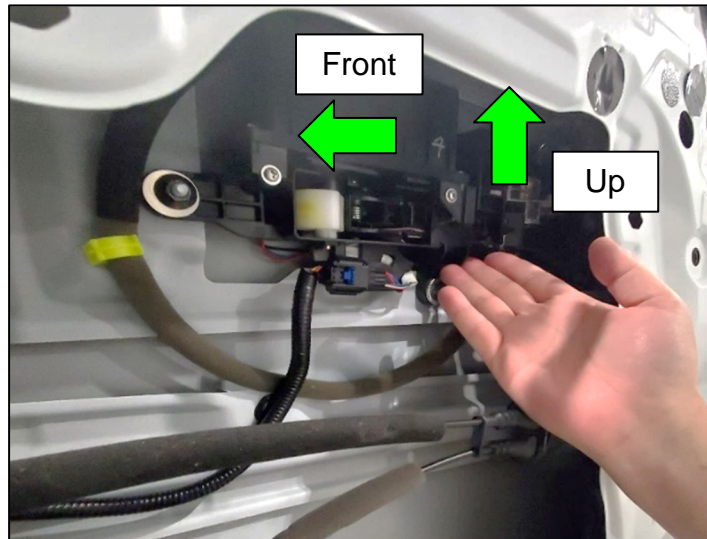


Figure 28

26. While holding slightly upward and forward pressure on the Outside Door Handle Base from the inside, torque the three (3) Door Handle Nuts in sequence (1, 2, 3) as shown in Figure 29.

- Outside Door Handle Base torque: 5.5 N•m (0.56 kg-m, **49 in-lb**)

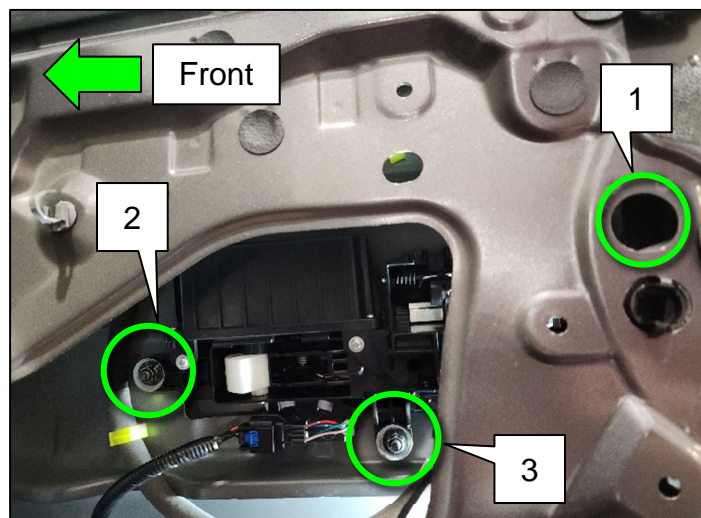


Figure 29

27. Carefully remove the Alignment Fixture starting with the front side of the Outside Door Handle as shown in Figure 30.

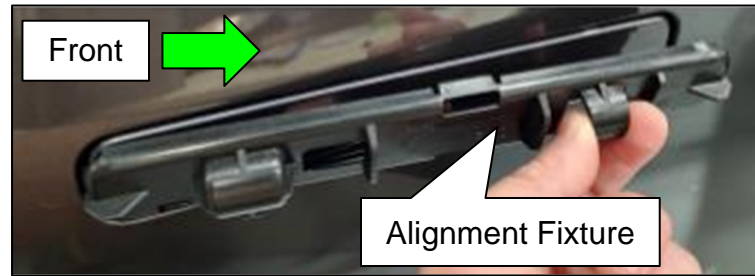


Figure 30

28. Verify the gap between the Outside Door Handle and the Door at the rear is larger than 1.5mm.
- Carefully attempt to insert a 1.5 mm Non-metallic Clearance Measurement Gauge approximately 4mm into the rear gap between the Outside Door Handle and Door as shown in Figures 31 and 32.
 - If the gap is less than 1.5mm, repeat Steps 23-28 starting on page 13 for readjusting the Rear Outside Door Handle.

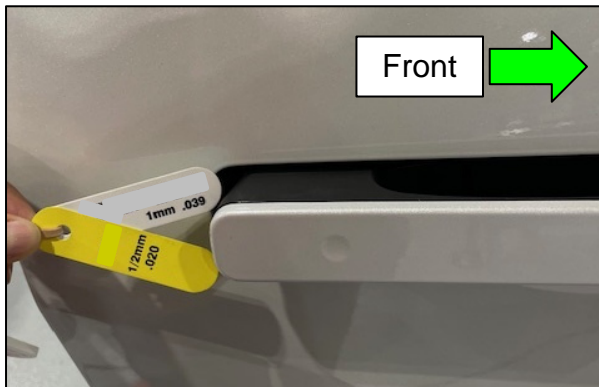


Figure 31

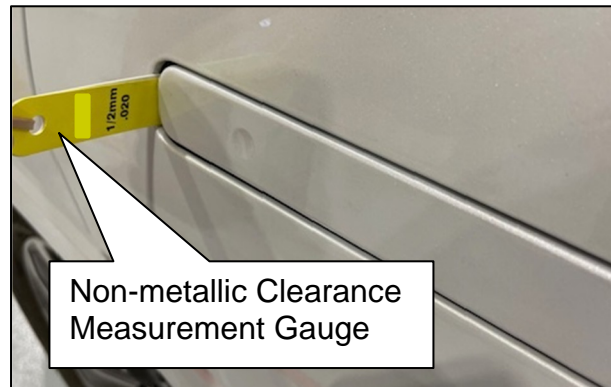


Figure 32

29. Check operation of the Outside Door Handle and re-install components in reverse order of removal according to ESM.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Masking Tape	(1)	As needed

- (1) This item can be found in local hardware stores or online.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Adjust One Front Outside Door Handle	(1)	BX8QAA	ZE	32	0.8 (2)

- (1) Reference the electronic parts catalog and use the Front Door Handle as the Primary Failed Part (PFP).
- (2) Separate lines for Driver and Passenger Sides

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Adjust One Rear Outside Door Handle	(1)	BX8RAA	ZE	32	0.6 (2)

- (1) Reference the electronic parts catalog and use the Rear Door Handle as the Primary Failed Part (PFP).
- (2) Separate lines for Driver and Passenger Sides

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
September 24, 2024	ITB24-011	Original bulletin published