

TECHNICAL SERVICE BULLETIN

Classification:	Reference:	Date:
EC26-013	ITB26-006	May 21, 2026

ENGINE NO START WITH KEY SYSTEM ERROR AND DTC B2C20-24 STORED IN THE BCM

APPLIED VEHICLES: 2026 QX60 (L51)
APPLIED DATES: AWD built on or before September 4, 2025
 FWD built on or before September 8, 2025

IF YOU CONFIRM

The customer states the engine will not start and "Key System Error" warning is displaying in the Information Display (Combination Meter) (Figure 1),

AND

DTC B2C20-24 for "STARTER CONTROL RELAY" is stored in the BCM.

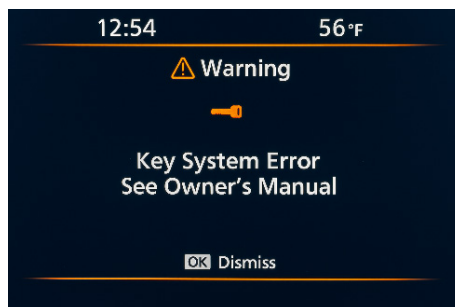


Figure 1

HINT: This DTC and warning message (Figure 1) may occur if the customer does not place the vehicle in Park Gear according to the Owner's Manual for shifter operation.

ACTION

1. Confirm the current ECM part number.
2. Confirm the current TCM part number.
3. Reprogram the ECM, and then the TCM, if applicable.
4. Erase the DTCs.

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

- Using CONSULT 4, confirm the current ECM and TCM part numbers and write them on the repair order.
 - If both the ECM and TCM numbers match the part numbers in **Table A**, continue to step 2 below.
 - If both the ECM and TCM numbers do not match the part numbers in **Table A**, this bulletin does not apply. Go back to ASIST for further diagnostic and repair information.

Table A

MODEL	YEAR	CURRENT ECM PART NUMBER: 23761 -	CURRENT TCM PART NUMBER: 31039 -
QX60	2026	9NV1E, 9NV2E, 9NV4E 9NV5E, 9NV6E	9PU0A, 9PU0B, 9PU0C, 9PU0D

⚠ WARNING ⚠ CAUTION NOTICE

If you are not familiar with the CONSULT Reprogramming procedure, refer to the CONSULT Operation Manual and the Electronic Service Manual (ESM) for steps to reprogram an Electronic Control Unit (ECU). Follow all precautions in both manuals to prevent possible personal injury or death and/or damage to the ECU.

- Reprogram the ECM, and then reprogram the TCM.

IMPORTANT: When using CONSULT 4, follow the “Vehicle Menu” and select the **Vehicle reprogramming** option under “Tool Menu” to reprogram the ECU.

HINT: When the “perform idle air volume learning” screen appears during “After ECU data writing”, select **END** to skip.

- After erasing all DTCs, print a copy of the CONSULT screen showing the before and after part numbers of the control units and attach it to the repair order.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram ECM & TCM	(1)	RXL3AA	ZE	32	0.9

- Reference the electronic parts catalog and use the TCM (310F6-*****) as the Primary Failed Part (**PFP**).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
May 21, 2026	ITB26-006	Original bulletin published