

Classification:

EL12-008

Reference:

ITB12-005

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## DOOR LOCK/UNLOCK INOPERATIVE WITH INTELLIGENT KEY

**APPLIED VEHICLES:** All 2007 and newer Infiniti with Intelligent Key system

### SERVICE INFORMATION:

If the doors will not lock/unlock using the Intelligent Key buttons and/or the Door Request Switch; before replacing any component:

- a. Review the door lock/unlock Diagnostic Items in this bulletin, and
- b. Follow all diagnostic steps in the appropriate Service Manual.

**NOTE:** The Intelligent Key door lock/unlock functions are controlled by several components. Proper diagnostic steps should be performed before replacing any part. The BCM (Body Control Module) is usually **not the cause** of an inoperative condition.

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 dealer to determine if this applies to your vehicle.

## DIAGNOSTIC ITEMS

**NOTE:** When testing door lock/unlock with Intelligent Key:

- Set the ignition switch position to OFF or LOCK.
- Put the shift lever in Park.
- Intelligent key is not inserted into key slot (if equipped).
- All doors are closed.
- Intelligent key is outside the vehicle and 6 feet or less from the request switch.
- As needed, refer to Figure 2 on page 3.

### Check operation of the door locks with the power door lock switch.

- If a door will lock/unlock with the power door lock switch on the inside door panel, then the actuator is OK and the wiring between the actuator and BCM is OK.
- If needed, refer to the appropriate Service Manual to diagnose and repair the power door lock system.

### Check signals from the Intelligent Key and the vehicle antenna using Signal Tech II.

- Follow the Signal Tech II instruction manual for Intelligent Key Testing.
- The Signal Tech II instruction manual is found in ASIST under Tools & Equipment.

### Correct any no-signal or low-signal conditions:

- If there is no-signal or low-signal from the Intelligent Key, inspect the Intelligent Key and its battery.
  - Refer to ITB08-051 for intelligent key inspection.
  - Refer to the appropriate Service Manual for battery test procedure.
  - Intelligent Key battery voltage must be above 2.8 volts.
  - If the battery voltage is OK, replace the Intelligent Key.
- If there is no-signal or low-signal from the outside door handle antenna, check the antenna.
  - Refer to the appropriate Service Manual for antenna diagnostic and repair procedure.



Figure 1

## Confirm the BCM is receiving door lock/unlock signals

- Use C-III or C-III plus > Intelligent Key > Data Monitor.
- REQ SW -DR/AS will change OFF > ON as Door Request Switch is pressed.
- RKE - LOCK/UNLOCK will change OFF > ON as the buttons on the Intelligent Key (keyfob) are pressed.

		Line Graph	Single List
	BCM	REQ SW -DR	Off
	BCM	REQ SW -AS	Off
	BCM	RKE-LOCK	Off
	BCM	RKE-UNLOCK	Off

NG – Repair as needed. Refer to the appropriate Service Manual

**NOTE:** The Remote Keyless Entry Receiver must confirm the NATS / Intelligent Key is registered before the doors will lock/unlock with Request Switch or the Intelligent Key (keyfob) buttons.

## Confirm NATS / Intelligent Key registration

- Refer to the appropriate Service Manual and C-III / C-III plus operators manual for NATS / Intelligent Key registration confirmation.

## Example of the Intelligent Key Door Lock/Unlock system

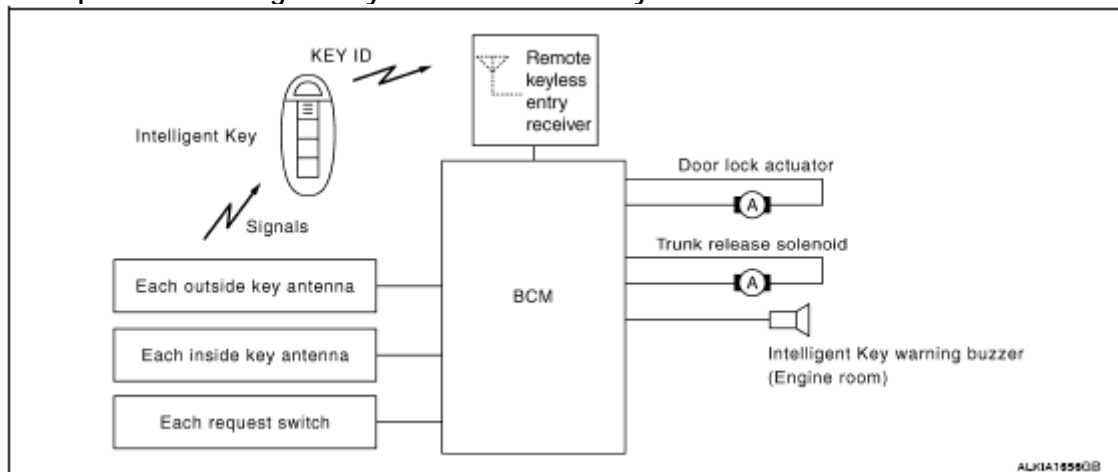


Figure 2