

TECHNICAL SERVICE BULLETIN

Classification:

BT21-013A

Reference:

ITB21-021A

Date:

October 6, 2025

REAR HATCH INOPERATIVE OR NOISE WHEN OPENING/CLOSING

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

APPLIED VEHICLES: 2019-2021 QX50 (J55)
2022 QX55 (J55X)

IF YOU CONFIRM

The client states that either the rear hatch is inoperative, or the rear hatch closes after opening only a small amount,

AND

DTC **B2426-23** for "SPINDLE SENSOR LH" and/or DTC **B2427-23** for "SPINDLE SENSOR RH" is stored,

AND/OR

There is a growling type noise from the rear hatch area when opening/closing the rear hatch.

- DTC **B2426-23** for "SPINDLE SENSOR LH" and/or DTC **B2427-23** for "SPINDLE SENSOR RH" may also be stored.

HINT: If any DTC other than B2426-23 and/or B2427-23 is stored, this bulletin does not apply.

ACTION

Replace **ONLY** the spindle unit that is confirmed to be setting one of the DTCs listed above and/or causing the growling noise. Do **NOT** replace both spindle units when diagnosis leads to replacement of only one.

HINT:

Rear hatch spindle units are not hydraulic systems. If a rear hatch spindle unit appears to be leaking, this is normal drainage of water (rain, car wash, condensation) and design intended water management.

Do not replace spindle units for suspected leaking.

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.

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.

SERVICE PROCEDURE

1. Replace the affected spindle unit.
 - Refer to the ESM: **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > DOOR & LOCK > REMOVAL AND INSTALLATION > BACK DOOR LOCK > SPINDLE UNIT**

PARTS INFORMATION

MODEL	DESCRIPTION	PART NUMBER	QUANTITY
2019-2021 QX50	DRIVE UNIT-POWER BACK DOOR (Spindle Unit)	90560-5NA0A	As Needed
2022 QX55	DRIVE UNIT-POWER BACK DOOR (Spindle Unit)	90560-5VG0B	As Needed

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace Back Door Spindle Unit	(1)	UN57AA	ZE	32	(2)

And if needed on the same line

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Additional Spindle Unit	(1)	UN571A	ZE	32	(2)

- (1) Reference the **PARTS INFORMATION** table above and use the Power Back Door Drive Unit as the Primary Failed Part (PFP).
- (2) Reference the current Infiniti Warranty Flat Rate Manual and use the indicated Flat Rate Time (FRT).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
September 14, 2021	ITB21-021	Original bulletin published
October 6, 2025	ITB21-021A	Amended to update PARTS INFORMATION