

Classification:

EL20-014

Reference:

ITB20-018

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Date:

July 16, 2020

POWER BACK DOOR WILL NOT OPERATE WITH REQUEST SWITCHES

APPLIED VEHICLES: 2019-2020 QX50 (J55)
2018-2020 QX60 (L50)

APPLIED DATE: QX50: built before December 3, 2019
QX60: built before October 20, 2019

APPLIED SYSTEM: Kick-Motion Activated Liftgate

IF YOU CONFIRM

On vehicles equipped with a Kick Motion Activated Liftgate, the back door (liftgate) will not open or close when requested to do so using the:

- Intelligent Key
- Back door request switch, located on the back door
- Automatic back door switch, located on the instrument lower panel LH

And

DTC B2409 is either current or has been stored in the past.

ACTION

Replace the automatic back door control module.

- Refer to the Electronic Service Manual (ESM) section: BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > DOOR & LOCK > WITH INTELLIGENT KEY SYSTEM > REMOVAL AND INSTALLATION > AUTOMATIC BACK DOOR CONTROL MODULE.

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.

PARTS INFORMATION

MODEL	DESCRIPTION	PART NUMBER	QUANTITY
2019 QX50	Automatic Back Door Control Module	284G4-5NA0C	1
2020 QX50		284G4-5NA0C	
2018 QX60		284G4-3JA8B	
2019 QX60		284G4-3JA9B	
2020 QX60		284G4-3JA9B	

CLAIMS INFORMATION

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

MODEL	DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
QX50	Replace Automatic Back Door Control Module-	(1)	RX8ZAA	ZE	32	0.4
QX60						0.6

- (1) Reference the electronic parts catalog and use the Back Door Control Module as the Primary Failed Part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
July 16, 2020	ITB20-018	Original bulletin published

