

Classification:

EL14-014b

Reference:

ITB14-016b

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Date:

October 2, 2015

ENGINE WILL NOT START (NO CRANK)

This bulletin has been amended to add VIN information to the Applied Vehicles.
Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2013 JX35 (L50)
2014-2015 QX60 (L50)
2014-2015 QX60 Hybrid (L50)

APPLIED VINS AND DATES: 2013 JX35; All
2014 QX60; All
2015 QX60; built before 5N1AL0M(*)FC 531394 / May 21, 2015
2014 QX60 Hybrid; All
2015 QX60 Hybrid; built before 5N1CL0M(*)FC 531560 / May 21, 2015

IF YOU CONFIRM

All of the following:

- The engine will not start (no crank; starter will not engage) when pushing the ignition switch, and
- "I-Key Error" message is displayed in the combination meter, and
- B2604 (PNP/Clutch Switch) is stored, past or present.

NOTE:

- If the above condition should occur, the following DTCs may also be stored; B2603 (Shift Position Status), P0705 / P0706 (T/M Range Sensor A).
- This bulletin does not apply to remote start issues.

ACTION

Perform adjustment of the shift control cable per the Service Procedure in this bulletin.

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 the 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 dealer to determine if this applies to your vehicle.

SERVICE PROCEDURE

1. Clear any DTCs using CONSULT-III plus.
2. Move the shift selector from Park to Drive, and then back to Park.
3. **IMPORTANT:** Make sure the park position mechanism is fully engaged by moving the vehicle back-and-forth a few inches.
4. Turn the ignition OFF: Keep the ignition OFF while performing the shift control cable adjustment.
5. Set the parking brake.
6. Locate and access the transmission range switch (inhibition switch) on top of the transmission.
 - If needed, move or remove parts to access the transmission range switch.
 - Refer to the Electronic Service Manual (ESM) for information on any parts that need to be removed.

7. Loosen the shift control cable nut, shown in Figure 1.

CAUTION: Do not apply force to the manual lever.

8. Make sure the manual lever is in the Park position.
9. Make sure the shift selector is in the Park position.
10. Tighten the shift control cable nut to:
17.0 N·m (1.7 kg-m, 13 ft-lb)

Example: Your transmission range switch may look different.

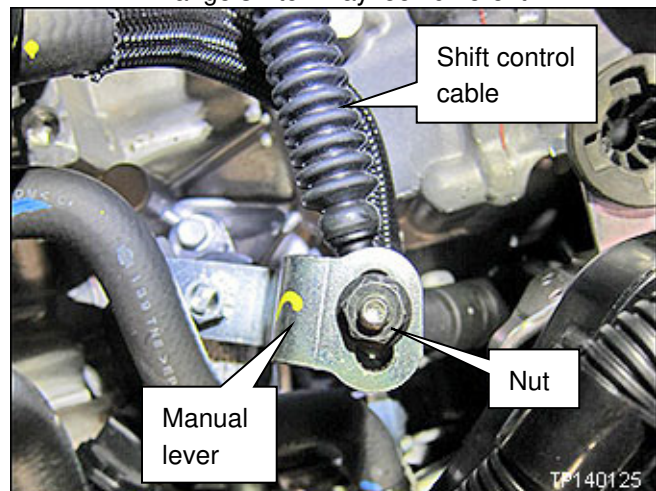


Figure 1

CAUTION: Hold the manual lever securely in the Park position while tightening the nut.

11. Reinstall any parts that may have been removed.
 - Refer to the ESM as needed.
12. Make sure the engine starts (or the ready light turns from OFF to ON) only when the shift selector is in Park or Neutral.
13. Place the shift selector in Park and make sure the park position mechanism is fully engaged (transaxle is completely locked).
14. Confirm the transmission operates in Drive and Reverse.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Adjust Shift Control Cable	31918 - 3VX0A	JX28AA	ZE	32	0.3 hrs.

