

Classification:

Reference:

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Date:

RS19-005A

ITB19-024A

March 5, 2021

DTC B00A0-00 STORED

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

APPLIED VEHICLES: 2009-2013 FX (S51) 2011-2013 QX56 (Z62)
2013 JX35 (L50) 2014-2020 QX60 (L50)
2014-2021 Q50 (V37) 2014-2017 QX60 Hybrid (L50H)
2014-2018 Q50 Hybrid (HV37) 2014-2017 QX70 (S51)
2017-2021 Q60 (CV37) 2014-2021 QX80 (Z62)
2019-2021 QX50 (J55)

IF YOU CONFIRM

DTC B00A0-00 (OCCUPANT DETECTION SENSOR UNIT) is stored,

And

OCS zero point reset cannot be performed,

And

The following screen will display:

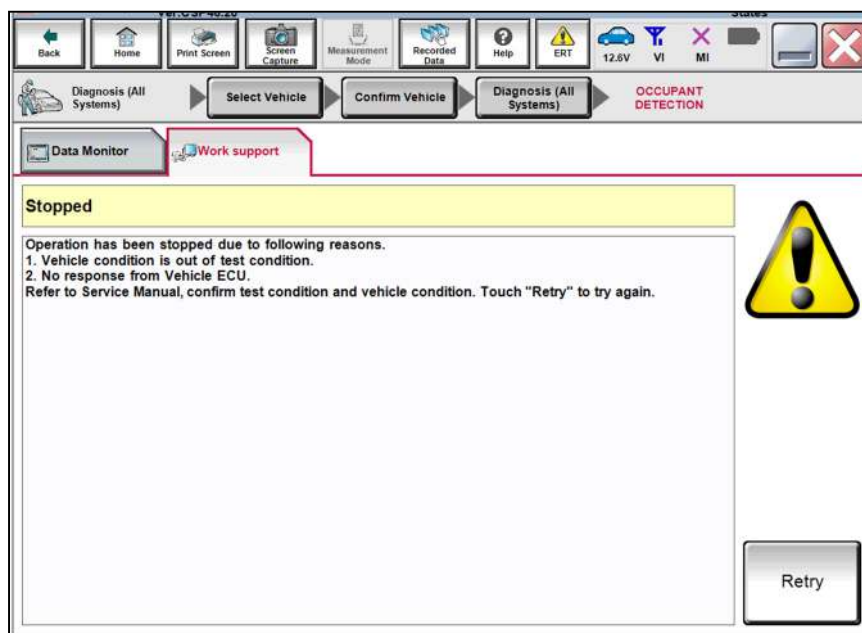


Figure 1

IMPORTANT: The purpose of ACTION (next page) 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.

ACTION

1. Check the Occupant Classification System (OCS) control unit using the ODS Analysis tool software.
 - Refer to SERVICE PROCEDURE on the next page.

HINT: "OCS" also may be referred to as "ODS".

2. Perform "75-zero RESET".

REQUIRED SPECIAL TOOL: OCS Reprogramming Cable J-51594

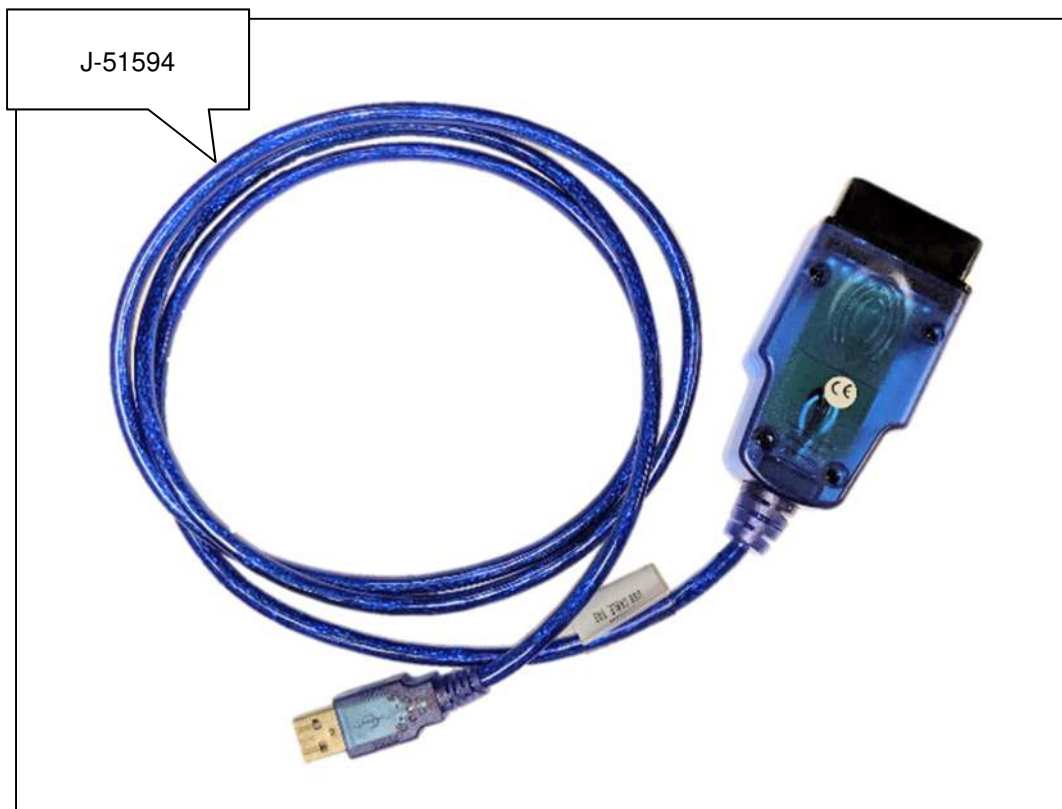


Figure 2

Special (essential) tool J-51594 has been previously sent to each dealer.

Additional tools may be obtained from Tech•Mate: 1-800-662-2001 or infinititechmate.com.

SERVICE PROCEDURE

HINT: "OCS" also may be referred to as "ODS".

IMPORTANT: Before continuing, make sure:

- ASSIST on the CONSULT PC has been synchronized (updated) to the current date.
- All CONSULT-III plus (C-III plus) software updates (if any) have been installed.
- The CONSULT PC is connected to the Internet (Wi-Fi or cable).

NOTICE

- Connect a battery maintainer or smart charger set to reflash mode or a similar setting. If the vehicle's battery voltage drops below 12.0V or rises above 15.5V during reprogramming, the OCS control unit may be damaged.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, the OCS control unit may be damaged.
- Be sure to connect the AC Adapter to the CONSULT PC. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the OCS control unit may be damaged.
- Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and tool J-51594. If Bluetooth® signal waves are within range of the CONSULT PC and/or tool J-51594 during reprogramming, reprogramming may be interrupted and the OCS control unit may be damaged.

1. Turn ON the ignition/HV system (engine OFF).
2. Turn ON the hazard warning lamps.
3. Connect the plus VI to the vehicle and the CONSULT PC with its USB cable.
4. Start the CONSULT PC and CONSULT-III plus (C-III plus), and then check for air bag related DTCs.
 - If any air bag related DTCs other than B00A0-00 are stored, perform diagnosis and repairs as needed.
5. Close C-III plus, but leave ASSIST running.
6. Connect tool J-51594 to the CONSULT PC USB connector and the vehicle DLC connector.
 - Make sure the cable is securely connected at both ends.
7. Prepare the vehicle for OCS reprogramming as follows:
 - Park the vehicle on a level surface.
 - Keep the front passenger seat empty – place nothing on it.
 - Keep the vehicle empty of occupants – including the servicing technician.
 - Place the CONSULT PC outside of the vehicle on a suitable table/support.
 - Do not set the CONSULT PC on the vehicle.
 - Do not touch the vehicle during OCS Reprogramming.
 - Minimize vehicle vibrations.

- On the left side of the ASIST main menu, select Specialty Tools, and then select ODS Analysis Tool.

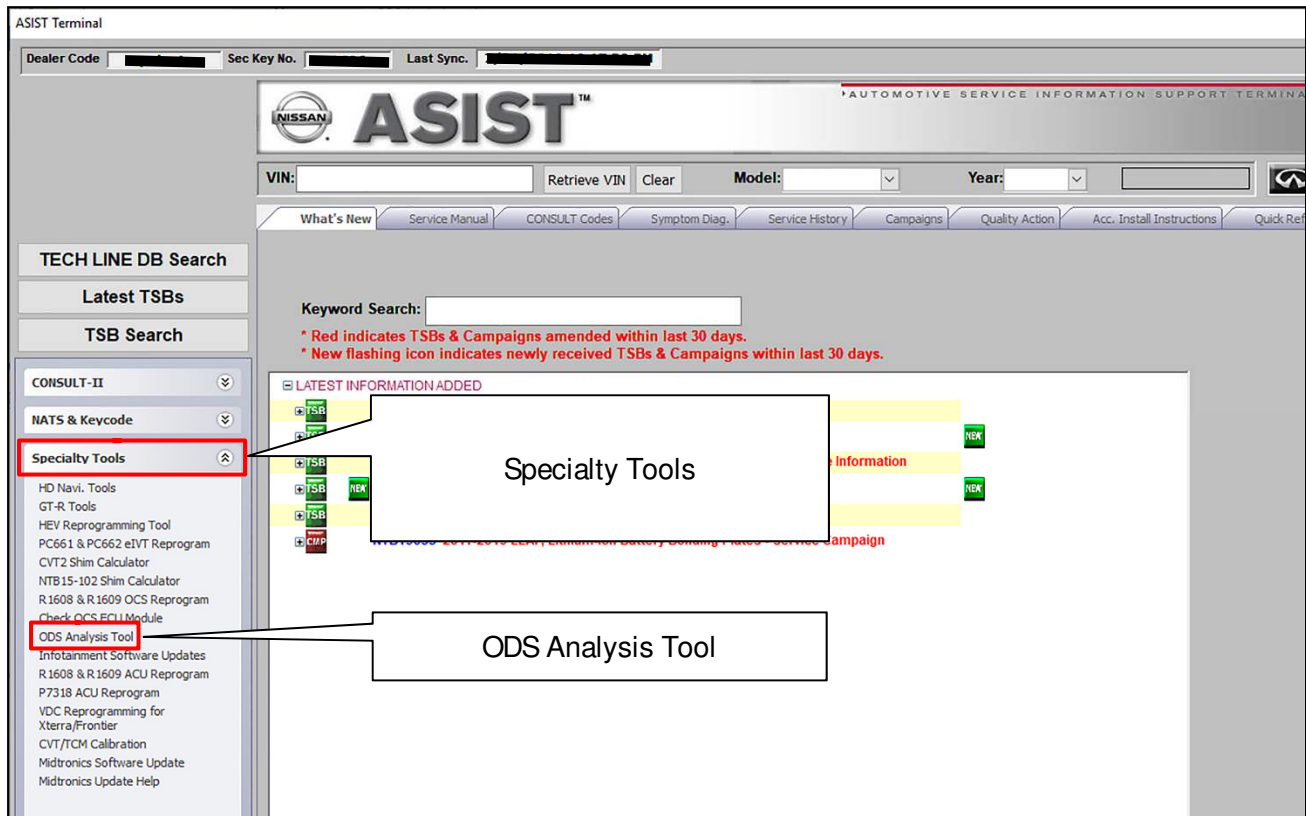


Figure 3

- Enter the vehicle model and the last eight (8) digits of the VIN in the corresponding spaces, and then select CHECK.

The screenshot shows the ODS Analysis Tool interface. At the top, there is a 'COM PORT' field with the value '4' and an 'EXIT' button. Below this, there is a text box with the instruction 'Please fill in Vehicle type and VIN number column.' and a 'CHECK' button. A green arrow points to the 'CHECK' button. Below the 'CHECK' button, there is a table with the following structure:

CURRENT FAILURE CODE	a0	a1	a2	a3	a4
PAST FAILURE CODE	A0	A1	A2	A3	A4

Below the table, there is a section titled 'PERFORM 0-RESET IN CASE OF ERROR CODE "75"' with two buttons: '75-Zero RESET' and 'D-Zero RESET'. To the right of these buttons is a 'Dealer 0-RESET' button. Below the '75-Zero RESET' button, there is a 'CREATE LOG FILE' section with a 'CREATE' button. A green arrow points to the 'CREATE' button. At the bottom, there is a section with two input fields: 'VEHICLE' with the value 'QX60' and 'VEHICLE VIN NUMBER' with a redacted value. A red box highlights these two input fields.

Figure 4

10. Select OK.

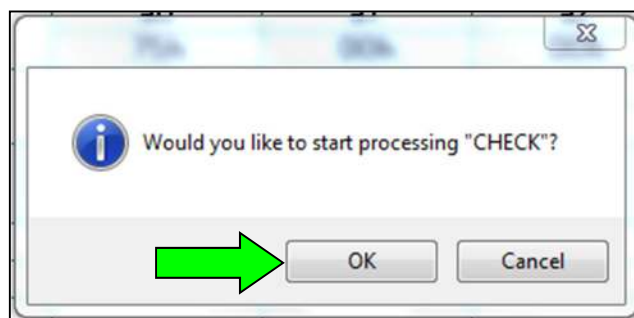


Figure 5

11. Check for code 75h to show under CURRENT FAILURE CODE.

- If code 75h shows under CURRENT FAILURE CODE, go to step 12.
- If code 75h does NOT show under CURRENT FAILURE CODE, STOP HERE.
This bulletin does not apply. Refer to ASIST and the ESM for further diagnostic assistance.

12. Select 75-Zero RESET.

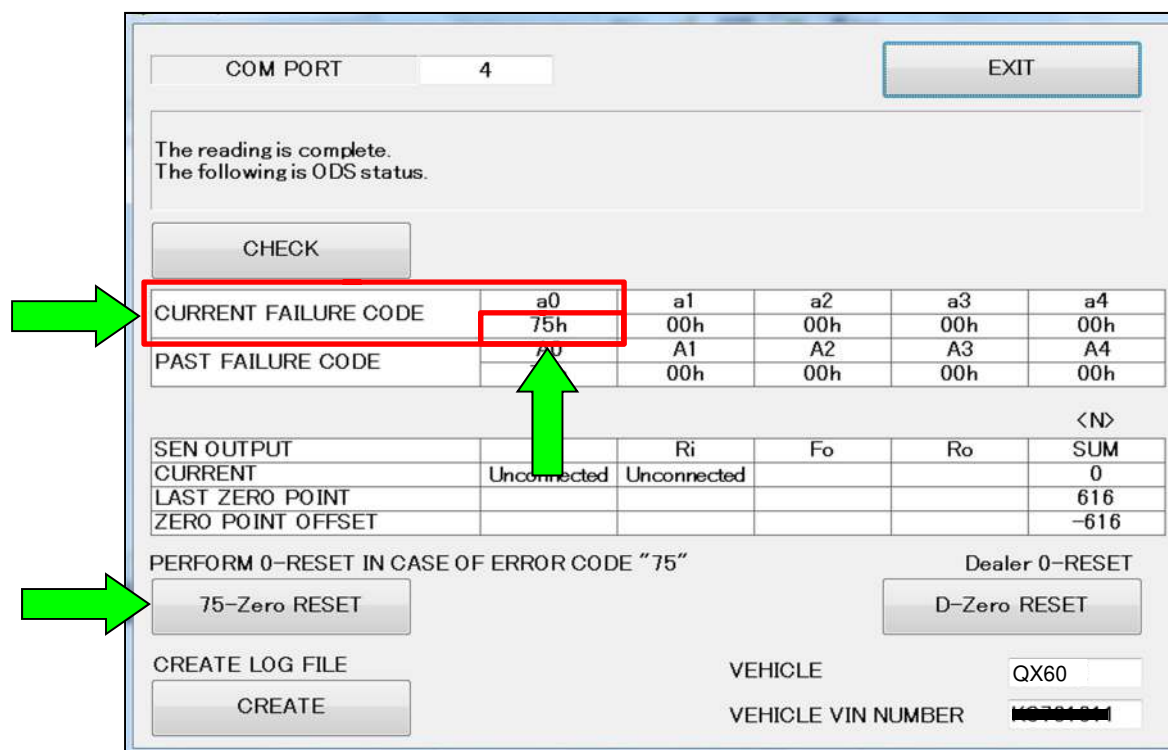


Figure 6

13. Select OK.

- The 75-zero reset process will run for about seven (7) seconds.

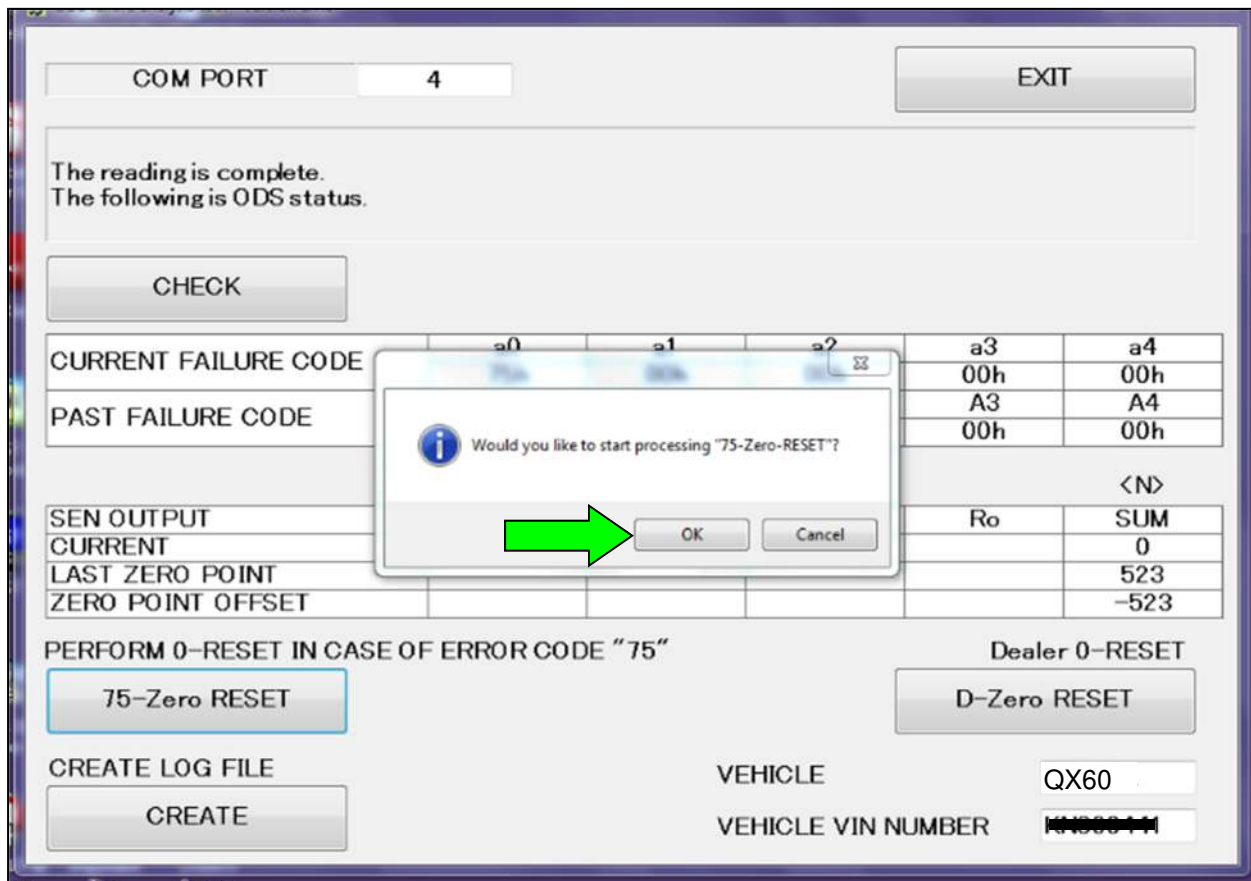


Figure 7

14. When the screen in Figure 8 appears, turn OFF the ignition, and then turn ON the ignition.

15. After turning ON the ignition, select OK.

- The 75-zero reset process will run for about another seven (7) seconds.

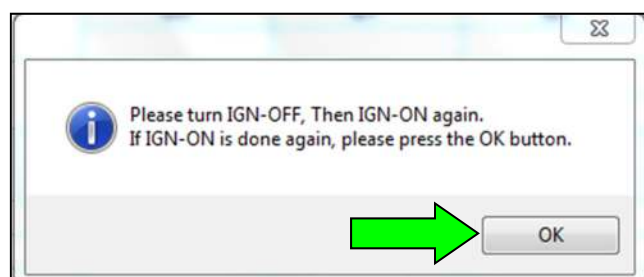


Figure 8

16. When the screen in Figure 9 displays, the 75-zero reset process is complete.
 - Verify code 75h is not displayed under CURRENT FAILURE CODE.
17. Select either EXIT or the  in the upper right corner (see Figure 9).

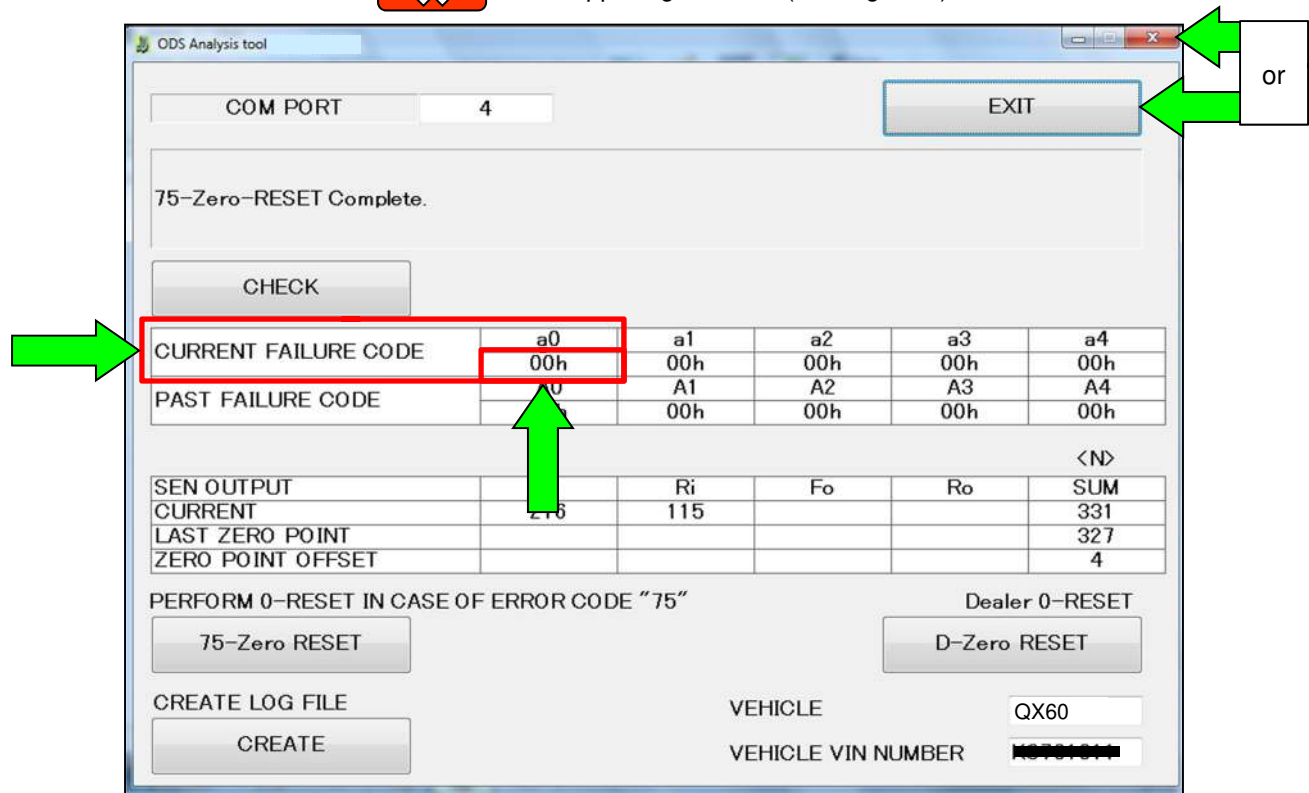


Figure 9

18. Turn OFF the ignition, and then turn ON the ignition.
19. Disconnect tool J-51594, and then connect the plus VI to the CONSULT PC and the vehicle.
20. After the plus VI is recognized, select Diagnosis (All Systems).

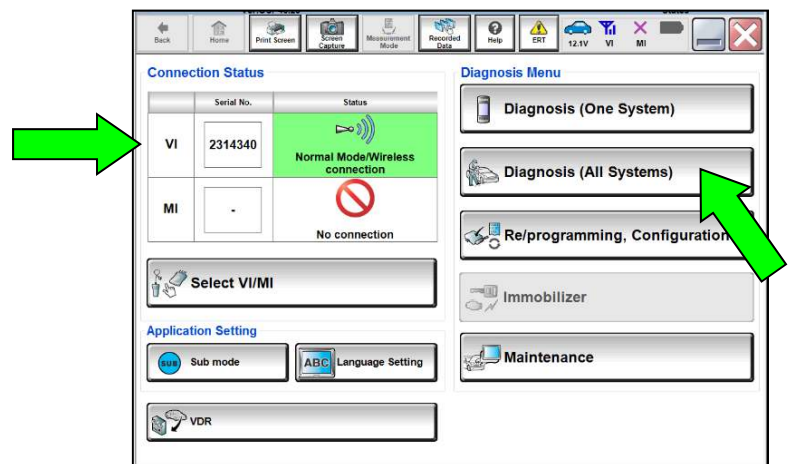


Figure 10

21. Verify the vehicle information is correct, and then select Confirm.

Diagnosis (All Systems) Select Vehicle Confirm Vehicle

Please confirm selected information and touch "Confirm". In case you want to select another vehicle, touch "Change".

VIN or Chassis #	5XXXXXXXXXXXX
Vehicle Name :	XXXXXX
Model Year	XXXXXX

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Change

Confirm

Figure 11

22. Select AIR BAG.

- DTC B00A0-00 should be the only DTC displayed.

Diagnosis (All Systems) Select Vehicle Confirm Vehicle Diagnosis (All Systems)

All DTC CAN Diag CAN DIAG SUPPORT MNTR SRT & P-DTC Network DTC

Result	Detailed Information
AIR BAG	PAST
ENGINE	NO DTC
ABS	NO DTC
METER/M&A	NO DTC
BCM	NO DTC
ICC/ADAS	NO DTC
TRANSMISSION	NO DTC

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1/1

Print for Customer

Print

Save

ERASE

Figure 12

23. Select ERASE.

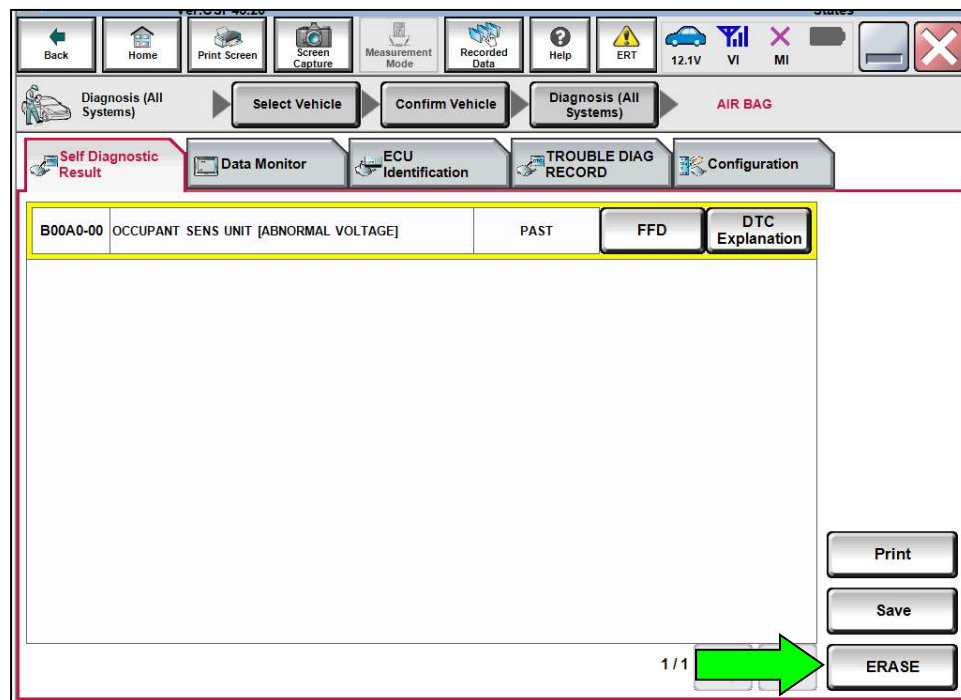


Figure 13

24. Select Execute.

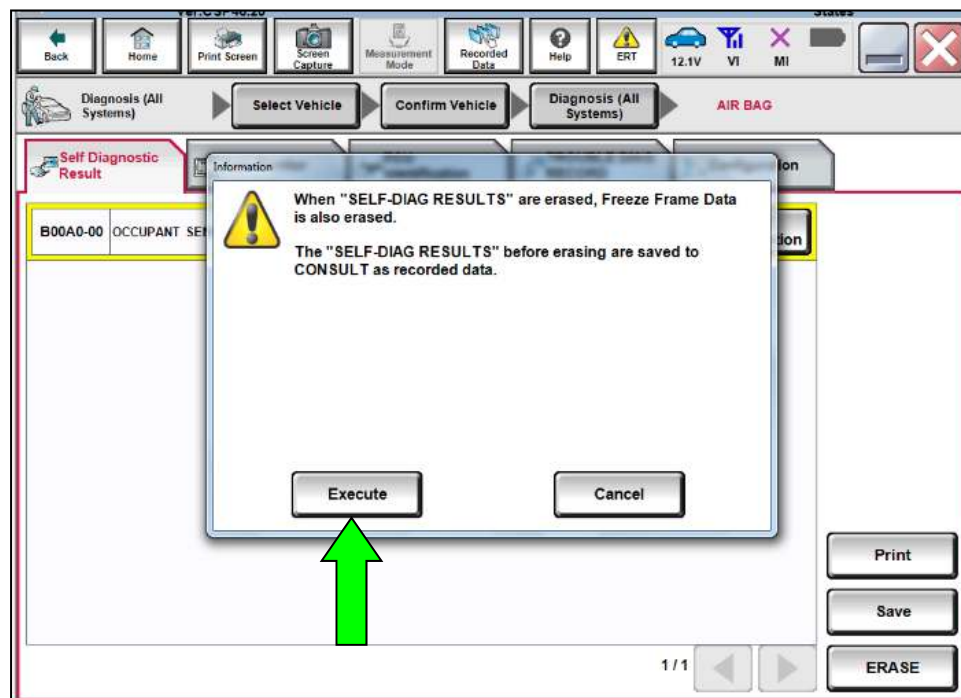


Figure 14

25. Select Close.

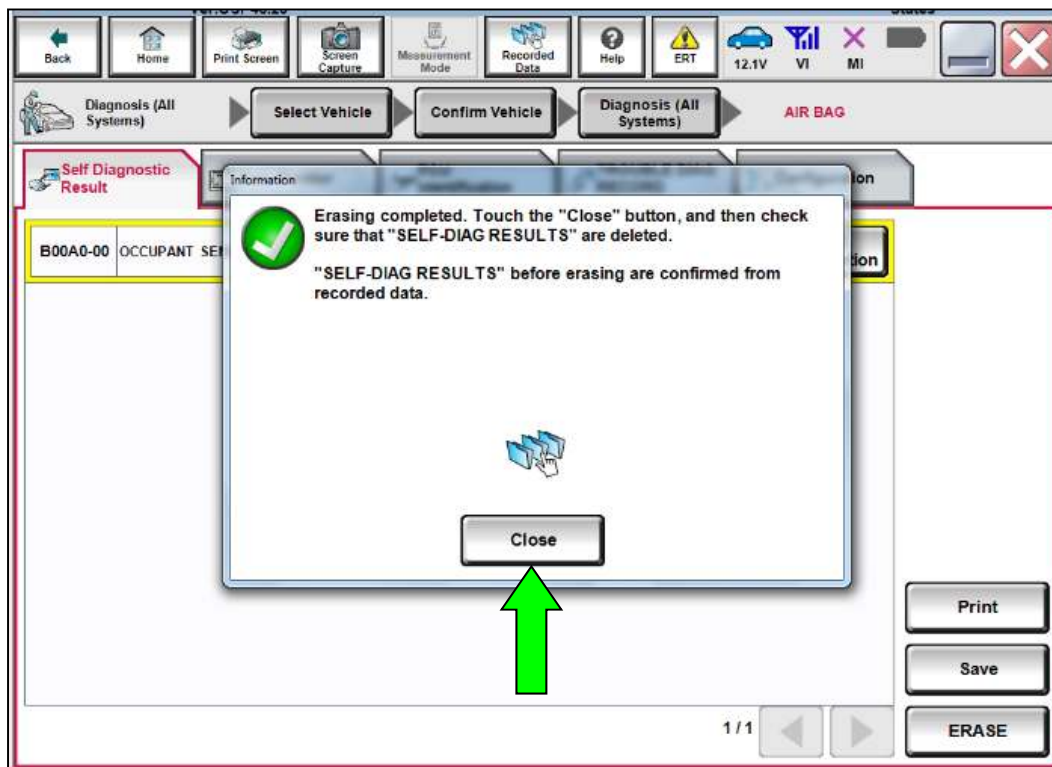


Figure 15

- After selecting Close, the screen in Figure 16 should display (the DTC is erased).

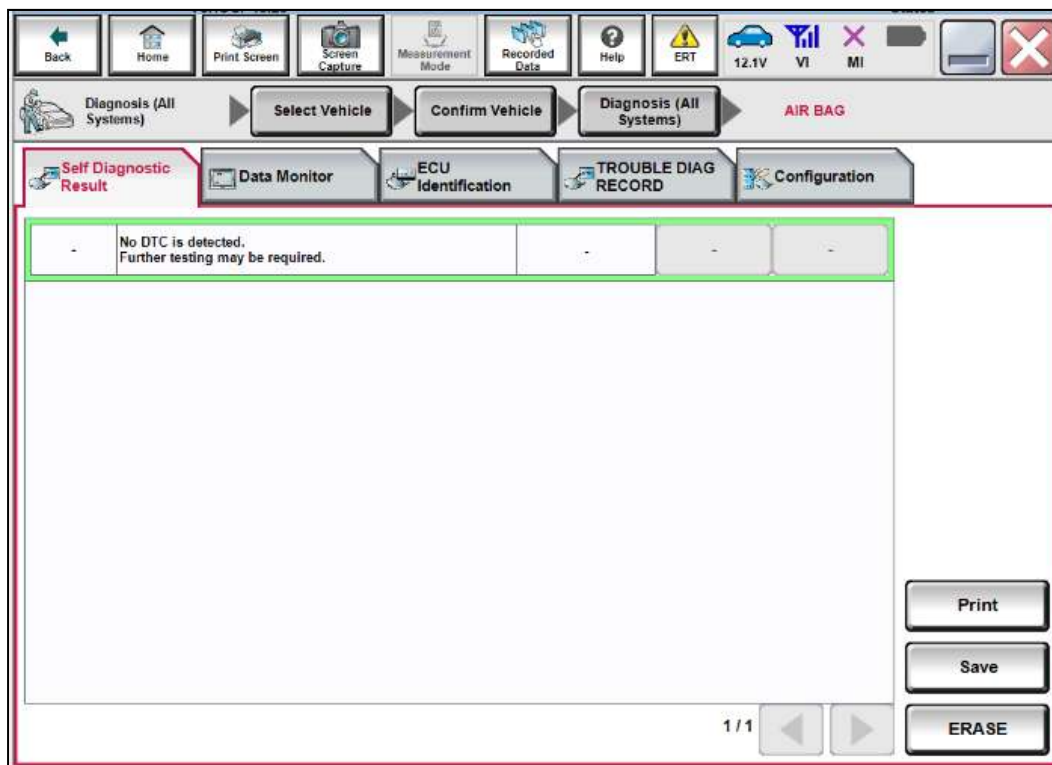


Figure 16

26. Turn OFF the ignition and disconnect the battery maintainer/smart charger.
27. Turn OFF the hazard warning lamps.
28. Close C-III plus and the CONSULT PC.
29. Disconnect the plus VI from the vehicle.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Perform 75 - Zero Reset	(1)	RX8NAA	HC	32	0.4

- (1) Reference the electronic parts catalog and use the Occupant Sensor (98856-*****) as the Primary Failed Part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
September 12, 2019	ITB19-024	Original bulletin published
March 5, 2021	ITB19-024A	APPLIED VEHICLES revised

