

TECHNICAL SERVICE BULLETIN

Classification: AN22-007B	Reference: ITB22-017B	Date: August 15, 2024
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DTC B2E01-96 (INTERNAL BATTERY) STORED AS CURRENT IN IVC

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

APPLIED VEHICLES: 2020-2024 Q50 (V37)
2020-2022 Q60 (CV37)
2020-2024 QX50 (J55)
2022-2024 QX55 (FJ55)
2022-2024 QX60 (L51)
2020-2024 QX80 (Z62)

APPLIED SYSTEMS: Vehicles equipped with Telematics

SERVICE INFORMATION

CONSULT has been updated to allow DTC B2E01-96 for "Internal battery" to be cleared in the Telematics Control Unit (TCU).

If DTC B2E01-96 is Current/Active in the TCU, and no additional Current/Active DTCs are present in the TCU, perform the **SERVICE PROCEDURE** starting on page 2.

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

IMPORTANT: Before starting, make sure:

- ASIST on the CONSULT PC has been synchronized (updated) to the current date.
- All CONSULT-III software updates (if any) have been installed.

NOTICE

- Connect a battery maintainer or smart charger set to reflash mode or a similar setting. If the vehicle battery voltage drops below 12.0V or rises above 13.5V during reprogramming, the TCU may be damaged.
- Be sure to turn OFF all vehicle electrical loads.
If a vehicle electrical load remains ON, the TCU may be damaged.
- Be sure to connect the AC Adapter.
If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the TCU may be damaged.
- Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI. If Bluetooth® signal waves are within range of the CONSULT PC or VI during reprogramming, reprogramming may be interrupted and the TCU may be damaged.

1. Confirm that the CONSULT PC is connected to Wi-Fi.
2. Turn the ignition ON.
3. Connect the VI to the vehicle.
4. Start CONSULT-III.
5. If prompted, select **USA/CANADA Dealers** from the drop down menu, and then select **OK**.
6. Login using your NNAnet credentials.

IMPORTANT: If not prompted to enter your username and password, the CONSULT PC may not be connected to Wi-Fi. Close C-III plus, confirm the CONSULT PC is connected to Wi-Fi, and then reopen C-III plus.

7. Wait for the VI to be recognized.
 - The serial number will display when the VI is recognized (Figure 1 on page 3).

8. Select **Diagnosis (All Systems)**.

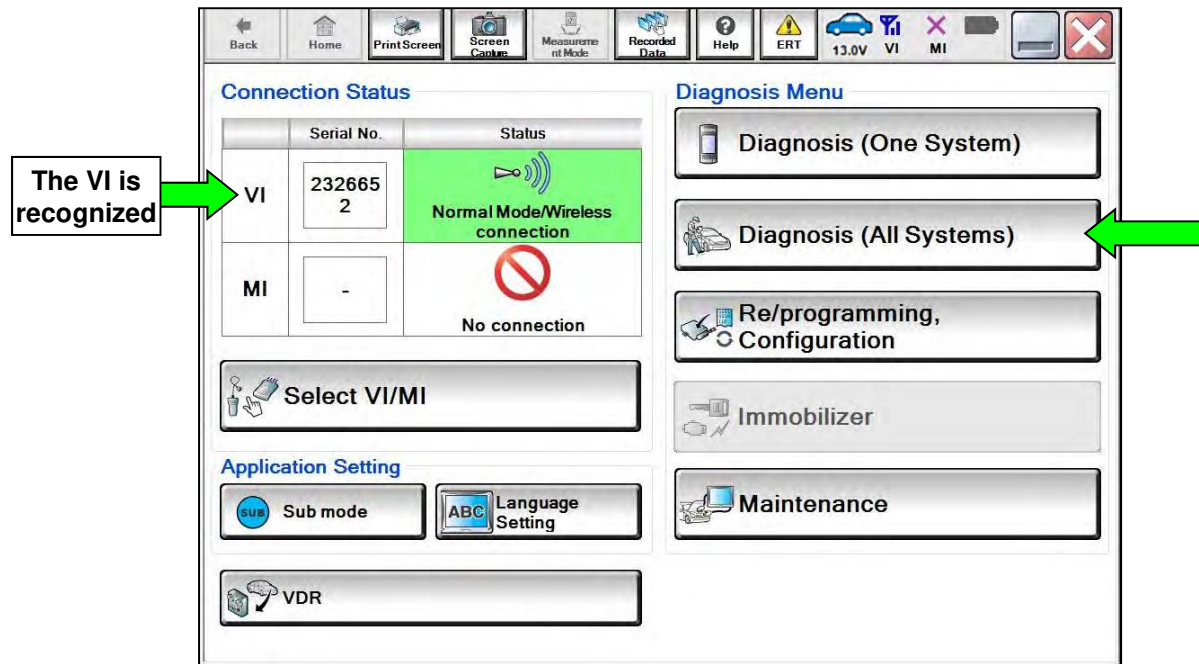


Figure 1

9. Verify the correct **VIN or Chassis #** is populated (Figure 2).
10. Select **Confirm**.

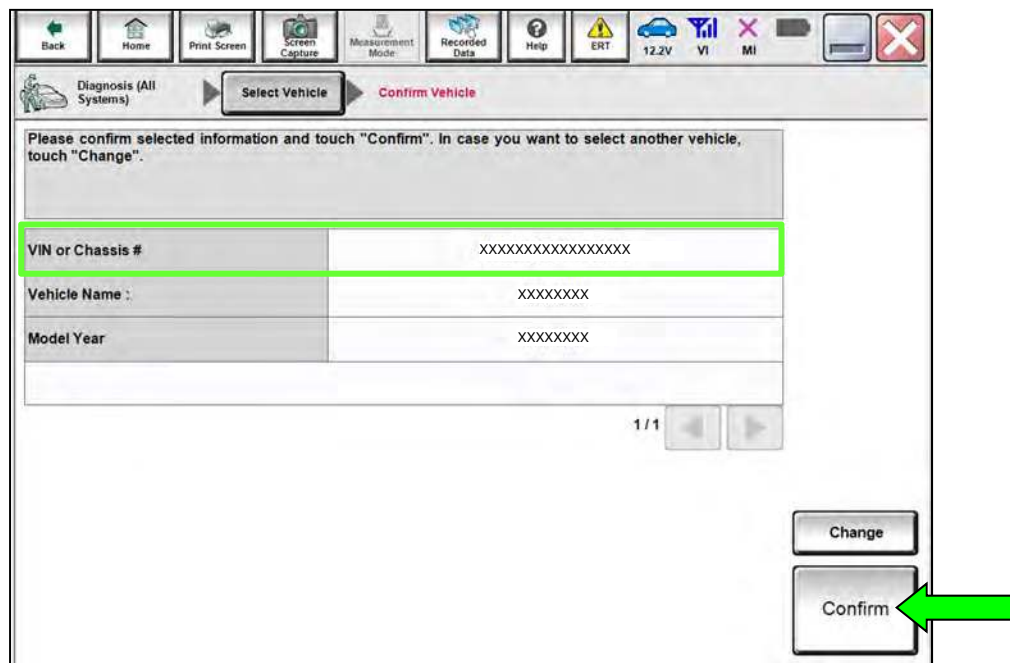


Figure 2

11. Confirm that DTC B2E01-96 for “Internal battery” is “CRNT” in the **IVC**.

- If only DTC B2E01-96 is present, select **IVC** (Figure 3) and then proceed to step 12.
- If additional DTCs, other than B2E01-96, are present in the **IVC**, refer to the ESM for further diagnostic information and repair first, and then proceed to step 12.

HINT: Diagnosis and repair of DTCs other than B2E01-96 are not covered by this bulletin.

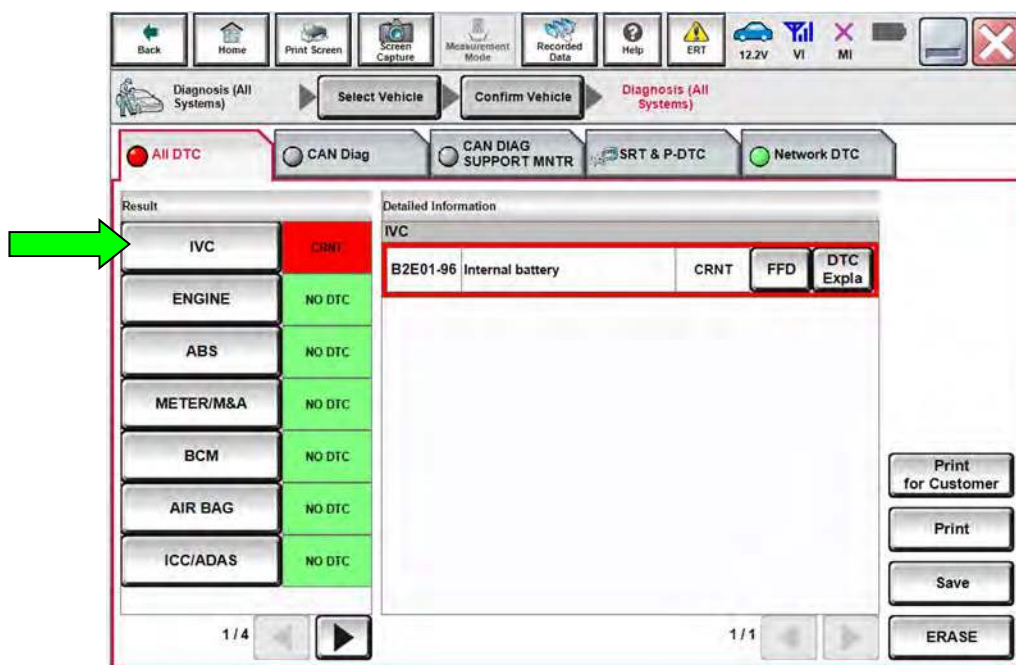


Figure 3

12. Select **Work support**.

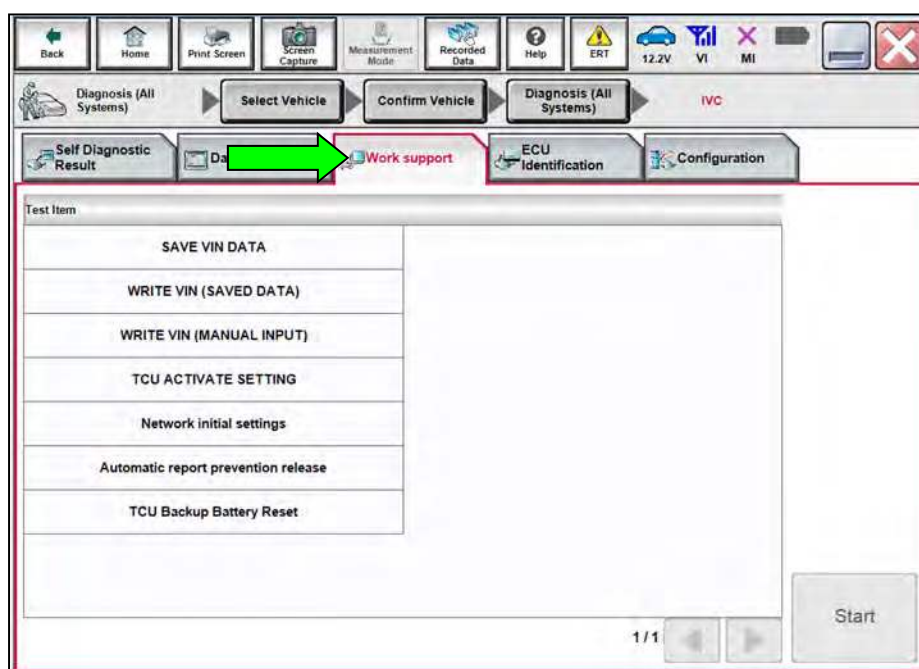


Figure 4

13. Select **TCU Backup Battery Reset**, and then select **Start**.

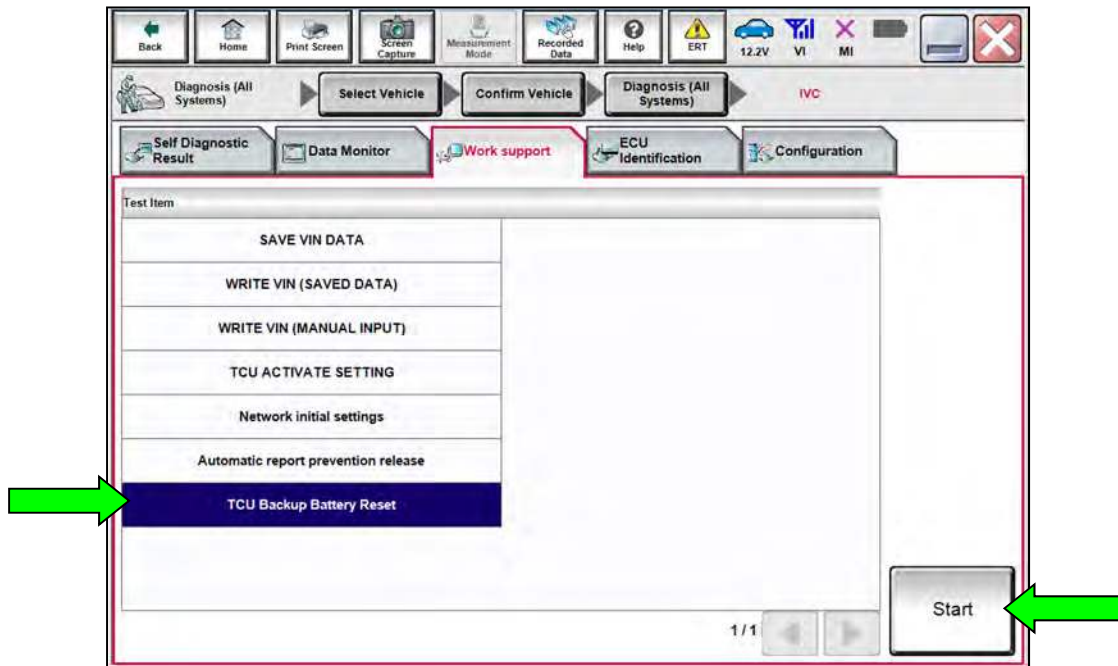


Figure 5

14. Verify that the **Current status** indicates “Waiting”, and then select **Start**.

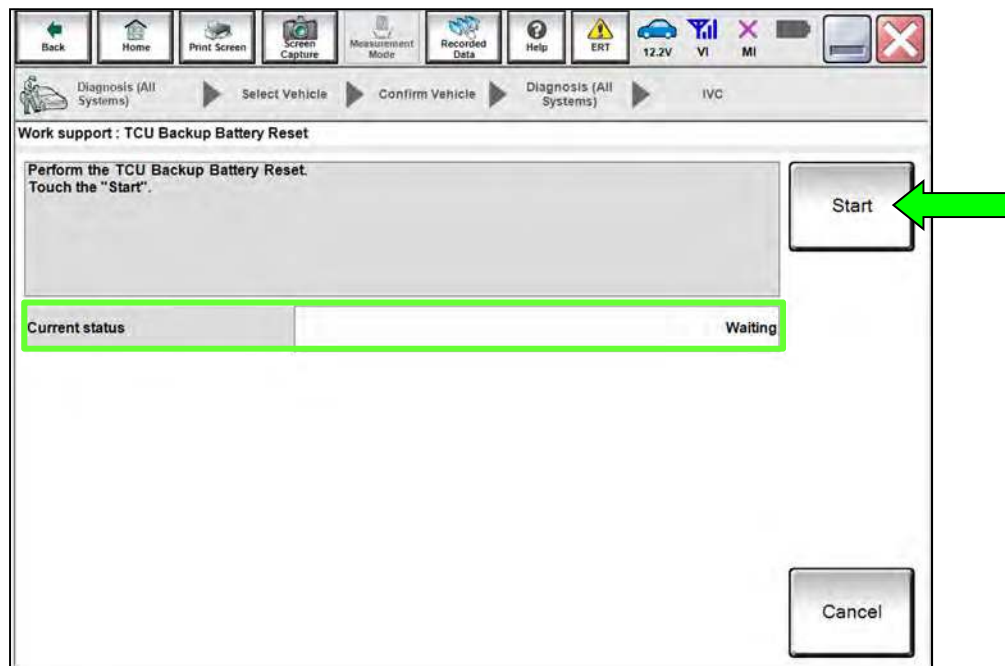


Figure 6

15. When the **Current status** has changed to “Completed”, select **End**.

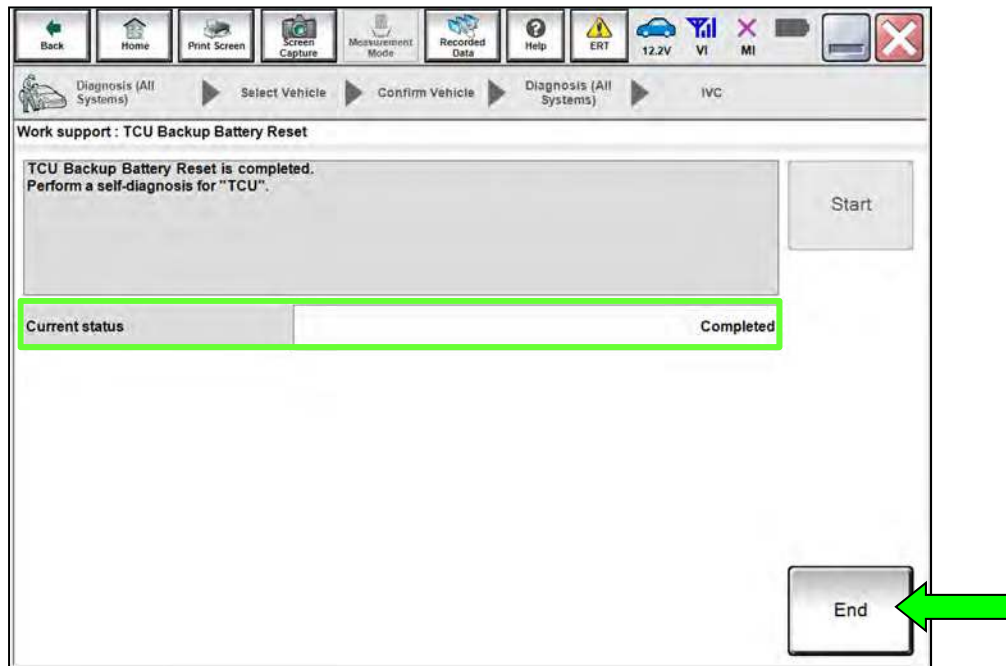


Figure 7

16. Select **Self Diagnostic Result** and confirm that DTC **B2E01-96 Internal battery** is “PAST”, and then select **ERASE**.
- If **B2E01-96 Internal battery** will not change to “PAST”, refer to the ESM for further diagnostic information.

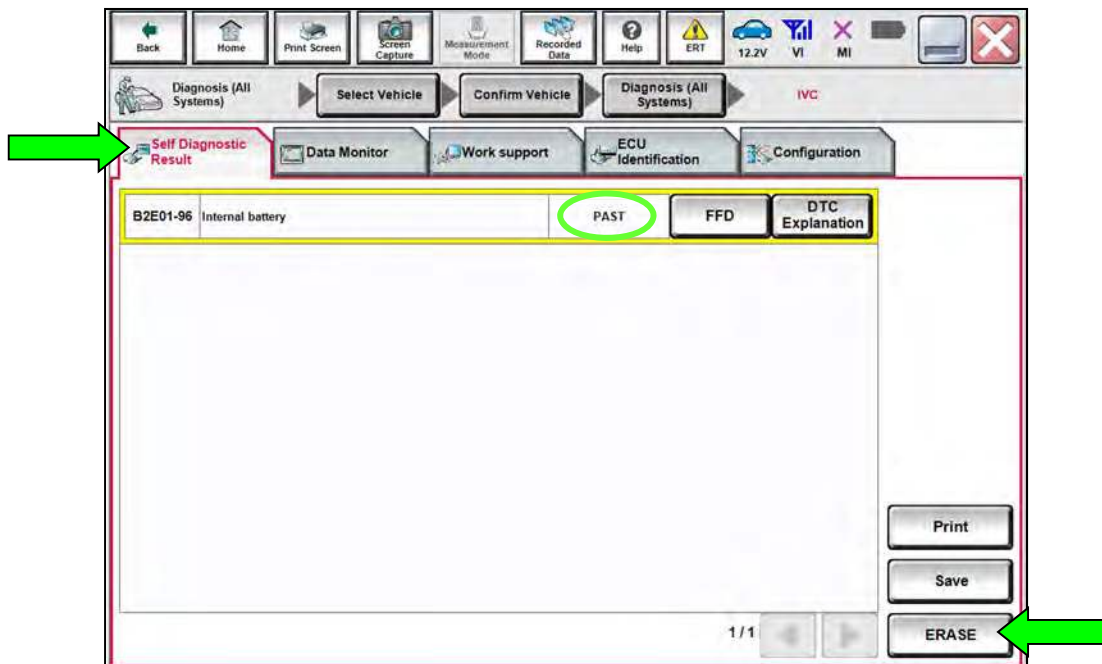


Figure 8

17. Select **Diagnosis (All Systems)**, where shown in Figure 9.
18. In **Diagnosis (All Systems)**, confirm that **B2E01-96 Internal battery IVC** has not returned, and then select **Home**.
 - If **B2E01-96 Internal battery** returns as “CRNT” or will not **ERASE**, refer to the ESM for further diagnostic information.

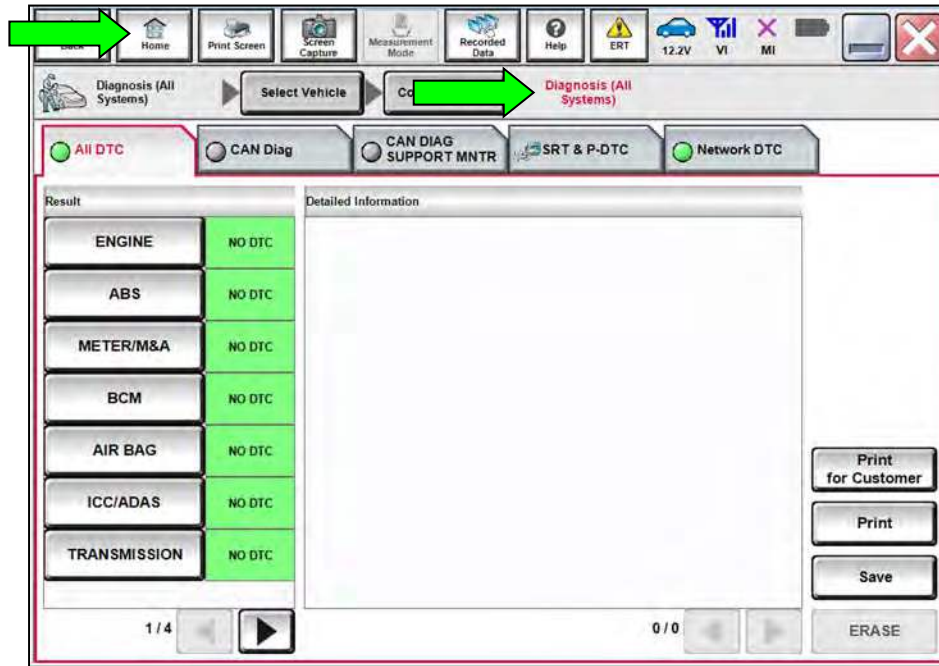


Figure 9

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reset TCU Backup Battery	(1)	RXA9AA	ZE	32	0.4

(1) Reference the electronic parts catalog and use the Telematics Control Unit (28275-*****) as the Primary Failed Part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
April 12, 2022	ITB22-017	Original bulletin published
January 18, 2023	ITB22-017A	APPLIED VEHICLES revised, and login steps moved to page 2
August 15, 2024	ITB22-017B	APPLIED VEHICLES and battery voltage range on page 2 revised