

TECHNICAL SERVICE BULLETIN

Classification:	Reference:	Date:
RS19-005D	ITB19-024D	September 19, 2024

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)
- 2013 JX35 (L50)
- 2014-2024 Q50 (V37)
- 2014-2018 Q50 Hybrid (HV37)
- 2017-2022 Q60 (CV37)
- 2019-2024 QX50 (J55)
- 2022-2024 QX55 (FJ55)
- 2011-2013 QX56 (Z62)
- 2014-2020 QX60 (L50)
- 2022-2024 QX60 (L51)
- 2014-2017 QX60 Hybrid (L50H)
- 2014-2017 QX70 (S51)
- 2014-2024 QX80 (Z62)

IF YOU CONFIRM

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

AND

OCS zero point reset cannot be performed,

(continued on the next page)

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.

AND

The following screen displays:

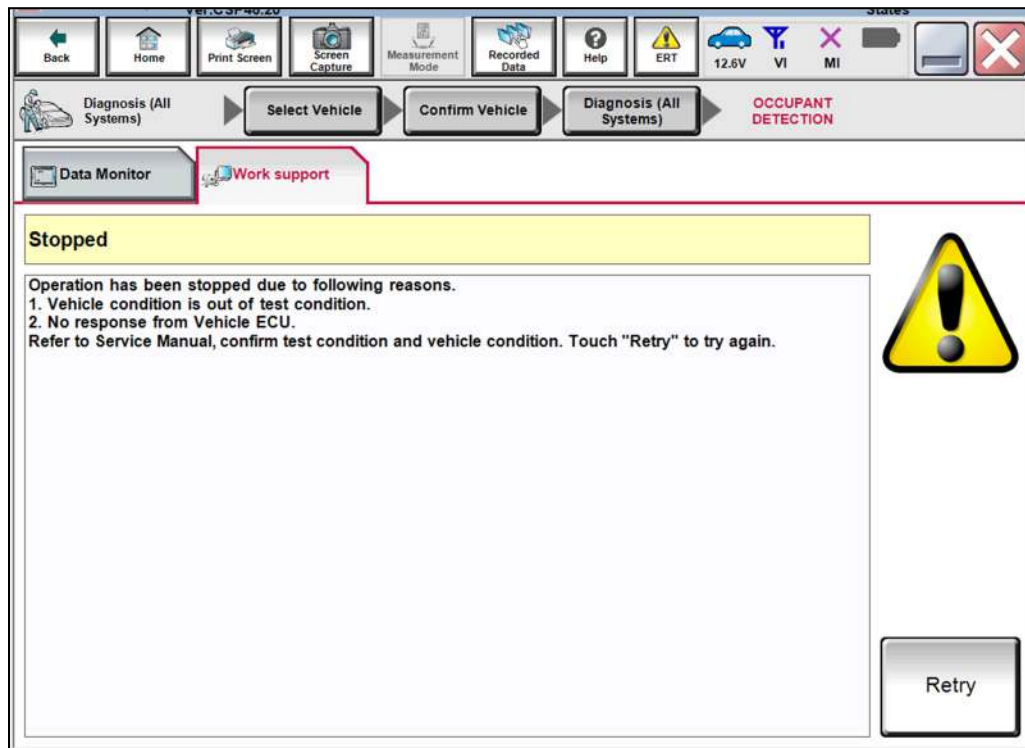


Figure 1

ACTION

1. Check the Occupant Classification System (OCS) control unit using the ODS Analysis tool software.

- Refer to **SERVICE PROCEDURE** on page 4.

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

2. Perform "75-Zero RESET".

REQUIRED SPECIAL TOOLS

OCS Reprogramming Cable (USB Cable, VAG) - J-51594 (New part number: CO-J-51594)

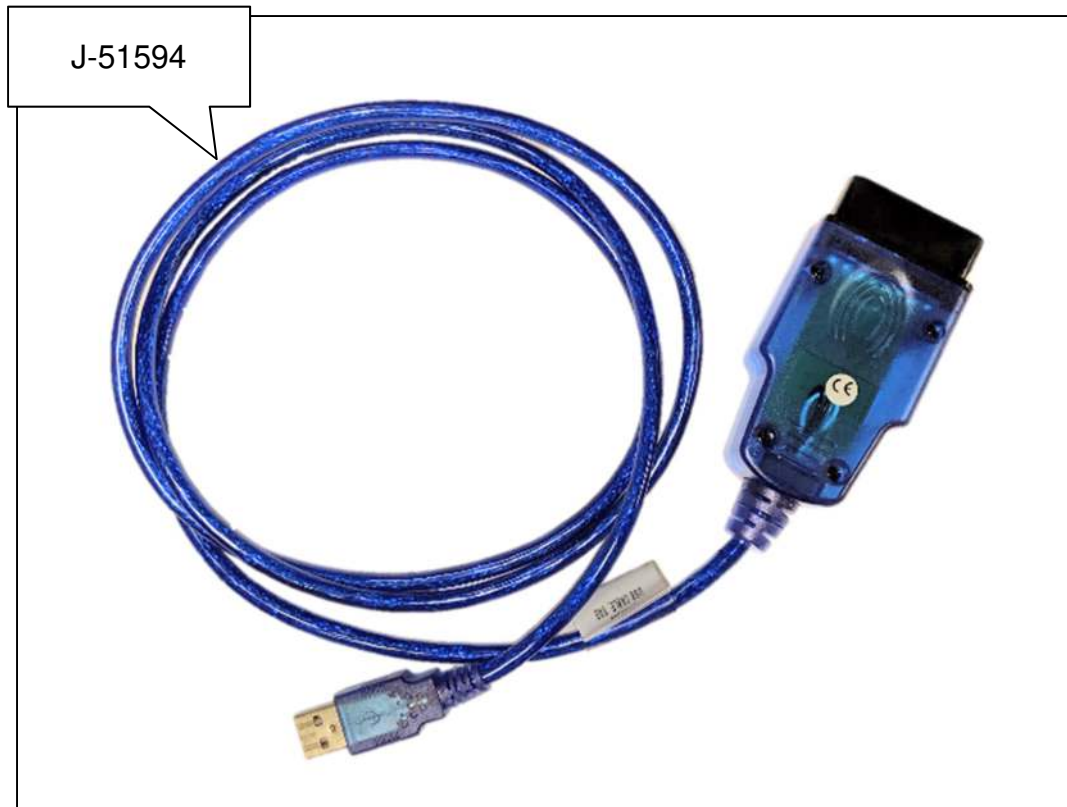


Figure 2

- Special (essential) tool J-51594 has been previously sent to each dealer.
- Additional tools are available from Tech•Mate online: www.techmatetools.com, or by phone: 1-833-397-3493.

HINT: When ordering, keep in mind that the tool part number has changed to CO-J-51594.

SERVICE PROCEDURE

HINT: “OCS” also may be referred to as “ODS”.

IMPORTANT: Before continuing, make sure:

- ASIST 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 13.5V 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 Vehicle Interface (VI) to the vehicle.
4. Start the CONSULT PC and CONSULT-III plus (C-III plus), and then open ASIST to 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 ASIST 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**.

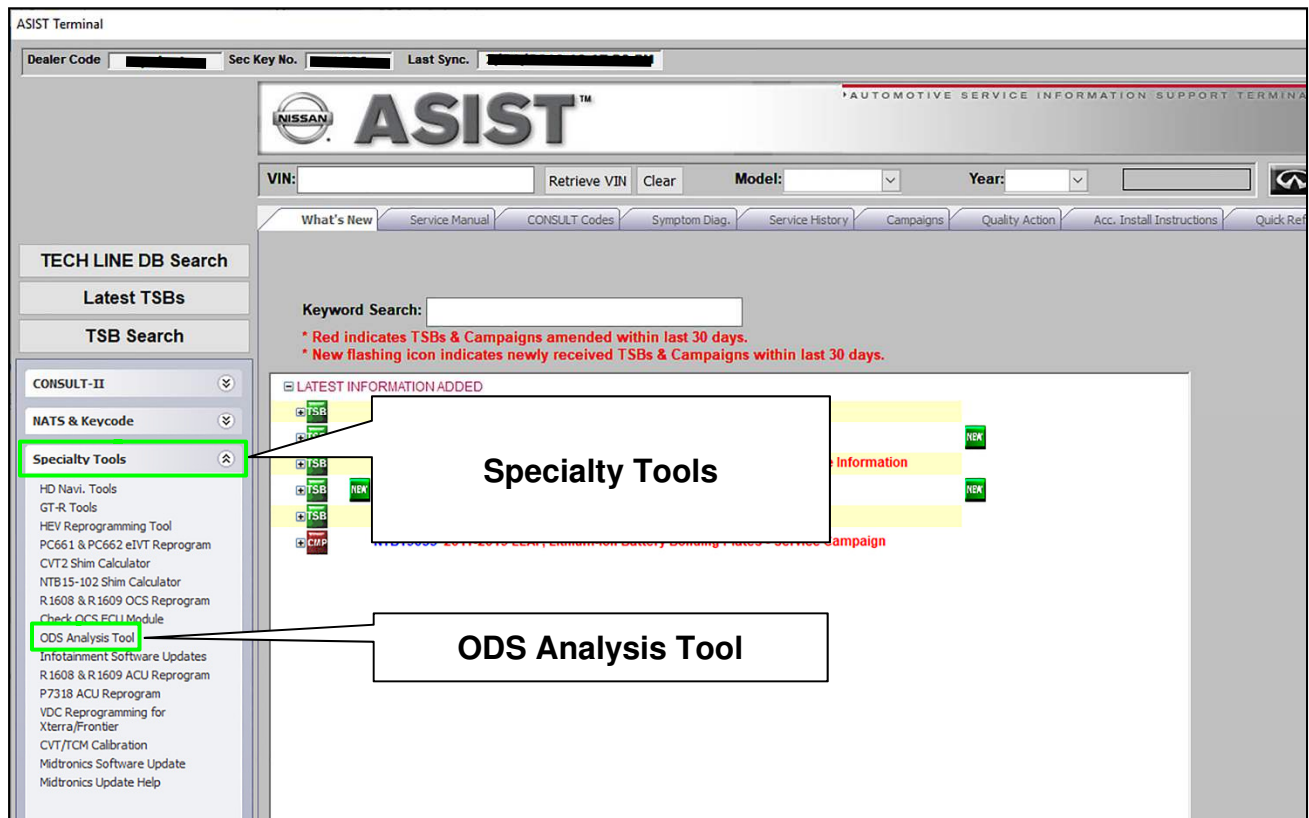


Figure 3

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

The screenshot shows the ODS Analysis Tool interface. A green arrow points to the 'CHECK' button. Below the 'CHECK' button is a table for failure codes. At the bottom, there are input fields for 'VEHICLE' (containing 'QX60') and 'VEHICLE VIN NUMBER' (containing 'XXXXXXXX'). A green arrow points to these input fields. The interface also includes a 'COM PORT' dropdown set to '4', an 'EXIT' button, and a '75-Zero RESET' button.

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

SEN OUTPUT	Fi	Ri	Fo	Ro	SUM
CURRENT					
LAST ZERO POINT					
ZERO POINT OFFSET					

Figure 4

10. Select **OK**.

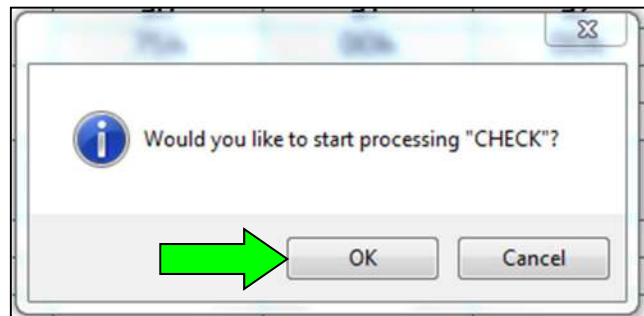


Figure 5

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**.

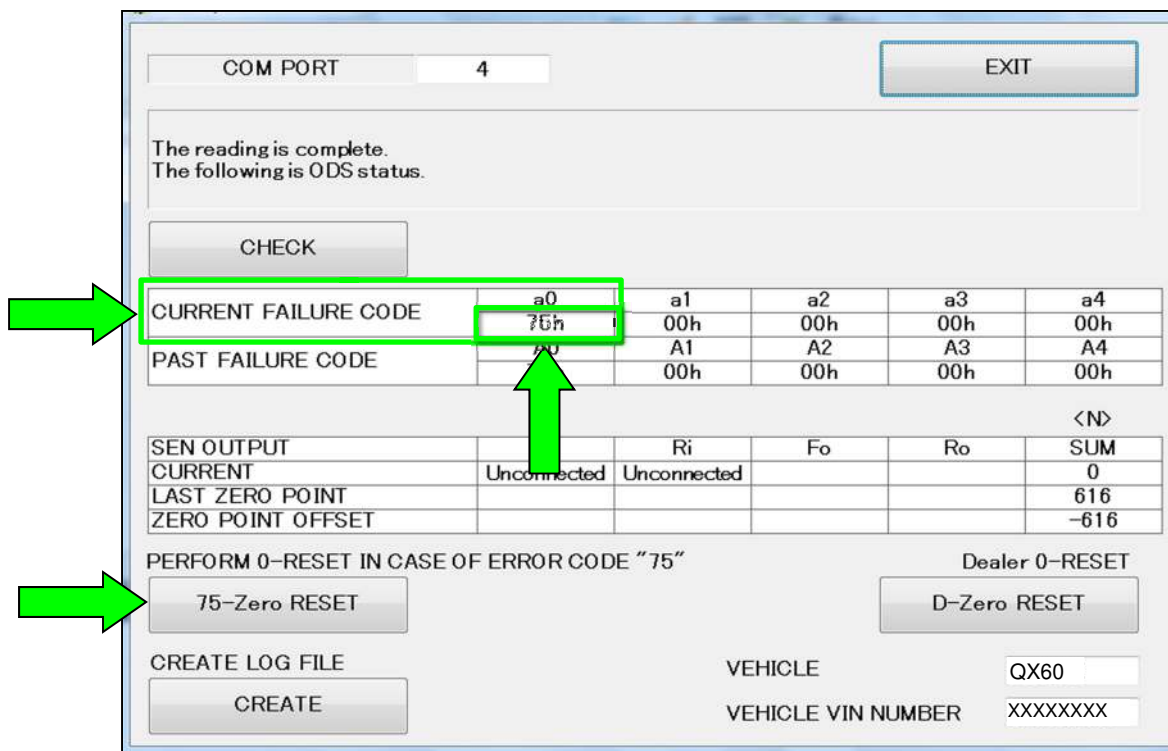


Figure 6

13. Select **OK**.

- The 75-Zero reset process will run for about 7 seconds.

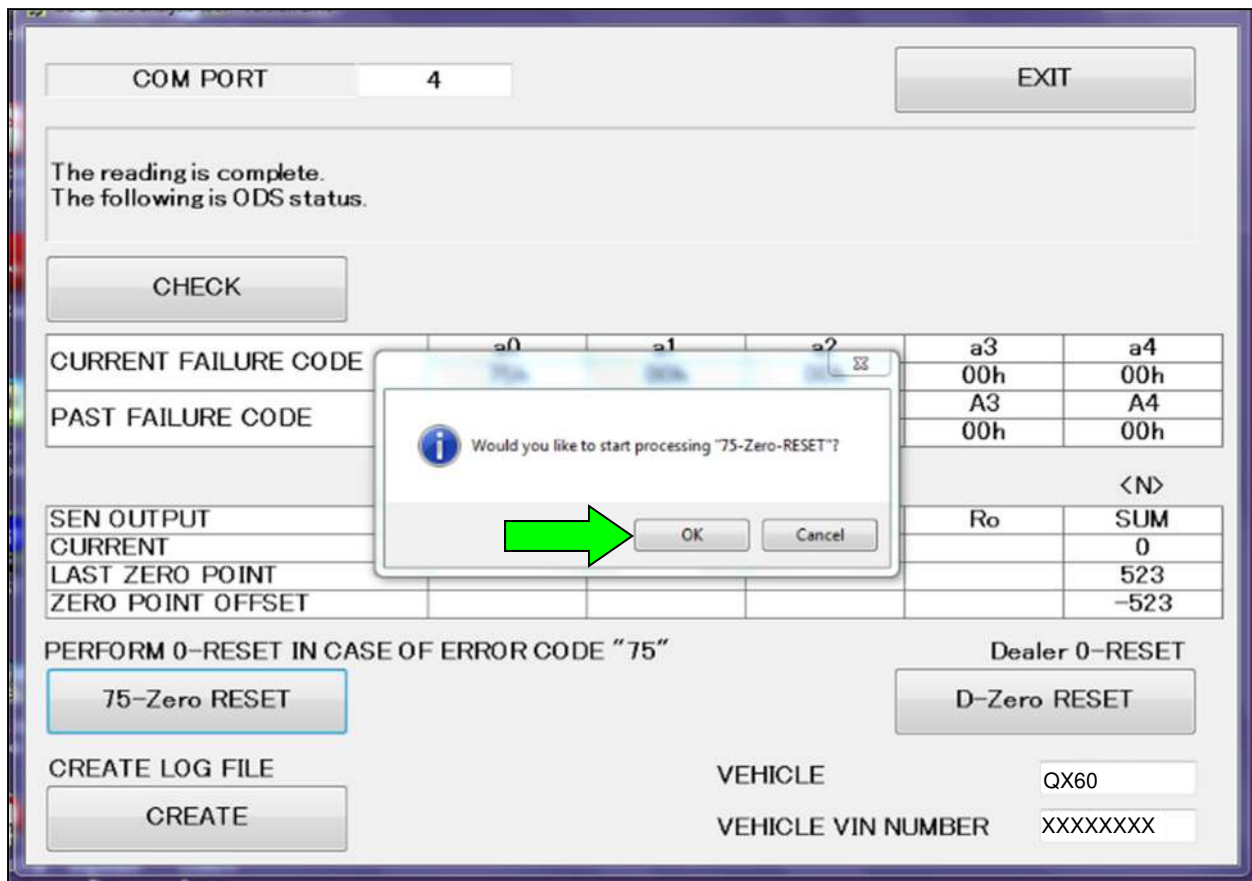


Figure 7

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 7 seconds.

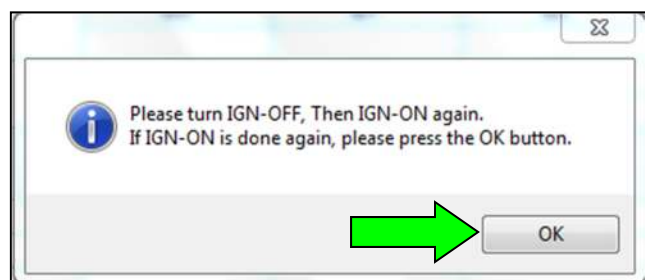


Figure 8

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).

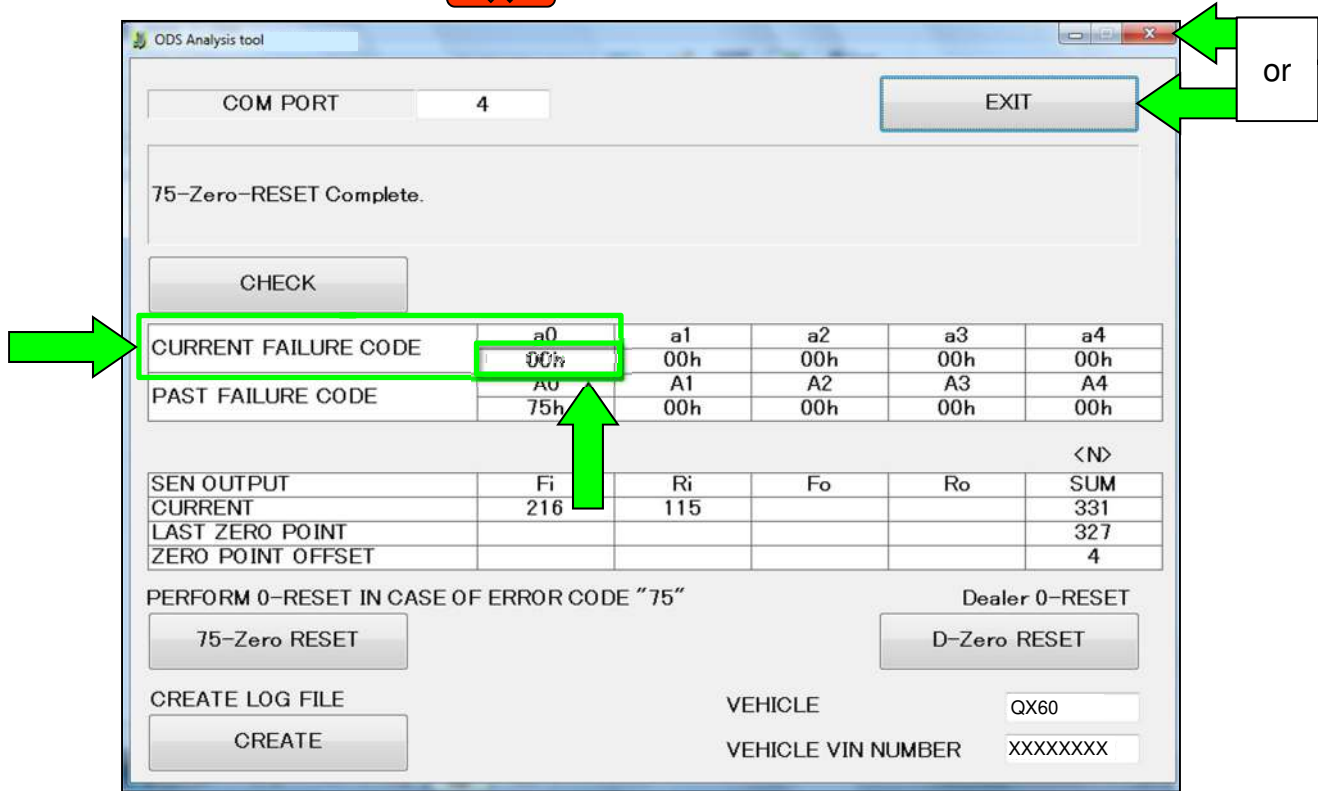


Figure 9

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

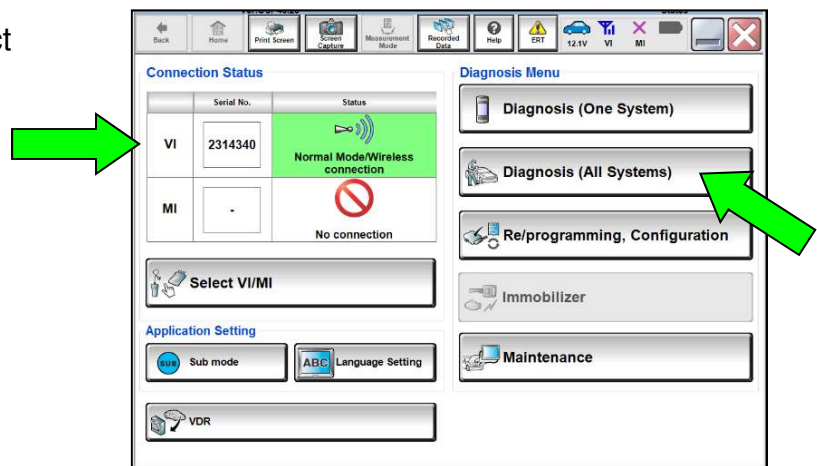


Figure 10

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 #	XXXXXXXXXXXX
Vehicle Name :	QX60
Model Year	2019MY

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Change

Confirm

Figure 11

22. Select **AIR BAG**.

- DTC B00A0-00 should be the only DTC displayed.
- If DTC B00A0-00 is not the only DTC displayed, perform diagnosis and repairs as needed.

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	AIR BAG
ENGINE NO DTC	B00A0-00 OCCUPANT SENS UNIT PAST FFD DTC Expla
ABS NO DTC	
METER/M&A NO DTC	
BCM NO DTC	
ICC/ADAS NO DTC	
TRANSMISSION NO DTC	

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Print for Customer

Print

Save

ERASE

Figure 12

23. Select **ERASE**.

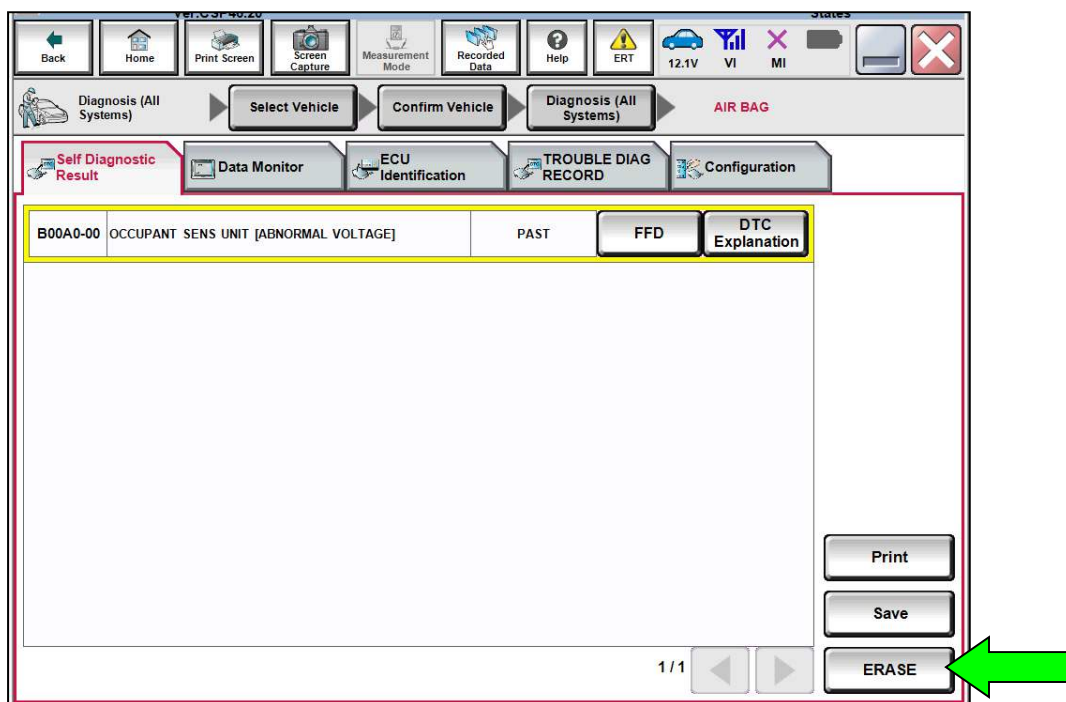


Figure 13

24. Select **Execute**.

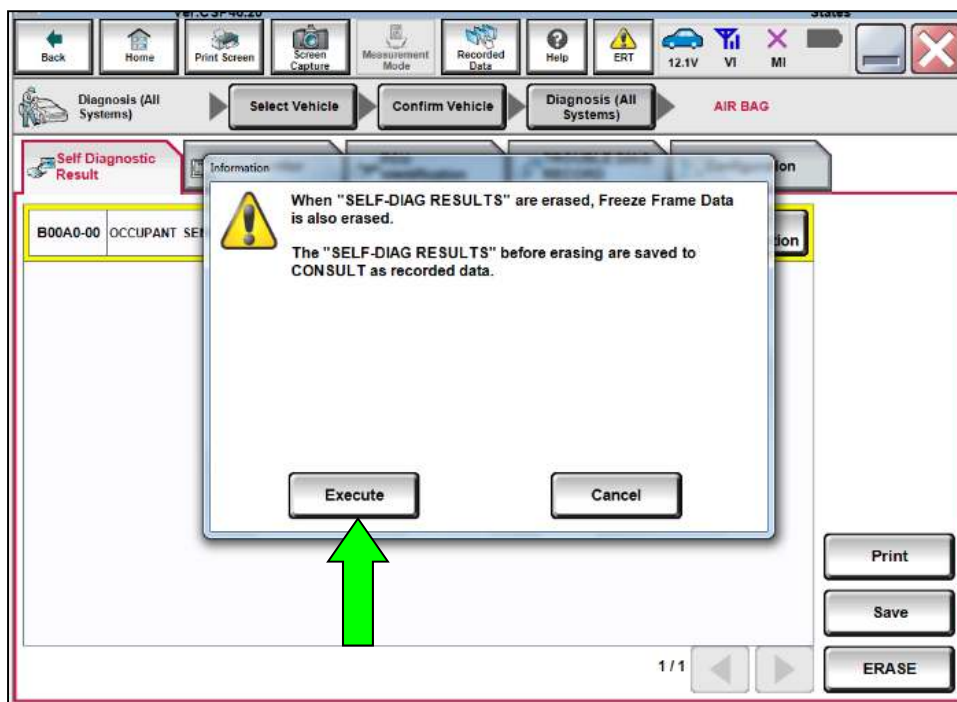


Figure 14

25. Select **Close**.

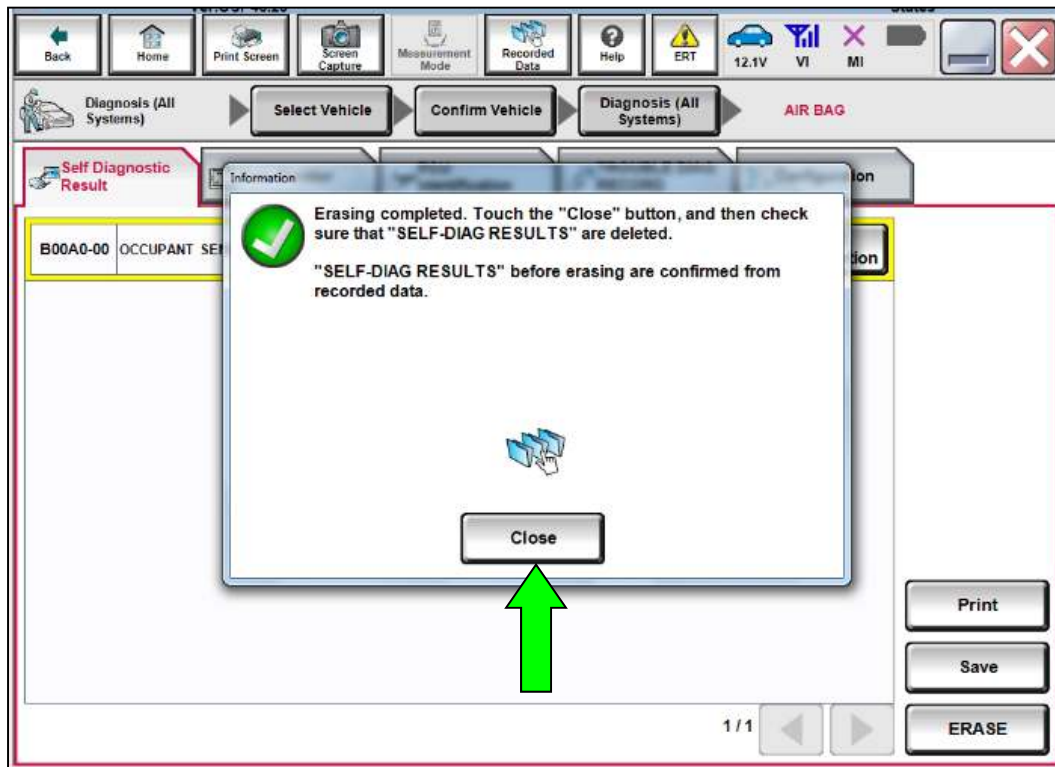


Figure 15

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

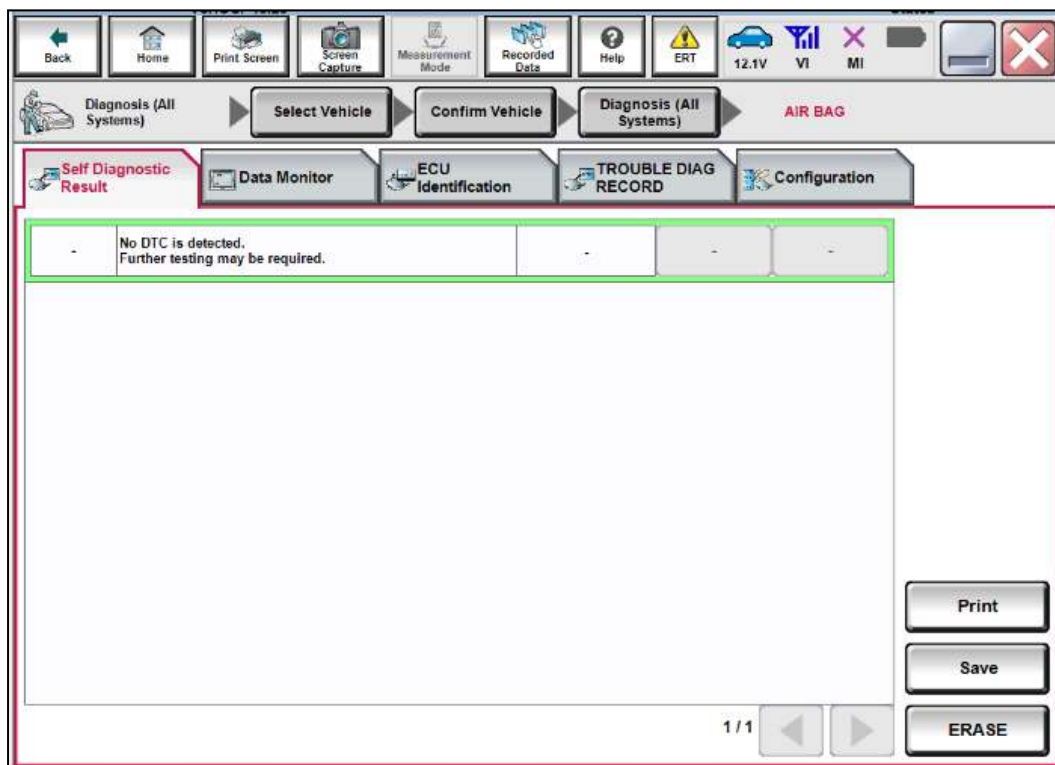


Figure 16

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 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
April 26, 2022	ITB19-024B	APPLIED VEHICLES revised
March 9, 2023	ITB19-024C	APPLIED VEHICLES and pages 3, 4, and 9 revised
September 19, 2024	ITB19-024D	2024 Model Year added to V37, J55, FJ55, L51, Z62; battery voltage range on page 4 revised

