

Classification:

EL14-003c

Reference:

ITB14-011c

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REMOTE ENGINE START NOT WORKING

This bulletin has been amended. Changes have been made to items 4 and 13 in the Supplemental Diagnosis Table. No other changes have been made. Please discard previous versions of this bulletin.

APPLIED VEHICLES:

2013 JX35 (L50)
2014-2016 QX60 (L50)
2014-2016 QX60 Hybrid (L50)
2013.5 QX56 (Z62)
2014-2015 QX80 (Z62)
2016 Q50 (V37)
2016 Q50 Hybrid (V37)

SERVICE INFORMATION

If a customer states the Remote Engine Start (RES) feature of an applied vehicle is "not working", make sure the system is properly set to operate:

- The ignition is turned OFF
- The shift selector is in Park (P)
- The hood/doors/trunk lid/lift gate are completely closed
- No other of the vehicle's Intelligent Keys (I-Keys) are inside, or within "starting" range of, the vehicle
- The I-Key/key fob (key fob) is within the operating range of 197 ft or 60 m

If the above conditions are met, RES should work.

1. Point the key fob at the vehicle.
2. Press the LOCK button.
3. Press and hold the RES button within five (5) seconds of pressing the LOCK button until the turn signal lights turn ON.

Whenever an applied vehicle has a concern with the Remote Engine Start (RES) feature not working properly, make sure to verify the incident before starting any diagnosis and/or replacing parts.

For a better understanding of the RES system, refer to section 3: "Pre-driving checks and adjustments > Remote Engine Start of the applied vehicle's owner's manual. When diagnosing RES operation, use the **Supplemental RES Service Information** and **Supplemental Diagnosis Table** (starting on page 2) in addition to the ESM.

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.

Supplemental RES Service Information

Operate RES, verify if the system is not working properly.

- a. Start the engine normally with the push-button ignition switch.
- b. Turn the ignition OFF, and then wait six (6) seconds.
- c. Exit the vehicle, make sure all doors are closed, and then lock the vehicle with the key fob.
- d. Within five (5) seconds of pressing the lock button, point the key fob at the vehicle, and then press and hold the RES button until the turn signal lights turn ON.
- e. At this time, the engine should start, the turn signal lights remain ON, and the doors should remain locked while the engine is running.
- f. If this condition does not occur, use the Supplemental Diagnosis Table below in addition to the ESM.

Supplemental Diagnosis Table

The engine does not start using the RES feature (see steps a-e above)		Possible Cause	Confirmation of Cause	Resolution
	1	ECM has not completed shutdown procedure after engine/ignition OFF.	ECM has to end shutdown process and save data prior to allowing RES to operate. Shutdown process takes 6 seconds to complete after engine/ignition is turned OFF.	Wait 6 seconds after engine has stopped prior to attempting RES activation.
	2	RES is correctly activated more than 2 times consecutively OR RES is activated once and with engine running another request is generated.	Not possible to confirm how many times RES has been activated.	Perform steps a-d above. This action will reset counter.
	3	One or more key fobs for this vehicle are still inside the vehicle.	With all known key fobs outside and out of range of vehicle, try to turn ON ignition with push-button ignition switch. If ignition turns ON, a key fob/I-Key remains inside vehicle.	Find and remove all remaining key fobs from the vehicle, lock doors with key fob, and then perform RES.
	4	Doors and trunk lid (or lift gate) are not closed and locked.	Doors/trunk lid/lift gate may not be completely closed and locked. Confirm both conditions in BCM Data Monitor: All doors closed - Status SW = OFF All doors locked - Status = LOCK	Close and lock all doors/trunk lid/lift gate. If switches still do not show correct status, diagnose further with ESM.

Supplemental Diagnosis Table (cont'd)

The engine does not start using the RES feature		Possible Cause	Confirmation of Cause	Resolution
	5	Door Lock button on key fob was not pressed prior to activating RES.	Not possible to confirm lock button was pressed first.	Press the Lock button before pressing and holding the RES button.
	6	RES button on key fob is not held long enough.	Not possible to confirm how long RES button was held.	Hold RES button for more than 2 sec to activate RES.
	7	Waited longer than 5 seconds to activate RES after door lock operation.	Not possible to confirm how long RES was pressed after lock.	Press and hold RES button within 5 seconds of pressing lock button.
	8	Ignition switch is not in LOCKED position	Verify if ignition switch position (status) is in any status other than LOCKED.	Change ignition switch to LOCKED status.
	9	The vehicle's shift selector is not in Park position.	Shift selector may look to be in Park but is not. Confirm in BCM Data Monitor: PN Switch = ON (with shift selector in Park)	Verify shift selector is in Park position. If PN switch = OFF, diagnose further with ESM.
	10	Shift selector release button is not in released (un-pressed) position.	Confirm in BCM Data Monitor: Detent SW = OFF (when release button is not pressed)	If Detent SW = ON, diagnose further with ESM.
	11	Environmental factors block, reduce, or scramble signal strength from key fob to BCM.	RF interference may exist inside vehicle with aftermarket devices i.e. alarm systems OR other devices found near key fob i.e. highway pass card OR RF device i.e. phone or portable garage door opener.	Move vehicle from area where stationary source(s) of interference may be located and/or remove source(s) of interference away from the key fob or path of signal.
	12	Stop lamp switch is misadjusted or inoperative, giving a stop lamp switch ON signal (or brake pedal is applied).	Stop lamp switch adjustment may not be within specification. Confirm switch operation using ABS Data Monitor: Stop Lamp SW = OFF (with brake pedal released, not pressed)	Adjust / Replace Stop lamp switch.

Supplemental Diagnosis Table (cont'd)

The engine does not start using the RES feature		Possible Cause	Confirmation of Cause	Resolution
	13	Hood is opened.	Hood may not be completely closed. Confirm hood switch operation using IPDM Data Monitor: Hood Switch-2 = ON (when hood is closed)	Check as needed: • Verify the hood is closed. • Confirm hood switch connection is secure. • Adjust / replace switch.
	14	Security system is currently activated (activation keeps engine from starting). Note: Horns may not be heard and lights may not be flashing.	Check Security system activation by trying to start engine normally (with push-button ignition switch). Note: Engine will not start with Security system activated.	Turn off/deactivate Security system (unlock doors with key fob). If condition persists, diagnose further using ESM.
	15	RES is attempted from within the vehicle.	RES can only operate from outside vehicle with doors locked.	Exit vehicle WITH key fob, lock doors and within 5 seconds activate RES.
	16	Specific DTCs may prevent RES from operating: B261B, B26FE, B26FD	Confirm with C-III plus no DTCs are stored.	Clear DTC(s) with C-III plus. If DTC(s) persist, perform further diagnosis using ESM.