

Reference:

ITB17-041

Date:

July 13, 2017

VOLUNTARY SERVICE CAMPAIGN INFINITI; 2G TELEMATICS HARDWARE DEACTIVATION

CAMPAIGN ID #: P7331

APPLIED VEHICLES: 2013 JX35 (L50)
2014-2016 QX60 (L50)
2014-2016 QX60 Hybrid (L50)
2014-2015 Q50 (V37)
2014-2015 Q50 Hybrid (V37)
2013 M37/M56 (Y51)
2014-2016 Q70 (Y51)
2014-2016 Q70L (Y51)
2015-2016 Q70 Hybrid (Y51)
2013 QX56 (Z62)
2014-2016 QX80 (Z62)

Refer to Service COMM to confirm campaign eligibility.

INTRODUCTION

Infiniti is conducting a Voluntary Service Campaign (in the U.S. ONLY) on certain specific 2013-2016 Infiniti vehicles equipped with 2G Telematics Hardware to disable the 2G Telematics Control Unit (TCU). The 2G cellular service is no longer active in the United States and the subject TCUs are no longer connected to telematics services (Infiniti Connect™) and no longer perform any function in the affected vehicles. This campaign is being performed out of abundance of caution to help prevent potential cybersecurity issues.

- Applied vehicles equipped with the 2G Telematics Control Unit (TCU) that enter the service department for any reason should have the subject TCU deactivated. This campaign will be performed at no charge to the customer for parts or labor.
- For customers interested in the TCU update as opposed to deactivation, please refer to ITB17-007.

IDENTIFICATION NUMBER

Infiniti has assigned identification number P7331 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

Dealers are to repair vehicles falling within range of this campaign that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a retailer's inventory.

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.

SERVICE PROCEDURE

Confirm if TCU is 2G or 3G

1. Check TCU ID number as follows:

- For the **JX35/QX60, M37/M56/Q70, and QX56/QX80** check the TCU ID number on the vehicle information screen (Figure A) and confirm if a 2G or a 3G TCU is installed as follows:

- a. Press the hard button labeled **Setting/Info**.
- b. Press the **"Others"** soft button on the center display screen.
- c. Press the **"Infiniti Connection"** soft button.
- d. Press **"Unit ID information"**.

- Does TCU ID start with "2021-0"?

YES: Proceed to Turn OFF the TCU on the next page.

NO: Inspection complete.

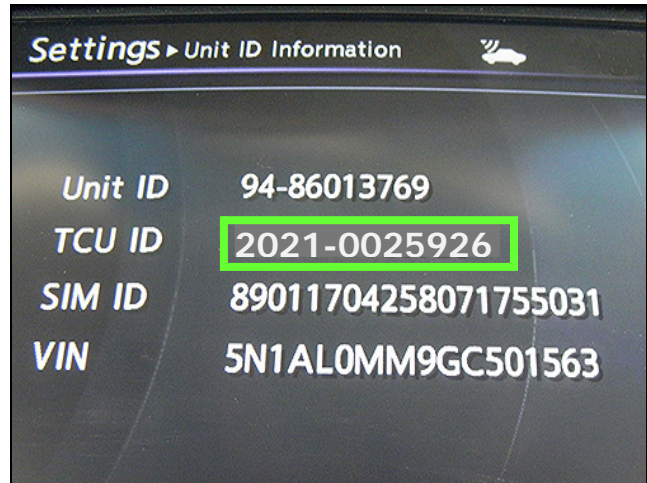


Figure A

- For the **Q50** check the TCU ID number on the vehicle information screen (Figure B) and confirm if a 2G or a 3G TCU is installed as follows:

- a. Press the soft (on-screen) button labeled **Setting**.
- b. Press the **">"** soft button on the center display screen.
- c. Press the **"In-Touch Services"** soft button on the center display screen.
- d. Press **"Unit ID information"**.

- Does TCU ID start with "2021-0"?

YES: Proceed to Turn OFF the TCU on the next page.

NO: Inspection complete.

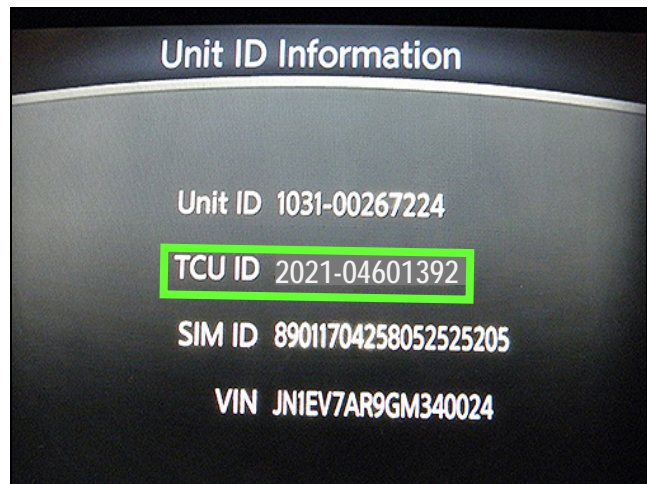


Figure B

Turn OFF the TCU (disable)

2. Connect the C-III plus VI to the vehicle.
3. Set the parking brake.
4. Turn the Ignition ON (engine OFF / Not Ready).
5. Launch C-III plus on the CONSULT PC.
6. Select **Diagnosis (One System)**.

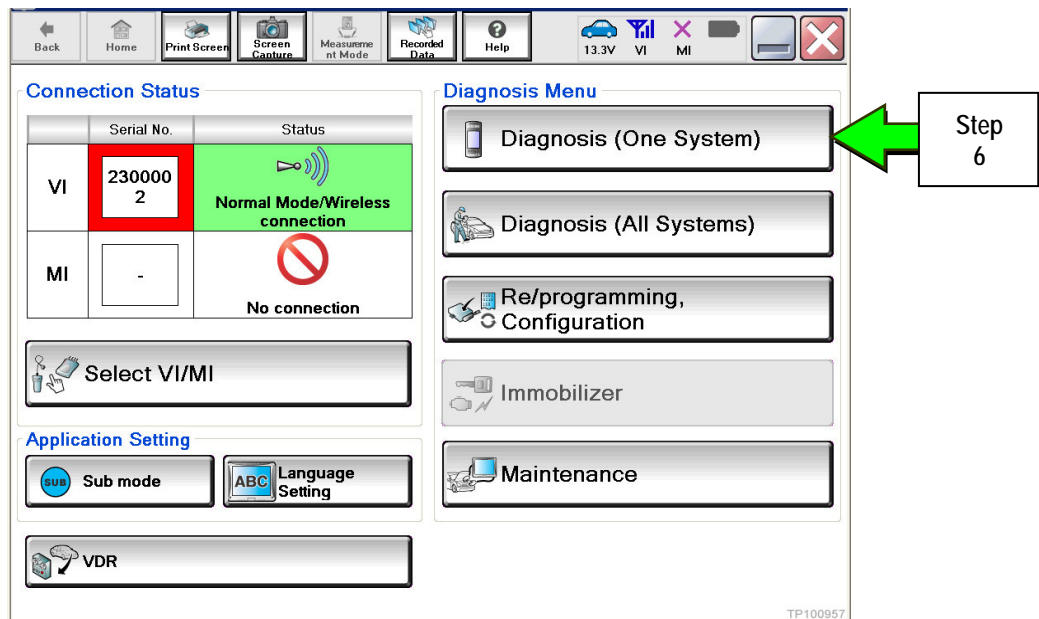


Figure 1

7. Select **TELEMATICS** on page 2 of the "All systems" list.

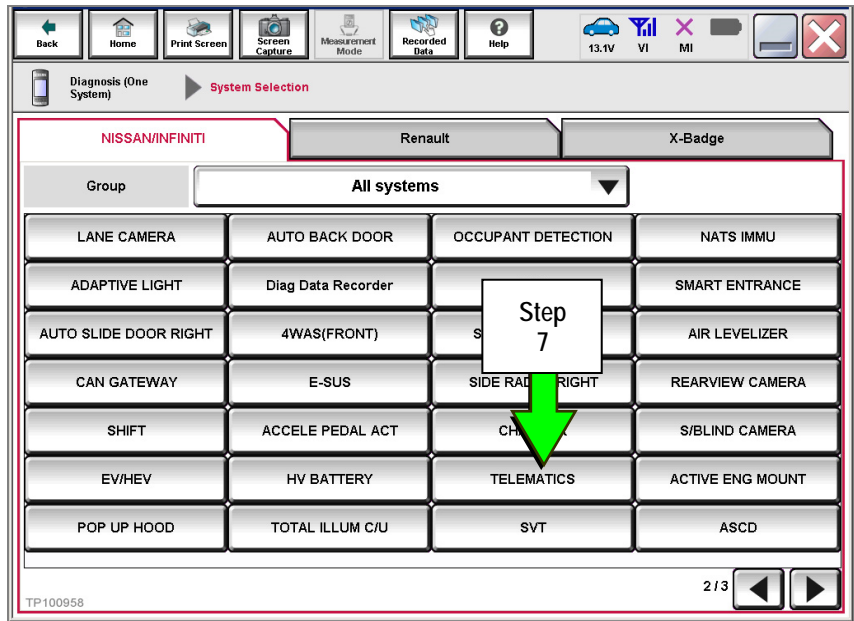


Figure 2

8. Select **Work support**.

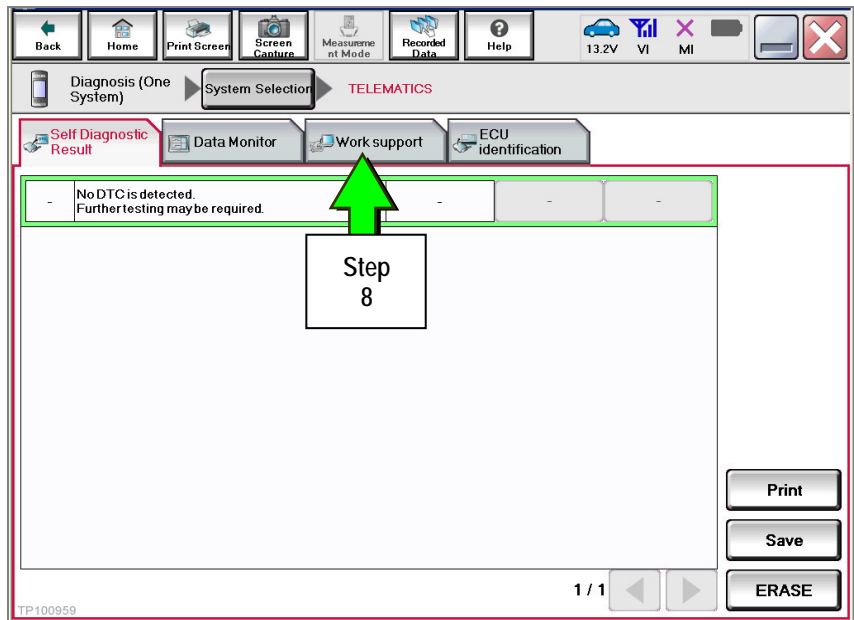


Figure 3

9. Select TCU ACTIVATE SETTING.

10. Select **Start**.

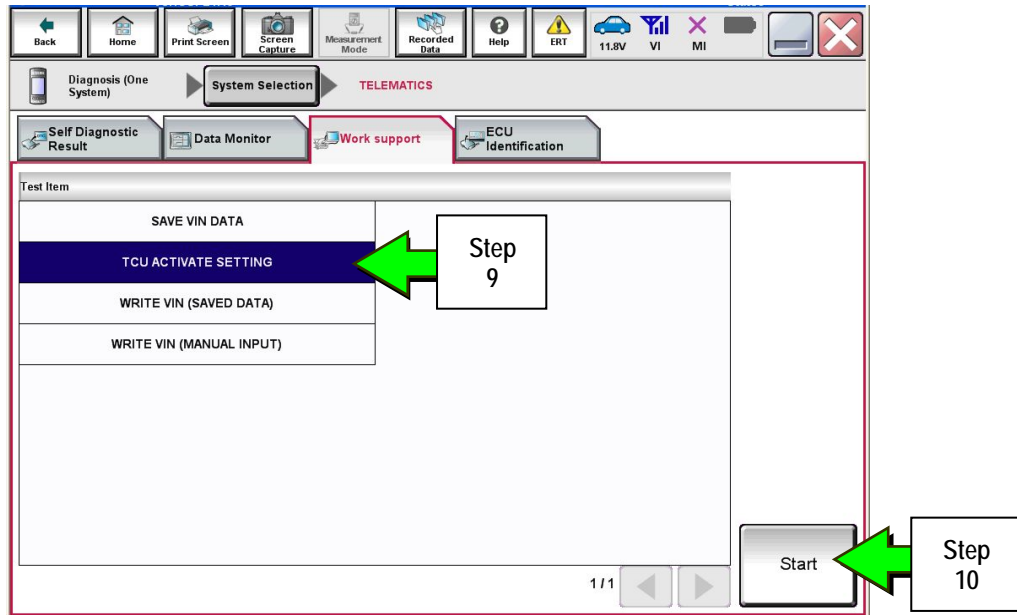


Figure 4

11. Select **Start**.

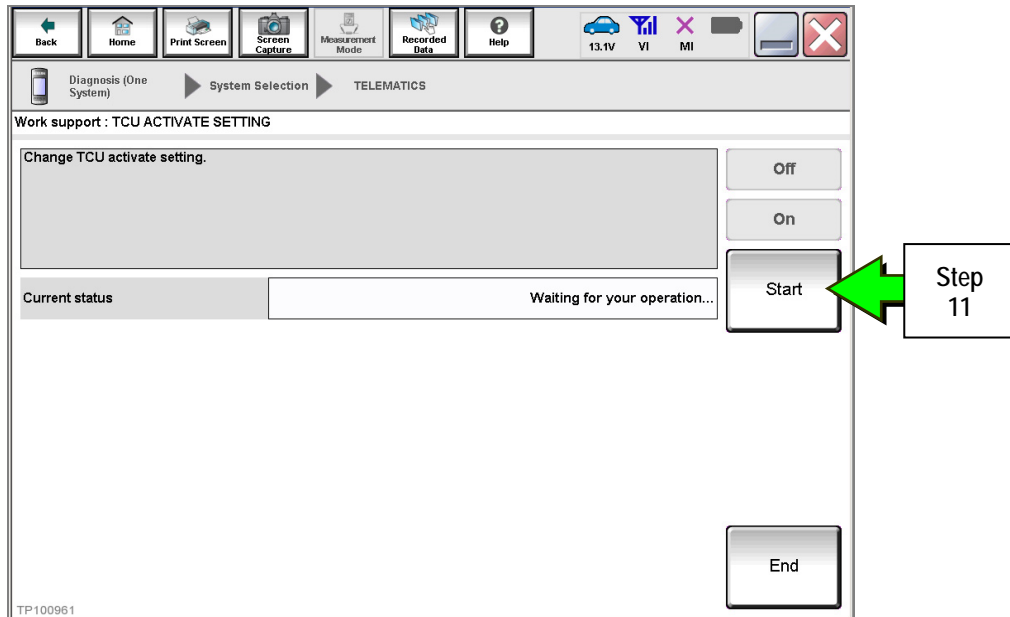


Figure 5

12. Select **Off** to turn OFF the TCU.

13. Select **End**.

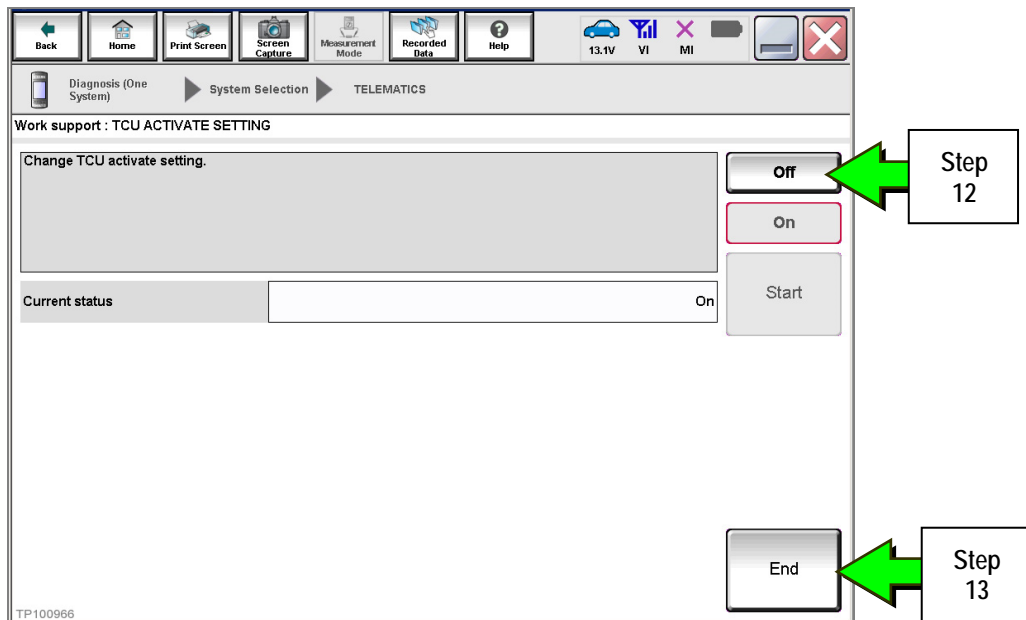


Figure 6

14. Select **Start**.

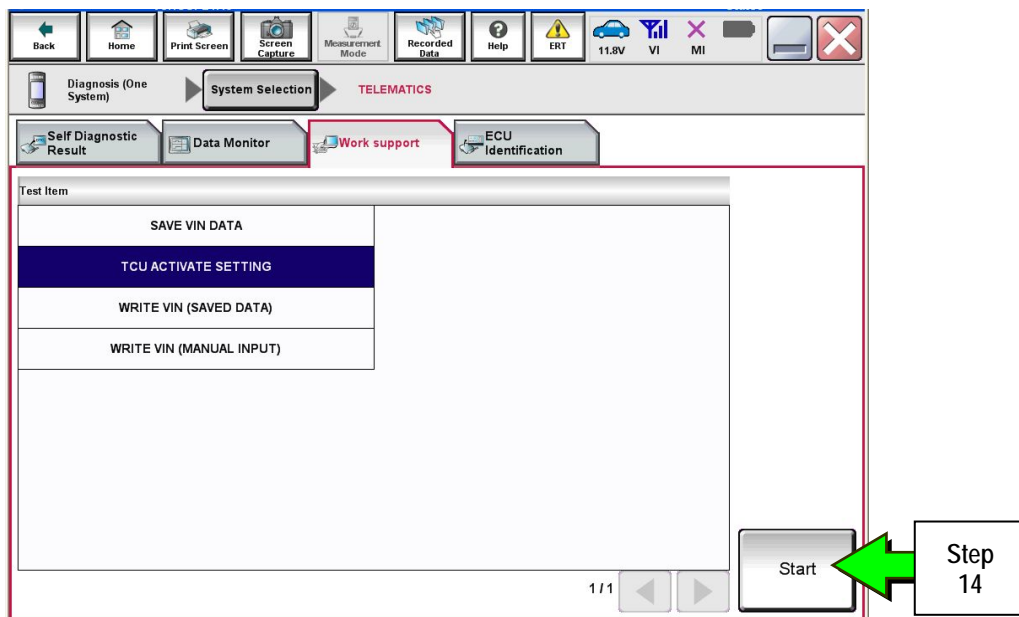


Figure 7

15. Select **Start**.

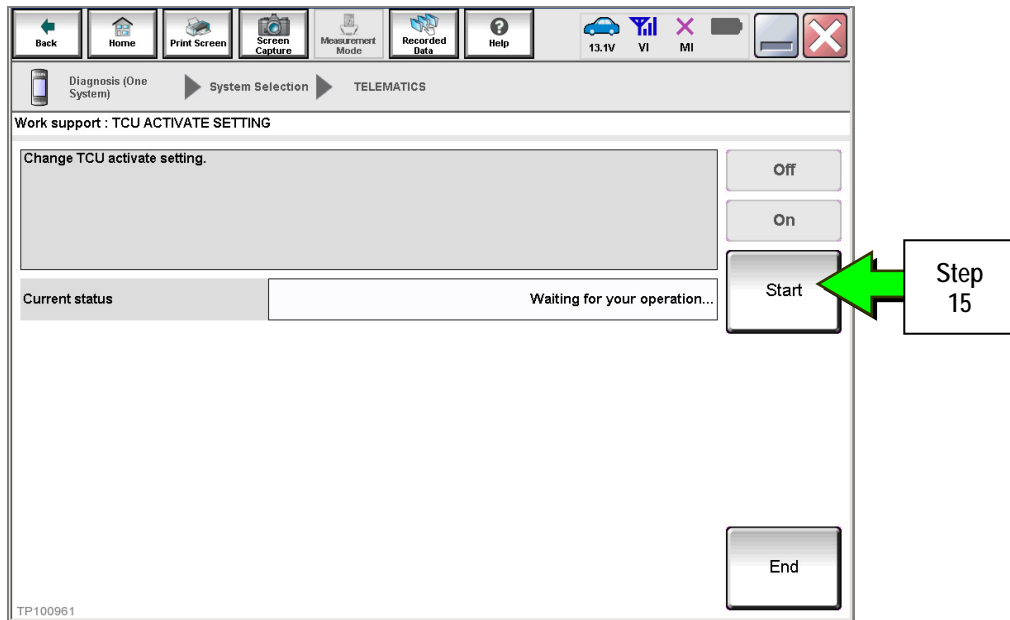


Figure 8

16. Confirm "**Off**" is displayed in the **Current status** field.

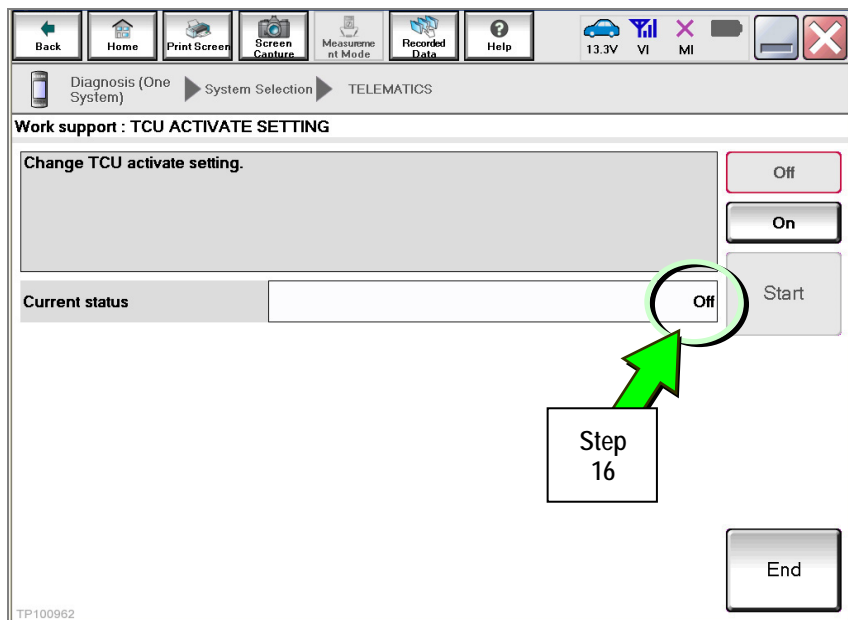


Figure 9

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
P7331	Inspect TCU part number and deactivate 2G Telematics Hardware	P73310	0.2 hrs.
	Inspect TCU part number only (2G Telematics Hardware already deactivated)	P73311	

