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July 13, 2017

Date:

# 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 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 The 2G cellular service is no longer active in the United States and the subject TCUs are no longer connected to telematics services (Infiniti Connect<sup>™</sup>) 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.

#### 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".
      - o Does TCU ID start with "2021-0"?

YES: <u>Proceed to Turn OFF the TCU</u> on the next page.

NO: Inspection complete.

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

YES: <u>Proceed to Turn OFF the TCU</u> on the next page.

NO: Inspection complete.



Figure A



# 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).

<b>H</b> Back	Home Print:	Screen Canture Nde	condel Data
Conne	ction Status	5	Diagnosis Menu
	Serial No.	Status	Diagnosis (One System)
VI 230000 2 Normal I co	230000	▶ )))	
	Normal Mode/Wireless connection	Diagnosis (All Systems)	
м	-	$\otimes$	
		No connection	Configuration
Select VI/MI		мі	Immobilizer
Application Setting   sub mode Language   Setting		Language Setting	Maintenance
\$ \$ \$	/DR		

Figure 1

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

Back Horne Print Screen	Screen Capture	ded Help 13.1V	VI MI		
Diagnosis (One System) System Selection					
NISSAN/INFINITI	Rena	ault	X-Badge		
Group	All systems V				
LANE CAMERA	AUTO BACK DOOR	OCCUPANT DETECTION	NATS IMMU		
ADAPTIVE LIGHT	Diag Data Recorder	Cton L	SMART ENTRANCE		
AUTO SLIDE DOOR RIGHT	4WAS(FRONT)	step	AIR LEVELIZER		
CAN GATEWAY	E-SUS	SIDE RAL RIGHT	REARVIEW CAMERA		
SHIFT	ACCELE PEDAL ACT	СН	S/BLIND CAMERA		
EV/HEV	HV BATTERY	TELEMATICS	ACTIVE ENG MOUNT		
POP UP HOOD	TOTAL ILLUM C/U	SVT	ASCD		
2/3 2/3 D					

Figure 2

8. Select Work support.

Image: Constraint of the second diagram in	-
Diagnosis (One System Selection TELEMATICS	
Self Diagnostic Data Monitor Work support FCU identification	
- No DTC is detected. Further testing may be required.	
Step	
8	
	Print
	Save
1/1	ERASE

Figure 3

## 9. Select TCU ACTIVATE SETTING.

### 10. Select Start.

Image: Back	
Diagnosis (One System) System Selection TELEMATICS	
Result Data Monitor	
Test Item	
TCU ACTIVATE SETTING	
WRITE VIN (SAVED DATA)	
WRITE VIN (MANUAL INPUT)	
1/1 Start <	Step 10
Figure 4	

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### 11. Select Start.



Figure 5

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

### 13. Select End.

Back Rome Print Screen S Diagnosis (One System S	Creen Babture Mode Percented Bata Pe	
Work support : TCU ACTIVATE SETTIN	G	
Change TCU activate setting.		off Step
		On
Current status		On Start
		End Step
TP100966		
	Figure 6	

## 14. Select Start.

Back Reme Print Screen Capture Mode	st Recorded Help ERT 11.8V VI MI			
Diagnosis (One System) System Selection TELEMATICS				
Self Diagnostic Data Monitor				
Test Item				
SAVE VIN DATA				
TCU ACTIVATE SETTING				
WRITE VIN (SAVED DATA)				
WRITE VIN (MANUAL INPUT)				
		Step		

Figure 7

15. Select Start.



Figure 8

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

Back Home Print Screen	reen htwo bture	13.3V VI	м 🖿 📃 🔀		
Diagnosis (One System Selection TELEMATICS					
Work support : TCU ACTIVATE S	ETTING				
Change TCU activate setting.			Off		
			On		
Current status		(	Off Start		
		Step 16			
TP100962			End		

Figure 9

## CLAIMS INFORMATION

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

CAMPAIGN ("CM") I.D. DESCRIPTION		OP CODE	FRT	
07221	Inspect TCU part number and deactivate 2G Telematics Hardware	P73310		
P7331	Inspect TCU part number only (2G Telematics Hardware already deactivated)	P73311	0.2 nrs.	