

SERVICE BULLETIN

Classification: EL12-013j Reference:

ITB12-011j

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January 4, 2018

TELEMATICS SERVICE INFORMATION

This bulletin has been amended. A correction was made to the Service Procedure on page 15. No other changes were made. Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2013 JX35 (L50) 2013 M37/M56 and M35 Hybrid (Y51) 2013 QX56 (Z62) 2014-2018 Q50 and Q50 Hybrid (V37) 2014-2018 Q70 and Q70 Hybrid (Y51) 2014-2017 QX60 and QX60 Hybrid (L50) 2018 QX60 (L50) 2014-2018 QX80 (Z62) 2017-2018 QX30 (H15)

Vehicles equipped with factory Navigation system

SERVICE INFORMATION

The Applied Vehicles that are equipped with a factory Navigation system are also equipped with a wireless communication device called a Telematics Communication Unit (TCU).

With an active subscription (Infiniti Connection[®] or Infiniti InTouch Services[™]), the TCU communicates with the Infiniti Data Center to provide various safety, security, and convenience services.

This bulletin contains important service procedures that must be performed in order to set-up and maintain the telematics system for the Applied Vehicles. If these procedures are not completed, telematics system functions - such as personal security features - will not be active.

Sections in this bulletin:

- Turning ON the TCU During PDI (2013-2017 Applied Vehicles ONLY) Page 2
- When a TCU Needs To Be Replaced Page 6

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.

TURNING ON THE TCU DURING PDI

NOTE:

- This procedure is for 2013-2017 Applied Vehicles ONLY.
- The TCU may be OFF when delivered to the dealership and will need to be turned ON during PDI.
- 1. Connect the CONSULT-III plus (C-III plus) VI to the vehicle.
- 2. Set the parking brake.
- 3. Push the ignition switch twice to ON mode, or turn the key two positions to ON mode.
- 4. Launch C-III plus on the CONSULT PC.
- 5. Select Diagnosis (One System).



Figure 1

6. Select **Telematics** on page 2 of the all systems list.

CONSULT-II plus Ver.15.11.00 VIN:-		Vehicle : -	Country : U.S.A.
ack Home Print Screen	Screen Messrement Rec.	arded Help 12.0V	YI × 🖿 📃
Diagnosis (One System) Sy	stem Selection		
NISSAN/INFINITI	Ren	nault	X-Badge
Group	All system	ns 🔻	
SONAR	POP UP HOOD	TOTAL ILLUM C/U	PTC HEATER
LANE CAMERA	AUTO BACK DOOR		TELEMATICS
ADAPTIVE LIGHT	Diag Data Recorder	Sten	EMCM
AUTO SLIDE DOOR RIGHT	4WAS(FRONT)		SVT
CAN GATEWAY	E-SUS	MULTIDISPLAY	BSW
SHIFT	ACCELE PEDAL ACT	SIDE RADAR RIGHT	AVM
EV/HEV	HV BATTERY	CHARGER	CIU

Figure 2



Figure 3

12.0V VI MI () Help . Back Home Cont Scre Screen Record Diagnosis (One System) TELEMATICS System Selection Self Diagnostic Result ECU Data Monitor Work support Test Item SAVE VIN DATA CENTER CONNECTION SETTING Step TCU ACTIVATE SETTING 8 WRITE VIN DATA Step VIN REGISTRATION 9 Retrieving logging data Start 1/1 Þ

Figure 4

7. Select Work Support.

- 8. Select TCU Activate Setting.
- 9. Select Start.

10. Select Start.

JLT-III plus Ver.15.11.00 () Help Screen Recorded 12.0V VI MI 1 . ¢. Diagnosis (One System) TELEMATICS System Selection Work support : TCU ACTIVATE SETTING Change TCU activate setting. Off On Step Start Current status 10 End

Figure 5

12.0V VI MI O e Screen 50 ¢ TELEMATICS Diagnosis (One System) System Selection Work support : TCU ACTIVATE SETTING Change TCU activate setting. Off Step On 11 Start Current status Off Step 12 End

Figure 6



Figure 7

- 11. Select **ON** to turn ON the TCU.
- 12. Select END.

13. Select Start.



Figure 8

- .11.0 Screen Recorded () Help 12.0V VI MI **e** Back 1 . Diagnosis (Ond System) TELEMATICS System Selection Work support : TCU ACTIVATE SETTING Change TCU activate setting. Off On Start On Current status Step 15 End
 - Figure 9

15. Confirm "**On**" is displayed in the **Current status** field.

14. Select Start.

WHEN A TCU NEEDS TO BE REPLACED

NOTE:

- For 2016-2018 Q50, 2017-2018 Q60, 2017-2018 QX60, and 2018 QX80 with remote engine start (button on key fob): You <u>MUST</u> have ALL client keys before beginning this procedure.
- Certain TCUs require configuration after replacement. Refer to page 14.
- Each TCU is registered to a specific Vehicle Identification Number (VIN). <u>TCUs cannot be "swapped"</u> <u>between vehicles.</u> Once a TCU is registered to a vehicle, the TCU cannot be used in another vehicle.
- The VIN <u>MUST</u> be written to the replacement TCU after installation.
- The replacement TCU must come from Nissan North America parts supply.
- 1. Save VIN data from the TCU using C-III plus.
 - Perform steps 1-7 of the Turning ON the TCU During PDI procedure starting on page 2.

- 2. Select SAVE VIN DATA.
- 3. Select Start.

CONSULT-III plus Ver.15.11.00 VIN:-	Vehicle : -	Country : U.S.A.
Back Rome Print Screen Capture Mode	Recorded Help 12.00	NI 💥 📟 🔜 🔀
Diagnosis (One System) System Selection TEL	EMATICS	
Self Diagnostic Data Monitor	upport ECU identification	
Test Item SAVE VIN DATA	Step	
CENTER CONNECTION SETTING	2	
TCU ACTIVATE SETTING		
WRITE VIN DATA		
VIN REGISTRATION		Step
Retrieving logging data		3
		Start
	1/1	4 1

Figure 10

4. Select START.

NOTE: If the VIN data cannot be saved, you will have to manually enter the VIN later in this procedure.



Figure 11

12.0V VI () Help Record Screen -× Diagnosis (One System) System Selection TELEMATICS Work support : SAVE VIN DATA DATA SAVING HAS BEEN COMPLETED. ACCORDING TO SERVICE MANUAL, RUN THE DATA WRITING ROUTINE. Retry Current status CMPLT Step End 5

Figure 12

5. Select End.

- 6. Remove the TCU from the vehicle.
 - Refer to the Electronic Service Manual ESM, section AV Audio Visual & Navigation System, for removal information.

Step 7 must be performed <u>AFTER</u> the original TCU is removed from the vehicle and <u>BEFORE</u> the replacement TCU is installed.

- 7. Write the following information on the repair order:
 - a) VIN.
 - b) International Mobile Equipment Identity Number (IMEI) of the <u>original TCU</u>. This number is located on the TCU.
 - c) IMEI Number of the <u>replacement TCU</u>. This number is located on the TCU.
 - d) Serial Number of the <u>replacement TCU</u>. This number is located on the TCU.



LABEL ON TCU

Examples of IMEI and Serial Number on TCU Label

- 8 Install the replacement TCU into the vehicle.
 - Refer to the ESM, section AV Audio Visual & Navigation System, for installation information.
- 9. Connect the CONSULT-III plus (C-III plus) VI to the vehicle.
- 10. Set the parking brake.
- 11. Push the ignition switch twice to ON mode, or turn the key two positions to ON mode.
- 12. Launch C-III plus on the CONSULT PC.

13. Select Diagnosis (One System).



Figure 14



Figure 15



Figure 16

14. Select Telematics.

15. Select Work Support.

16. Select WRITE VIN DATA.

NOTE: If VIN DATA could not be saved in step 4 on page 7, then skip to **Manually Enter VIN Data (if needed)** on page 12.

17. Select Start.



Figure 17



Figure 18



18. Select Start.

19. Select End.

10/15

20. Is the vehicle you are working on a 2016-2018 Q50 or Q50 Hybrid, 2017-2018 Q60, 2017-2018 QX30, 2018 Q70 or Q70 Hybrid, or 2018 QX80?

YES: Go to Manual TCU Configuration on page 14, then proceed to step 21.

NO: Proceed to the next step (step 21).

- 21. Turn ON the TCU.
 - Perform steps 1-15 of the Turning ON the TCU During PDI procedure, starting on page 2.
- 22. <u>This step is only for 2016-2018 Q50, 2017-2018 Q60, 2017-2018 QX60 and 2018 QX80 with remote engine</u> start (button on key fob):
 - Step 22 must be performed before step 23.
 - Perform Intelligent Key registration for all client keys.

NOTE: The Remote Engine Start and Stolen Vehicle Locator features (if so equipped) will not function if Intelligent Key registration is not completed.

23. Call the Infiniti Call Center at **1-800-334-7858**. Listen for additional applicable prompts. (Hours of operation are listed at the bottom of the page.)

During this call:

- You will be asked for your name, dealership name, and all of the information collected in step 7 on page 8.
- The Call Center agent will deactivate the original TCU and activate the replacement TCU.

IMPORTANT: Step 23 MUST be performed to activate the replacement TCU. If it is not performed the TCU will not be able to communicate with the Infiniti Data Center.

END

Infiniti Call Center (1-800-334-7858) – Hours of Operation (Central Time Zone)

Monday – Friday: 7AM – 10PM Saturday: 8AM – 5PM

Special Holiday Hours: Closed Thanksgiving, Christmas, and New Year's Day Christmas Eve: 7AM – 7PM New Year's Eve: 7AM – 7PM

Manually Enter VIN Data (if needed)

(If step 4 on page 7 was unsuccessful.)

1. Select VIN REGISTRATION.



Figure 20

- 2. Enter the VIN.
 - a) Touch the VIN (1ST TIME) input field and type in the VIN.
 - b) Touch the VIN (2ND TIME) input field and type in the VIN again.



Figure 21

Ø 12.0V VI MI Ô Diagnosis (One System) TELEMATICS System Selection Work support : VIN REGISTRATION Input VIN of the vehicle. Refer to Service Manual for location of identification plate. Step Start 2c NISSAN MOTOR COLUD JAPAN NIBBAN MOTOR IBERICA, S.A. ------..... VIN 5N1ALOMMXDXXXXXX VIN (1ST TIME) 5N1ALOMMXDXXXXXXX VIN (2ND TIME) End



c) Select Start.

3. Select End.



Figure 23

4. Return to step 21 on page 11.

Manual TCU Configuration (2016-2018 Q50 or Q50 Hybrid, 2017-2018 Q60, 2017-2018 QX30, 2018 Q70 or Q70 Hybrid, and 2018 QX80 only)

1. Select Re/programming, Configuration.

NOTE: C-III plus screen for steps 2-4 not shown.

- Read the precautions on C-III plus screen 2. and then select Next.
- Select model and model year. 3.

5. Select TELEMATICS.

4. Select Select, and then Confirm.



Figure 24



Figure 25

0 AL INT × 50 Re/programming, Configuration ∢ System Selecti Operation Selection ъ 6/6 Operation Selection Touch "Operation". In case over write current ECU, touch "Reprogramming". In case replacement of ECU, select an operation in REPLACE ECU category REPROGRAMMING In case you want to reprogramming ECU, touch "Reprogramming Reprogramming Step Replacement OF ECU 6 Programming (Blank ECU) Touch "Before ECU Replacement", Operation log with part number is saved to CONSULT. Before ECU CU Replacement Afte Replacement VEHICLE CONFIGURATION Touch "Before ECU Replacement", Operation log with configuration data is saved to CONSULT. Before ECU After ECU Replacement Replacement

Figure 26

- 6. Select After ECU Replacement.

7. Select Manual selection.

8. Select the applicable Type ID:

For 2016-2018 Q50 and Q50 Hybrid: 28277-1HK0A

For 2017-2018 QX30:

28277-5DA2A

For 2017-2018 Q60:

28277-5CA2A

For 2018 Q70 and Q70 Hybrid: 28277-5UV0A

For 2018 QX80

28277-6FL1C

NOTE: If the C-III plus automatically selects the Type ID then there will be no options shown under Type ID and Figure 28 will not display. Skip to step 10.

- 9. Select Next.
- 10. Select OK.
- 11. Return to step 21 on page 11.

t an operation from the following list h "FAST linked" or "Manual selection". Touch "FAST linked" to select automatic selection for writing data using the file generated in FAST.	n operation from the following list. FAST linked" or "Manual selection". Touch "FAST linked" to select automatic selection for writing data using the file generated in FAST.	method selection		acticular	_	
Touch "FAST linked" to select automatic selection for writing data using the file generated in FAST.	Touch "FAST linked" to select automatic selection for writing data using the file generated in FAST.	an operation from the fo "FAST linked" or "Manua	bllowing list. I selection"			
Touch "FAST linked" to select automatic selection for writing data using the file generated in FAST.	Touch "FAST linked" to select automatic selection for writing data using the file generated in FAST.					
	FAST linked		Touch "FAST linked" generated in FAST.	to select automatic s	election for writing da	ta using the file
FAST linked		FAST linked				

Figure 27



Figure 28



Figure 29