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 Q60 (V37)
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:

o **Turning ON the TCU During PDI (2013-2017 Applied Vehicles ONLY)** – Page 2

o **When a TCU Needs To Be Replaced** – Page 6

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.

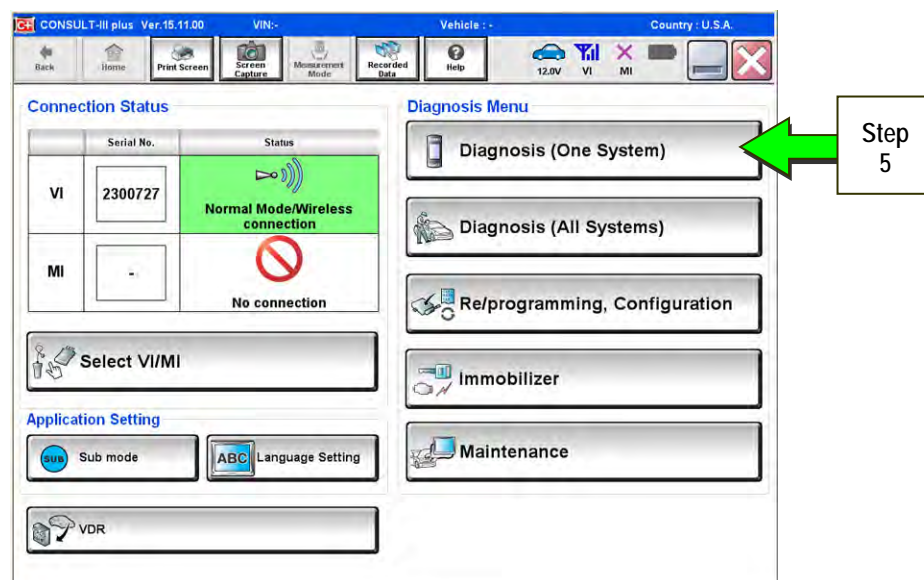4. Launch C-III plus on the CONSULT PC.

5. Select **Diagnosis (One System)**.

Figure 1

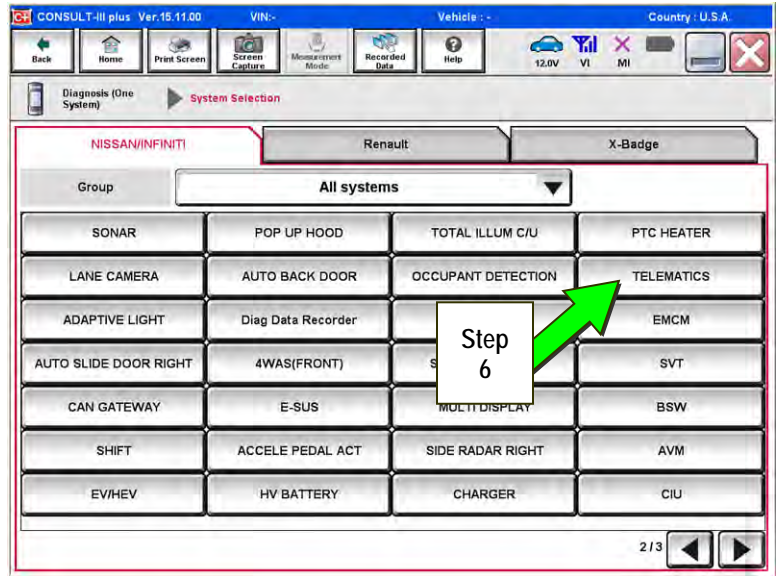6. Select **Telematics** on page 2 of the all systems list.
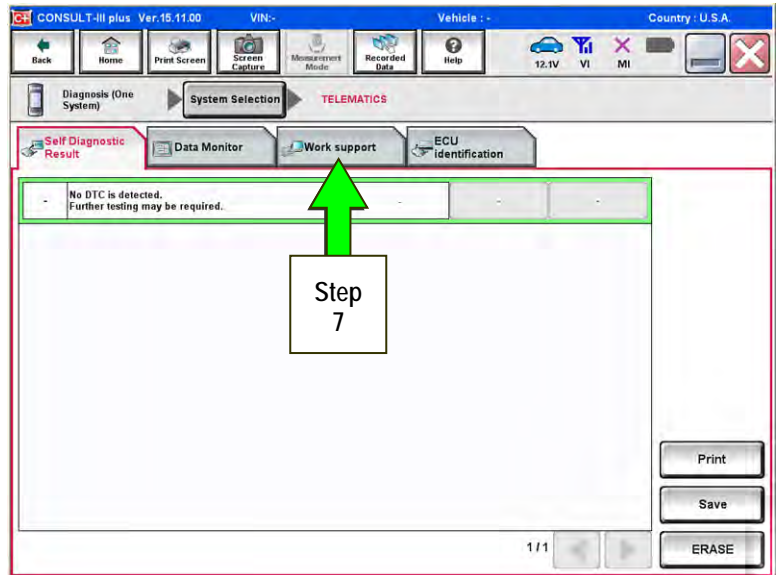

Figure 2

7. Select **Work Support**.

Figure 3

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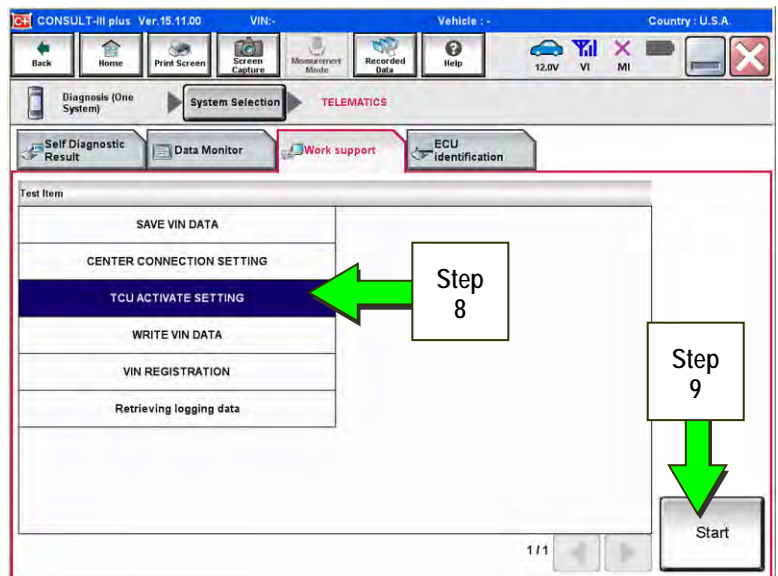
9. Select **Start**.
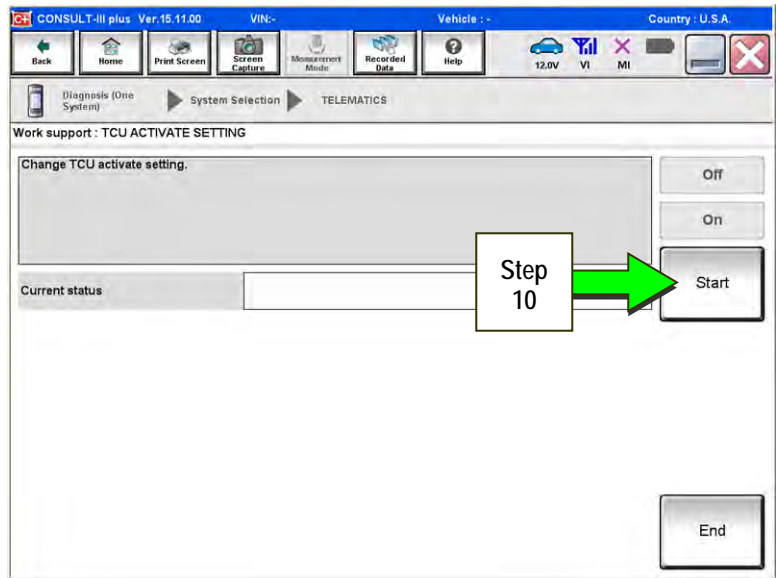

Figure 4

10. Select **Start**.
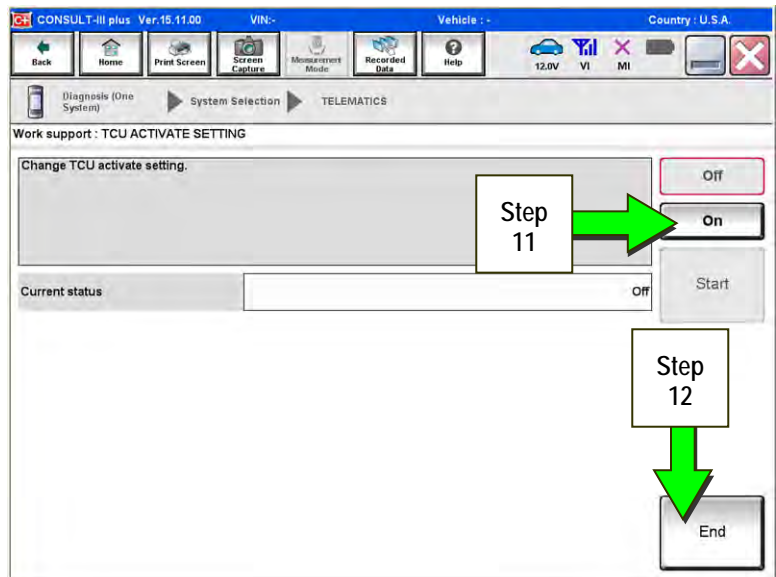

Figure 5

11. Select **ON** to turn ON the TCU.

12. Select **END**.

Figure 6
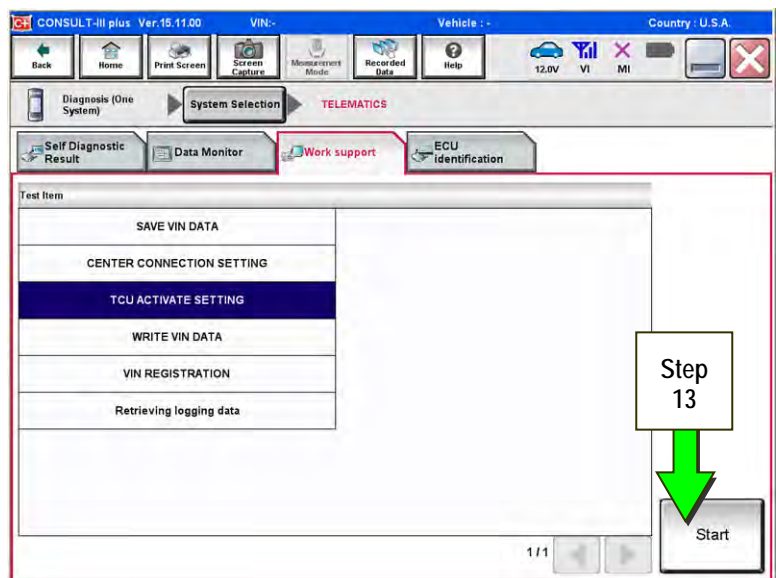
13. Select **Start.**
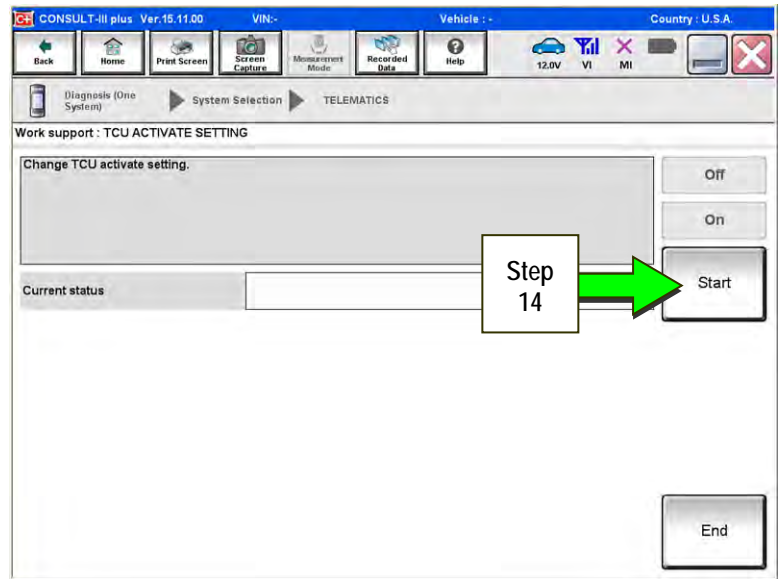

Figure 7

14. Select **Start**.

Figure 8

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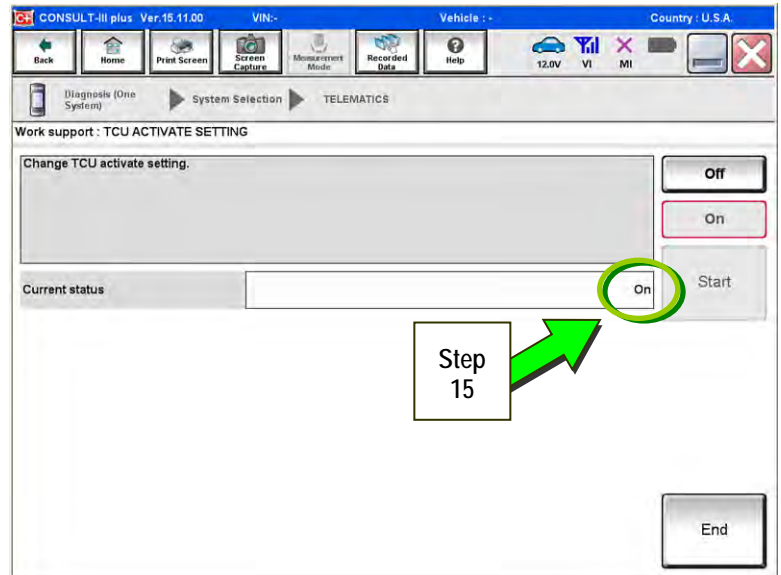

Figure 9

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" 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**.
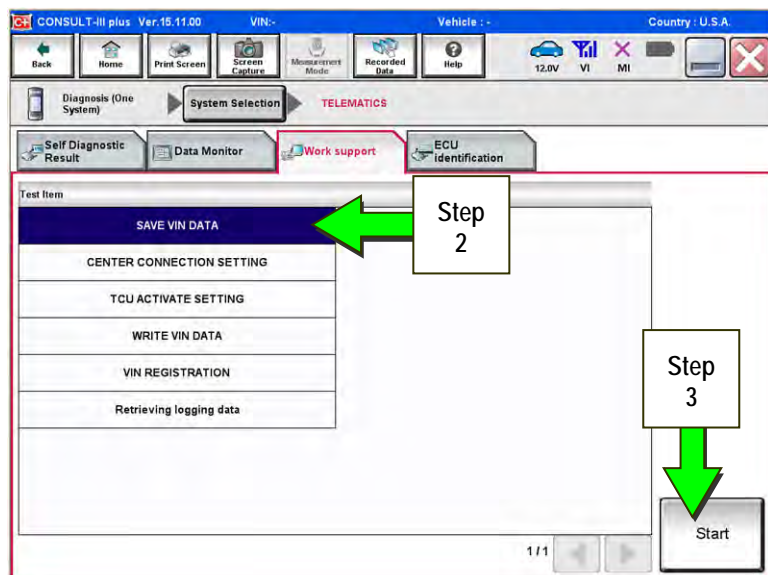
3. Select **Start**.

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.
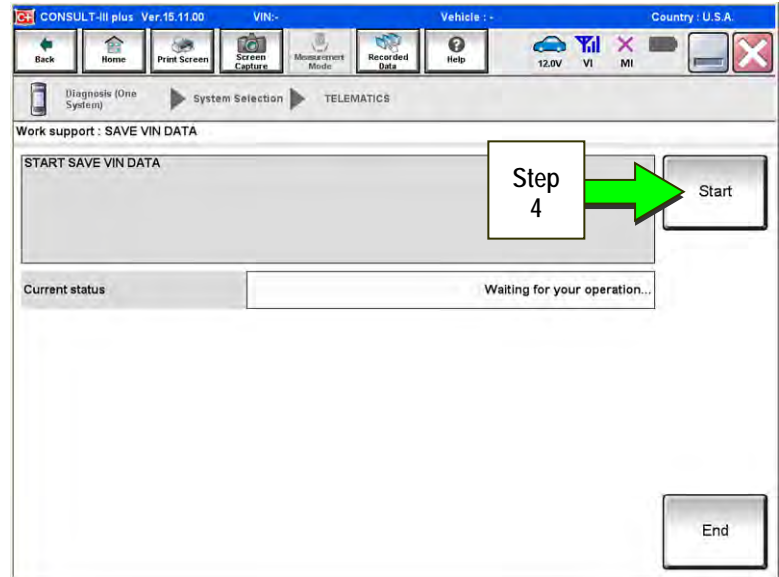

Figure 11
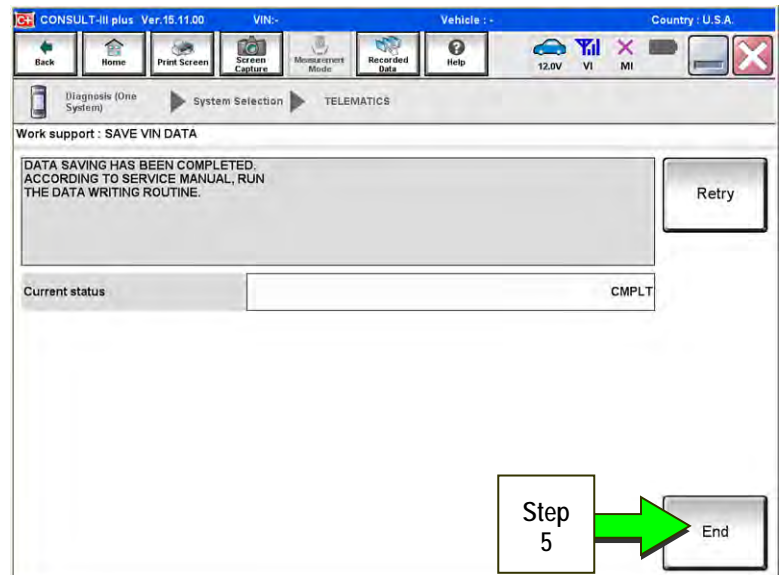
5. Select **End**.

Figure 12

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
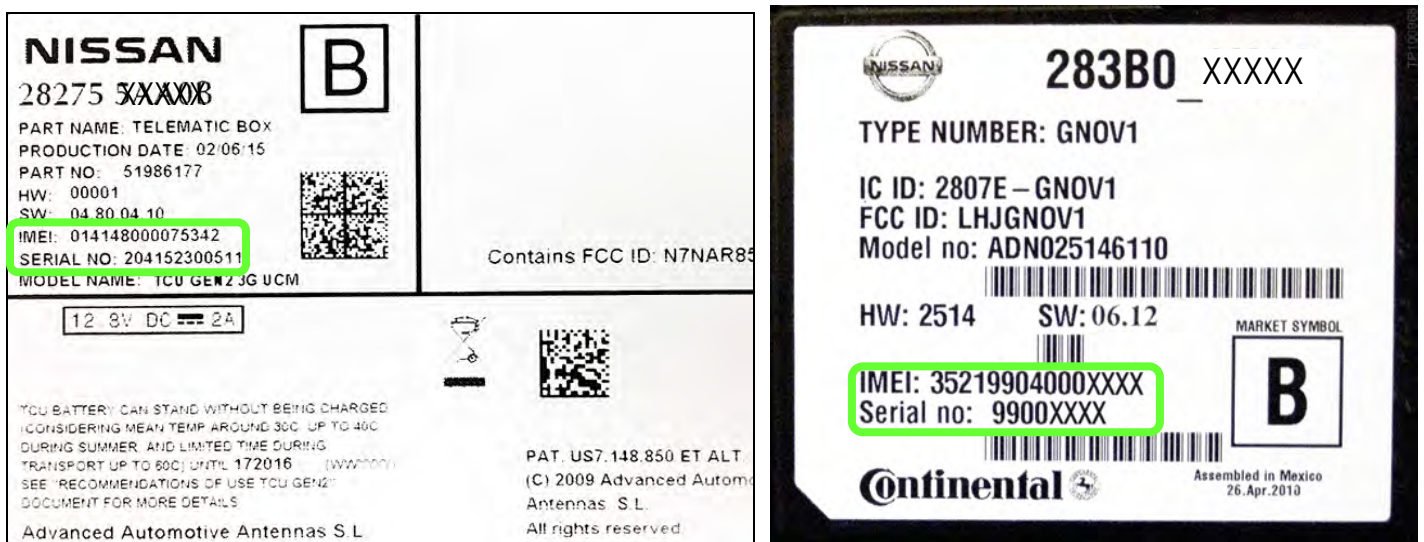### Examples of IMEI and Serial Number on TCU Label

Figure 13

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.

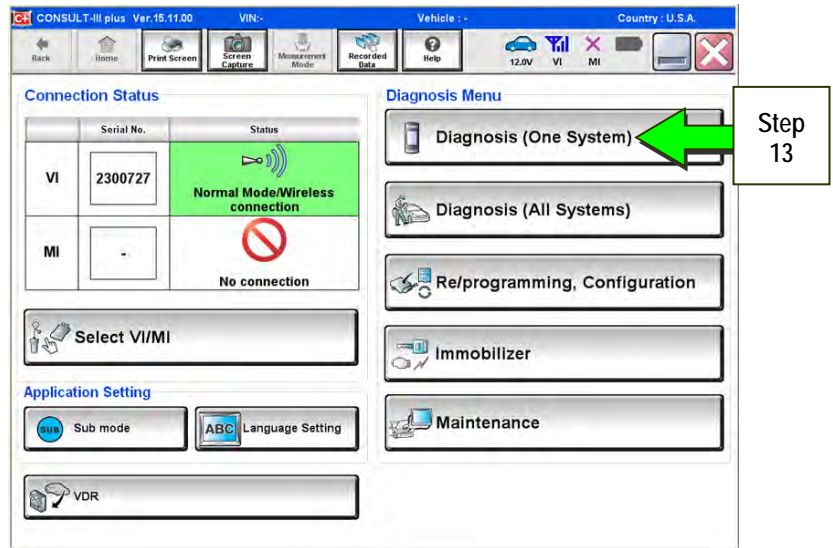12. Launch C-III plus on the CONSULT PC.

13. Select **Diagnosis (One System)**.
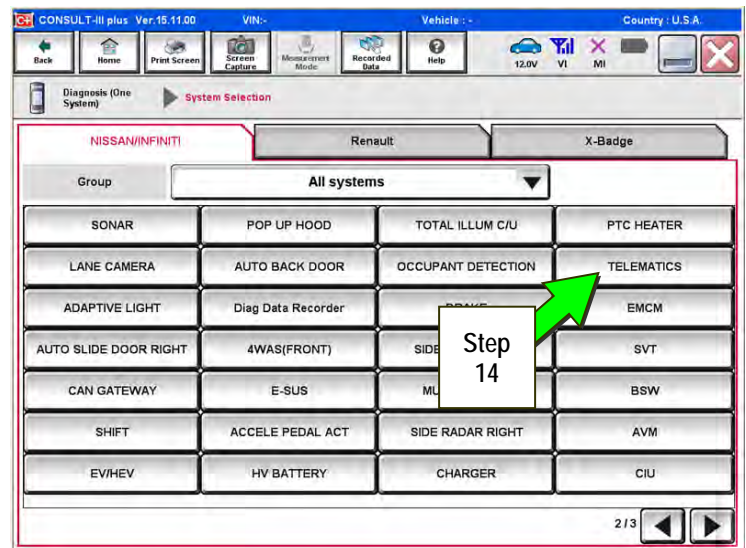

Figure 14

14. Select **Telematics**.

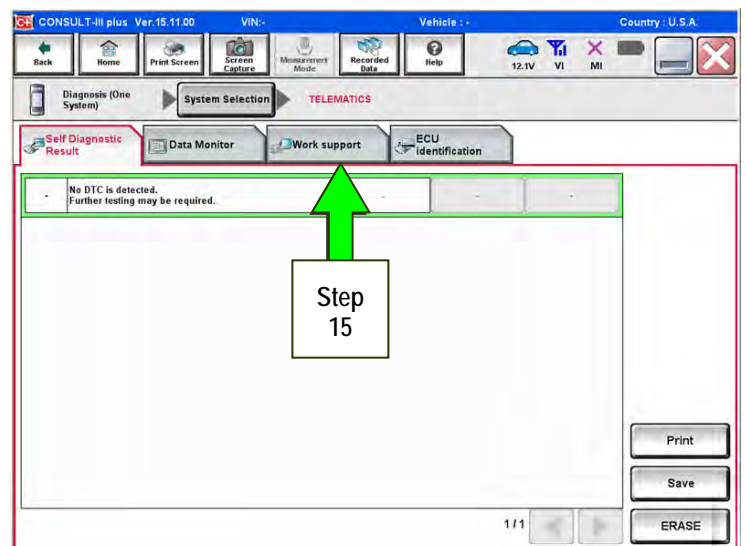

Figure 15

15. Select **Work Support**.

Figure 16

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.
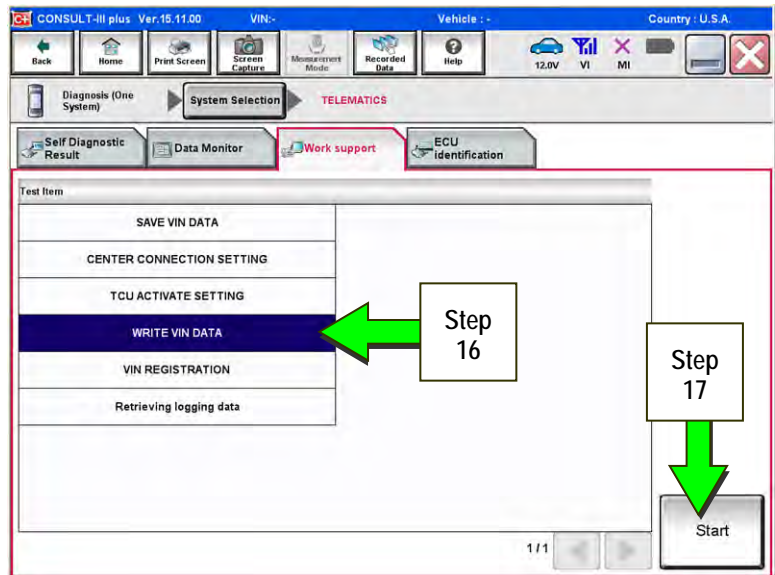
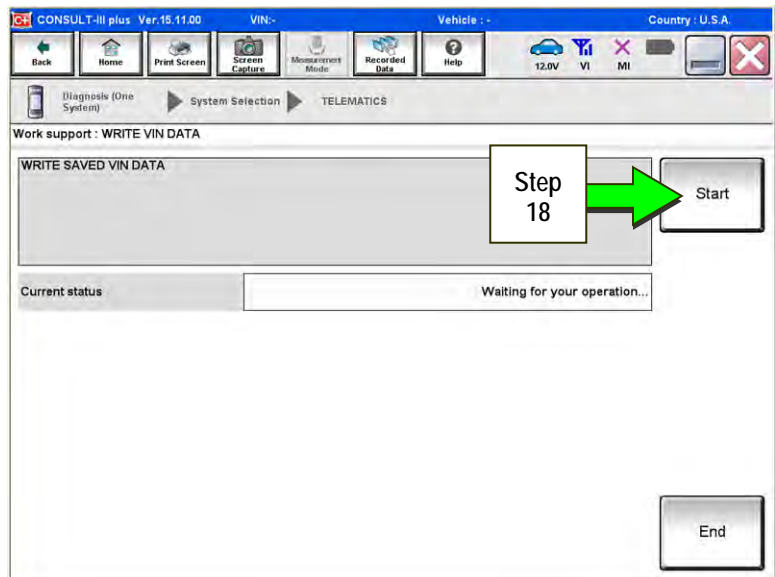17. Select **Start**.

Figure 17

18. Select **Start**.

Figure 18
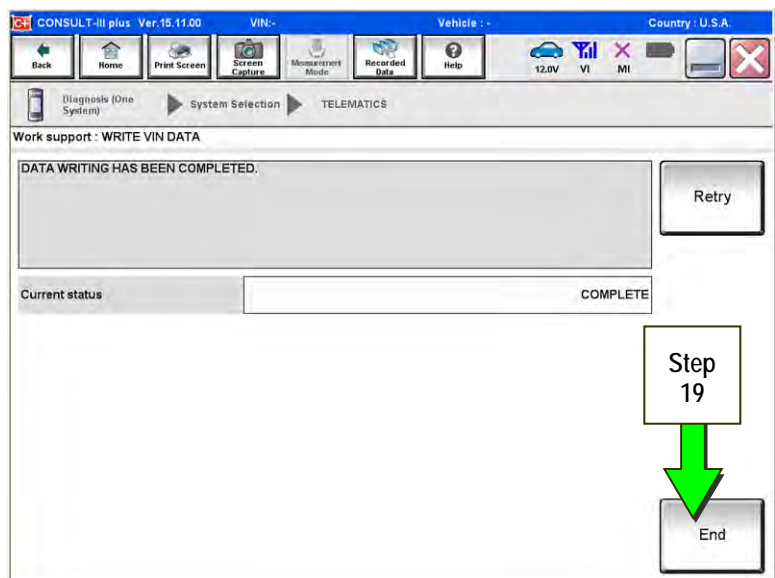
19. Select **End**.

Figure 19

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. This step is only for 2016-2018 Q50, 2017-2018 Q60, 2017-2018 QX60 and 2018 QX80 with remote engine 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.

<center>END</center>

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**.

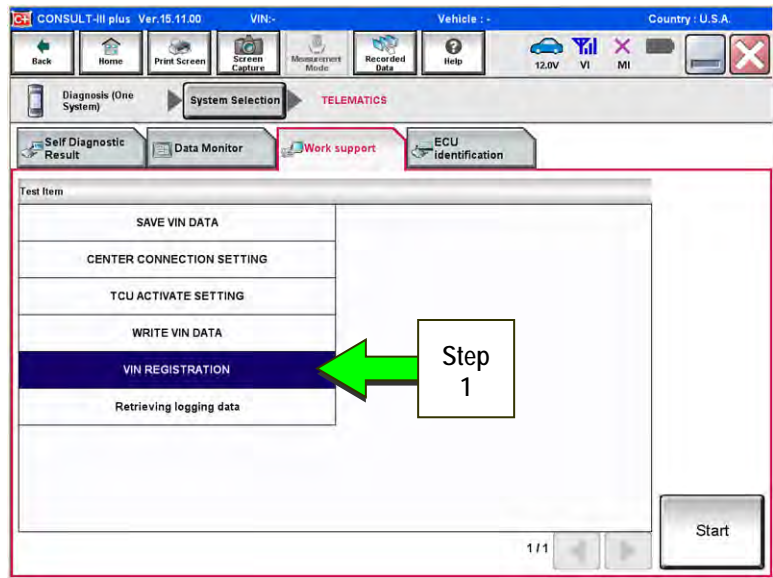Figure 20

2. Enter the VIN.

   a) Touch the **VIN (1ST TIME)** input field and type in the VIN.

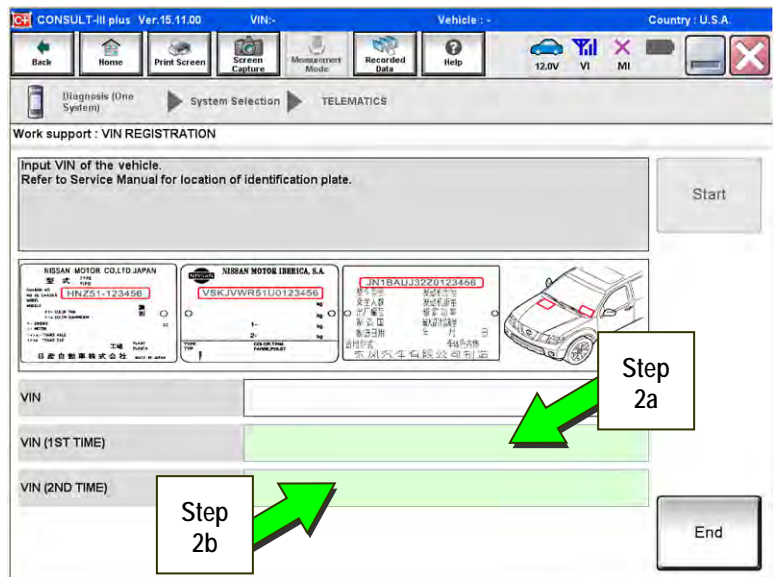   b) Touch the **VIN (2ND TIME)** input field and type in the VIN again.

Figure 21

   c) Select **Start**.
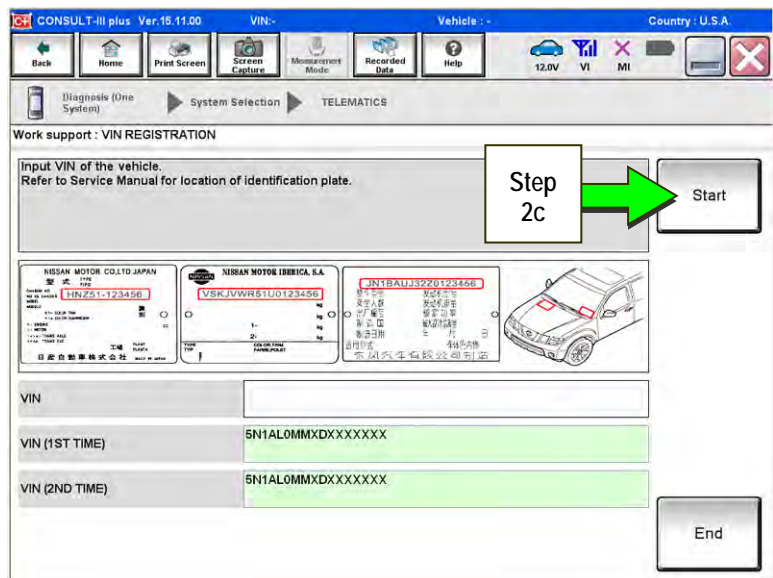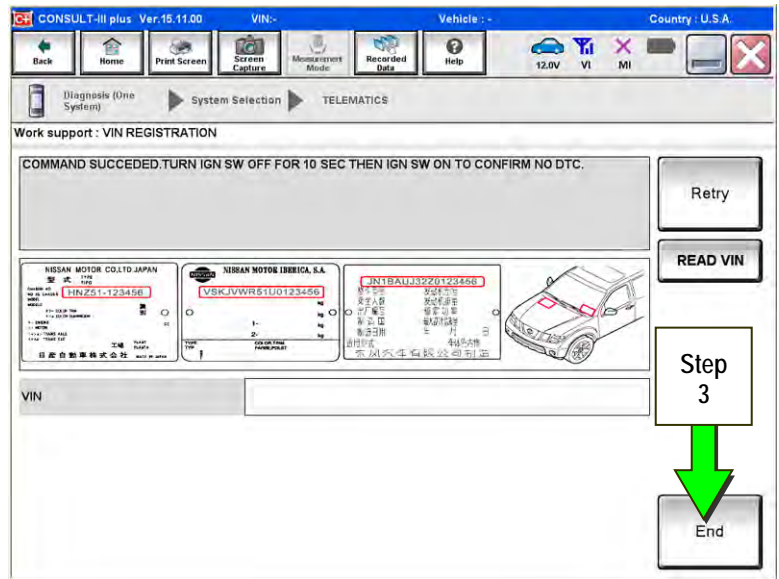

Figure 22

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.

2. Read the precautions on C-III plus screen and then select **Next**.

3. Select model and model year.

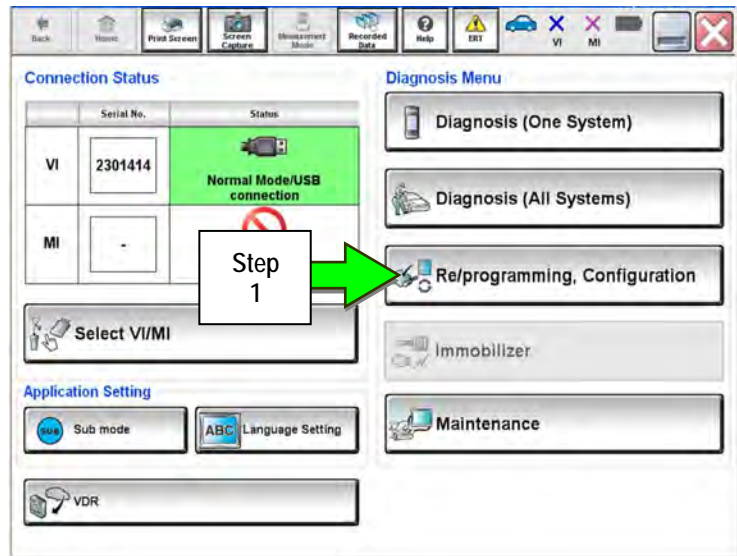4. Select **Select,** and then **Confirm**.
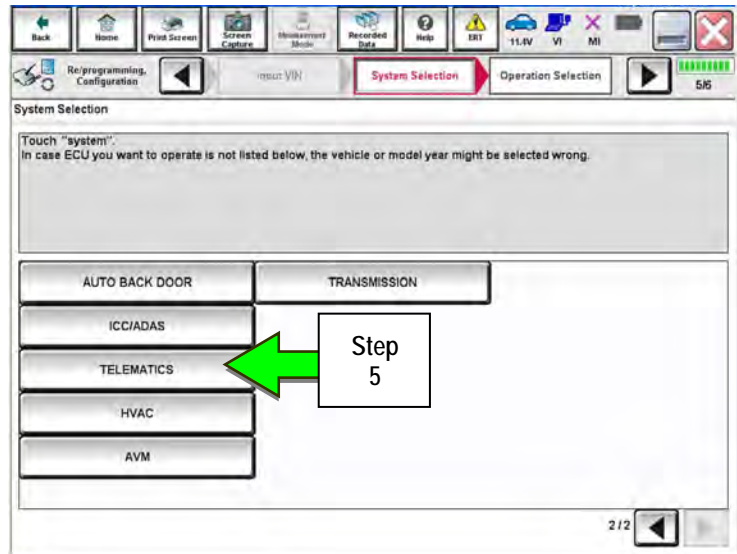

Figure 24

5. Select **TELEMATICS**.

Figure 25

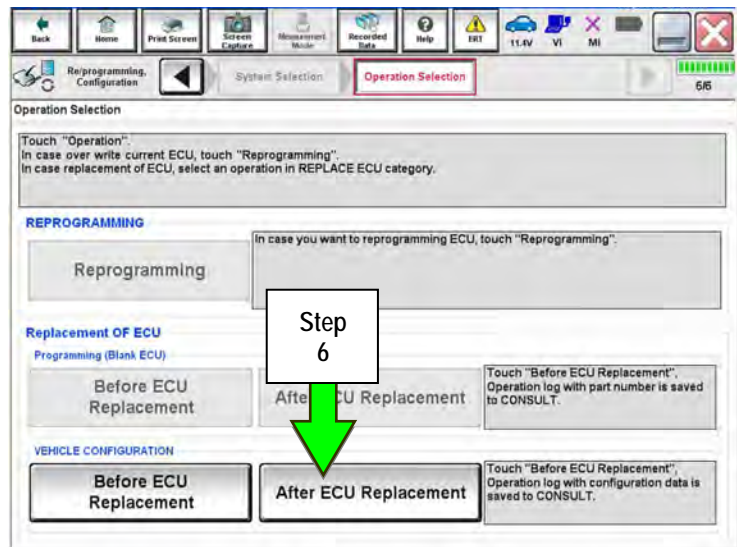6. Select **After ECU Replacement**.

Figure 26

7. Select **Manual selection**.
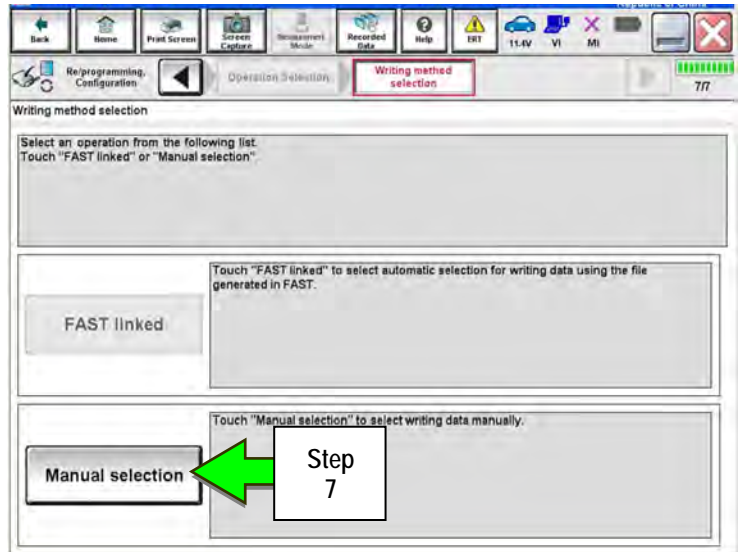

Figure 27

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.
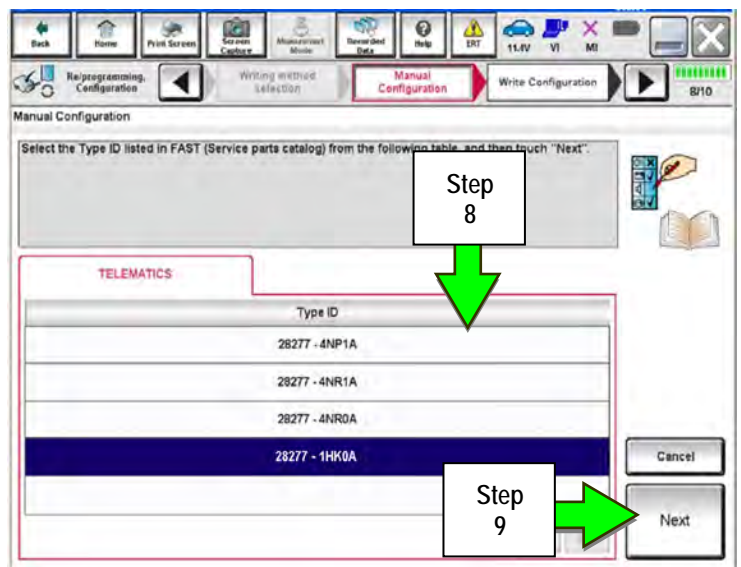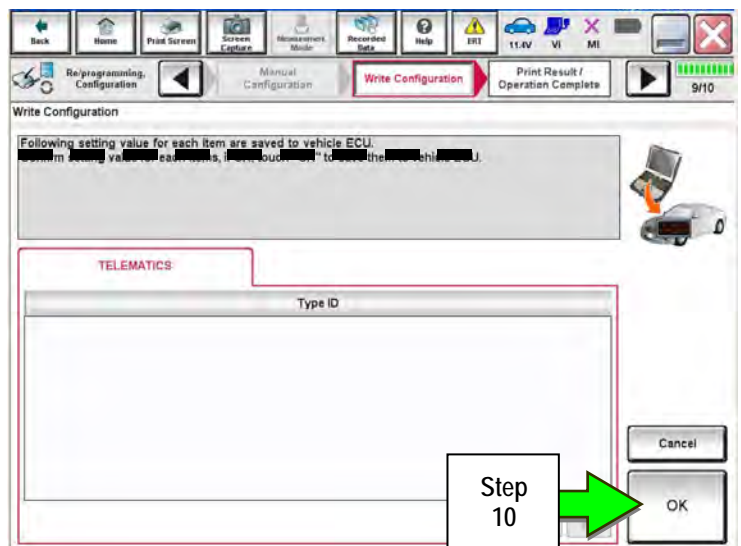   Skip to step 10.

Figure 28

9. Select **Next.**

10. Select **OK**.

11. Return to step 21 on page 11.

Figure 29