

Classification:

EL18-007

Reference:

ITB18-011

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Date:

March 9, 2018

INFINITI; MICROPHONE DOES NOT WORK

APPLIED VEHICLES: 2018 QX60 (L50)
2018 QX80 (Z62)

IF YOU CONFIRM

The microphone of an applied vehicle does not work.

- The person receiving your call through Bluetooth® cannot hear you.

And

Voice Recognition does not respond to any commands.

NOTE: DTCs U1A01 and/or U1A02 may be found stored.

ACTION

1. Confirm TCU reprogramming will resolve the issue.
 - Refer to "Issue Confirmation" on page 2.
2. If confirmed, reprogram the TCU.

IMPORTANT: The purpose of Action (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire Service Procedure as it contains information that is essential to successfully completing this repair.

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

1. Disconnect the negative battery cable, wait at least 30 seconds, and then reconnect the negative battery cable.
 - Wait at least two (2) minutes before going to step 2.
2. Reset/reinitialize systems, as needed, now.
 - Refer to the appropriate section of the Electronic Service Manual (ESM) for a listing of systems that require reset/initialization after reconnecting the 12 V battery.
 - **QX60:** ELECTRICAL & POWER CONTROL > POWER SUPPLY, GROUND & CIRCUIT ELEMENTS > BASIC INSPECTION > INSPECTION AND ADJUSTMENT > ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL
 - **QX80:** GENERAL INFORMATION > GENERAL INFORMATION > BASIC INSPECTION > INSPECTION AND ADJUSTMENTS > ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL
 - This list often includes items such as the audio system, power windows, auto-air conditioning, moonroof, etc.
3. Use the microphone:
 - If the microphone works (the person receiving your call can hear you, or Voice Recognition responds to your commands), reprogram the TCU.
 - Go to "Reprogram TCU" below.
 - If the microphone does not work, stop here. Go to ASIST for further diagnosis.

Reprogram TCU

IMPORTANT: Before starting, make sure:

- ASIST on the CONSULT PC has been synchronized (updated) to the current date.
- All CONSULT-III plus (C-III plus) software updates (if any) have been installed.
- The CONSULT PC is connected to the Internet (Wi-Fi or cable).

1. Connect the plus VI to the vehicle.

CAUTION: Make sure the plus VI is securely connected. If the plus VI connection is loose during reprogramming, the process will be interrupted and the TCU may be damaged.

2. Connect the AC Adapter to the CONSULT PC.

CAUTION: Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the TCU may be damaged.

3. Connect the GR-8 to the vehicle battery:

- Set the GR-8 to "Power Supply" mode.

CAUTION : DO NOT use a standard battery charger for Hybrid vehicles. Make sure to connect the GR-8 securely to the 12V battery. Make sure the battery voltage stays between 12.0V and 15.5V during reprogramming. If the battery voltage goes out of this range during reprogramming, the TCU may be damaged.

4. Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the plus VI.

CAUTION: Make sure to turn OFF all external Bluetooth® devices. If Bluetooth® signal waves are within range of the CONSULT PC and the plus VI during reprogramming, reprogramming may be interrupted and the TCU may be damaged.

5. Turn the ignition ON with the engine OFF.
6. Turn the hazard lights ON.
7. Start C-III plus.
8. Wait for the plus VI to be recognized.
 - The serial number will display when the plus VI is recognized.
9. Select Re/programming, Configuration.

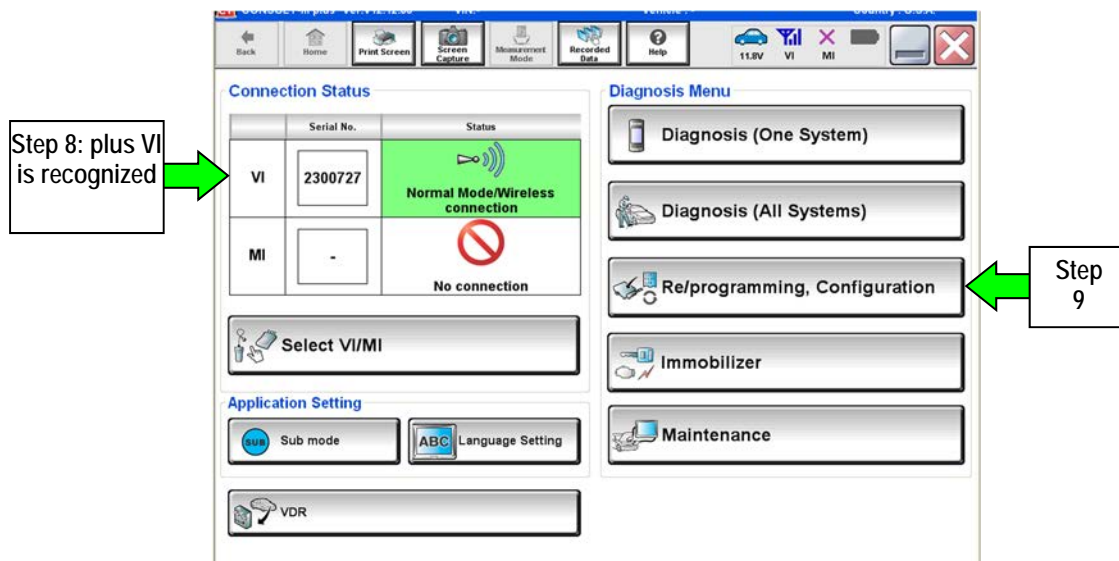


Figure 1

10. Use the arrows (if needed) to view and read all precautions, check the **Confirmed Instructions** box, and then select **Next**.

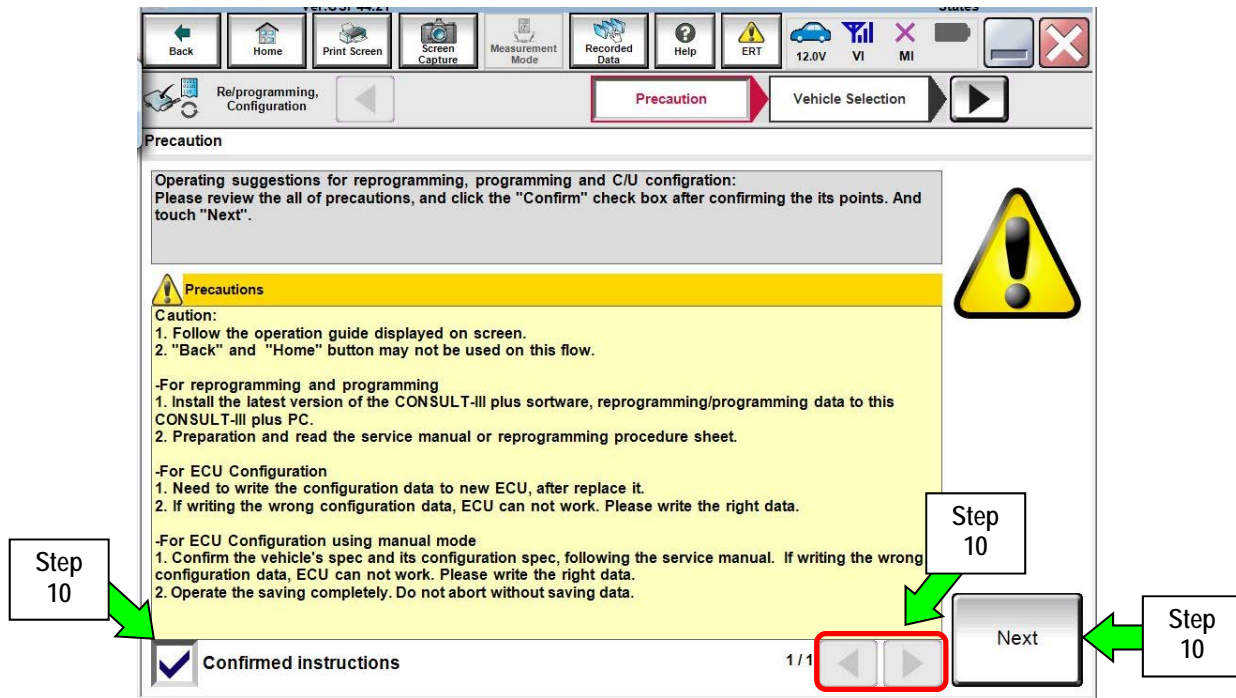


Figure 2

11. Select **Automatic Selection(VIN)**.

- If the screen in Figure 4 does not display, skip to step 12.

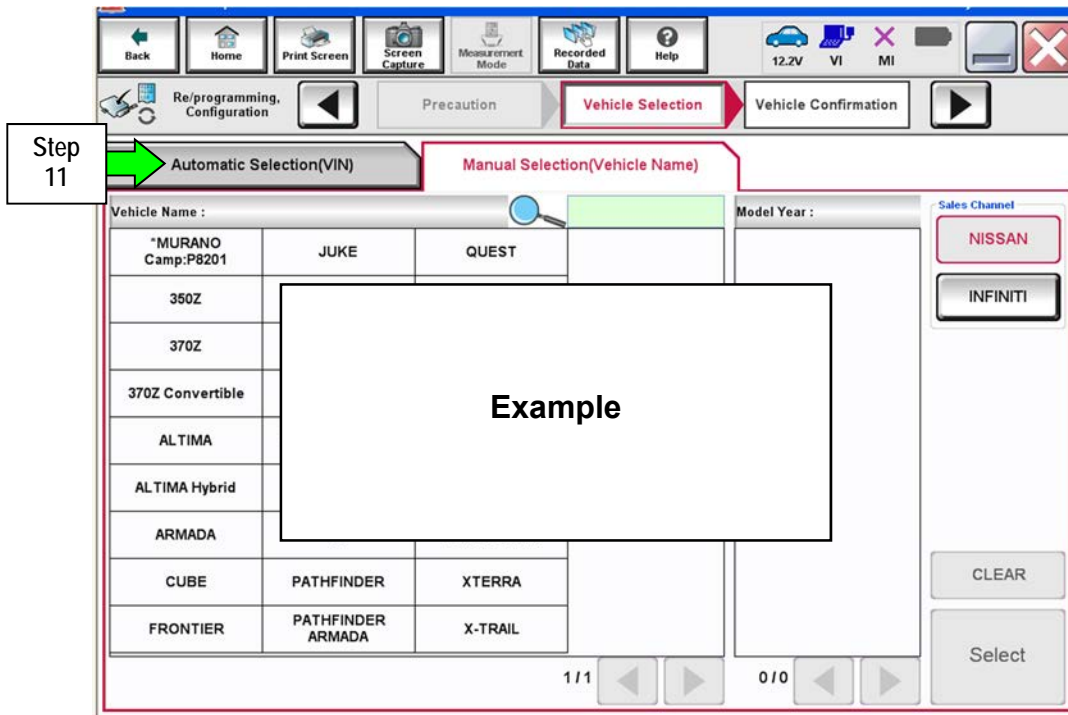


Figure 3

12. If the VIN or Chassis # matches the vehicle's VIN, select Confirm.

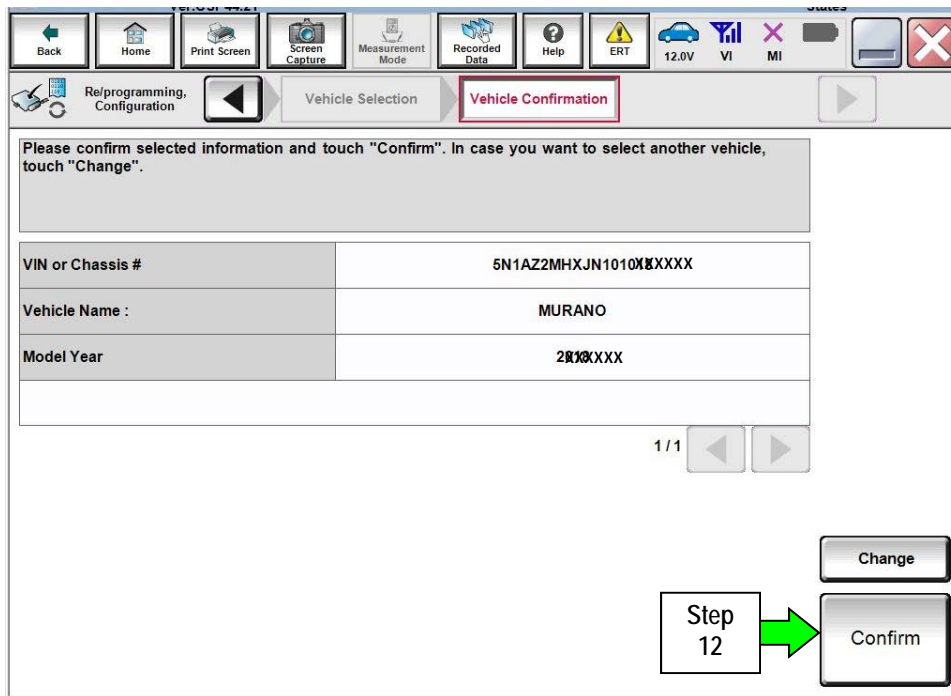


Figure 4

13. Select Confirm.

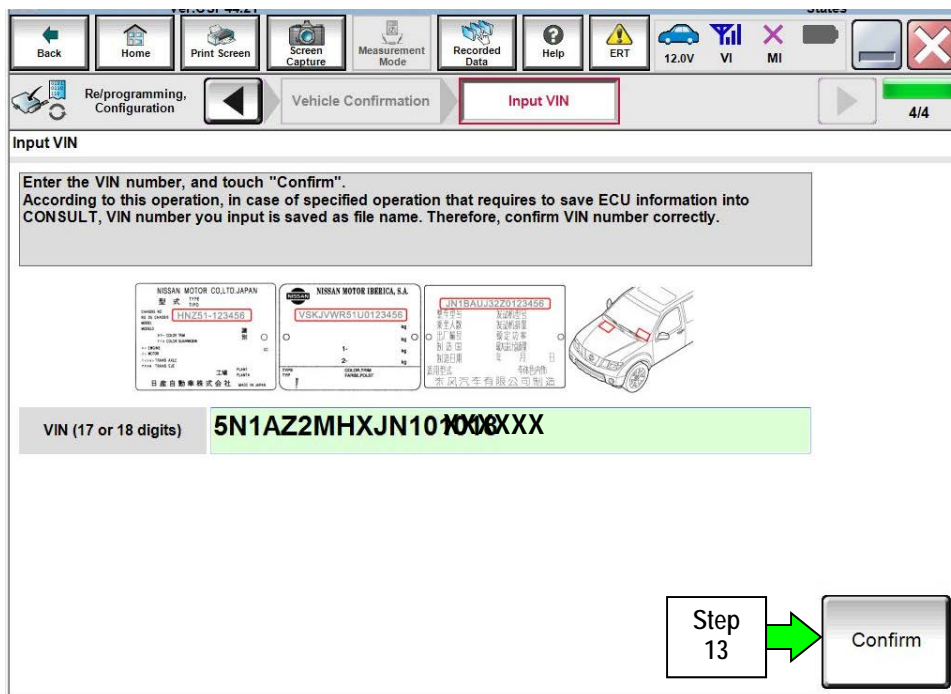


Figure 5

14. Select TELEMATICS.

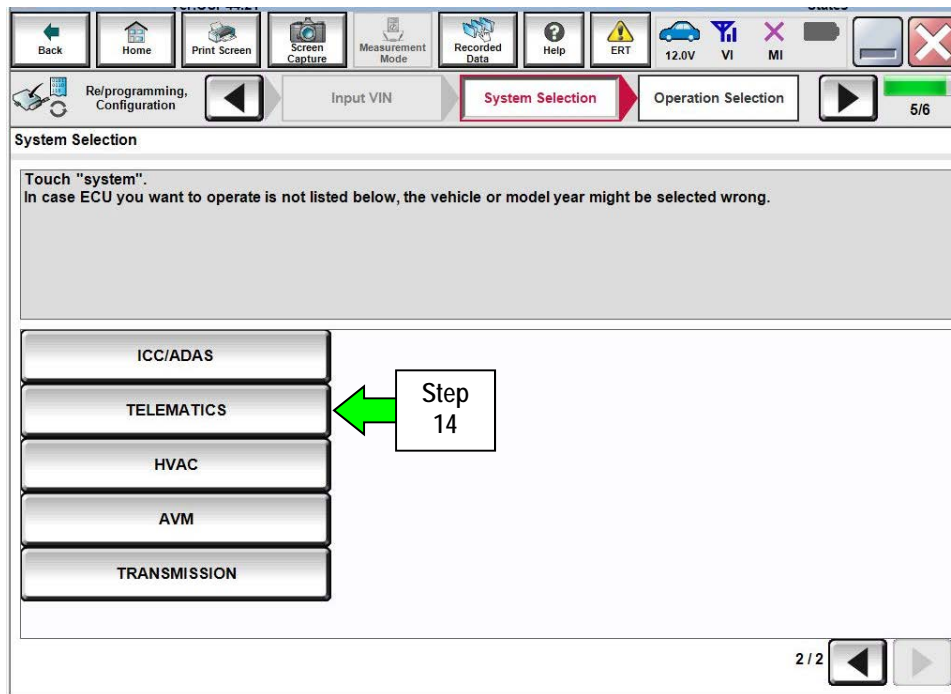


Figure 6

15. Select Reprogramming.

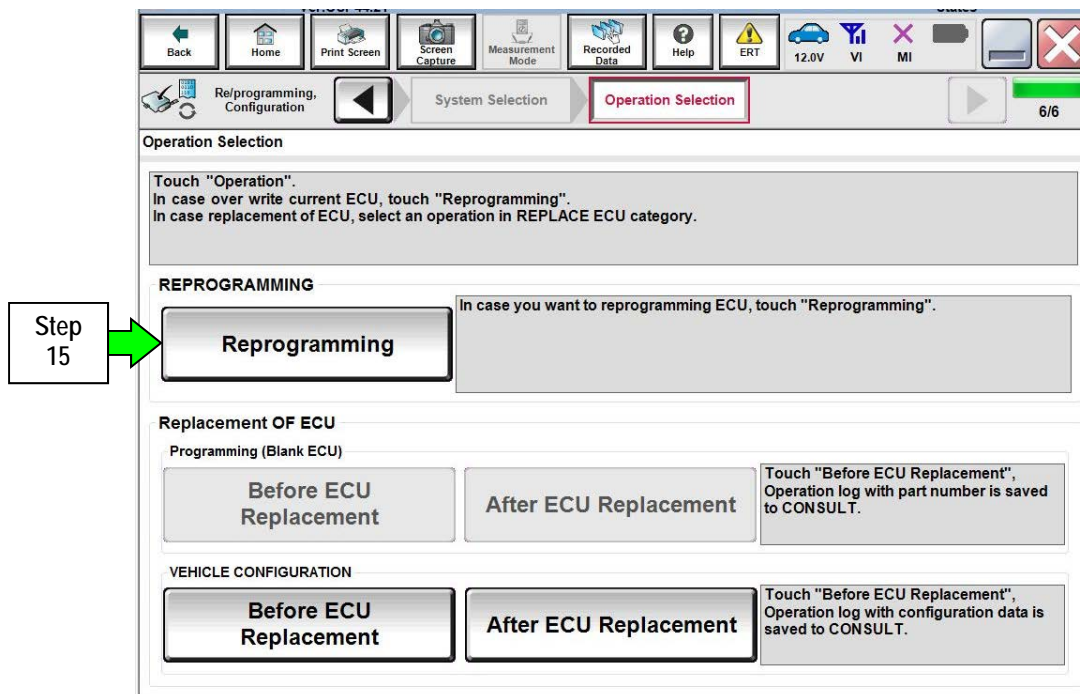


Figure 7

16. When you get to the screen shown in Figure 8, confirm this bulletin applies as follows.

A. Find the TCU Part Number and write it on the repair order.

NOTE: This is the current TCU Part Number (P/N).

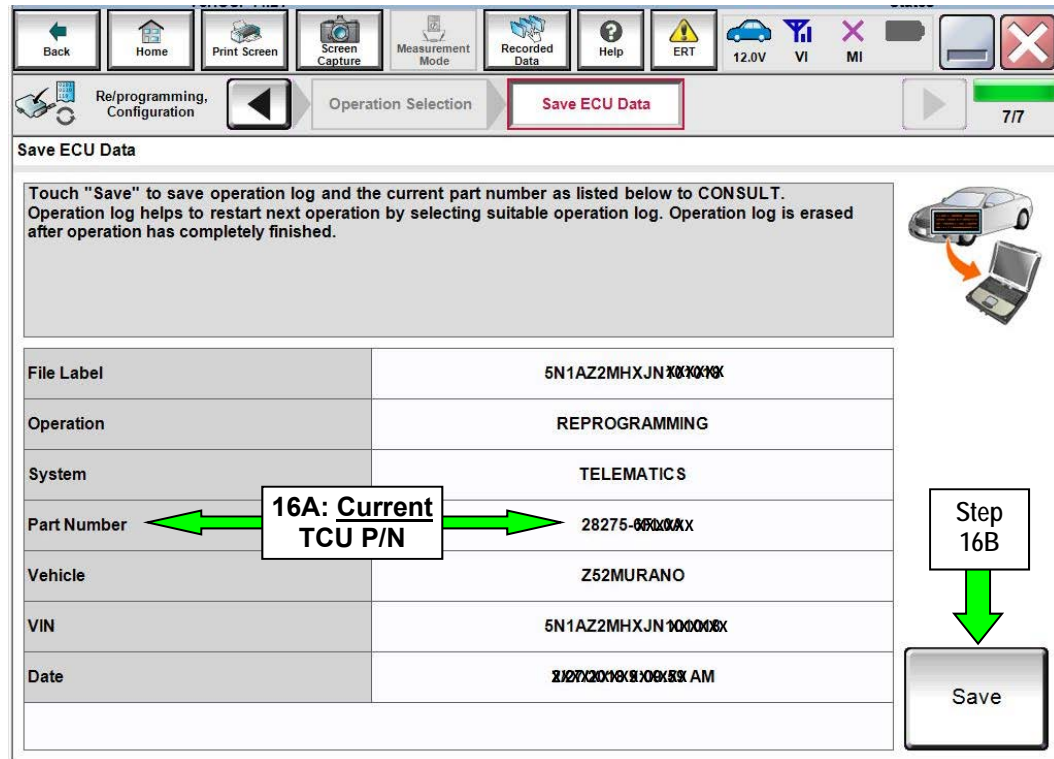


Figure 8

B. Compare the P/N you wrote down to the numbers in the **Current TCU Part Number** column in **Table A** below.

- If there is a match, select **Save**, and then continue with the reprogramming procedure on page 7.
- If there is not a match, this bulletin does not apply. Refer to ASIST for further diagnostic and repair information.

Table A

MODEL	CURRENT TCU PART NUMBER:
All Models	28275-6FLOA

17. Use the arrows (if needed) to view and read all precautions, check the **Confirmed Instructions** box, and then select **Next**.

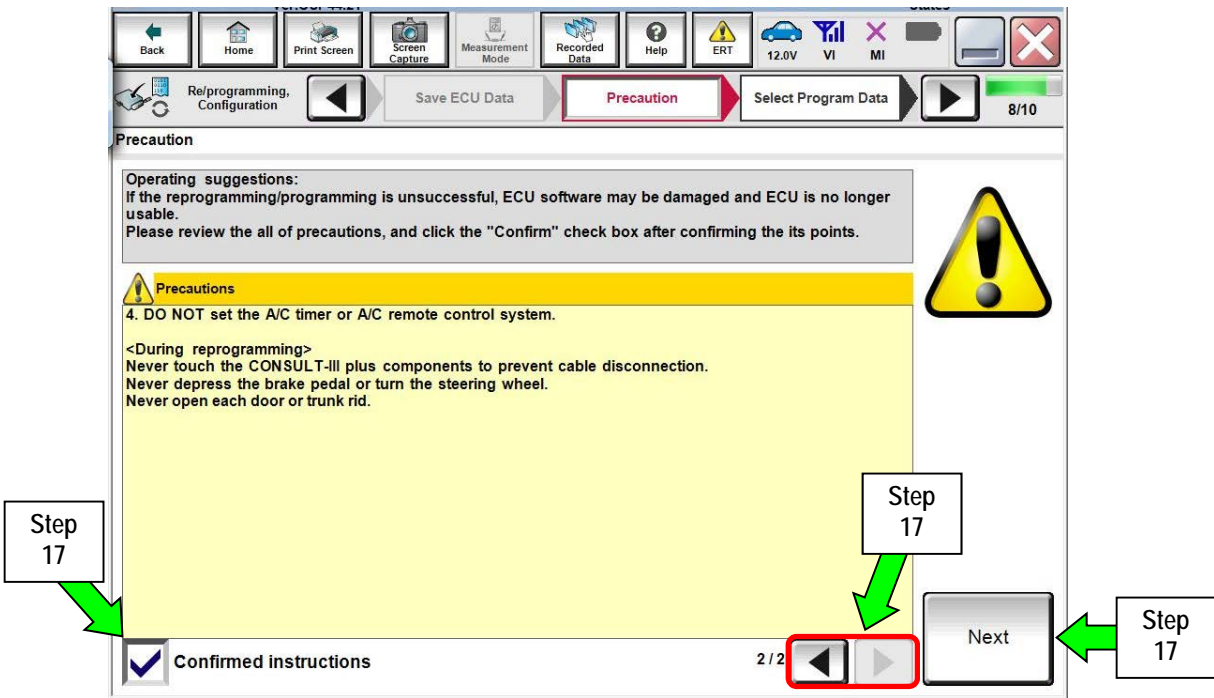


Figure 9

18. Verify the **Current Part Number** and **Part Number After Reprogramming** are different, and then select **Next**.

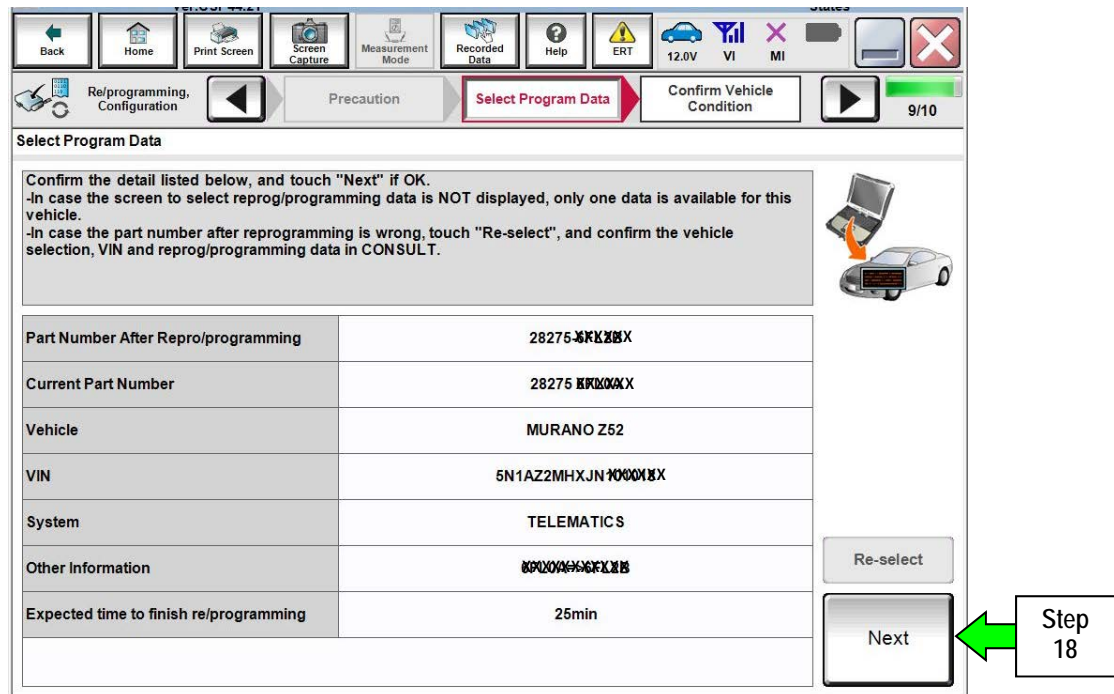


Figure 10

- Verify OK is highlighted green (battery voltage must be between 12.0 and 15.5 volts), and then select Next.

IMPORTANT: Battery voltage must stay between 12.0 and 15.5 volts during reprogramming. If not, reprogramming may be interrupted and the TCU may be damaged.

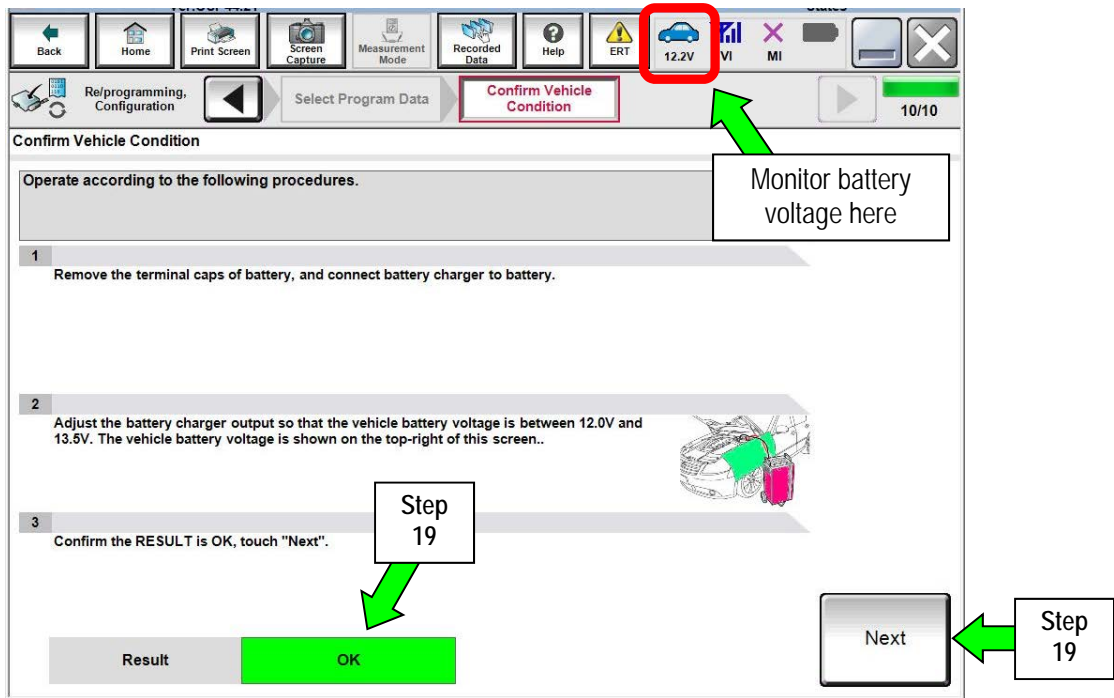


Figure 11

- Verify all items listed under Confirm Vehicle Condition are OK, and then select Start.

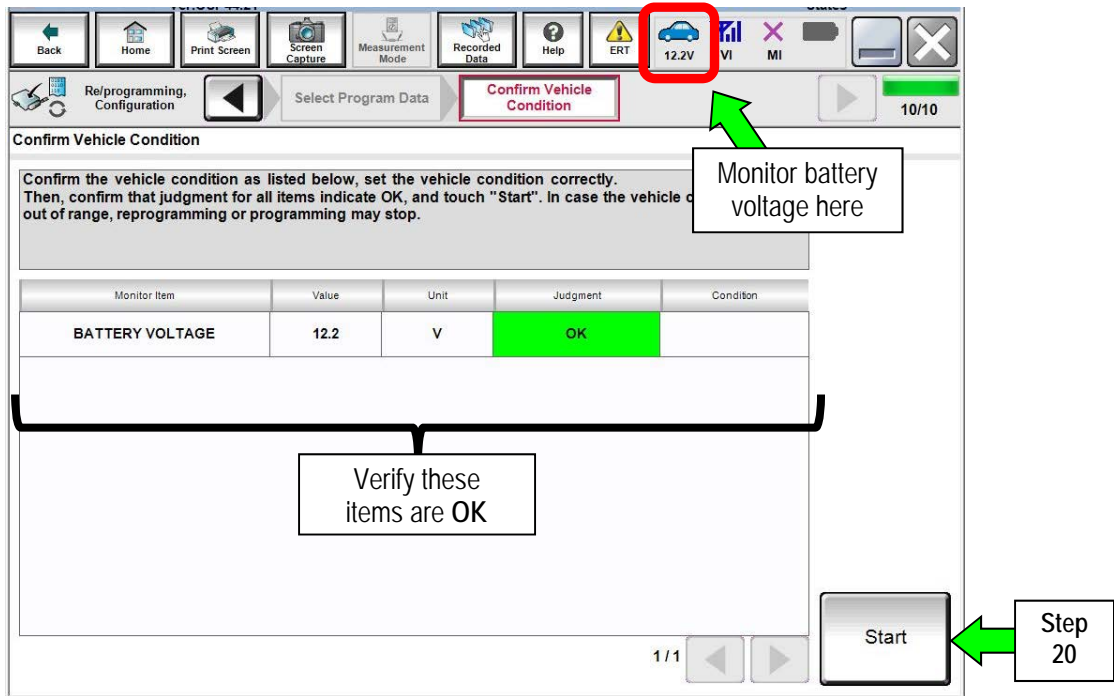


Figure 12

21. Select USA/CANADA Dealers.

22. Select OK.

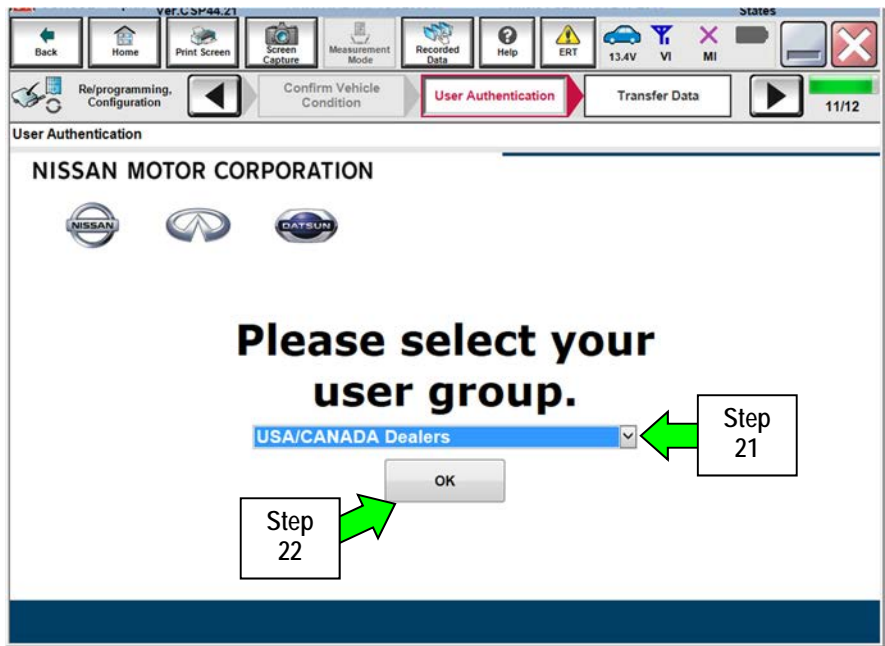


Figure 13

NOTE:

- The above screen may not display if the CONSULT PC has remained ON since the last reprogramming.
- If the CONSULT PC is not connected to the Internet, the screen in Figure 14 will display.

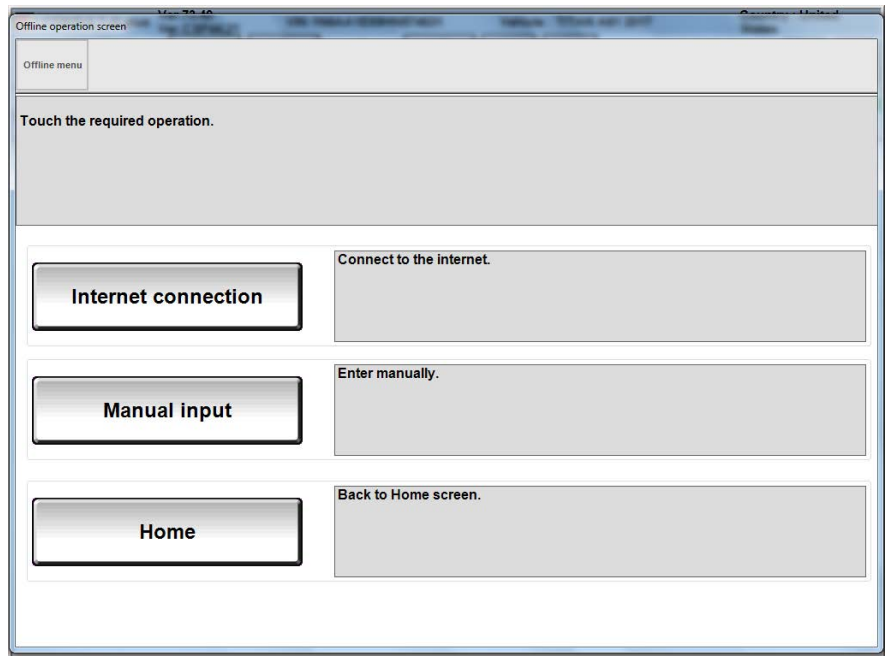


Figure 14

NOTE:

- Before reprogramming will start, you will be required to enter your **Username** and **Password**.
- The CONSULT PC must be connected to the Internet (Wi-Fi or cable).
- If you do not know your **Username** and **Password**, contact your service manager.

23. Start the reprogramming process by selecting **Submit**.

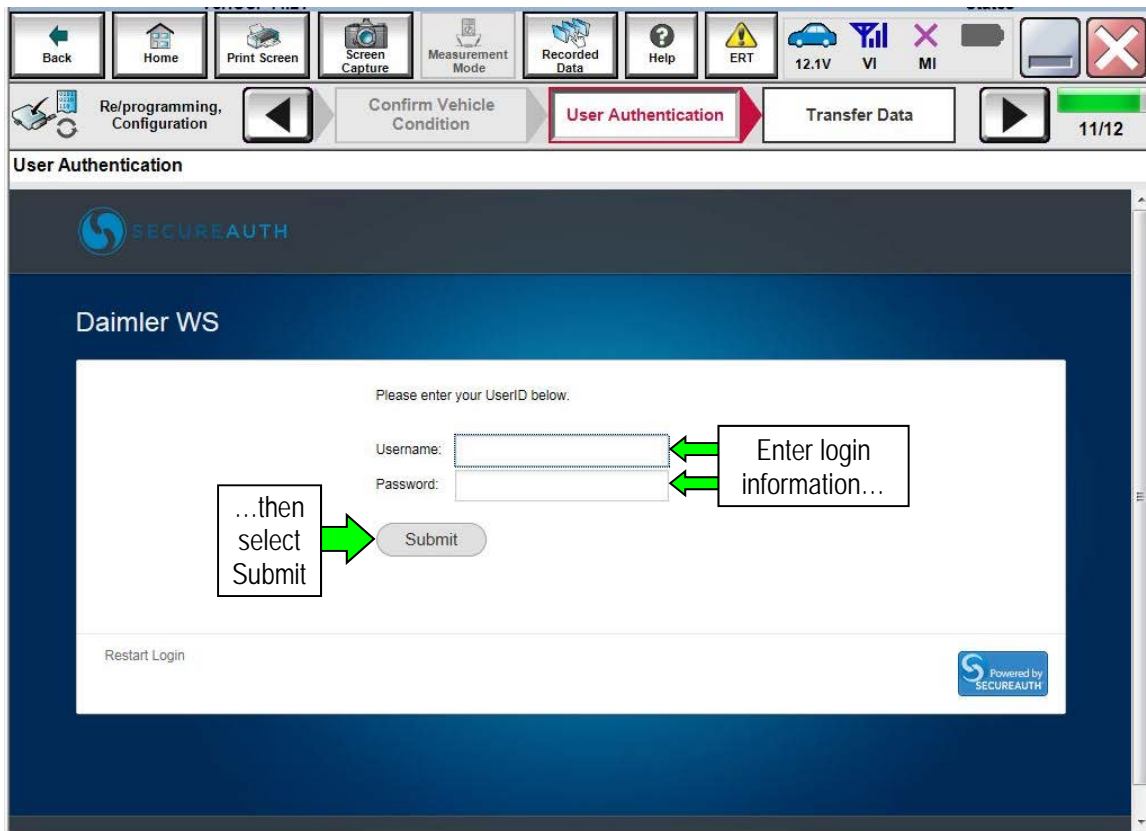


Figure 15

24. Wait for both progress bars to complete.

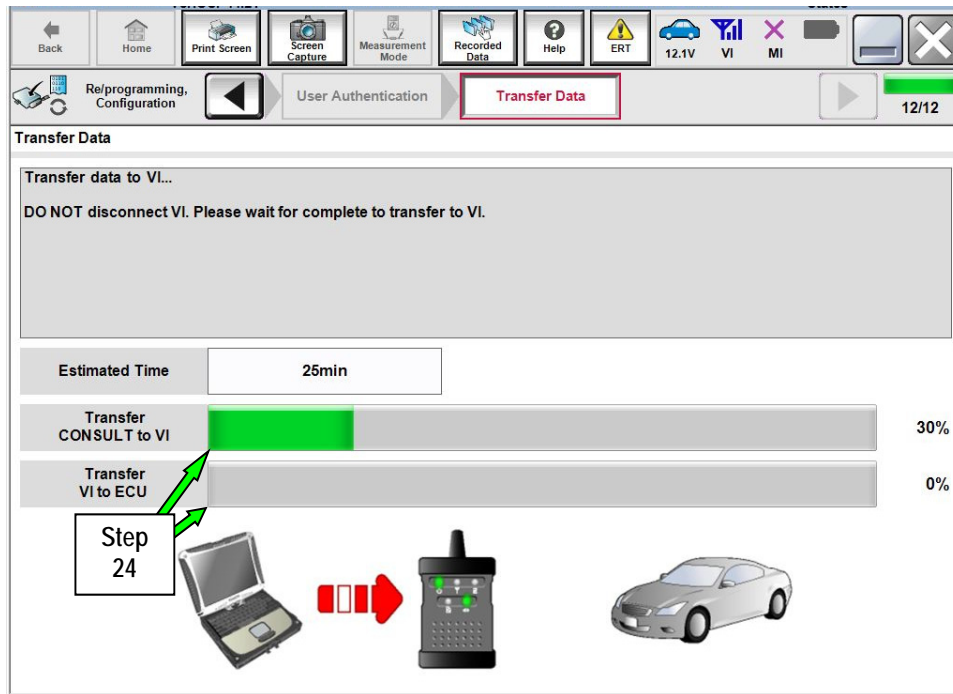


Figure 16

25. When the screen in Figure 17 displays, TCU reprogramming is complete.

NOTE: If the screen in Figure 17 does not display (indicating that reprogramming did not complete), refer to the information on the next page.

26. Disconnect the battery charger from the vehicle battery.

27. Select **Next**.

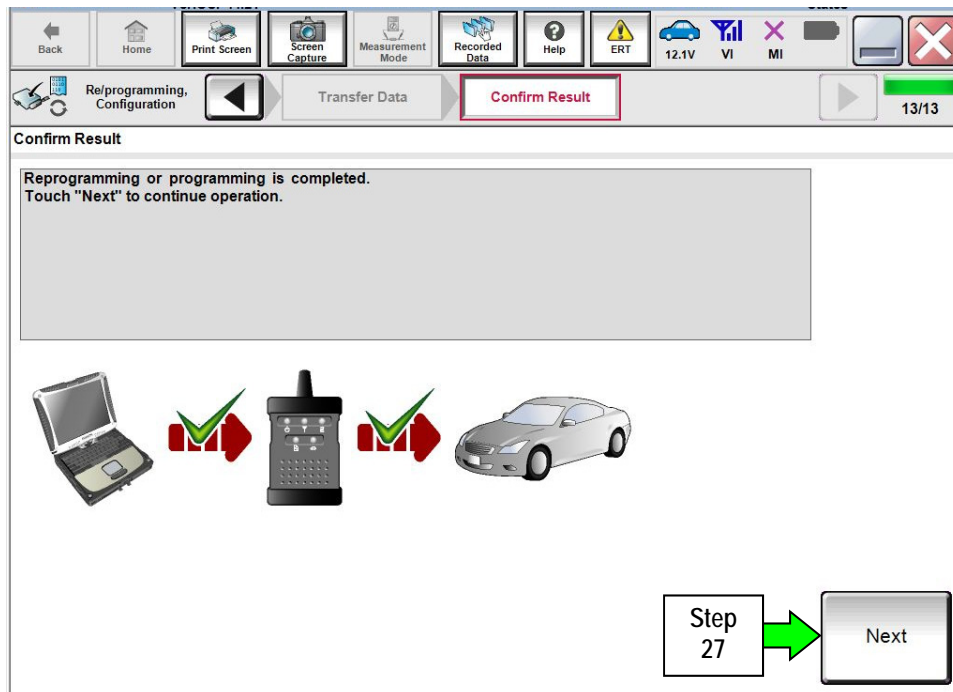


Figure 17

ECM recovery:

Do not disconnect the plus VI or shut down C-III plus if reprogramming does not complete.

If reprogramming does not complete and the “!” icon displays as shown in Figure 18:

- Check battery voltage (12.0–15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- **Select retry and follow the on screen instructions.**
- “Retry” may not go through on first attempt and can be selected more than once.

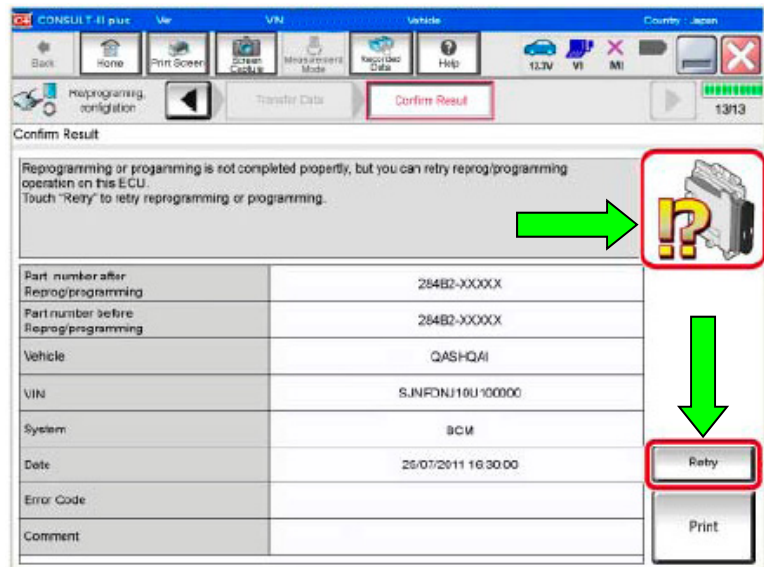


Figure 18

If reprogramming does not complete and the “X” icon displays as shown in Figure 19:

- Check battery voltage (12.0 – 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF.
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- **Select Home, and restart the reprogram procedure from the beginning.**

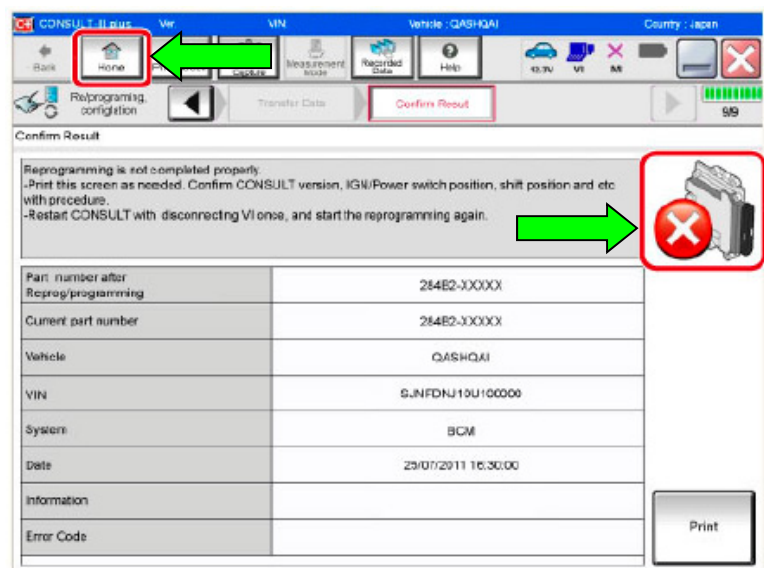


Figure 19

28. Erase all DTCs as follows:

a. Turn the ignition OFF.

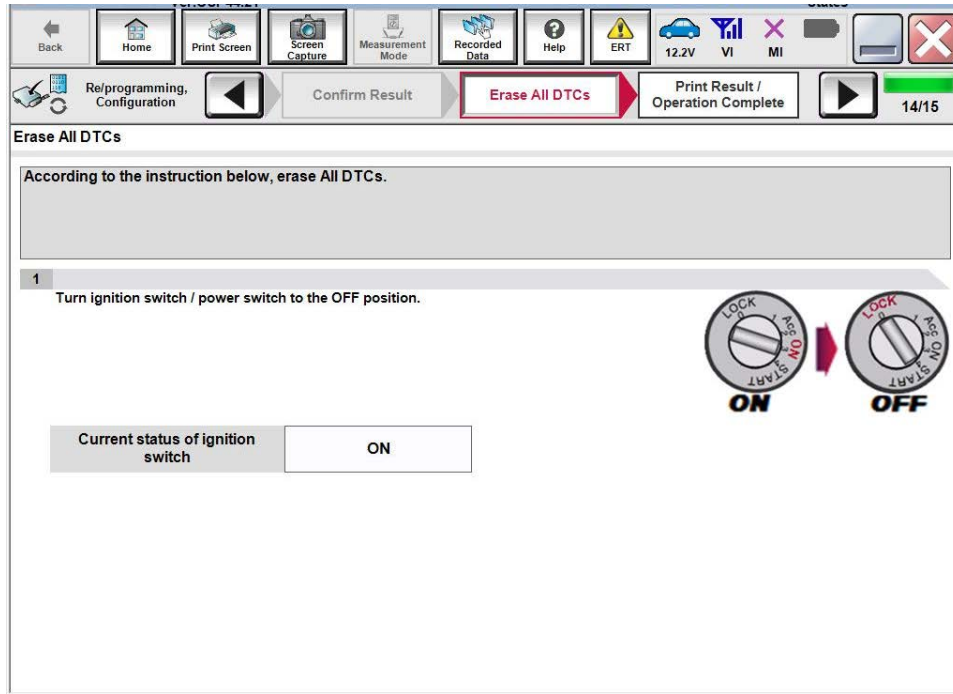


Figure 20

b. Turn the ignition ON.

c. Wait for DTC erase to complete, and then select Next.

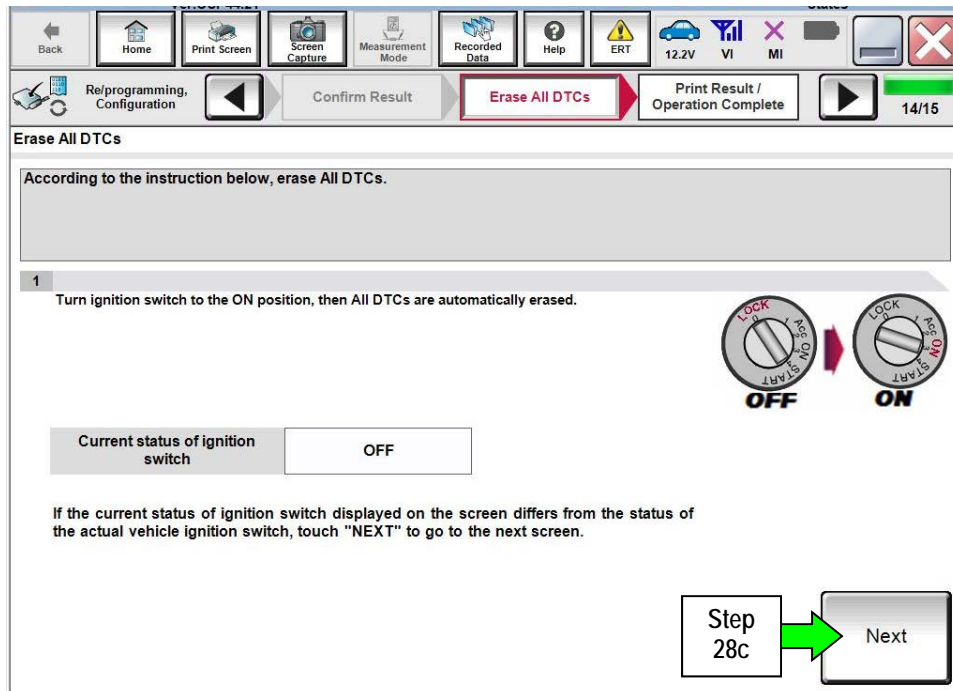


Figure 21

29. When the entire reprogramming process is complete, the screen in Figure 22 will display.
30. Verify the before and after part numbers are different.
31. Print a copy of this screen (Figure 22) and attach it to the repair order for warranty documentation.
32. Select **Confirm**.

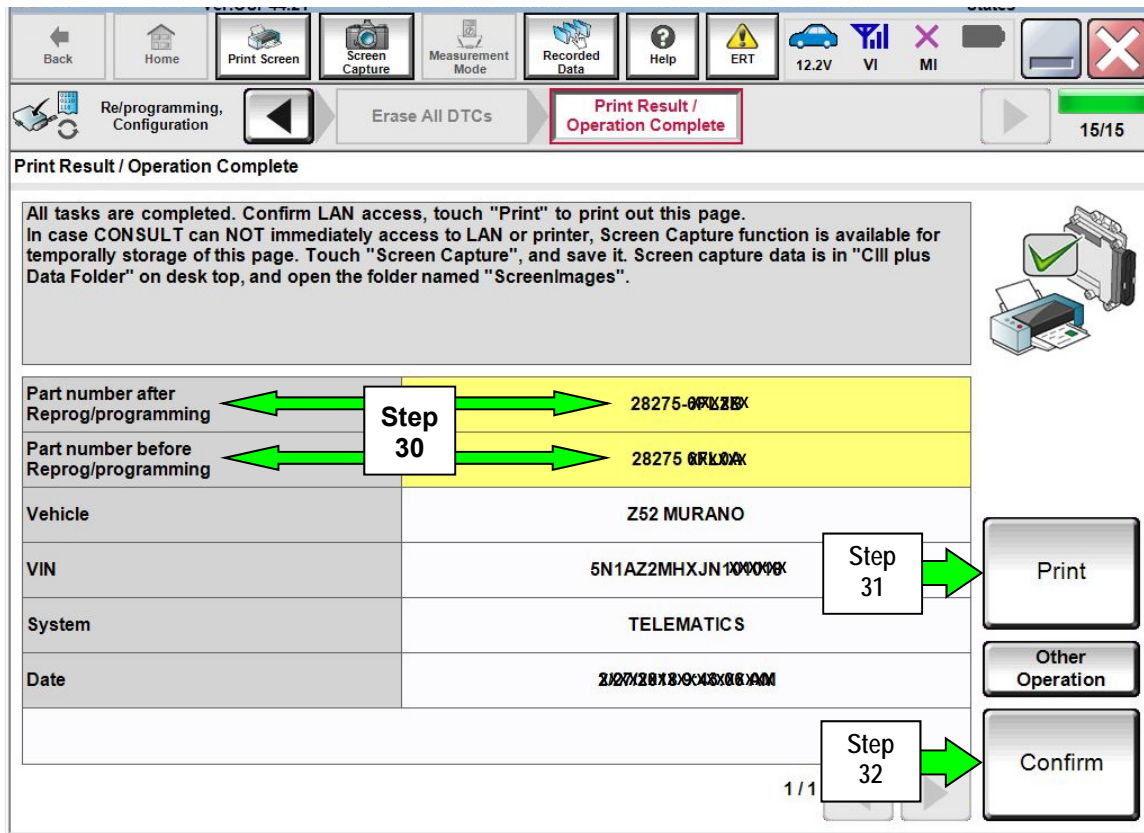


Figure 22

33. Close C-III plus.
34. Turn the ignition OFF.
35. Disconnect the plus VI from the vehicle.
36. Disconnect the GR-8 from the battery.

CLAIMS INFORMATION

Submit a Primary Part (PP) type claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Inspect Microphone Operation – Reprogram TCU	(1)	RX6BAA	ZE	32	0.6
Inspect Microphone Operation – No TCU Reprogram		RX6CAA			0.3

- (1) Reference FAST and use the Telematic Box (28275-*****) part number as the PFP.
- (2) The FRT allows adequate time to access DTC Codes. No other diagnostic procedures subsequently required. Do Not claim any other diagnostic operation codes with this claim.