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Reference:

ITB12-011k

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TELEMATICS SERVICE INFORMATION

This bulletin has been amended. Changes have been made throughout.
It is necessary to read the revised procedure(s) in entirety to properly perform the action(s).
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)
2017-2018 Q60 (V37)
2014-2018 Q70 and Q70 Hybrid (Y51)
2017-2018 QX30 (H15)
2019 QX50 (J55)
2014-2017 QX60 and QX60 Hybrid (L50)
2018 QX60 (L50)
2014-2018 QX80 (Z62)

Vehicles equipped with
factory Navigation system

SERVICE INFORMATION

The Applied Vehicles are equipped with a wireless communication device called a Telematics Communication Unit (TCU). With an active Infiniti Connection® or Infiniti InTouch Services™ subscription, the TCU communicates with the Infiniti Data Center to provide various security and convenience services.

This bulletin contains important service procedures that must be performed properly in order to set-up and maintain the telematics system for the Applied Vehicles.

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.

Sections in this bulletin:

- **Turning ON the TCU During PDI (2013-2017 Applied Vehicles ONLY) – Page 3**
NOTE: If the “Turning ON the TCU During PDI” procedure is not followed correctly, the vehicle cannot be used in Dealer Demo mode or enrolled in Infiniti Connection® or Infiniti InTouch Services™. Should this occur, the “Turning ON the TCU During PDI” process will need to be performed again.
- **Turn ON TCU – Page 4**
- **TCU Replacement – Page 10**
- **SOS Light Diagnosis Information – Page 23**

Overview of required steps for TCU replacement:

1. Save the VIN DATA using CONSULT-III Plus (C-III plus).
2. Write down the SIM ID number from the original TCU.
3. Remove the original TCU from the vehicle.
4. Write down the IMEI from the original TCU and replacement TCU.
5. Install the replacement TCU in the vehicle.
6. Write the VIN DATA using C-III plus.
7. Some models: perform Manual TCU Configuration.
8. Write down the SIM ID number from the new TCU.
9. Some models: register the Intelligent Keys.
10. Turn ON the TCU
11. Deactivate (unregister) the original TCU, and activate (register) the replacement TCU by calling 1-800-334-7858.
12. Check TCU cellular reception.

TURNING ON THE TCU DURING PDI

NOTE:

- This procedure is for 2013-2017 Applied Vehicles ONLY.
- In most instances, the TCU is ON when delivered to the dealership. See the steps below to determine if the TCU is ON or OFF.

1. With the vehicle in an area of known good reception, turn the ignition ON and check whether or not the green light on the SOS button is illuminated (see Figure 1a).

NOTE: It may be difficult to tell if the green light is illuminated if the vehicle is outside in bright sunlight.

- If the green light is illuminated, the process to turn ON the TCU is complete and no further action is needed.
- If the green light is not illuminated, go to **Turn ON TCU** on the next page.

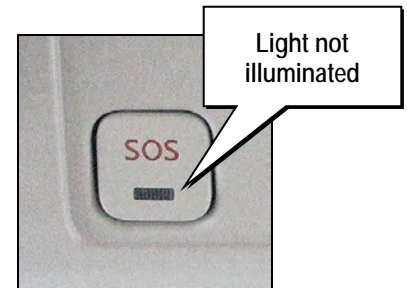


Figure 1a

2. After the TCU is turned ON, check whether or not the green light on the SOS button is illuminated.
 - If the green light is still not illuminated, verify the vehicle is unsold.
 - If the vehicle has been sold, the customer will need to be enrolled in Infiniti Connection® or Infiniti InTouch Services™ for the SOS light to be illuminated and for Infiniti Connection® or Infiniti InTouch Services™ to be enabled.
 - Refer to **SOS Light Diagnosis Information** on page 23.
3. Perform steps to **Check TCU Cellular Reception** - see page 7.
4. Turn the ignition OFF.
5. Pull OUT the extended storage switch to return the vehicle to shipping mode.

NOTE: If the "Turning ON the TCU During PDI" procedure is not followed correctly, the vehicle cannot be used in Dealer Demo mode or enrolled in Infiniti Connection® or Infiniti InTouch Services™. Should this occur, the "Turning ON the TCU During PDI" process will need to be performed again.

TURN ON TCU

1. Make sure the vehicle is **not** in shipping mode (shipping mode = extended storage switch pulled OUT).

If needed, use the following steps to confirm the vehicle is **not** in shipping mode:

- a. Make sure the ignition is OFF.
 - b. Open the driver's door and leave it open.
 - c. Locate the interior fuse panel and remove the cover.
 - d. Push the white extended storage switch IN.
 - e. Turn the ignition ON.
 - f. Turn the ignition OFF.
 - g. Wait at least 2 seconds, and then turn the ignition ON.
 - h. Make sure the extended storage warning message is not displayed in the combination meter/display.
2. Connect the C-III plus VI to the vehicle.
 3. Set the parking brake and confirm the ignition is ON.
 4. Launch C-III plus on the CONSULT PC.

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

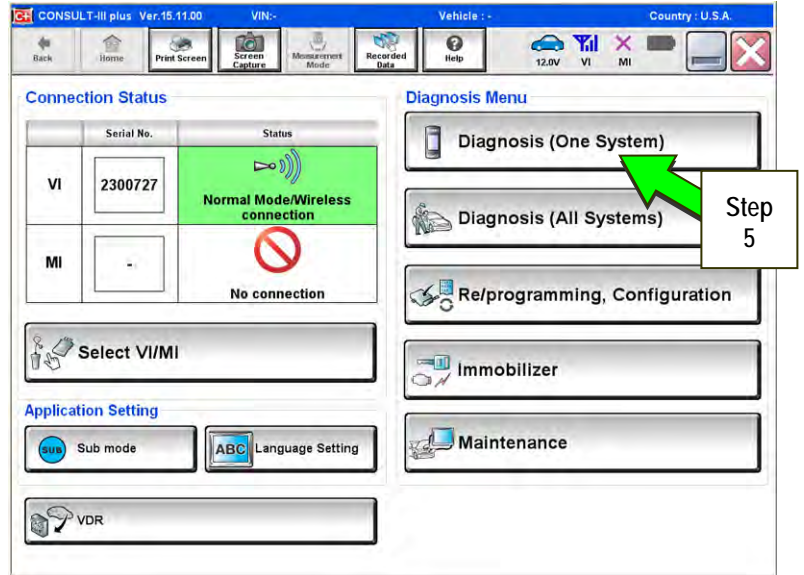


Figure 1b

6. Select **Telematics**.

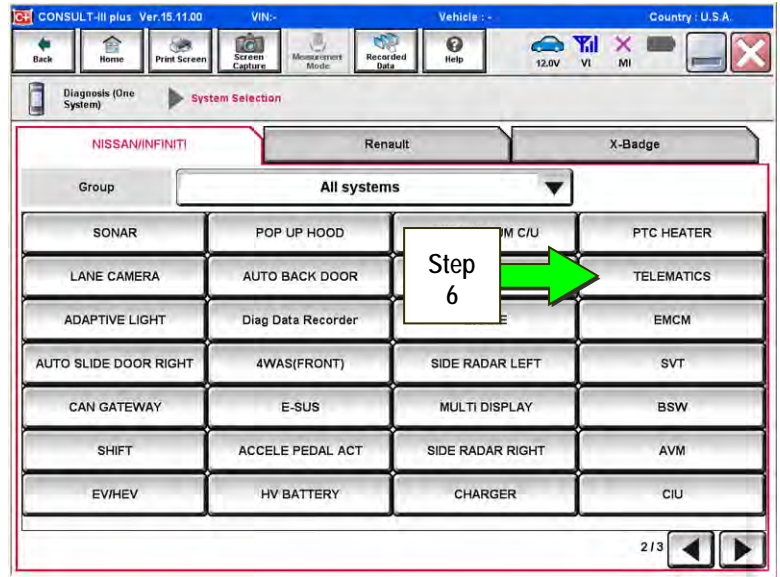


Figure 2b

7. Select **Work Support**.

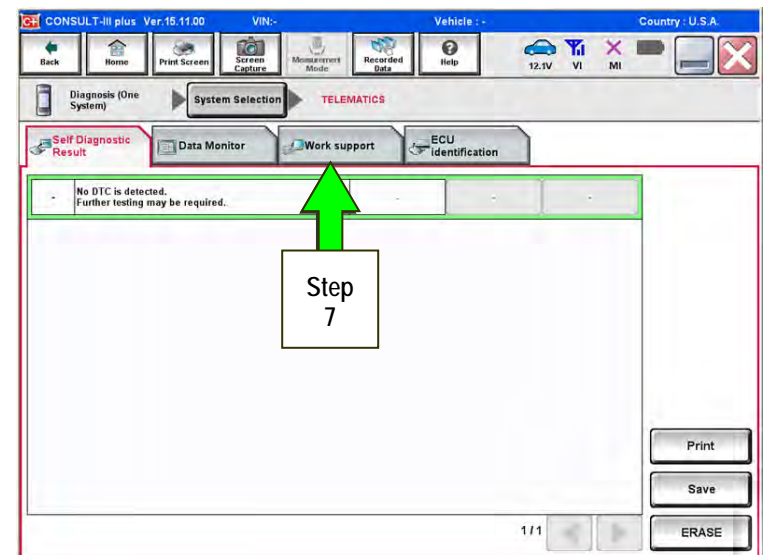


Figure 3b

8. Select TCU ACTIVATE SETTING.

9. Select Start.

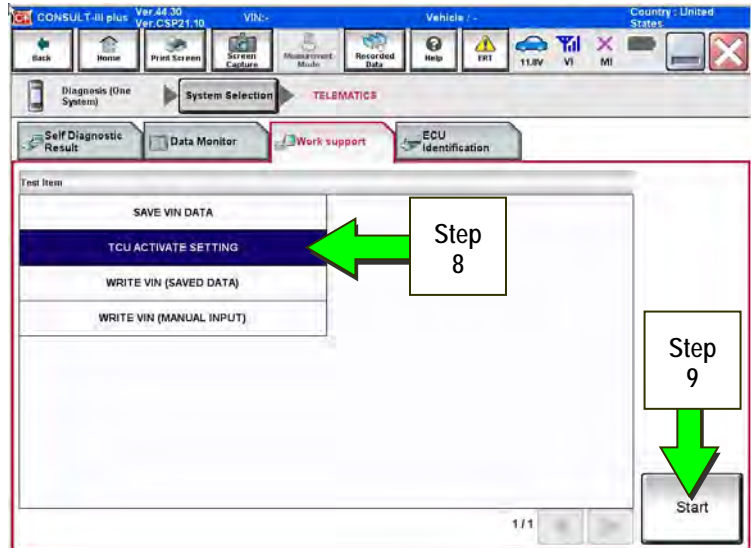


Figure 4b

10. Select Start.

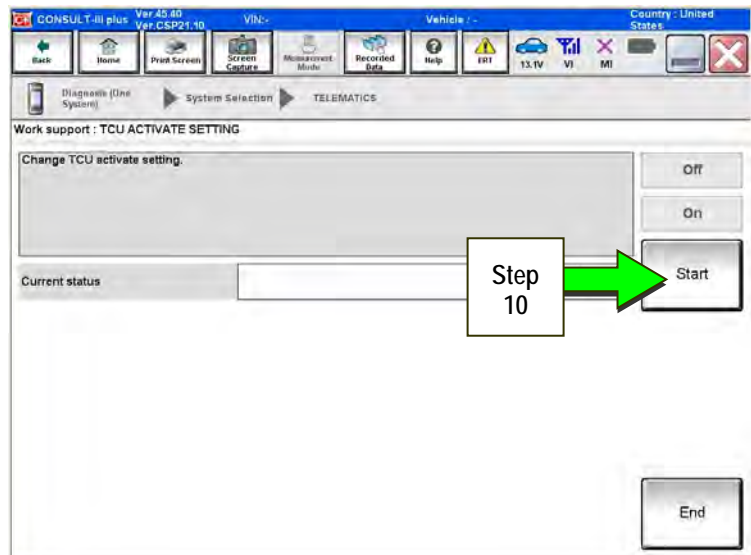


Figure 5b

11. Select ON to turn ON the TCU.

12. Make sure Current status is ON.

13. Select END.

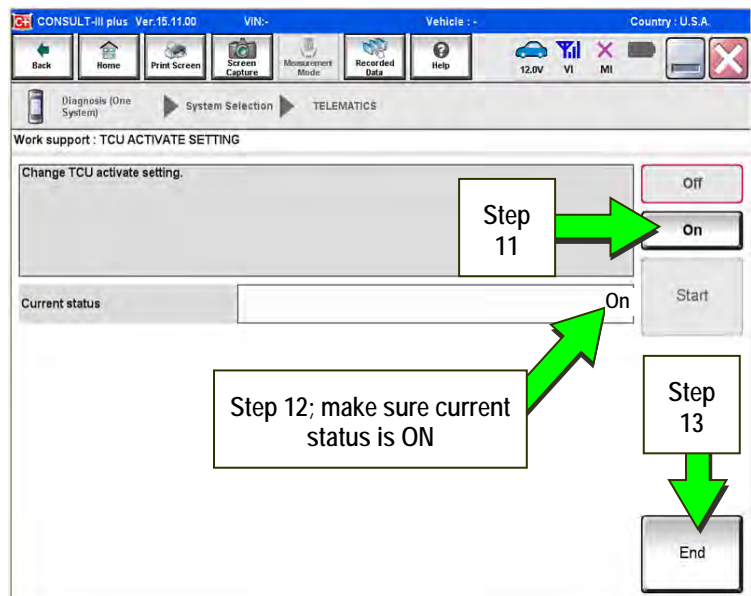


Figure 6b

Check TCU Cellular Reception

NOTE: It may take up to 3 minutes for the vehicle icon to turn white after the ignition is turned ON.

1. Check TCU cellular reception.

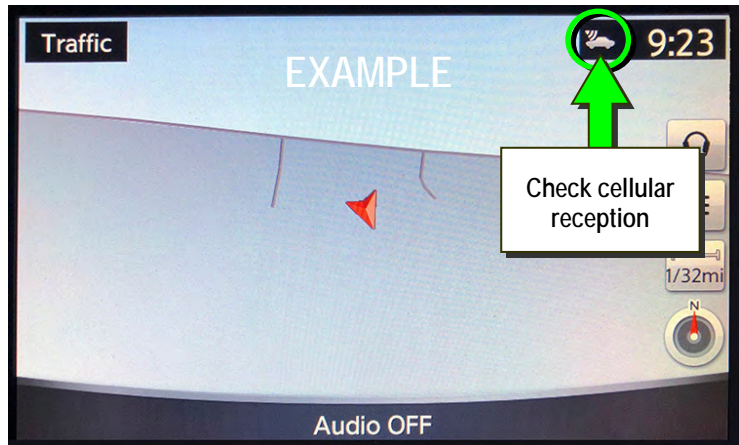


Figure 1c

Example of good reception



Figure 2c

Example of no/poor reception



Figure 3c

2. Press the **NAVI** or **DEST** button.



Figure 4c



Figure 5c

3. Select **Infiniti Connection**, **Infiniti InTouch Services**, or **Destination Menu**.

NOTE: If none of the above options are displayed, proceed to step 4.

EXAMPLE



Figure 6c

4. Select **Connected Search**.

EXAMPLE



Figure 7c

5. Enter a POI (Point of Interest) location, and select "OK" or "Search".

Example: "Starbucks"

EXAMPLE

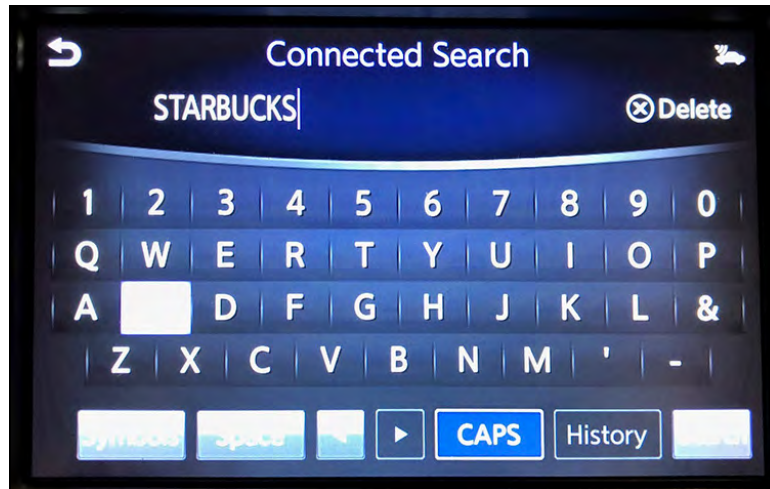


Figure 8c

6. Confirm the POI location displays.

EXAMPLE

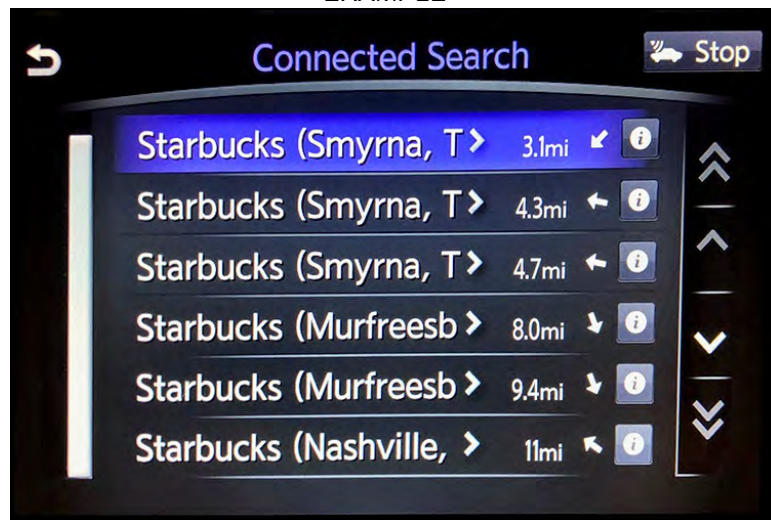


Figure 9c

7. If the "Connected Search" does not complete successfully:
 - For an unsold vehicle, call Infiniti Customer Care at 1-800-334-7858.
 - If the vehicle has been sold, the customer will need to be enrolled in Infiniti Connection® or Infiniti InTouch Services™ for the SOS light to be illuminated and for Infiniti Connection® or Infiniti InTouch Services™ to be enabled.

TCU REPLACEMENT

NOTE:

- Each TCU is registered to a specific Vehicle Identification Number (VIN). TCUs cannot be “swapped” between vehicles. Once a TCU is registered to a vehicle, the TCU cannot be used in another vehicle.
- During this procedure, Intelligent Key Registration must be performed for the vehicles listed in this table. You **MUST** have **ALL** customer keys collected.

| | |
|--|-----------------------|
| 2016-2017 Q50/Q50 Hybrid | 2019 QX50 |
| 2017-2017 Q60 | 2018 Q50/Q50 Hybrid * |
| 2017-2018 QX60/QX60 Hybrid | 2018 Q60 * |
| 2018 QX80 with remote engine start (button on key fob) | |

- The new/replacement TCU must come from Nissan North America parts supply.
- Some vehicles require **Manual TCU Configuration** after replacement. Refer to step 21 on page 16.
- The VIN **MUST** be written to the replacement TCU after installation.

* Intelligent Key Registration is required for certain vehicles ONLY. To determine if your vehicle applies, see step 12 on page 13 and locate the TCU ID number (Figure 7d). If the TCU ID number begins with “2047”, all customer keys must be collected for registration.

Save VIN Data

1. Set the parking brake.
2. Connect the C-III plus VI to the vehicle.
3. Turn the ignition ON.
4. Launch C-III plus on the CONSULT PC.

5. Select Diagnosis (One System).

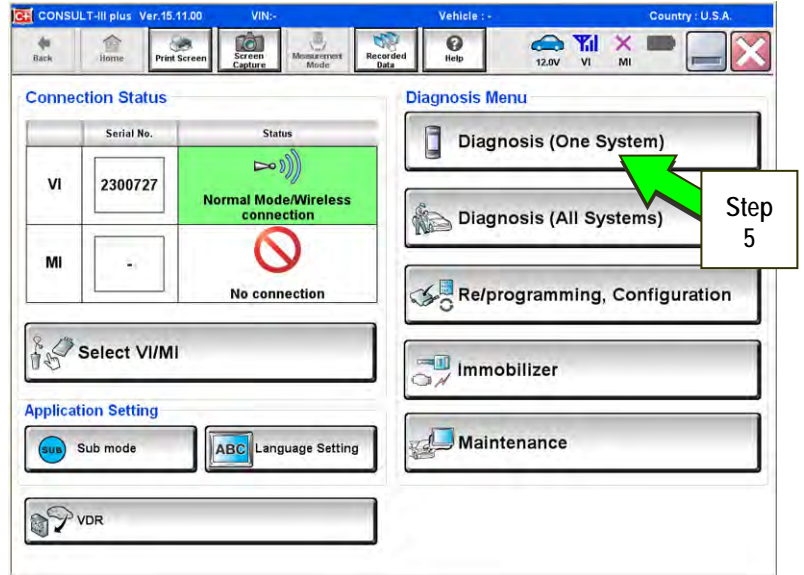


Figure 1d

6. Select Telematics.

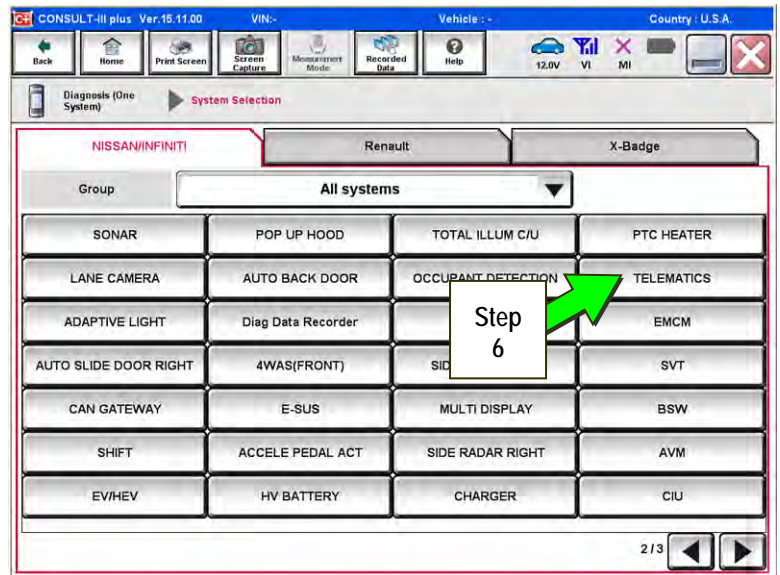


Figure 2d

7. Select Work Support.

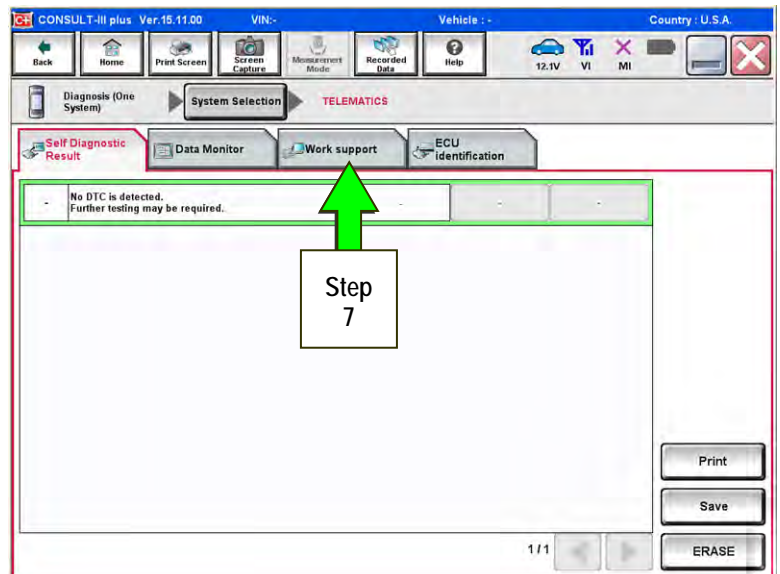


Figure 3d

8. Select **SAVE VIN DATA**.

9. Select **Start**.

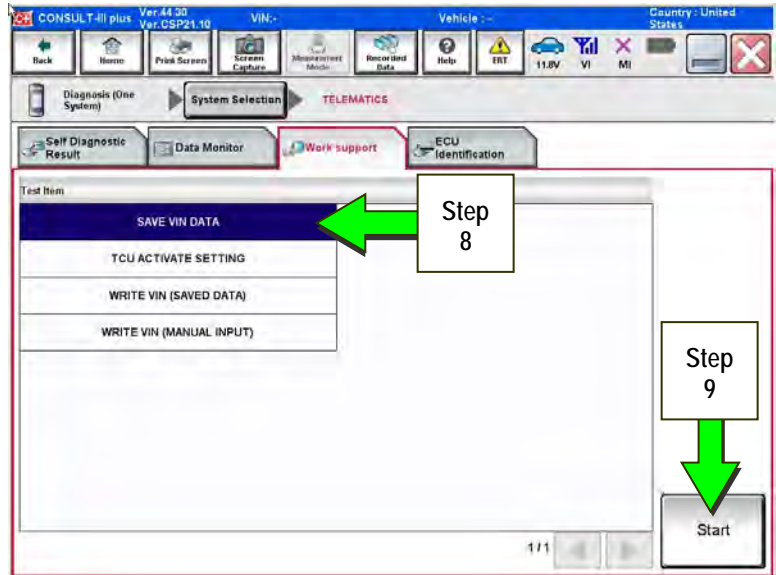


Figure 4d

10. Select **Start**.

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

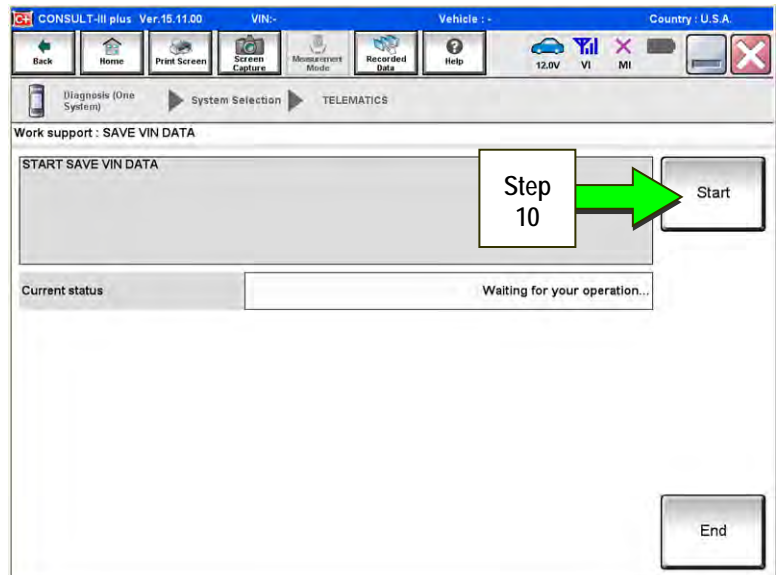


Figure 5d

11. Select **End**.

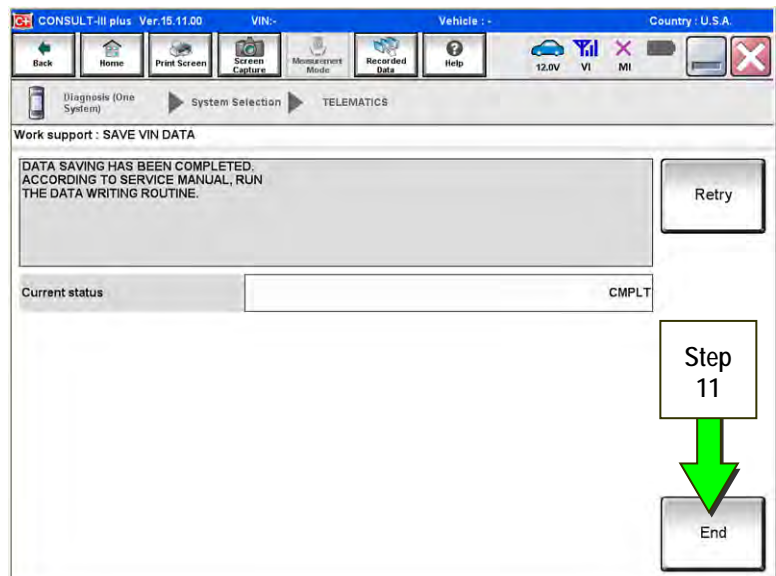


Figure 6d

Write Original SIM ID Number on the Repair Order

12. Write the original SIM ID number on the repair order.

a. Navigate C-III plus to the screen shown in Figure 7d.

Diagnosis (One System) > TELEMATICS > ECU Identification

b. Locate the SIM ID number and write it on the repair order as "Original SIM ID".

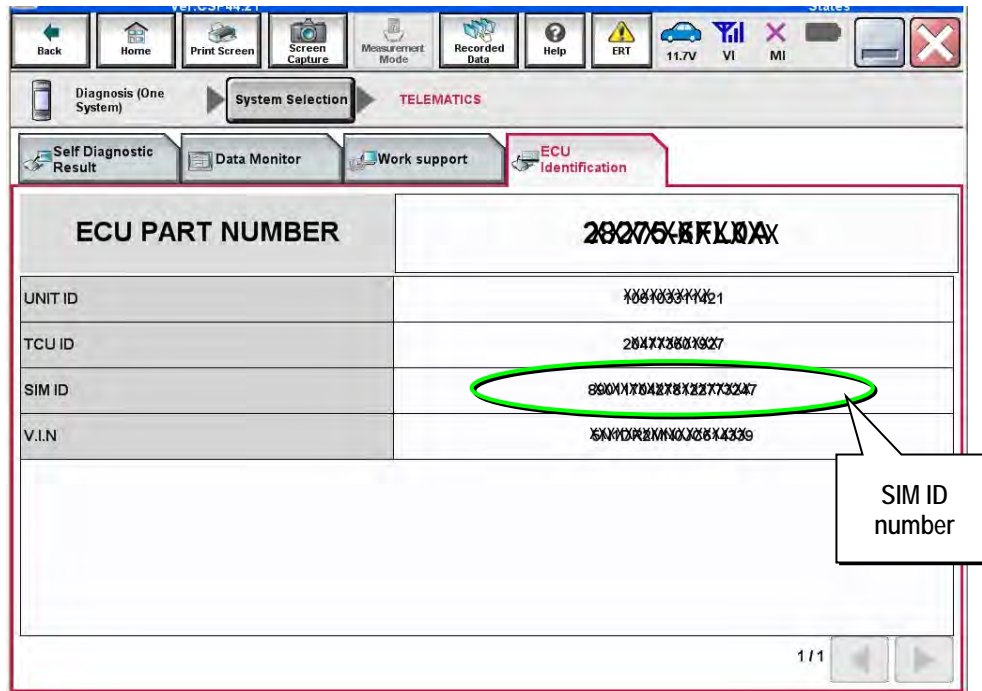


Figure 7d

Remove the Original TCU

13. Remove the TCU from the vehicle. Refer to the Electronic Service Manual (ESM) for removal information.

- For PDF ESM: section AV–Audio, Visual & Navigation System
- For Web ESM: DRIVER INFORMATION & MULTIMEDIA > AUDIO VISUAL & NAVIGATION SYSTEM > REMOVAL AND INSTALLATION > TCU

Step 14 must be performed AFTER the original TCU is removed from the vehicle and BEFORE the replacement TCU is installed.

14. Write down the following information:

- a) VIN.
- b) International Mobile Equipment Identity Number (IMEI) of the original TCU. This number is located on the TCU.
- c) IMEI Number of the replacement TCU. This number is located on the TCU.

LABEL ON TCU

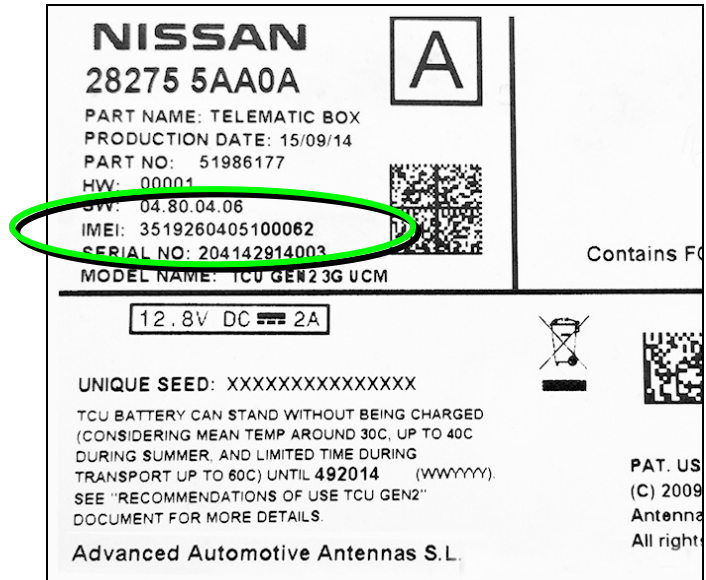


Figure 8d

Install the New TCU

15. Install the new / replacement TCU into the vehicle. Refer to the ESM for installation information.

- For PDF ESM: section AV–Audio, Visual & Navigation System
- For Web ESM: DRIVER INFORMATION & MULTIMEDIA > AUDIO VISUAL & NAVIGATION SYSTEM > REMOVAL AND INSTALLATION > TCU

Write VIN Data

16. Connect C-III plus and navigate to **Telematics Work support**.

- Refer to steps 1-7 on pages 10-11.

17. Select WRITE VIN (SAVED DATA).

NOTE: If VIN DATA could not be saved in step 10, proceed to **Manually Enter VIN Data** on page 19.

18. Select **Start**.

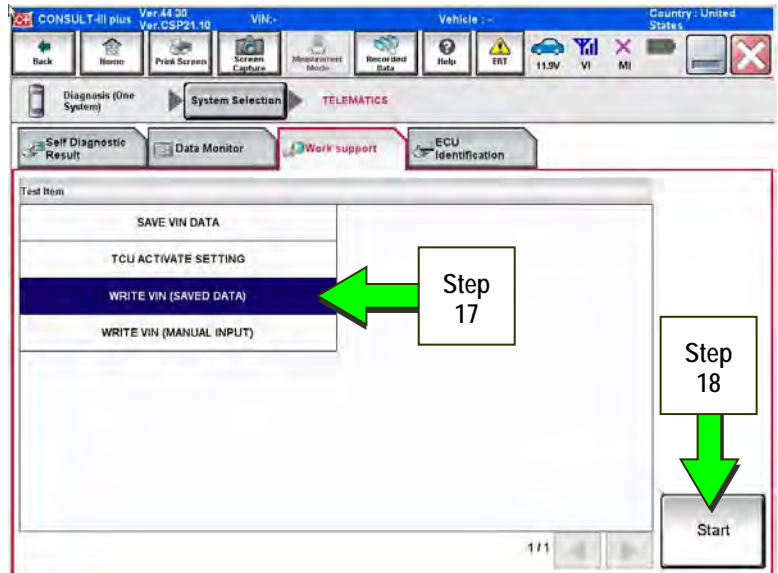


Figure 9d

19. Select **Start**.

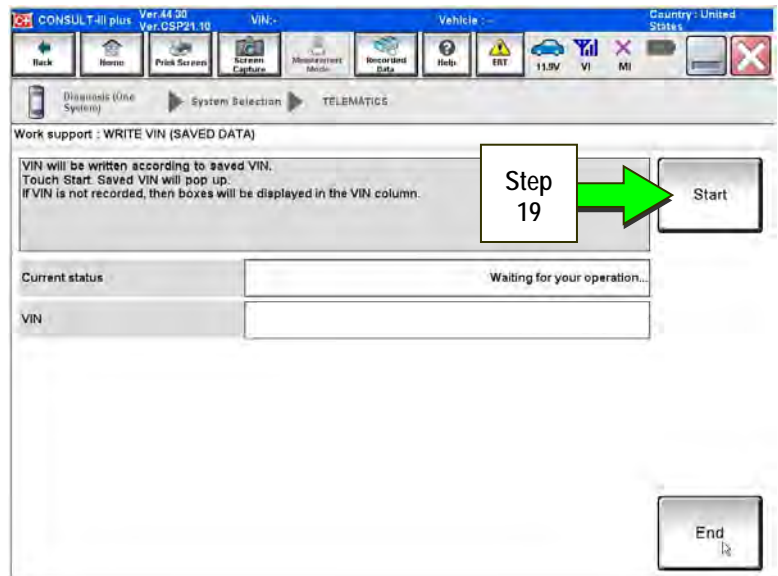


Figure 10d

20. Select **End**.

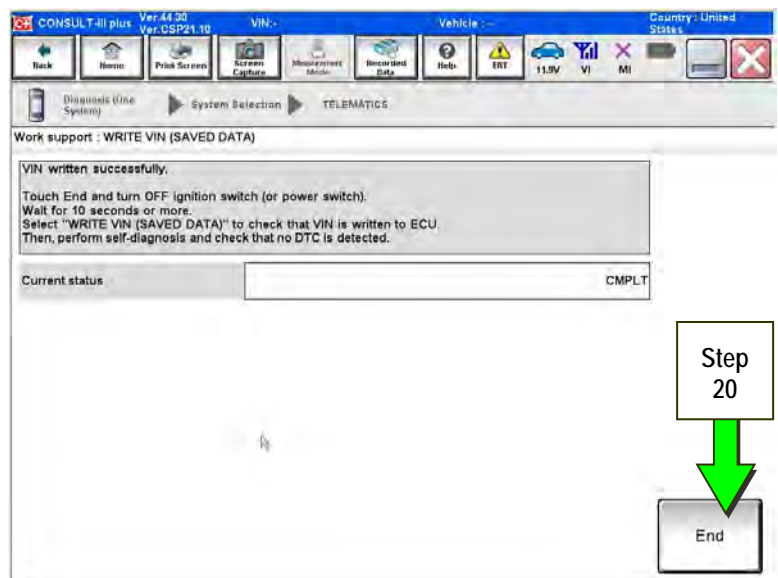


Figure 11d

Manual TCU Configuration (some vehicles)

21. If needed, perform **Manual TCU Configuration**.

- The vehicles listed in this table require Manual TCU Configuration.
- This process **MUST** be performed before TCU registration/activation.

| | |
|--------------------------|-----------------------|
| 2016-2017 Q50/Q50 Hybrid | 2018 QX80 |
| 2017 Q60 | 2019 QX50 |
| 2017-2018 QX30 | 2018 Q50/Q50 Hybrid * |
| 2018 Q70/Q70 Hybrid | 2018 Q60 * |

* For these vehicles, Manual TCU Configuration is needed only if the TCU ID number (see Figure 12d) begins with "2047".

- If the vehicle you are working on is listed in the above table, go to page 20 and perform **Manual TCU Configuration**. Then return to step 22, below.
- If the vehicle you are working on is not listed in the above table, go to step 22, below.

Write New SIM ID Number on the Repair Order

22. Write the new SIM ID number on the repair order.

- a. Navigate C-III plus to the screen shown in Figure 12d.

Diagnosis (One System) >
TELEMATICS > ECU
Identification

- b. Locate the SIM ID number and write it on the repair order as "New SIM ID".

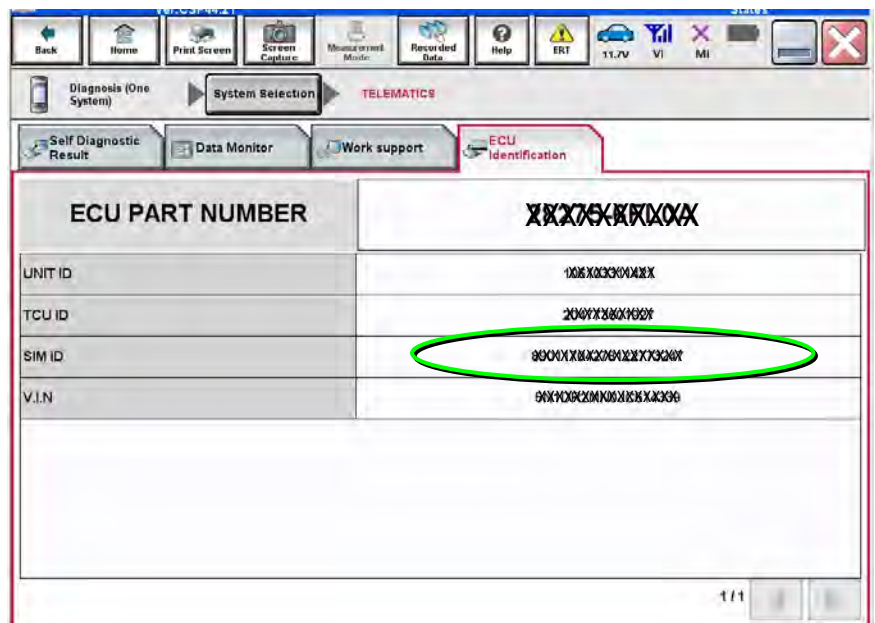


Figure 12d

Intelligent Key Registration (some vehicles)

23. If needed, perform Intelligent Key registration for all customer keys.

- The vehicles listed in this table require Intelligent Key registration.

| | |
|--|-----------------------|
| 2016-2017 Q50/Q50 Hybrid | 2019 QX50 |
| 2017-2017 Q60 | 2018 Q50/Q50 Hybrid * |
| 2017-2018 QX60/QX60 Hybrid | 2018 Q60 * |
| 2018 QX80 with remote engine start (button on key fob) | |

- Refer to the C-III plus operations manual for key registration instructions.
- If the vehicle you are working on is not listed in the above table, key registration is not needed.

NOTE: The Remote Engine Start and Stolen Vehicle Locator features (if so equipped) will not function if Intelligent Key registration is not completed, and DTC B130C will be stored if Intelligent Key registration is not completed.

* Intelligent Key Registration is needed only if the TCU ID number (see Figure 12d) begins with "2047".

Turn On the TCU

24. Turn ON the TCU.

- Refer to **TURN ON TCU** on page 4.

Before performing step 25 on the next page, make sure:

- New / replacement TCU is installed in the vehicle.
- WRITE SAVE DATA has been completed.
- If needed, Manual TCU Configuration has been performed. This must occur before proceeding.
- If needed, all customer Intelligent Keys have been registered.
- The TCU is turned ON.
- IMEI number for original and replacement TCU is written on the repair order.
- SIM ID number for original and replacement TCU is written on the repair order.

TCU Registration / Activation

25. Call Infiniti Customer Care at **1-800-334-7858**. Listen for additional applicable prompts. Hours of operation are listed below.

During this call:

- You will be asked for your name, dealership name, and all of the information collected.
- The agent will unregister the original TCU and register the replacement TCU. If needed, the agent will call back to confirm TCU registration has completed.
- The vehicle may need to be moved outside if the cellular connection is not strong enough. See **Check TCU Cellular Reception** on page 7.

NOTE:

- The TCU will not be able to communicate with the Infiniti Data Center if step 25 is not completed.
- TCU registration does not enroll the customer in Infiniti Connection® or Infiniti InTouch Services™.

Infiniti Customer Care (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

Check TCU Cellular Reception

26. Perform steps to **Check TCU Cellular Reception** - see page 7.

27. Turn the ignition OFF.

Manually Enter VIN Data

This is needed ONLY if automatic "SAVE VIN DATA" or "WRITE VIN (SAVED DATA)" did not complete correctly.

1. Select **WRITE VIN (MANUAL INPUT)**.
2. Select **Start**.

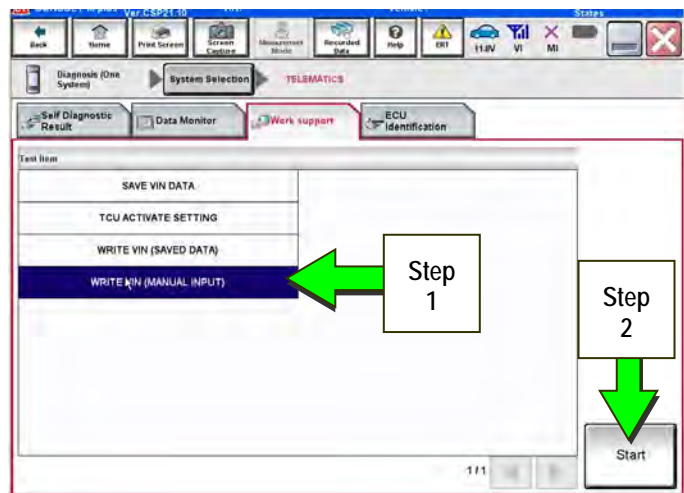


Figure 1e

3. 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.

4. Select **Start**.

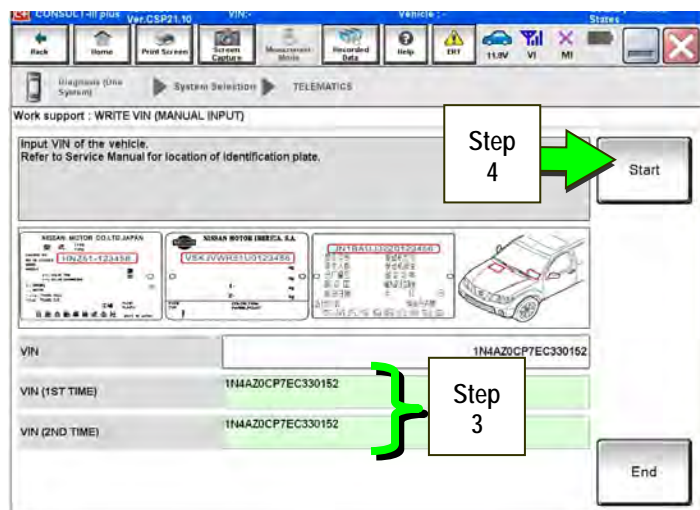


Figure 2e

5. Select **End**.

6. Return to step 21 on page 16.

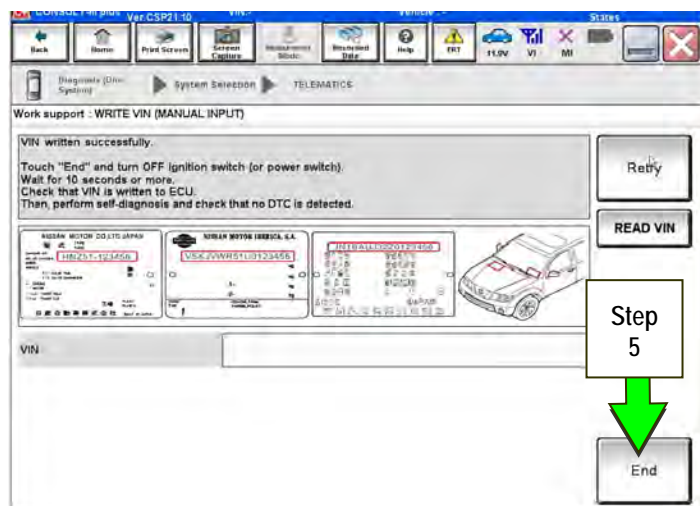


Figure 3e

Manual TCU Configuration (Some Vehicles)

NOTE: This process **MUST** be performed before TCU registration/activation.

- The vehicles listed in this table require Manual TCU Configuration.

| | |
|--------------------------|-----------------------|
| 2016-2017 Q50/Q50 Hybrid | 2018 QX80 |
| 2017 Q60 | 2019 QX50 |
| 2017-2018 QX30 | 2018 Q50/Q50 Hybrid * |
| 2018 Q70/Q70 Hybrid | 2018 Q60 * |

* For these vehicles, Manual TCU Configuration is needed only if the TCU ID number (see Figure 12d) begins with "2047".

1. Select **Re/programming, Configuration**.

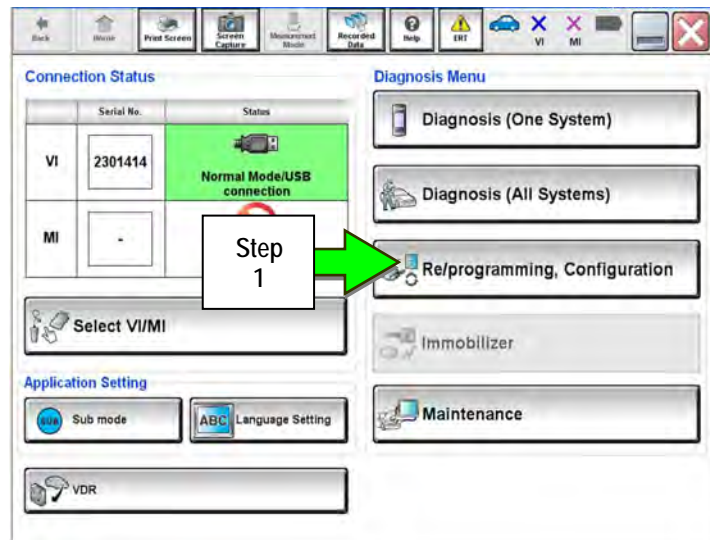


Figure 1f

NOTE: C-III plus screens for steps 2-4 are 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**.

5. Select TELEMATICS.

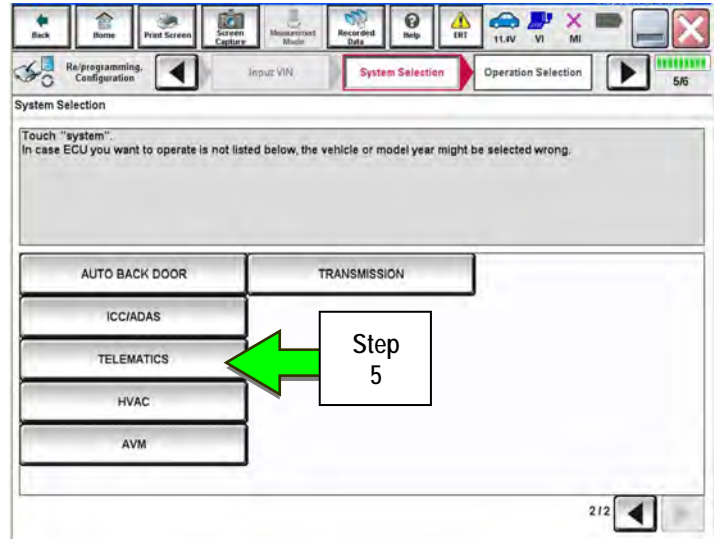


Figure 2f

6. Select After ECU Replacement.

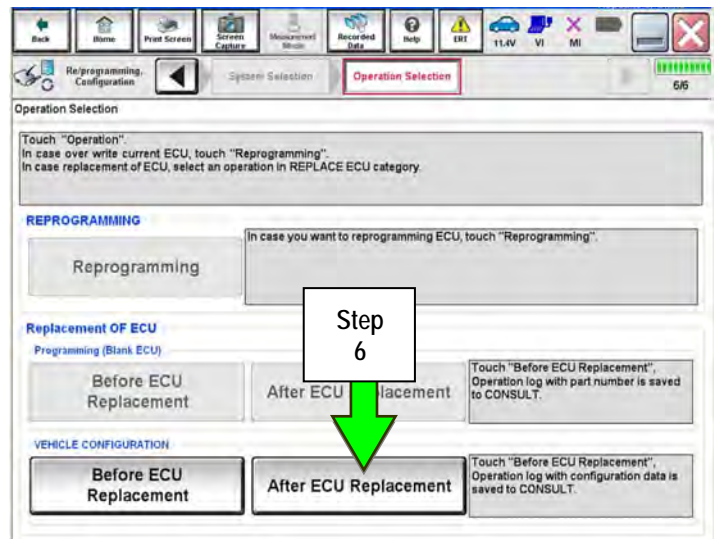


Figure 3f

7. Select **Manual selection**.

8. Select the applicable Type ID:

For 2016-2017 Q50 and Q50 Hybrid:

28277-1HK0A

For 2017-2018 Q60:

28277-5CA2A

For 2018 Q70 and Q70 Hybrid:

28277-5UV0A

For 2017-2018 QX30:

28277-5DA2A

For 2019 QX50:

28277-6FL1B

For 2018 QX80:

28277-6FL1C

NOTE: If C-III plus automatically selects the Type ID, there will be no options shown under Type ID and Figure 5f will not display. Skip to step 10.

9. Select **Next**.

10. Select **OK**.

11. Return to step 22 on page 16.

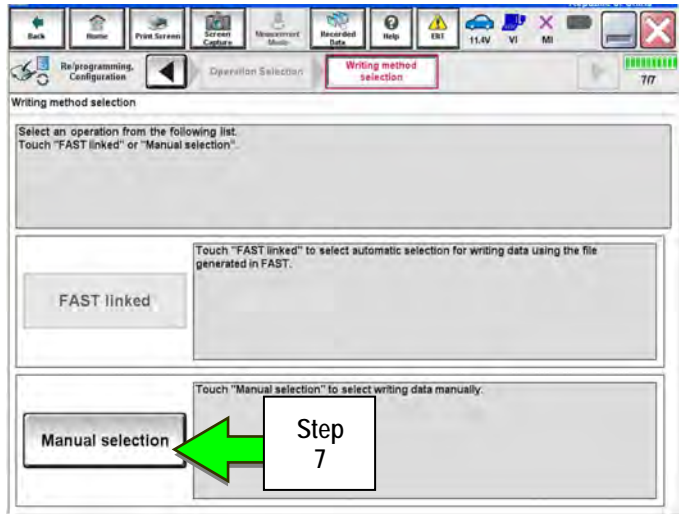


Figure 4f

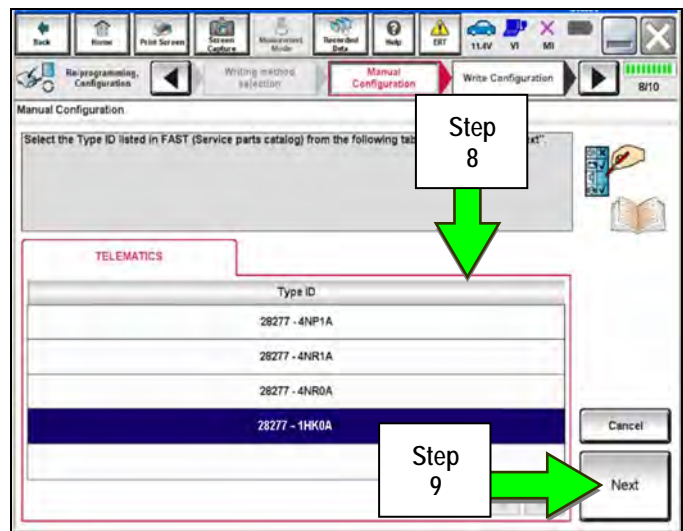


Figure 5f

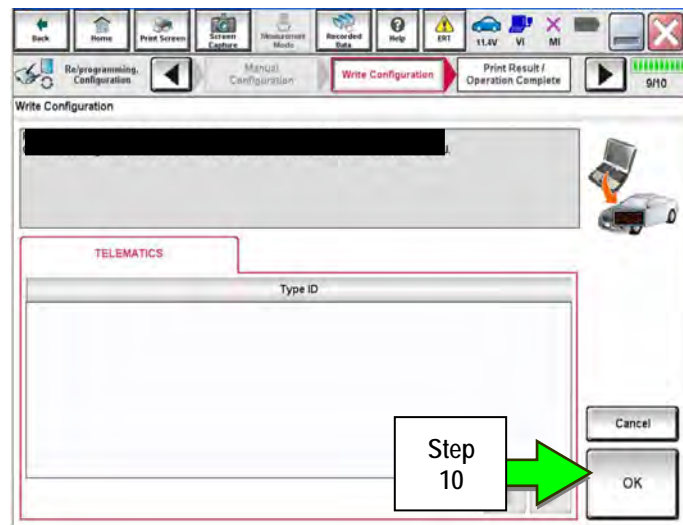
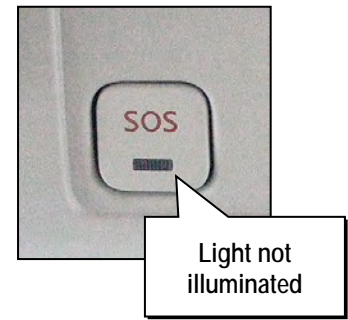


Figure 6f

SOS LIGHT DIAGNOSIS INFORMATION

Perform the steps below if the SOS light is not illuminated.

1. With the vehicle in an area of known good cellular reception, use C-III plus to confirm the TCU is turned ON.
2. Go to <https://owners.infiniti.com/iowners/vinlookup/dealervinlookup>.
3. Enter the VIN.



Vehicle is shown as not enrolled:

- The customer is not enrolled in an Infiniti Connection® or Infiniti InTouch Services™ subscription. Have the customer enroll and confirm the SOS light illuminates.

NOTE: It may take up to 24 hours for the services to be activated and the SOS light to illuminate after enrollment is completed.

"VIN not found" displays:

- The vehicle needs to be registered in the Infiniti Owner Portal and enrolled in Infiniti Connection® or Infiniti InTouch Services™. Have the customer register and enroll and confirm the SOS light illuminates.

NOTE: It may take up to 24 hours for the services to be activated and the SOS light to illuminate after enrollment is completed.

Vehicle is shown as enrolled:

- Confirm the customer's Infiniti Connection® or Infiniti InTouch Services™ subscription.

The customer can find this information three ways:

- Log into to the Infiniti InTouch Services™ portal and locate "**Manage Subscription**" on the first page.
- Log into the Infiniti InTouch Services™ mobile app and go to "**Vehicle Information**" > "**Package Info**".
- Call Infiniti Customer Care at 1-800-334-7858.

If the customer is enrolled in the Premium or Premium Plus Package, call TECH LINE for diagnosis.

If the customer is enrolled in the Select Package, the SOS light is **not intended to illuminate**. No further action is needed.