



CAMPAIGN BULLETIN

Display Control Unit (DCU) Software Update Retailer Inventory

Reference: PC677

Date: January 17, 2019

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2019 QX50 (J55)	NA	5,044*	January 17, 2019	NO

*~ 10% of affected units are currently in transit

***** Retailer Announcement *****

INFINITI is conducting a quality action to update the Display Control Unit (DCU) software on **5,044** specific 2019 INFINITI QX50 vehicles in new vehicle inventory. The current software may allow the DCU system to slow down or freeze when a call is initiated using voice recognition while the phone menu was displayed on the upper screen.

Affected vehicles are **not** subject to stop sale and are either currently in retailer inventory or assigned and in transit to the retailer. INFINITI requests retailers to remedy all affected inventory vehicles prior to sale to ensure client satisfaction.

***** What Retailers Should Do *****

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. PC677
 - Refer to IPSB 15-286 for additional information
 - Please continue to check newly arriving inventory for campaign applicability.
2. Use the attached procedure to update the Display Control Unit (DCU) software.
3. The service department should submit the applicable warranty claim for the action performed so it can be closed on Service Comm and release the vehicle.

***** Retailer Responsibility *****

It is the retailer's responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate campaign I.D. for the quality action on each affected vehicle currently in new vehicle inventory. INFINITI requests retailers to perform this remedy on new vehicles in inventory prior to sale to ensure client satisfaction.

PC677 – 2019 QX50 DISPLAY CONTROL UNIT (DCU) SOFTWARE UPDATE

REQUIRED SPECIAL TOOL

- One of special tool USB drive J-52727 has been shipped to each dealer (see Figure 1).
- Do not use any other USB drive to perform the procedure in this bulletin.
- Additional USB drives may be purchased from Tech•Mate (1-800-662-2001).



Figure 1

SERVICE PROCEDURE

Check the DCU P/N

IMPORTANT: Before starting, make sure:

- ASIST is connected to the Internet.
- ASIST on the CONSULT PC has been synchronized (updated) to the current date.

1. Connect the CONSULT PC and plus VI to the vehicle.
2. Start C-III plus.
3. Turn ON the ignition.
4. Wait for the plus VI to be recognized / connected.
 - The serial number will display when the plus VI is recognized / connected.
5. Select **Diagnosis (One System)**.

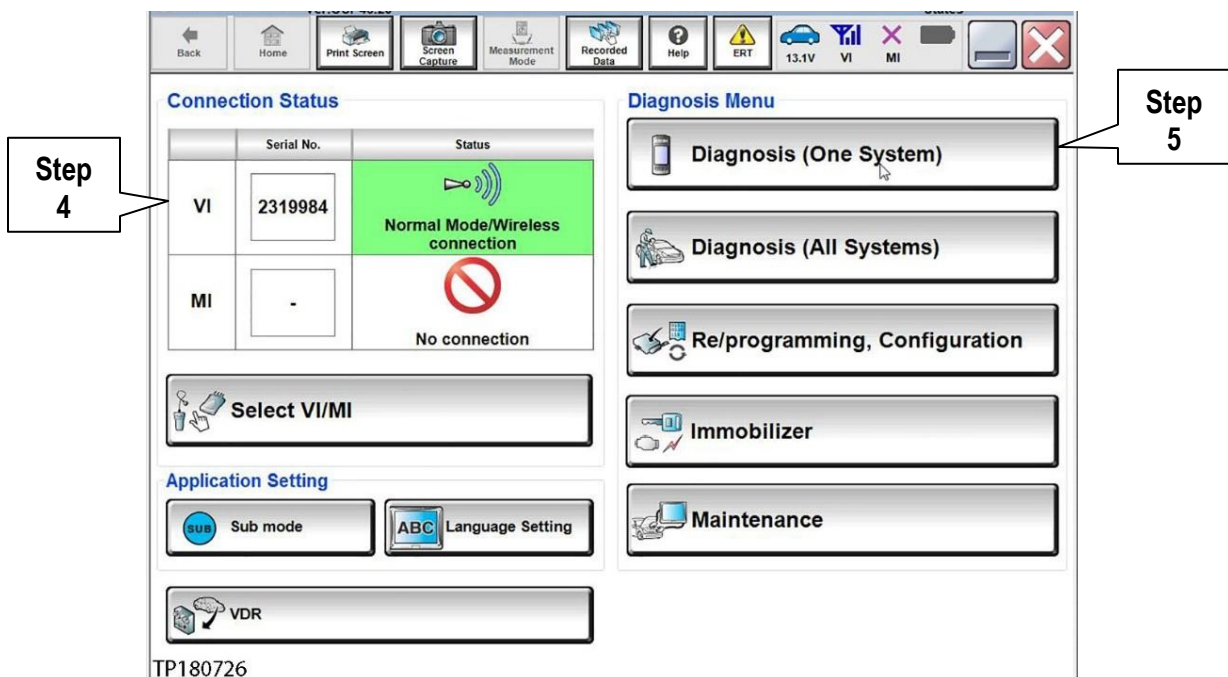


Figure 2

6. Select MULTI AV.

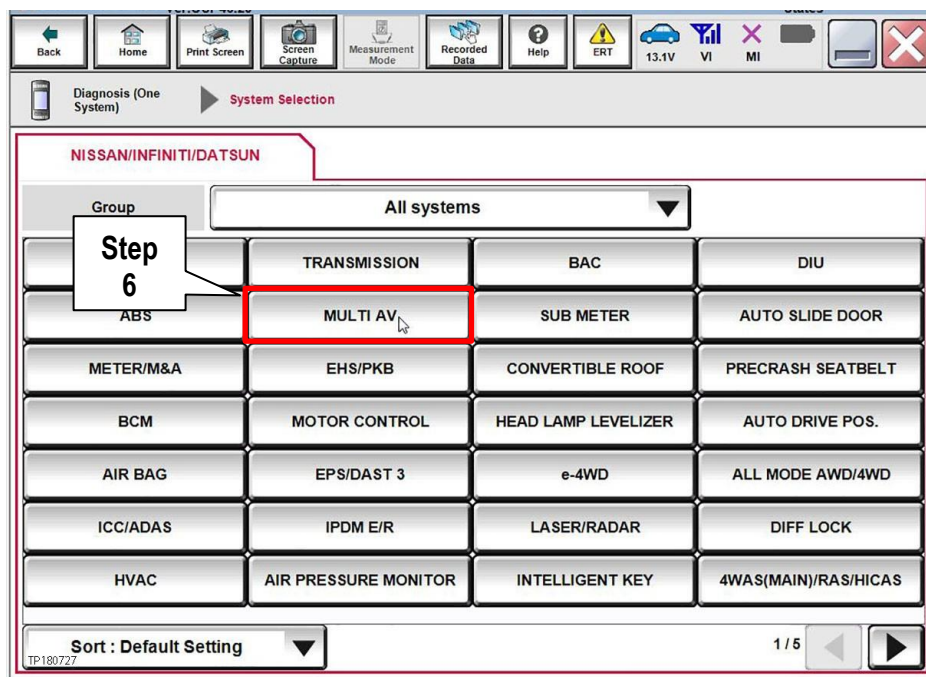


Figure 3

7. Select the **ECU Identification** tab.
8. When the screen in Figure 4 displays, confirm this bulletin applies as follows:
 - a. Write down the **ECU PART NUMBER** on the repair order.

NOTE: This is the current DCU part number (P/N).

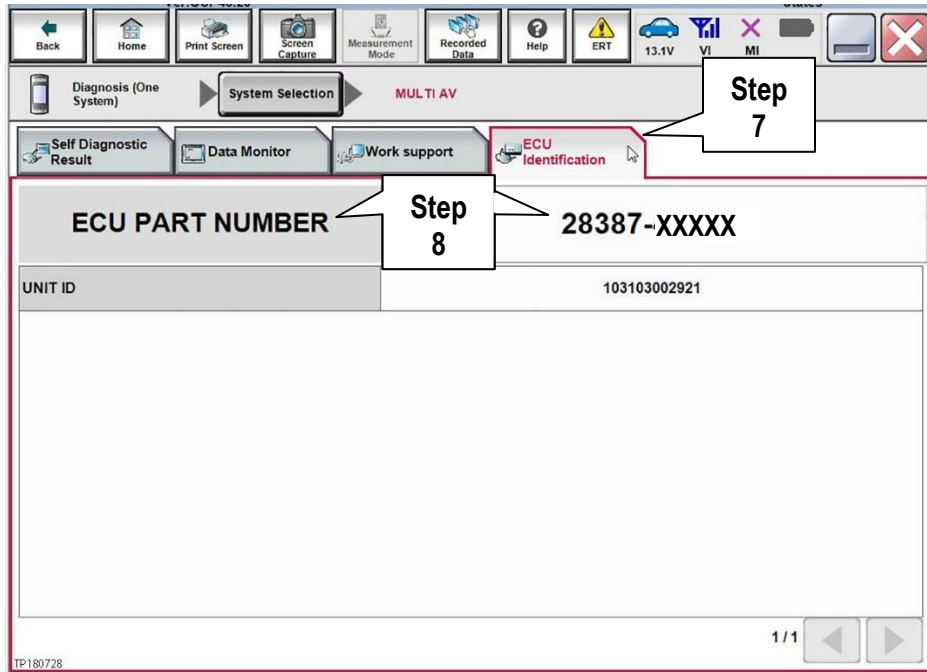


Figure 4

- b. Compare the P/N you wrote down to the P/Ns in the **CURRENT DCU PART NUMBER** column in **Table A** below.
 - If there is a match, this bulletin applies. Go to the next page, **Update Display Control Unit**.
 - If there is not a match, this bulletin does not apply. Refer to ASIST for further diagnosis.

Table A

MODEL	CURRENT DCU PART NUMBER: 28387-
2019 QX50	5NA0A, 5NA0B, 5NA0C
	5NA2A, 5NA2B, 5NA2C
	5ZA0A, 5ZA0B

Update Display Control Unit

IMPORTANT: Before starting, make sure:

- ASIST is connected to the Internet.
- ASIST has been synchronized (updated) to the current date.

9. Insert special tool USB drive J-52727 to an ASIST Station.

NOTE: Special tool USB drive J-52727 is the only one approved for use with this procedure.

10. Open ASIST.

11. Select **Specialty Tools**, and then select **Infotainment Software Updates**.

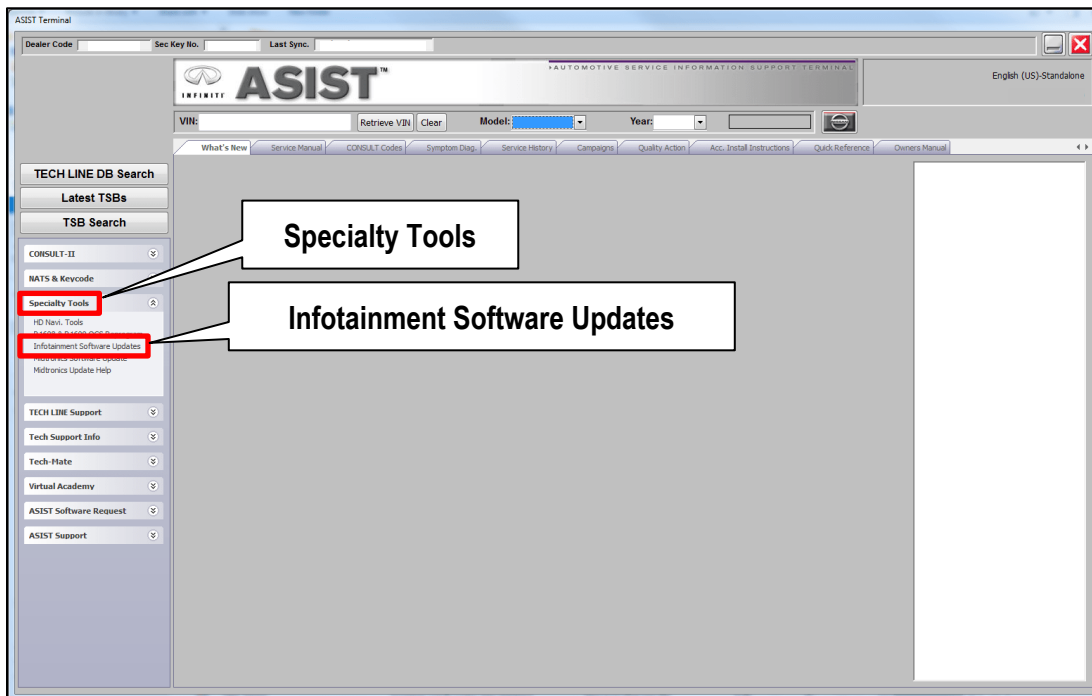


Figure 5

12. Select the check box next to the correct update software package below (also refer to Figure 6 below).

CAUTION: Failure to select the correct update software package may result in needing to replace the DCU.

NOTE: Replacement of an incorrectly updated DCU is not covered under warranty.

MODEL	DESCRIPTION
2019 QX50	IT5004

13. Select **Continue**, and then wait for the download to complete.

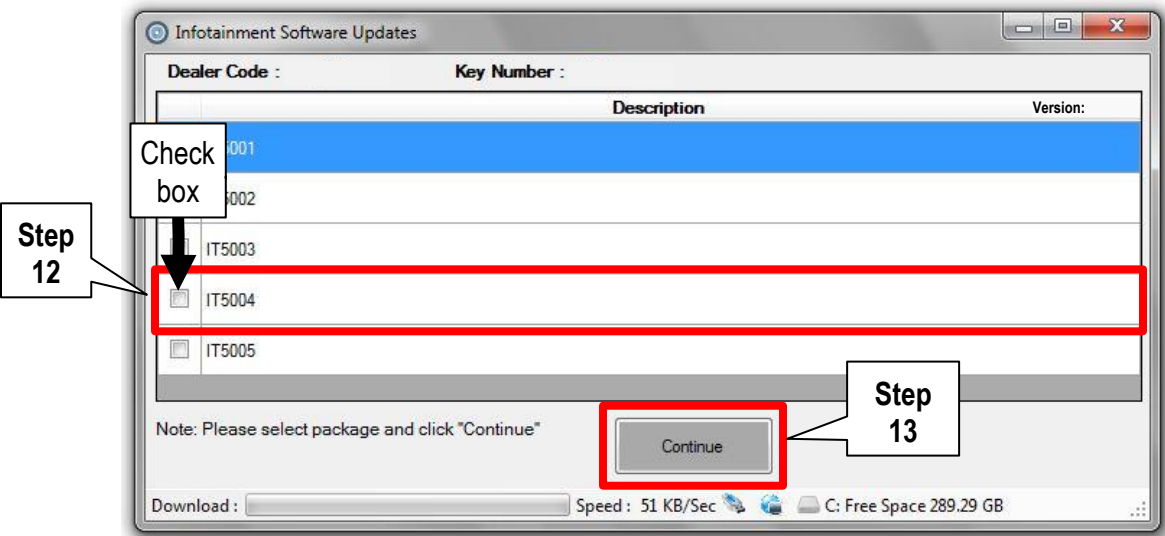


Figure 6

14. Once the download is complete, select the USB drive for update software package transfer.

- See example in Figure 7. The drive selection on your PC may be different.

15. Select **Transfer**, and then wait for the transfer to complete (see Figures 7 and 8).

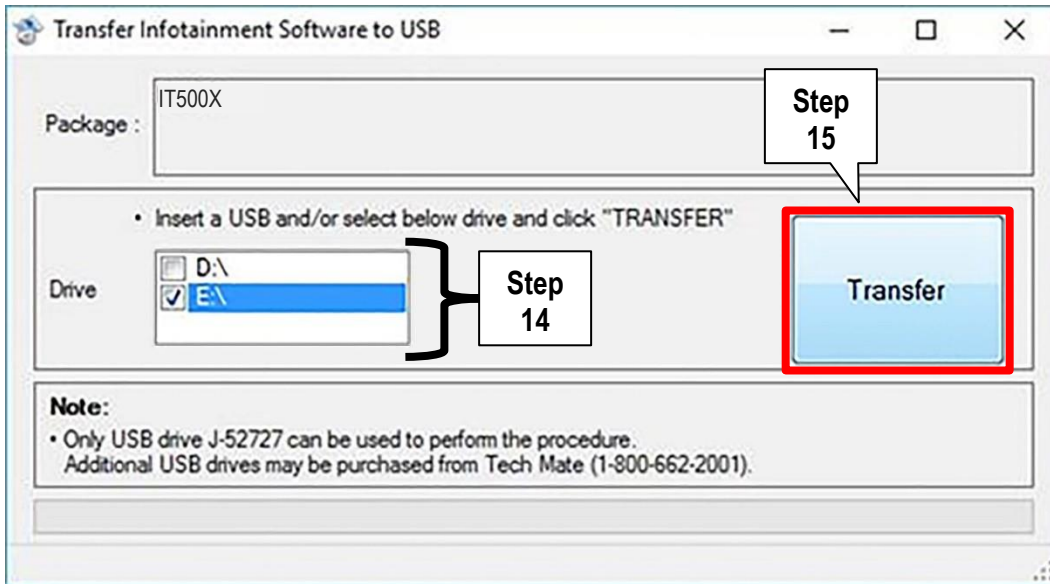


Figure 7

16. Select **OK**.

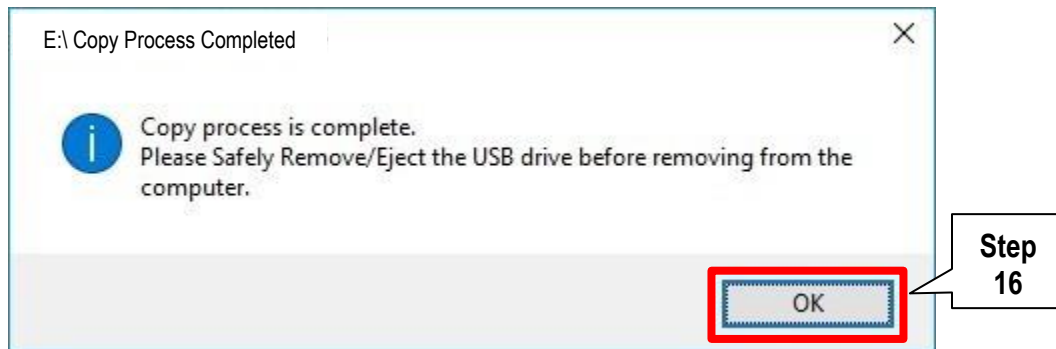


Figure 8

17. Once the transfer is complete, safely remove the USB drive from the ASIST Station.
 - a. From the PC toolbar, select the **Safely Remove Hardware** icon.
 - The icon is on the toolbar, or to be found after selecting the arrow.
 - b. Select the USB drive to be removed, and then remove the USB drive from the ASIST Station.

CAUTION: Failure to safely remove the USB drive may corrupt the update software.

- If not familiar with the process of safe USB drive removal, ask for assistance at your dealer.

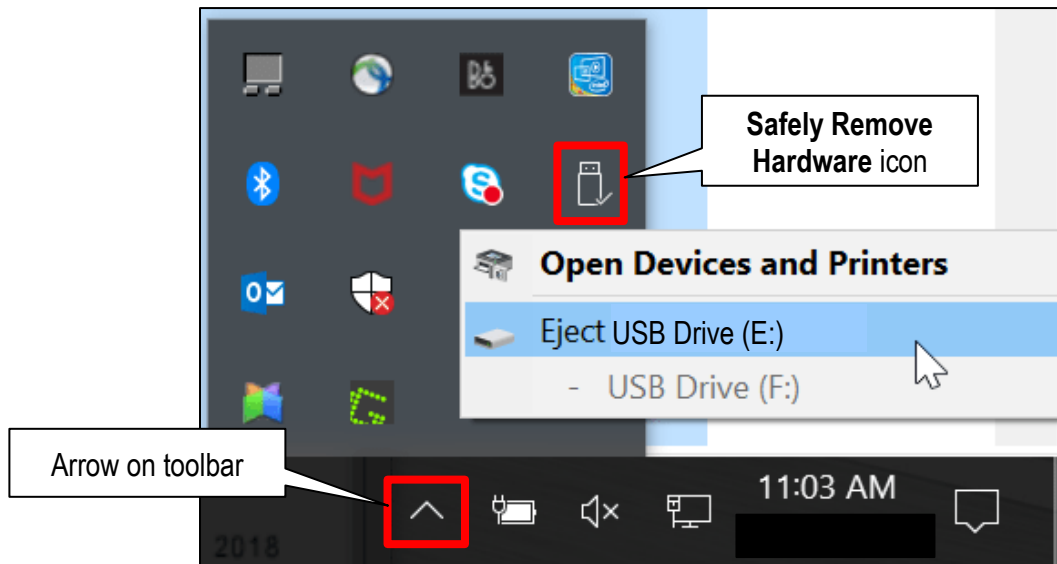


Figure 9

18. Close all ASIST **Infotainment Software Update** screens.
19. Start the engine, and then wait 60 seconds for the system to load.

NOTE: The engine needs to idle for the duration of the update.

20. Open the Settings Menu and then select **Bluetooth**.
- The settings menu is accessed by selecting the settings app icon on the lower display.



Figure 10

21. Select **Connect Device** from the Bluetooth Settings menu.
- NOTE:** If no connected devices are present, Figure 17 will be displayed.



Figure 11

22. Is a device present in the Device List?
- YES:** Select a device and then proceed to step 23.
 - NO:** Proceed to step 25.
- IMPORTANT:** All paired devices must be deleted before proceeding to step 25.



Figure 12

23. Select **Delete** and confirm the screens in Figure 14 and then Figure 15 are displayed.

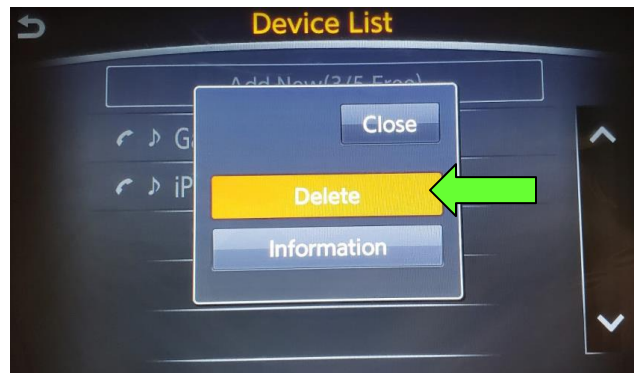


Figure 13

NOTE: The following screens will be displayed while a paired device is being deleted.

- The first screen will show “Deleting...” followed by the device name.



Figure 14

- The second screen will show information regarding repairing the BT device.

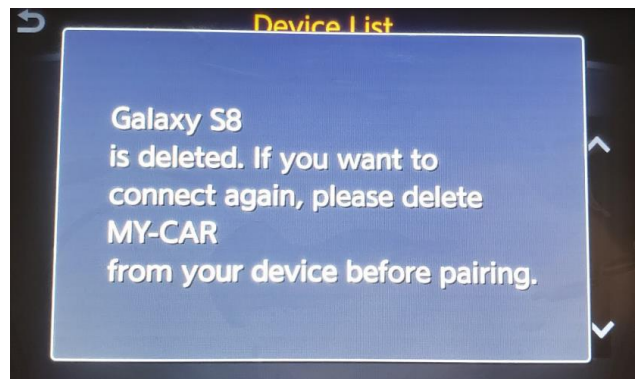


Figure 15

24. Are any devices still present in the Device List?

- **YES:** Select a device and then perform step 23 and 24 again.
- **NO:** Proceed to step 25.

IMPORTANT: All paired devices must be deleted before proceeding to step 25.



Figure 16

- Figure 17 will be displayed when all devices have been deleted.



Figure 17

25. Connect the USB drive with update software package into the vehicle's USB media port.

CAUTION: Charging ports are marked in the vehicle with a "lightning bolt" symbol. Do not insert the USB drive into a charging port. If used, the update software and/or USB drive may become damaged. Only insert the USB drive in a USB media port.

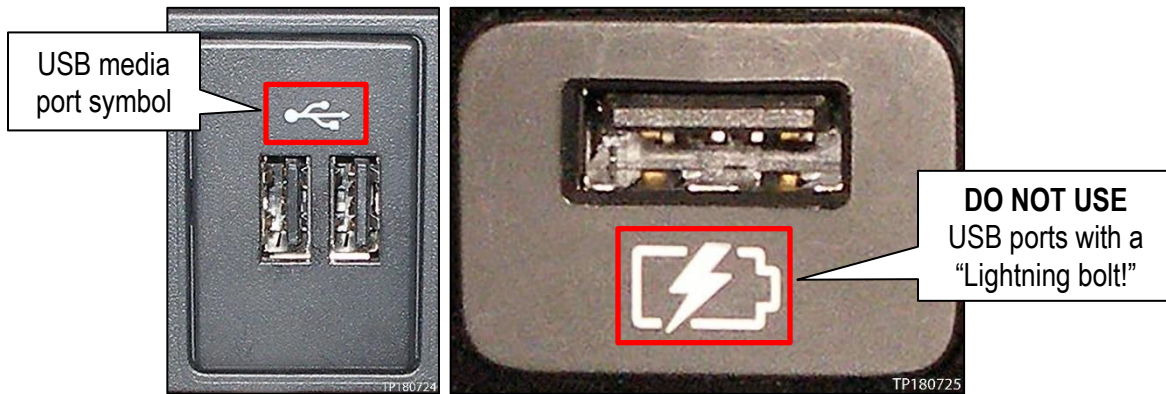


Figure 18

26. Wait approximately 10-30 seconds for the screen in Figure 19 to appear.

27. Select **Yes** to begin the software update.

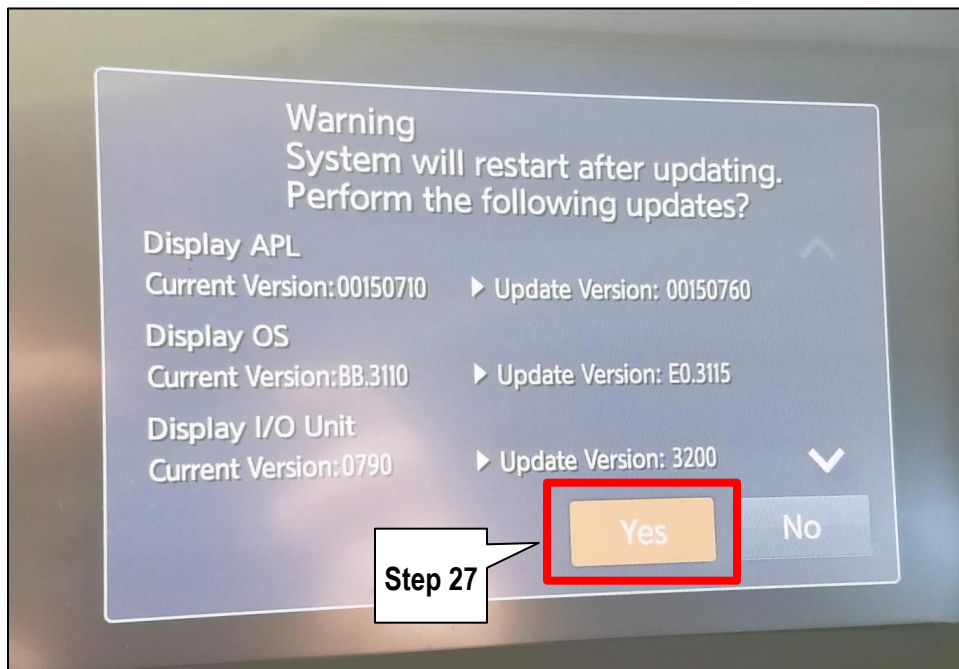


Figure 19

28. Wait for the update to complete.

- Follow the on-screen instructions while waiting.

NOTE: The update lasts 10-70 minutes.

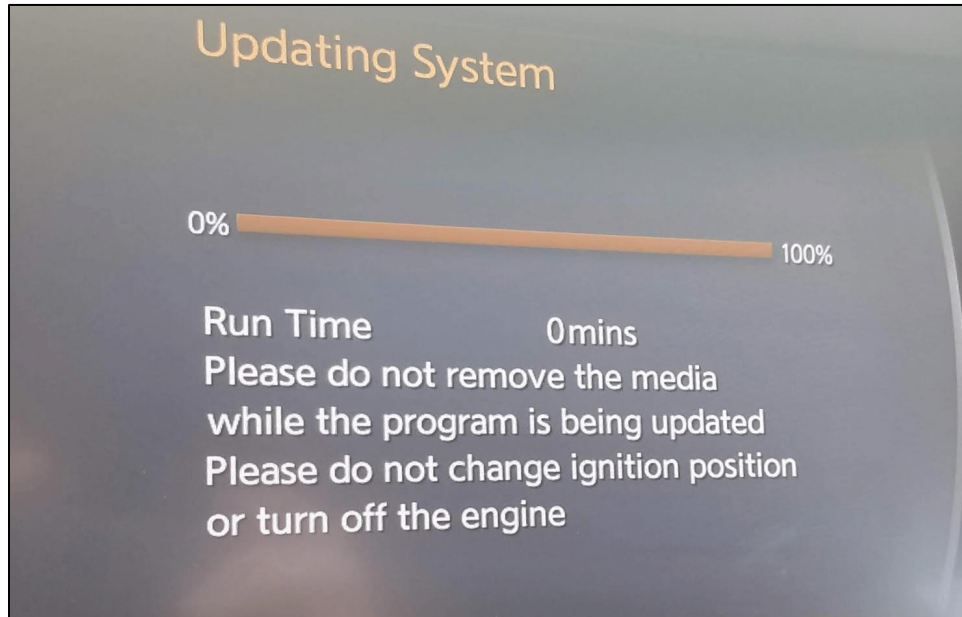


Figure 20

29. Once the update is complete, remove the USB drive, and then select **Restart**.

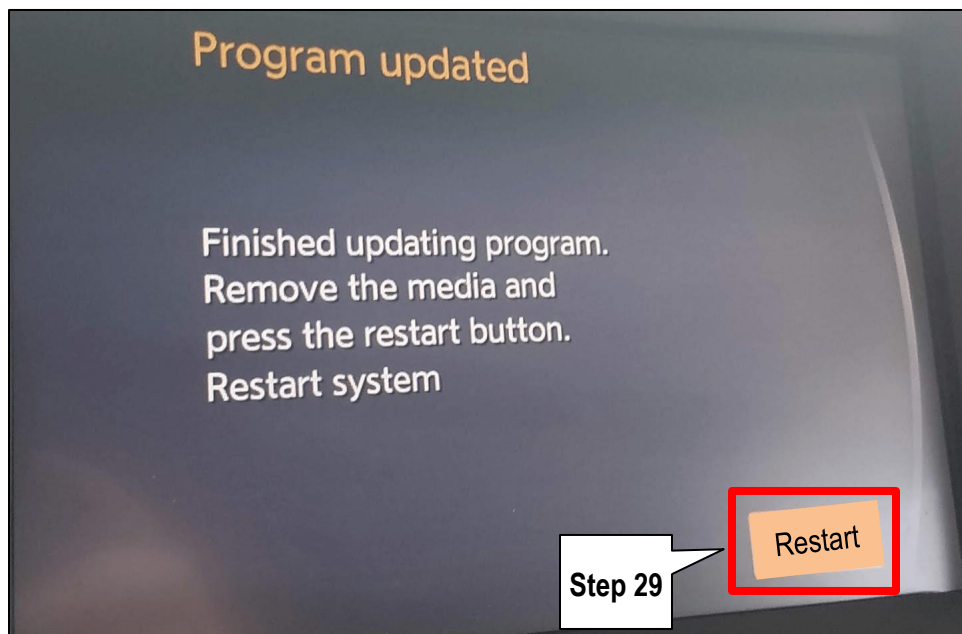


Figure 21

CAUTION: Steps 30-33 must be completed. If they are not completed, the update may become corrupted.

- 30. Allow the reboot to complete (2-5 minutes after selecting **Restart**).
- 31. Once the reboot has completed, turn OFF the engine, and then wait three (3) minutes.
- 32. Start the engine and allow the vehicle to run for two (2) minutes.
- 33. Turn OFF the engine.

CLAIMS INFORMATION

Submit claim using the following claims coding:
Work Order Line Type: "CM" Campaign
Campaign: PC677

Claim Type:	CM			
PNC:	PC677			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Perform DCU Software Update	PC6770	0.5 Hrs.	No	N/A