

Classification:

EL18-023a

Reference:

ITB18-040a

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Date:

December 19, 2018

## INFINITI; SOFTWARE UPDATES FOR INFOTAINMENT ISSUES

This bulletin has been amended. Please see Amendment History on the last page.  
Please discard previous versions of this bulletin.

<b>APPLIED VEHICLES:</b>	2016-2018 Q50 (V37)	2017-2018 QX30 (H15)
	2016-2018 Q50 Hybrid (V37)	2017-2018 QX60 (L50)
	2017-2018 Q60 (V37)	2017-2018 QX60 Hybrid (L50)
	2018 Q70 (Y51)	2018 QX80 (Z62)
	2018 Q70 Hybrid (Y51)	

### IF YOU CONFIRM

Any one or a combination of the following on an applied vehicle:

- Reverse camera is blank (vehicles manufactured before May 1, 2018)
- Reverse camera remains ON when in Drive (vehicles manufactured before May 1, 2018)
- Average fuel economy displays 99.9 MPG
- Display screen flickers at higher ambient interior temperatures
- SXM Info Apps (Weather, Stocks, Fuel Prices) inoperative

### ACTION

1. Refer to page 4, step 8 in the **SERVICE PROCEDURE** to confirm an update applies to the Display Control Unit (DCU) of the vehicle being worked on.
  - Confirmation is determined by comparing the DCU part number with those listed in **Table A** on page 5.
2. If this bulletin applies, update the DCU software.
  - See **REQUIRED SPECIAL TOOL** on page 2.

**NOTE:** The updated software resolves the items above along with improving software stability.

**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.

## 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)**.

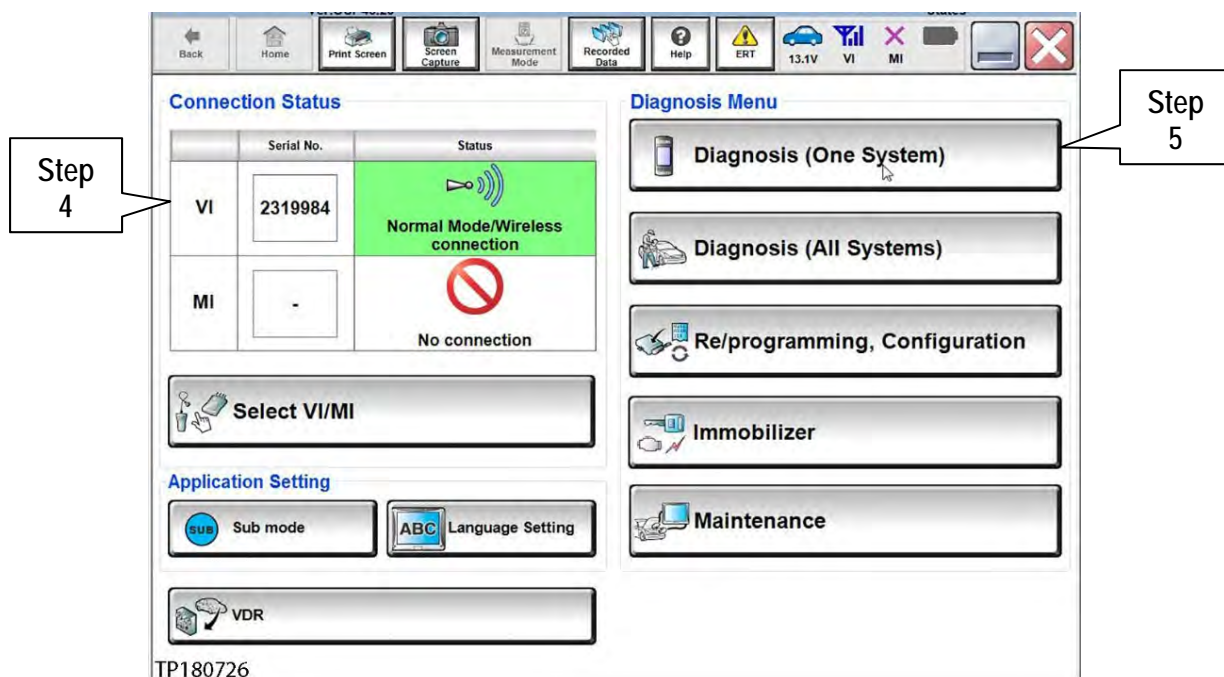


Figure 2

6. Select MULTI AV.

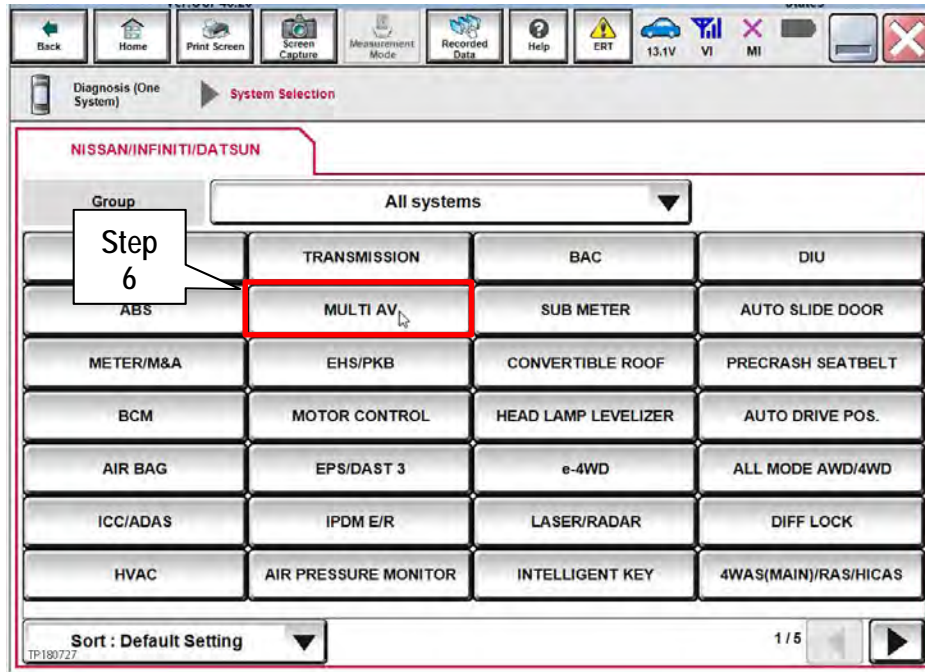


Figure 3

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).

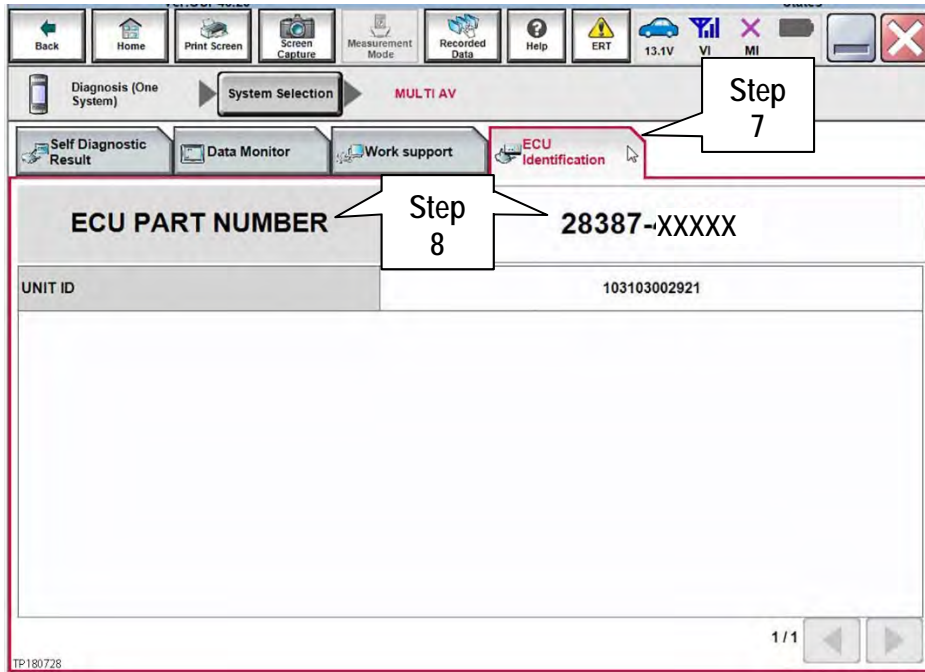


Figure 4

- b. Compare the P/N you wrote down to the P/Ns in the **CURRENT DCU PART NUMBER** column in **Table A** on the next page.
  - If there is a match, this bulletin applies. Go to page 6, **Update Display Control Unit**.
  - If there is not a match, DCU updating does not apply. Refer to ASIST for further diagnosis.

Table A

MODEL	MODEL YEAR	CURRENT DCU PART NUMBER: 28387-
Q50 and Q50 Hybrid	2016	4HK0A, 4HK2A
		4HK0C, 4HK2C
	2017	4HK0D, 4HK2D
		4HK1A, 4HK3A
	2018	4HK4A, 4HK5A
		4HK4B, 4HK5B
Q60	2017	4HK0B, 4HK2B
		4HK1A, 4HK3A
	2018	4HK4A, 4HK5A
		4HK4B, 4HK5B
Q70 and Q70 Hybrid	2018	6GY01, 6GY1A
		6GY0B, 6GY1B
		6GY0E, 6GY1E
		5ZA0D
		9PB0E
QX30	2017	4DL1A, 4DL3A, 4DL6A, 4DL7A
	2018	4DL4A, 4DL5A, 4DL8A, 4DL9A
QX60 and QX60 Hybrid	2017	5ZA0A, 5ZA0B
		9PB0A, 9PB0D
	2018	6GY0A, 6GY0B, 6GY0E
		6GY1A, 6GY1B, 6GY1E
QX80	2018	6GY0A, 6GY0B, 6GY0E
		6GY1A, 6GY1B, 6GY1E
		5ZA0D
		9PB0E

## 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**.

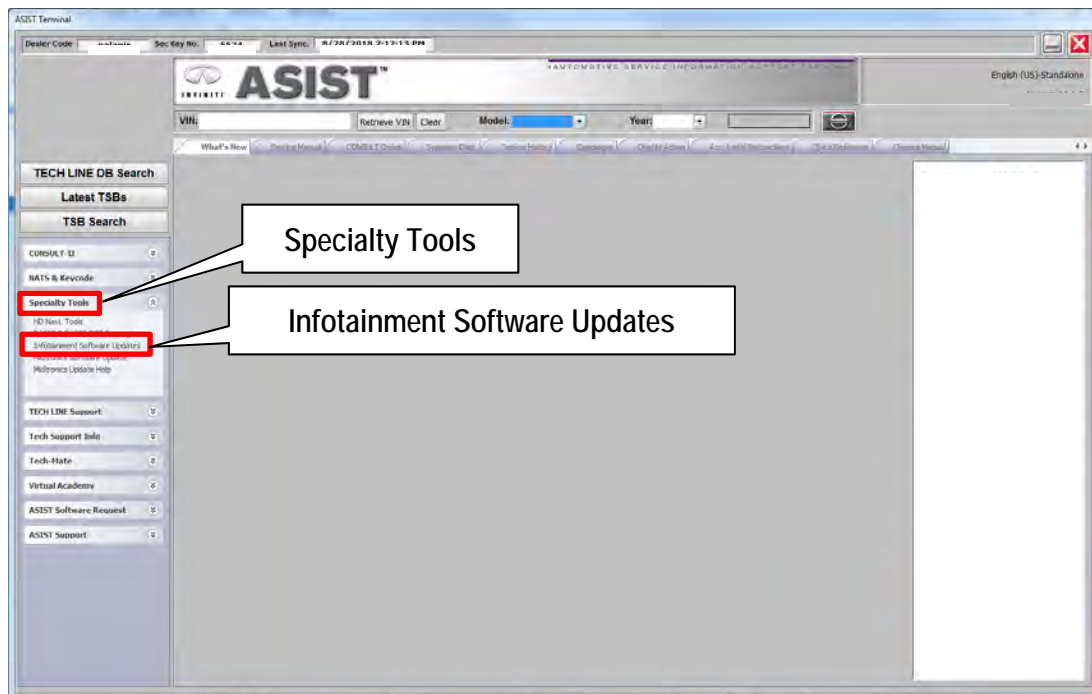


Figure 5

12. Select the check box next to the correct update software package based on **Table B** below (also refer to Figure 6 further 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.

Table B

MODEL	AUDIO SYSTEM	DESCRIPTION
2017-2018 QX60, 2017-2018 QX60 Hybrid, 2018 Q70, 2018 Q70 Hybrid, and 2018 QX80	CD capable *	IT5001
2017-2018 QX60, 2017-2018 QX60 Hybrid, and 2018 QX80	Rear Entertainment system with CD and DVD capability *	IT5002
2016-2018 Q50, 2016-2018 Q50 Hybrid, and 2017-2018 Q60	CD capable	IT5003
2017-2018 QX30	CD capable *	IT5005

\* If not sure which audio system is equipped in the vehicle, insert a DVD into the instrument panel mounted AV control unit. With CD only audio systems, an error message will display on the screen. In CD/DVD capable systems, the DVD will work.

13. After selecting the check box of the correct update software package, select **Continue**, and then wait for the download to complete.

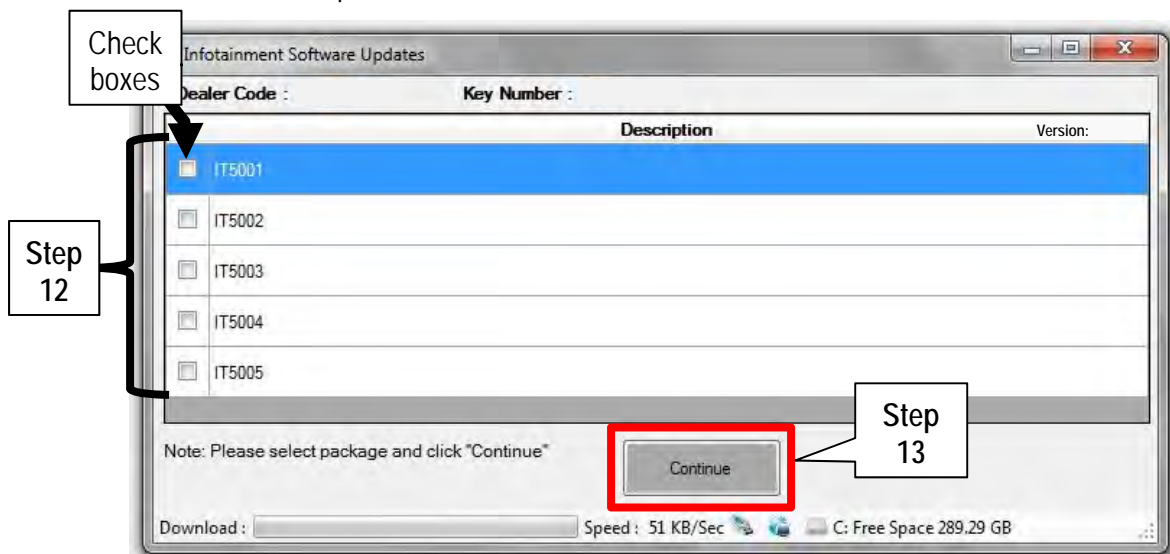


Figure 6

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).

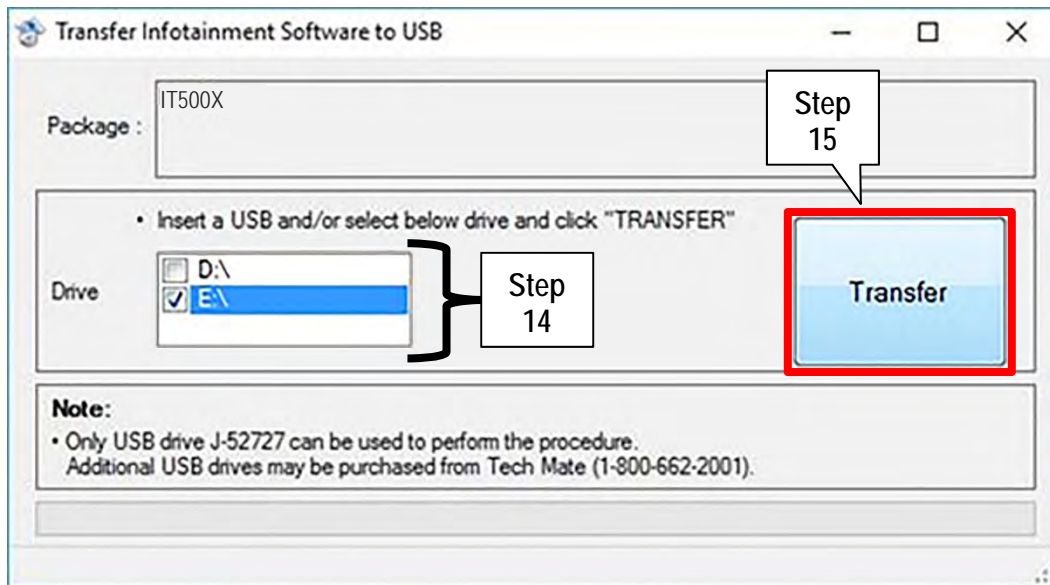


Figure 7

16. Select **OK**.

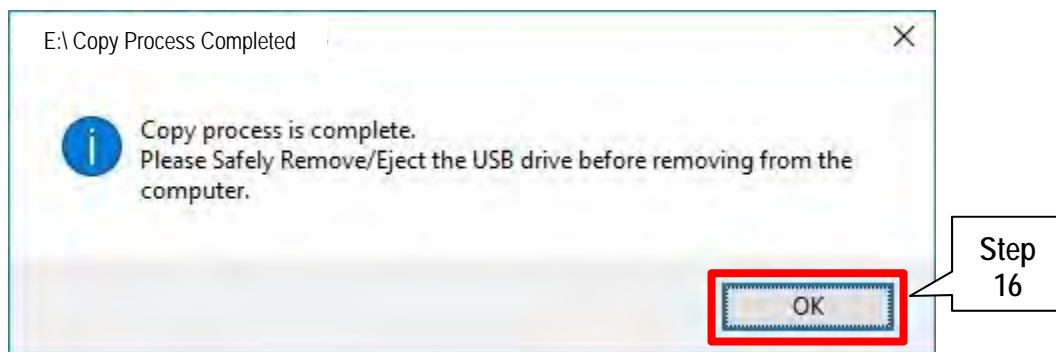


Figure 8



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.

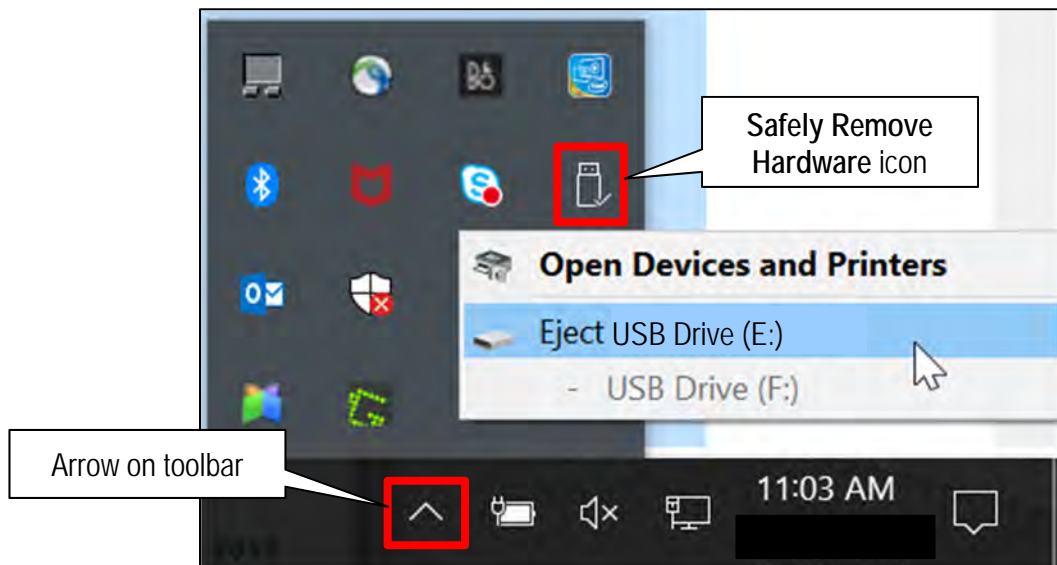


Figure 9

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**.

On a system with one (1) screen:

- The settings menu is accessed with the hard button located under the display.

On a system with two (2) screens:

- 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.

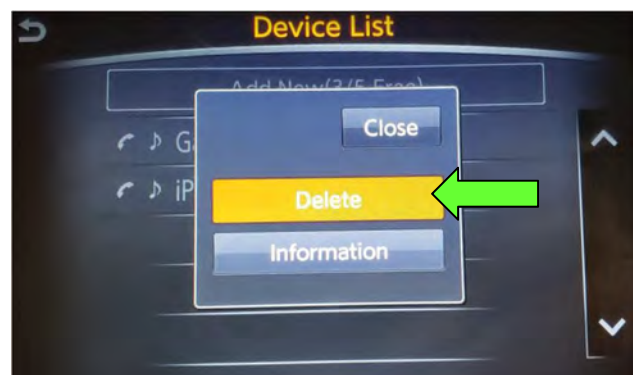


Figure 13

**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.

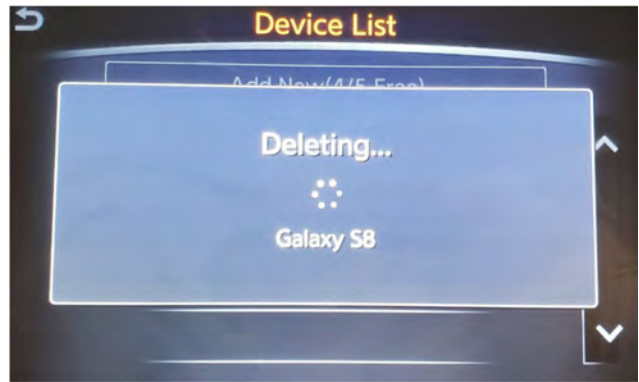


Figure 14

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

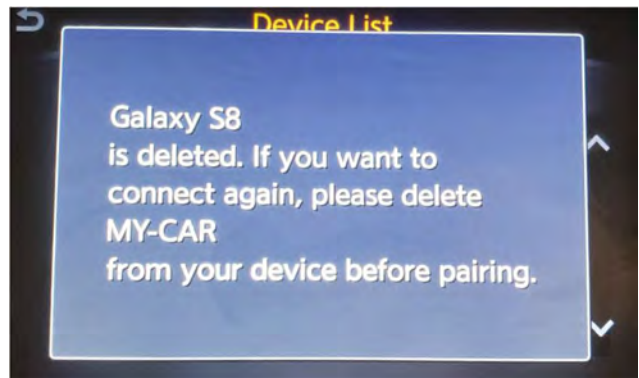


Figure 15

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.

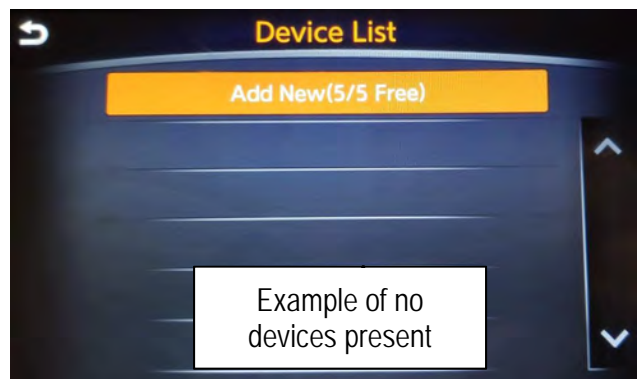


Figure 17

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.

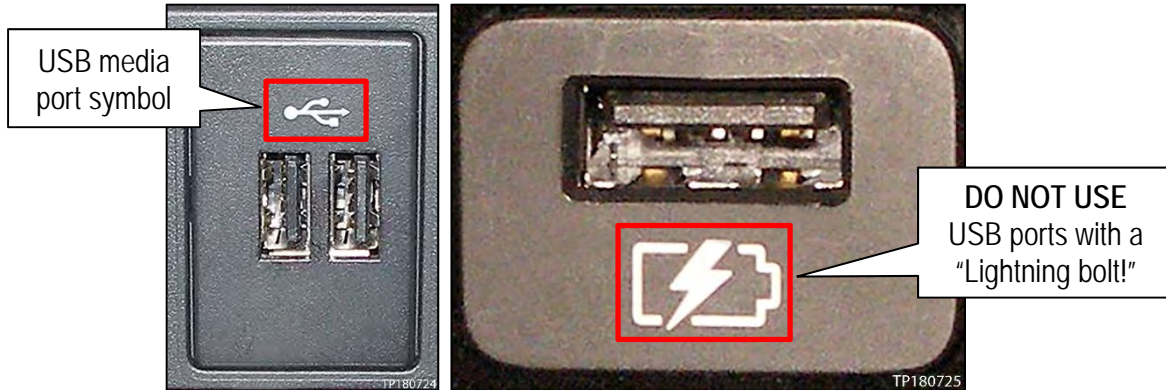


Figure 18

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

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

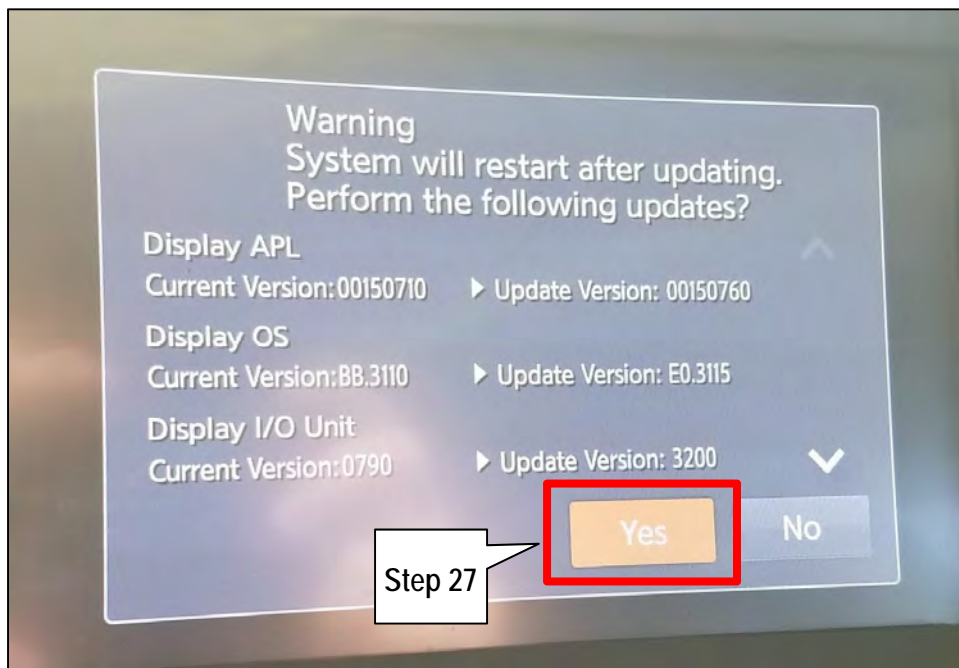


Figure 19

28. Wait for the update to complete.

- Follow the on-screen instructions while waiting.

**NOTE:** The update lasts 10-70 minutes.

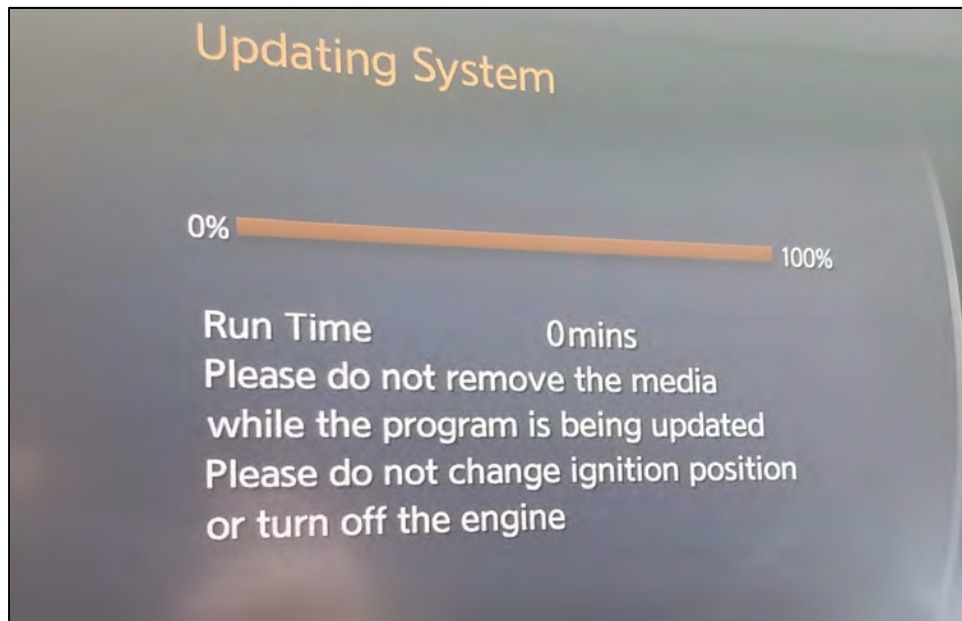


Figure 20

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

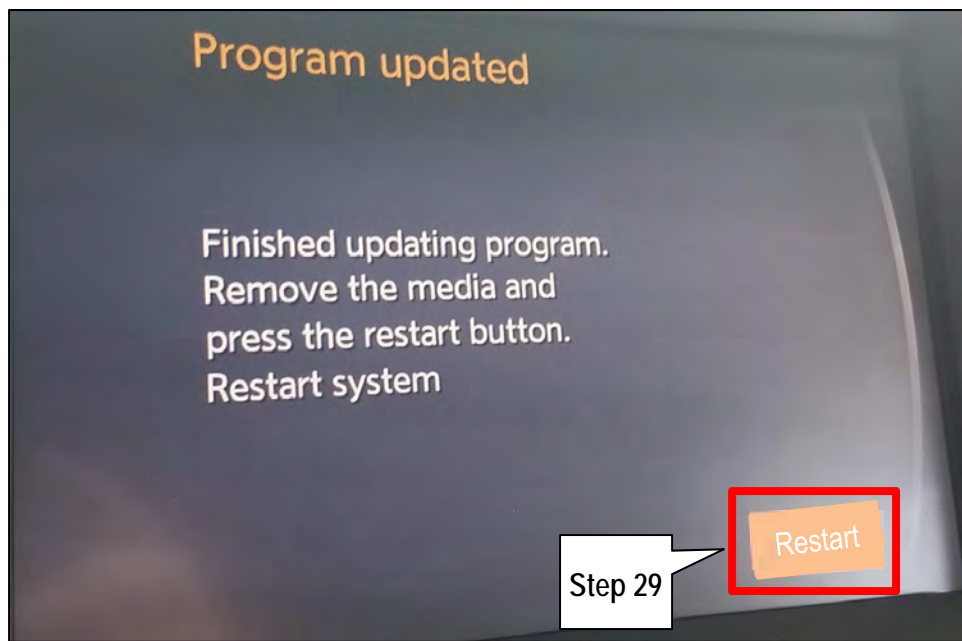


Figure 21

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Perform Software Update	(1)	RX6SAA	ZE	32	0.5

(1) Reference the Electronic Parts Catalog (EPC), and use the Display Control Assy (28387-\*\*\*\*\*) as the Primary Failed Part (PFP).

**AMENDMENT HISTORY**

PUBLISHED DATE	REFERENCE	DESCRIPTION
December 2, 2018	ITB18-040	Original bulletin published
December 19, 2018	ITB18-040a	Amended to add Bluetooth device deletion procedure.