2020 Q50; BOTH CENTER DISPLAY SCREENS ARE BLANK

APPLIED VEHICLE: 2020 Q50 (V37)

APPLIED SYSTEM: Vehicles equipped with factory navigation system (Vehicles equipped with navigation will have an SOS button in the overhead console assembly).

Figure 1

IF YOU CONFIRM

Both the upper and the lower center display screens are blank.

ACTION

Perform the **SERVICE PROCEDURE** starting on the next page to configure 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.

SERVICE PROCEDURE

IMPORTANT: Before starting the procedure, 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.

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 **Re/programming, Configuration** (Figure 2).

HINT: C-III plus screen shots for steps 6-8 are not shown.

6. Read the Precautions on the C-III plus screen and then select **Next**.

7. Select the model and the model year.
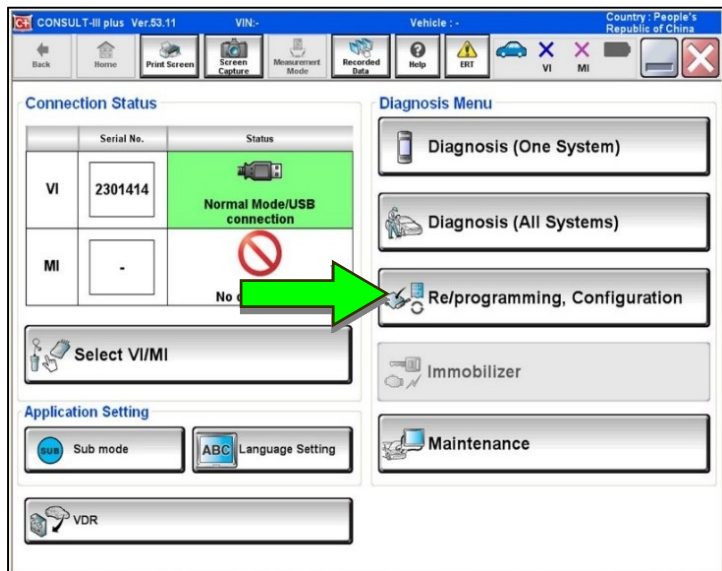
8. Select **Select** and then select **Confirm**.

Figure 2
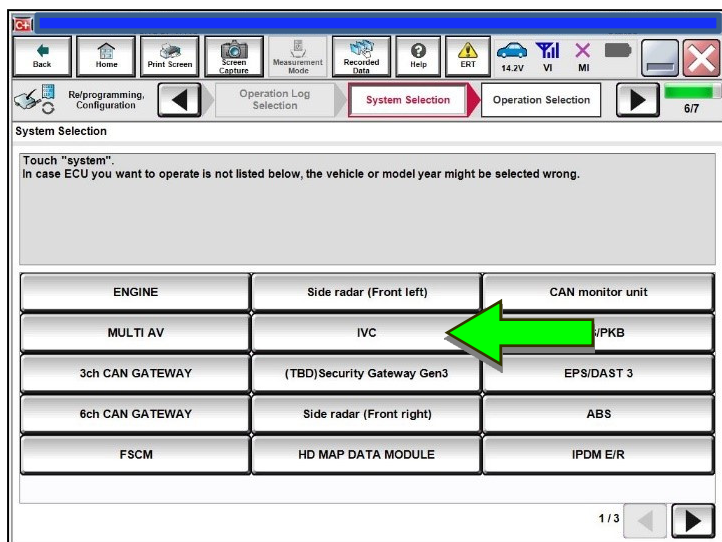
9. Select **IVC** (Figure 3).

Figure 3
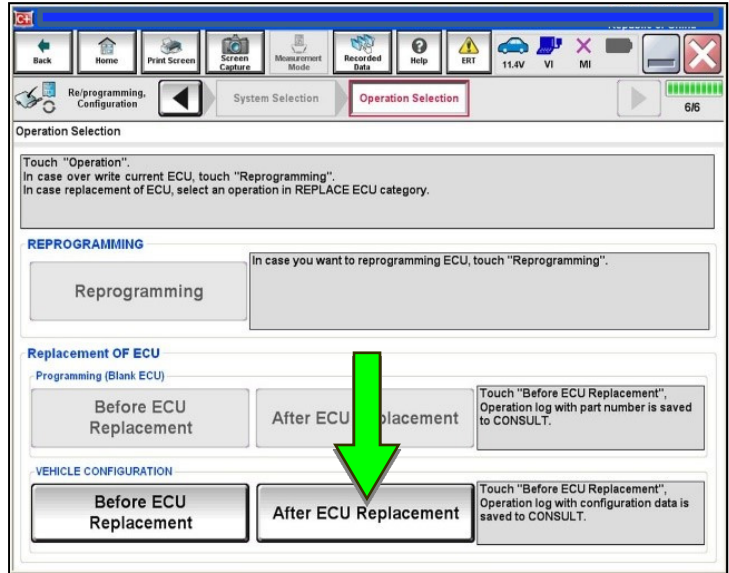
10. Select **After ECU Replacement**.

Figure 4

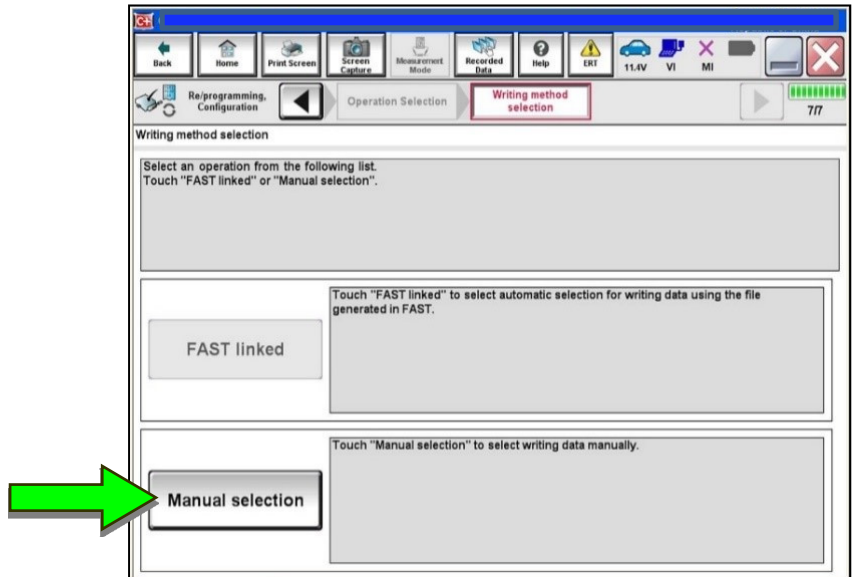11. Select **Manual selection**.

Figure 5

12. Select the applicable **Type ID** by model year and model, then select **Next**.

- If the C-III plus automatically selects the **Type ID**, there will be no options shown under **Type ID** (Figure 6).
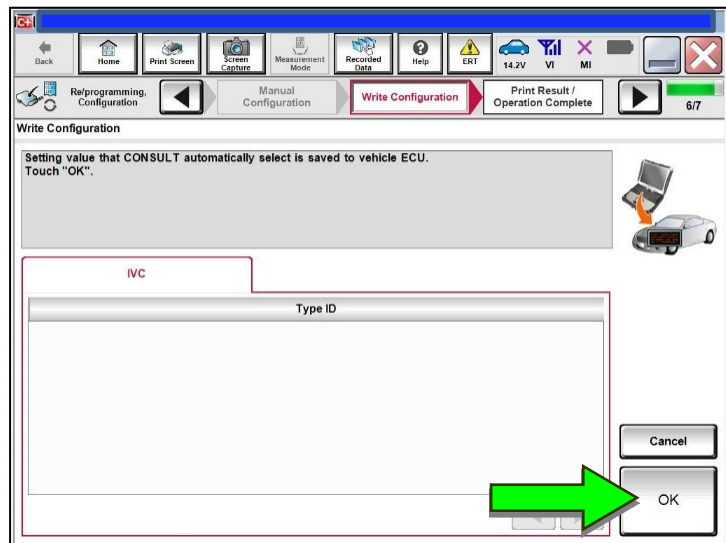
  ➢ Select **OK**.

Figure 6

13. Wait for the configuration to complete.

14. Turn the ignition OFF.

15. Exit the vehicle and close all doors.

16. Wait five (5) minutes.

17. Turn the ignition ON, and confirm the center displays are operating correctly.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Perform TCU Configuration	(1)	RX8UAA	ZE	32	0.2

(1)   Reference the electronic parts catalog and use the Telematics Control Unit (28275-*****) as the Primary Failed Part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 26, 2019	ITB19-041	Original bulletin published