

SERVICE BULLETIN

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Classification: FI 19-067 Reference:

ITB19-041

November 26, 2019

Date:

# 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.

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

#### 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.
- Ver.53.11 Screen Se la () Help 🧼 🗙 1 Home -× Back ERT **Connection Status** Diagnosis Menu Serial No. Status 1 Diagnosis (One System) VI 2301414 Normal Mode/USB Diagnosis (All Systems) nection MI -🚀 Re/programming, Configuration Select VI/MI Immobilizer **Application Setting** / Maintenance ABC Language Setting Sub mode

Figure 2



Figure 3

# 9. Select IVC (Figure 3).

10. Select After ECU Replacement.

Back Home Print Screen Car	Teen Node Mode	Help	11.4V VI	× 🗭 📃 🔀
Re/programming, Configuration	System Selection Operatio	n Selection		6/6
peration Selection				
Touch "Operation". In case over write current ECU, touch In case replacement of ECU, select an c	"Reprogramming". pperation in REPLACE ECU cate	gory.		
REPROGRAMMING	In case you want to reprogra	mming ECU tou	ch "Reprogram	mina"
Reprogramming			en reprogram	<b>y</b> .
Programming (Blank ECU)				
Before ECU Replacement	After ECU pla	cement	uch "Before EC eration log with CONSULT.	CU Replacement", n part number is saved
VEHICLE CONFIGURATION				
Before ECU Replacement	After ECU Repla	cement sa	uch "Before EC peration log with wed to CONSUL	CU Replacement", n configuration data is .T.
	<b>- - - - - - - - - -</b>	4		
	Figure 4	ł		

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