

SERVICE BULLETIN

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Classification:

Reference:

Date: February 10, 2020

EL19-067a

ITB19-041a

2020 Q50; BOTH CENTER DISPLAY SCREENS ARE BLANK

This bulletin has been amended. See AMENDMENT HISTORY on the last page. Please discard previous versions of this bulletin.

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 and the HVAC controls are inoperative at all times (not intermittent).

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

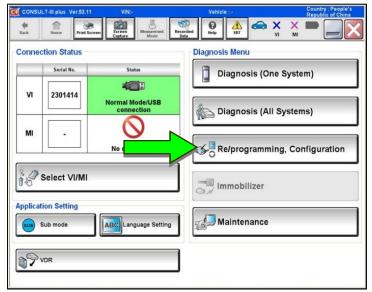


Figure 2

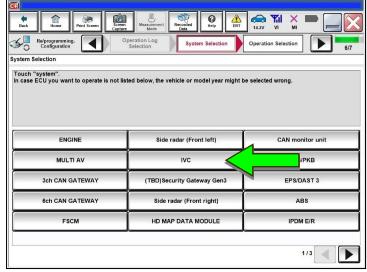


Figure 3

10. Select After ECU Replacement.

Back Horne Print Streen Cap		▲ → → × → → → → ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓	
Re/programming, Configuration	System Selection Operation Selection	6/6	
peration Selection			
Touch "Operation". In case over write current ECU, touch In case replacement of ECU, select an o			
REPROGRAMMING	In case you want to reprogramming ECU	I touch "Penrogramming"	
Reprogramming	in case you wan to reprogramming Eco	, touch reprogramming .	
Programming (Blank ECU)			
Before ECU Replacement	After ECU placement	Touch "Before ECU Replacement", Operation log with part number is saved to CONSULT.	
VEHICLE CONFIGURATION			
Before ECU Replacement	After ECU Replacement	Touch "Before ECU Replacement", Operation log with configuration data is saved to CONSULT.	
	Figure 4	-	
	Figure 4		

11. Select Manual selection.

Image: Second
Writing method selection 7/1
Select an operation from the following list. Touch "FAST linked" or "Manual selection".
FAST linked FAST linked
Manual selection
F'F

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.

Back Home Pr	int Screen Capture	Measurement Mode	Recorded Data	ERT 14.2V		
Re/programming, Configuration		Manual onfiguration	Write Configura		int Result / tion Complete	6/7
Write Configuration						
Setting value that CONS Touch "OK".	ULT automatically	select is saved	to vehicle ECU.			
IVC		2				
		Type ID				
						Cancel

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
February 10, 2020	ITB19-041a	IF YOU CONFIRM statement updated