

Classification:

Reference:

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 Date:

EL19-067c

ITB19-041c

August 27, 2020

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)

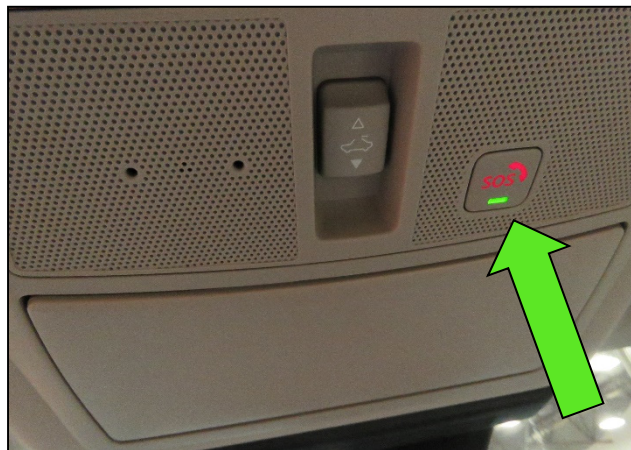
APPLIED SYSTEM: Vehicles equipped with factory navigation system (Vehicles equipped with navigation will have an SOS button in the overhead console assembly).


Figure 1

IF YOU CONFIRM

- Both the upper and the lower center display screens are blank at all times (not intermittent),
- And
- The HVAC controls are inoperative at all times (not intermittent).

ACTION

1. Check for vehicle applicability in ASIST.
2. Configure the TCU, if applicable.

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. Launch ASIST on the CONSULT PC.
2. Select Tech Support Info.

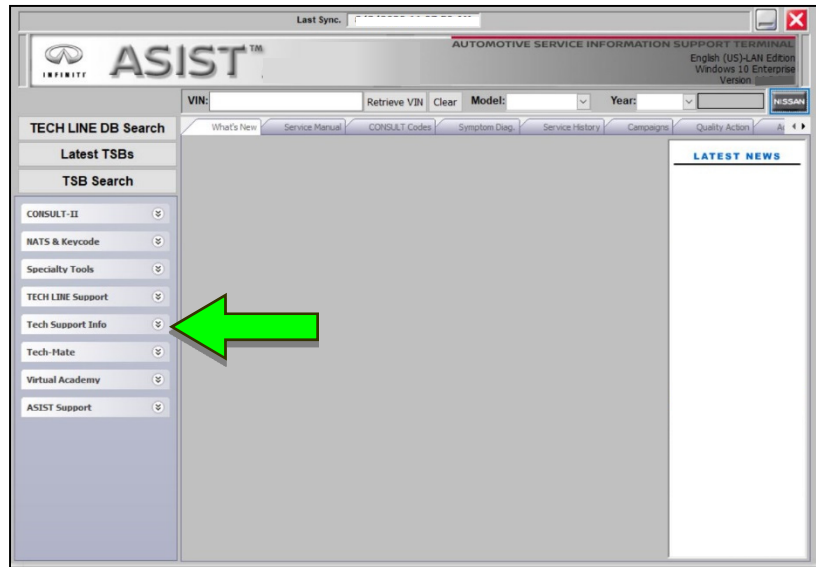


Figure 2

3. Select Bulletin Support Items.

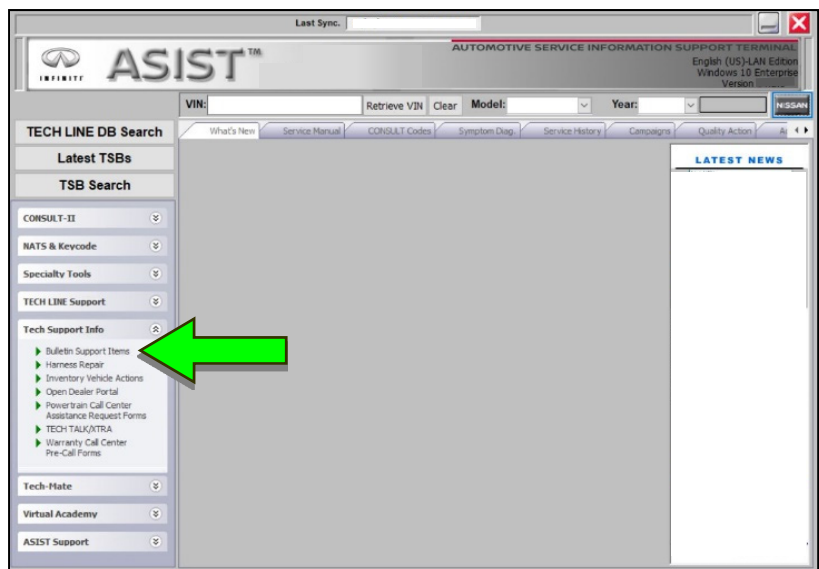


Figure 3

4. Select **CLICK HERE** next to ITB19-041 Vehicle Applicability.



Figure 4

5. Enter the VIN, then select **Check**.
 - If ITB19-041 is applicable to the current VIN, continue to step 6.
 - If ITB19-041 is NOT applicable to the current VIN, review ASIST for further diagnostic and repair information.

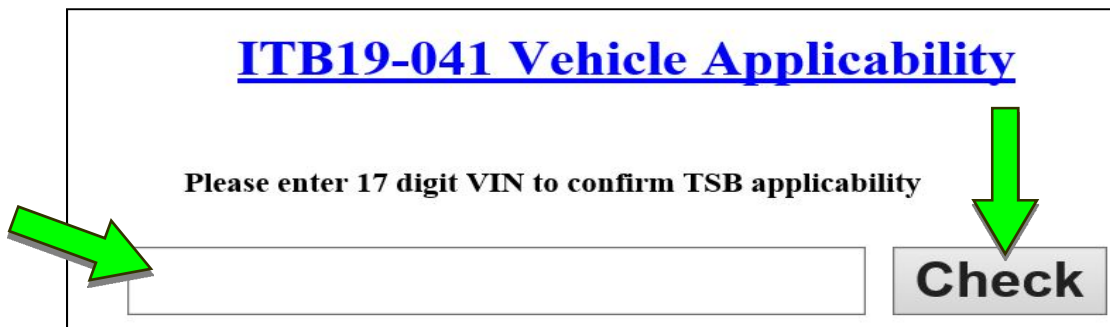


Figure 5

6. Set the parking brake.
7. Connect the C-III plus VI to the vehicle.
8. Turn the ignition ON.
9. Launch C-III plus on the CONSULT PC.

10. Select **Re/programming, Configuration** (Figure 6).

HINT: C-III plus screen shots for steps 11-13 are not shown.

11. Read the Precautions on the C-III plus screen and then select **Next**.
12. Select the model and the model year.
13. Select **Select** and then select **Confirm**.

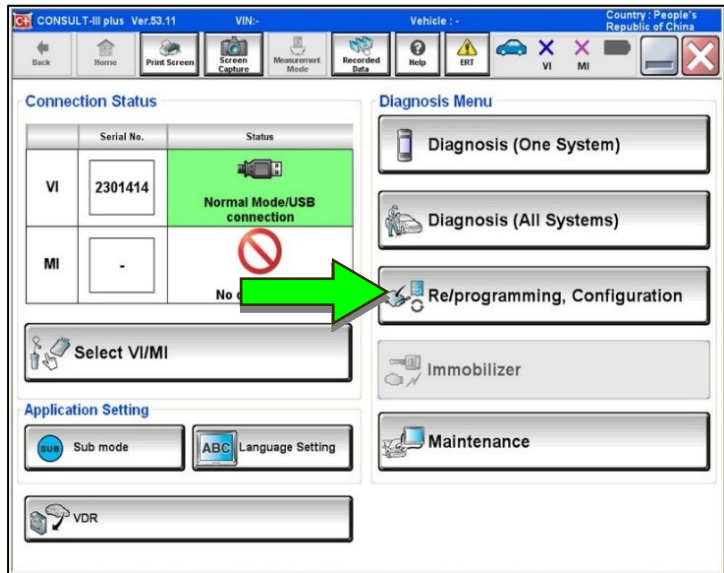


Figure 6

14. Select **IVC** (Figure 7).

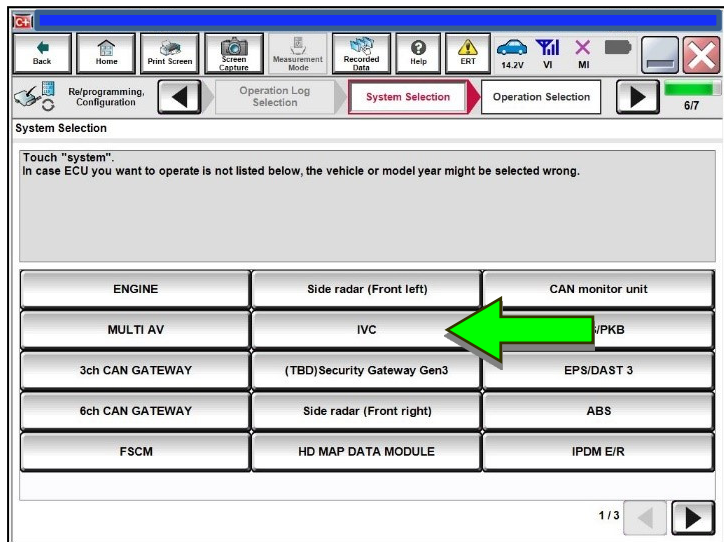


Figure 7

15. Select After ECU Replacement.

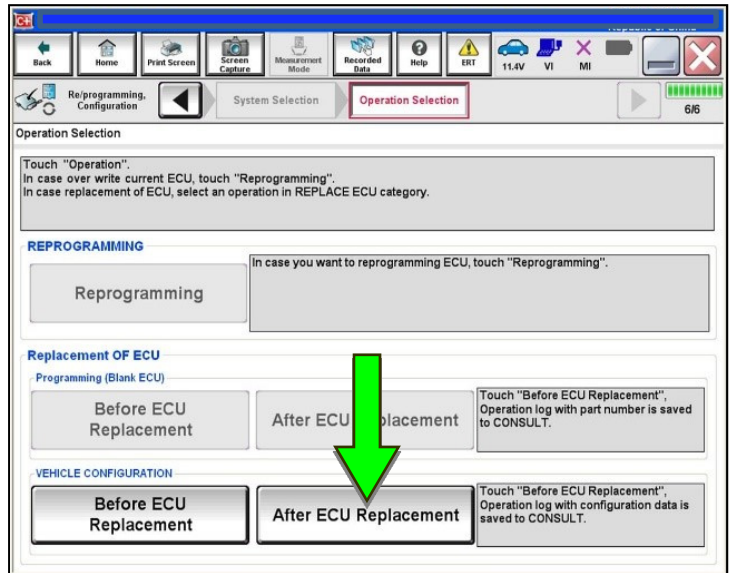


Figure 8

16. Select Manual selection.

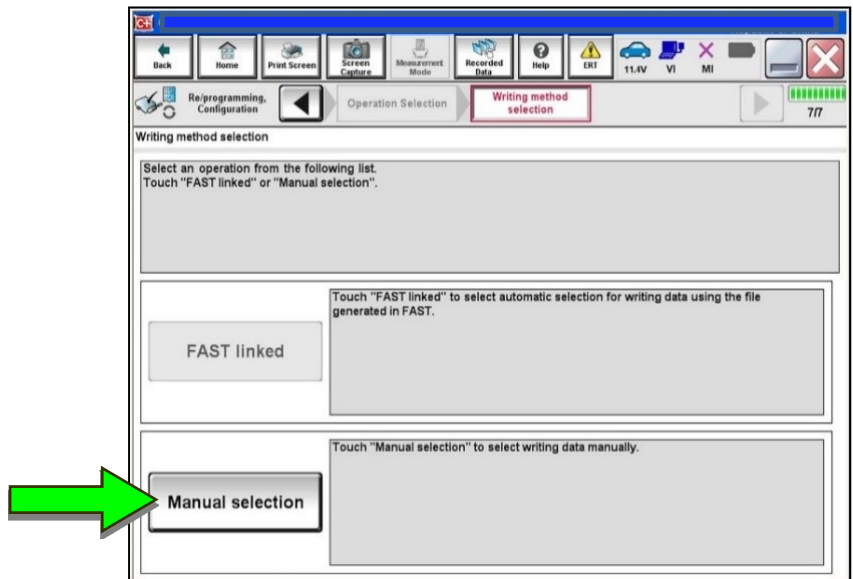


Figure 9

17. 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 10).

➤ Select **OK**.

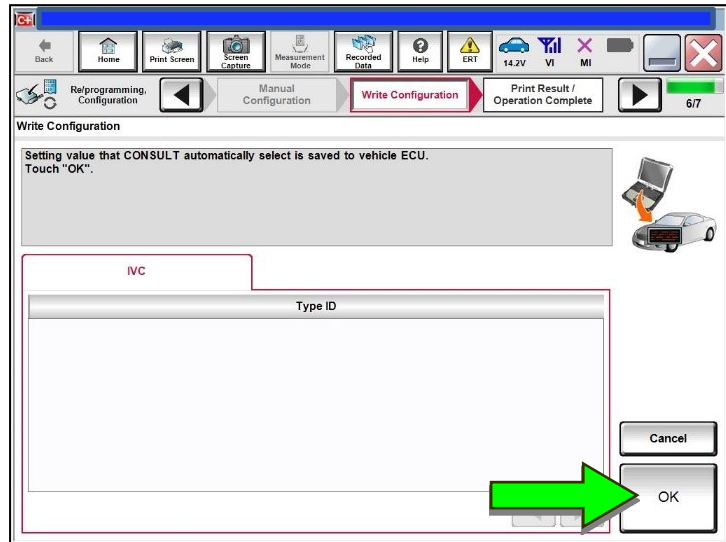


Figure 10

18. Wait for the configuration to complete.

19. Turn the ignition OFF.

20. Exit the vehicle and close all doors.

21. Wait five (5) minutes.

22. 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
April 7, 2020	ITB19-041b	IF YOU CONFIRM statement updated
August 27, 2020	ITB19-041c	Revised ACTION , and added steps 1-5