

Classification:

EL19-045a

Reference:

ITB19-029a

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Date:

January 27, 2021

## TELEMATICS (IVC) SERVICE INFORMATION

<b>APPLIED VEHICLES:</b>	2020-2021 Q50 (V37) 2020-2021 Q60 (V37) 2020-2021 QX50 (J55) 2020-2021 QX80 (Z62)
<b>APPLIED SYSTEMS:</b>	Vehicles equipped with factory Navigation system

See ITB12-011 for models built before those listed above for a different Service Procedure.

### SERVICE INFORMATION

The Applied Vehicles are equipped with a wireless communication device called a Telematics Communication Unit (TCU). With an active Infiniti InTouch Services™ subscription the TCU communicates with the Infiniti Data Center to provide various security and convenience services.

This bulletin contains important service procedures that must be performed properly in order to set-up and maintain the telematics system for the Applied Vehicles.

- A table has been provided on the next page that lists the model and year-specific steps required to successfully configure a TCU after it has been replaced.
- A check OFF sheet has been provided on page 11 to print and check off steps as they are performed. **Please staple the completed Check OFF Sheet to the repair order.**

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.

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**REQUIRED ACTIONS**

**IMPORTANT:** After TCU replacement (steps 1-13):

- If all of the steps below are not completed, telematics services will not operate properly.
- Follow all of the steps in this bulletin and use the Check OFF Sheet provided at the end of this bulletin (page 13).
- If the TCU is replaced and the steps were not followed, the warranty claim will be denied.

ORDER OF COMPLETION	1st	2nd	3rd
Model	Configure TCU	Write VIN	Register Intelligent Keys
2020-2021 Q50	✓	✓	✓
2020-2021 Q60			
2020-2021 QX50			
2020-2021 QX80			

## TCU REPLACEMENT

**NOTICE** Each TCU is registered to a specific Vehicle Identification Number (VIN). TCUs cannot be "swapped" between vehicles. Once a TCU is registered to a vehicle, the TCU cannot be used in another vehicle.

### IMPORTANT:

- During this procedure, Intelligent Key Registration must be performed. You **MUST** have ALL customer keys collected.
- The new/replacement TCU must come from Nissan North America parts supply.
- TCU Configuration is required after replacement. Refer to step 14 on page 6.

**NOTICE** Configuration must be done prior to performing Write VIN. If VIN is written prior to configuration, the TCU may not function properly and might need replacement. The warranty claim will be denied if this is not followed correctly.

- Write VIN must be performed after the new/replacement TCU is installed in the vehicle.

### Save VIN Data from Original TCU

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 Diagnosis (One System).

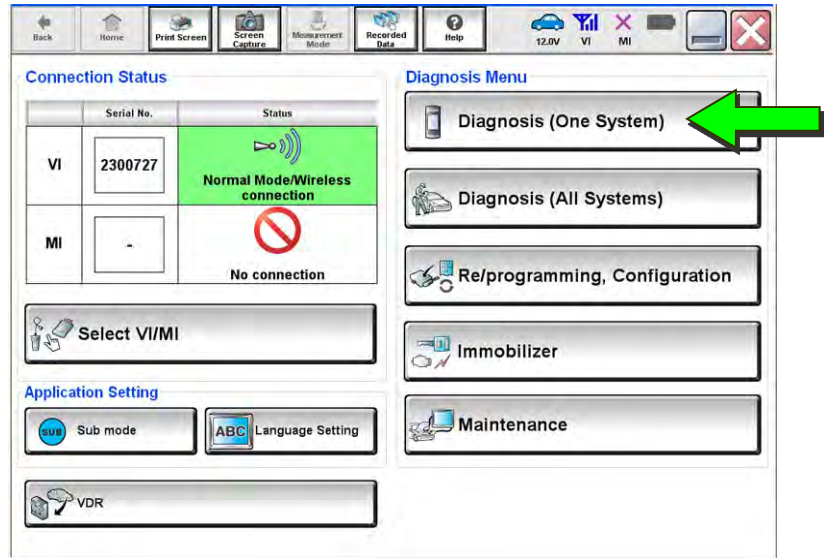


Figure 1

6. Select IVC.

**NOTE:** If the VIN data cannot be saved, proceed to step 12 on page 6. You will be instructed to manually enter the VIN at step 25.

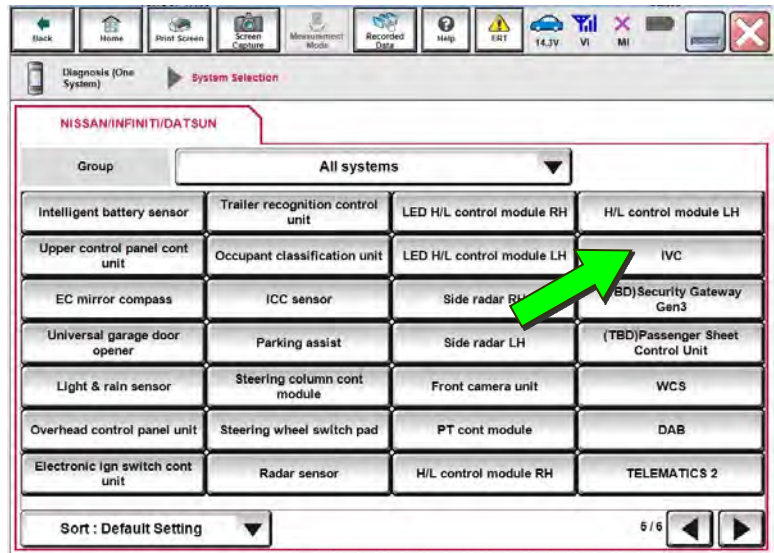


Figure 2

7. Select Work Support.

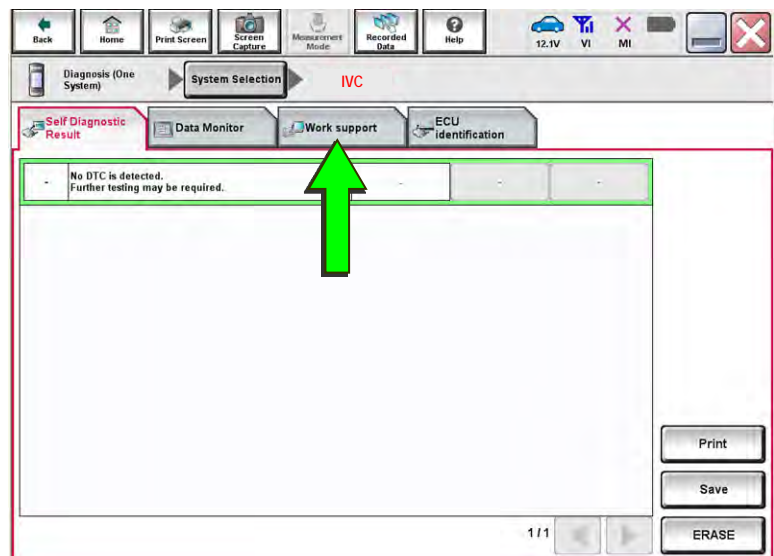
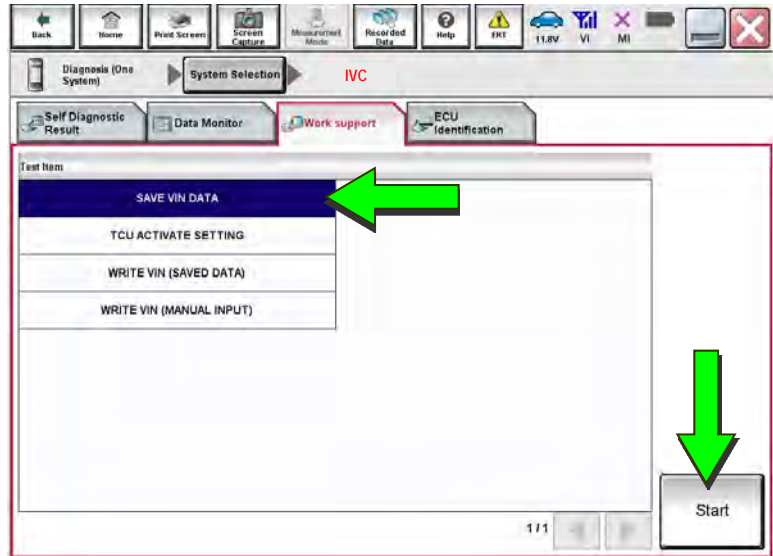


Figure 3

8. Select **SAVE VIN DATA**.



9. Select **Start**.

Figure 4

10. Select **Start**.

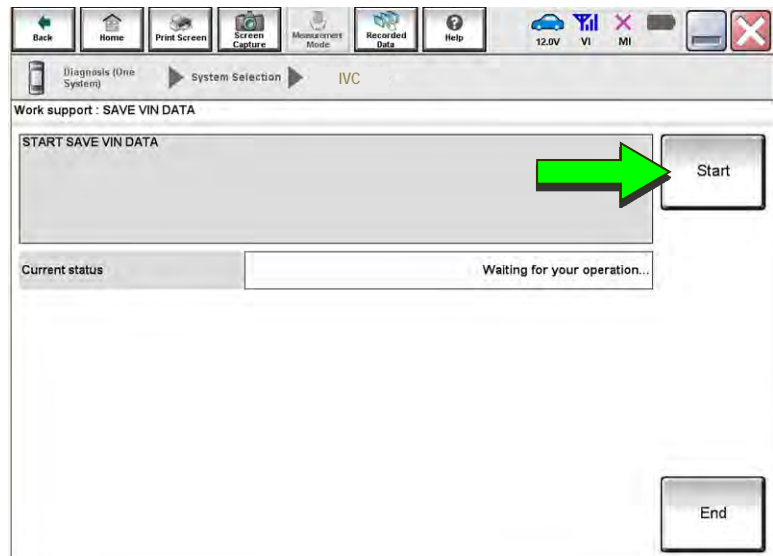


Figure 5

11. Select **End**.

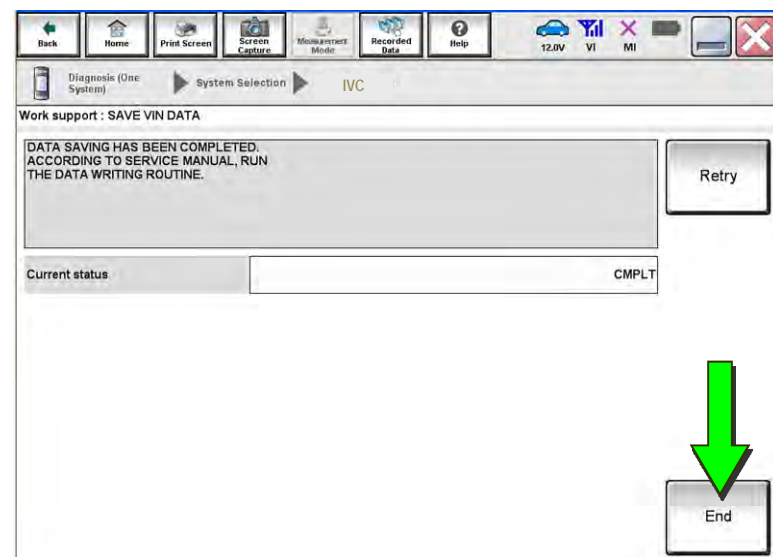


Figure 6

## Remove the Original TCU

12. Remove the TCU from the vehicle.

- Refer to the ESM for removal information: **DRIVER INFORMATION & MULTIMEDIA > AUDIO VISUAL & NAVIGATION SYSTEM > REMOVAL AND INSTALLATION > TCU**

## Install the New TCU

13. Install the new / replacement TCU into the vehicle.

- Refer to the ESM for installation information: **DRIVER INFORMATION & MULTIMEDIA > AUDIO VISUAL & NAVIGATION SYSTEM > REMOVAL AND INSTALLATION > TCU**

## Configure the TCU

14. Select **Re/programming, Configuration**.

**NOTE:** C-III plus screens for steps 15-17 are not shown.

15. Read the precautions on C-III plus screen and then select **Next**.

16. Select the model and model year.

17. Select **Select**, and then select **Confirm**.

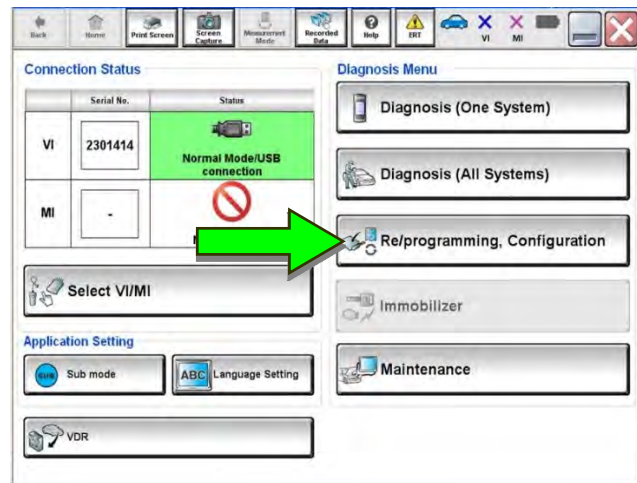


Figure 7

18. Select **IVC**.

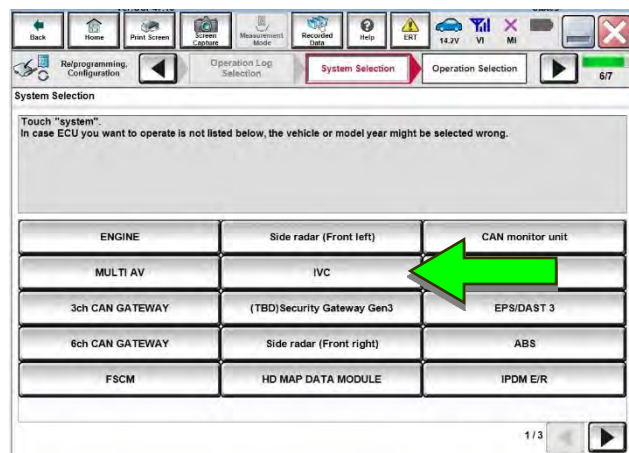


Figure 8

19. Select After ECU Replacement.

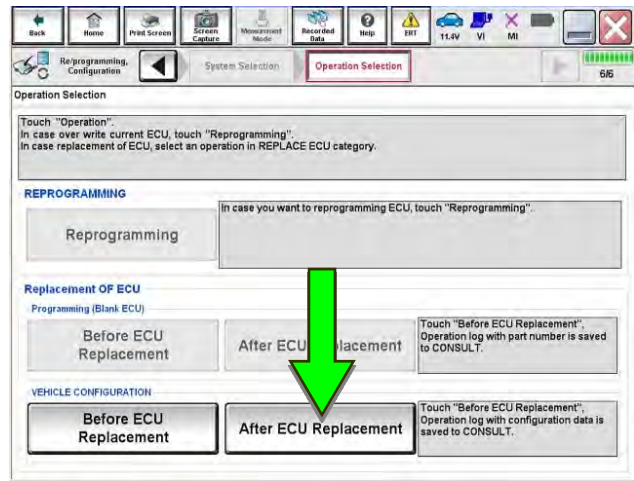


Figure 9

20. Select Manual selection.

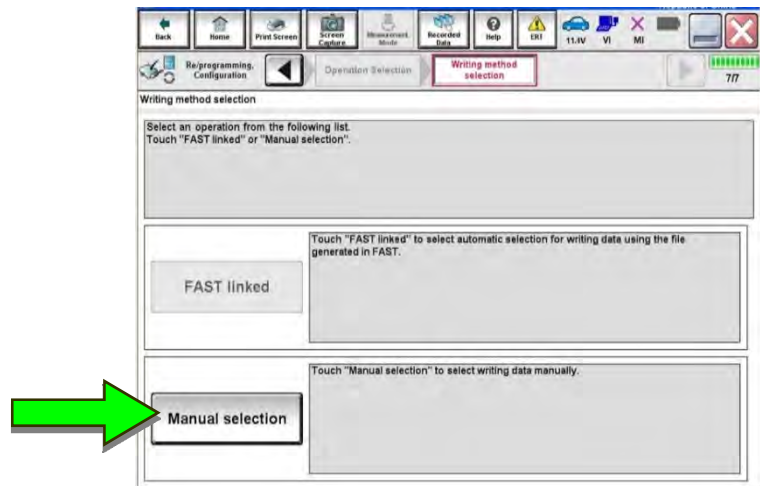


Figure 10

21. Select the applicable Type ID:

**NOTE:** If C-III plus automatically selects the Type ID, there will be no options shown under Type ID (See Figure 11). Skip to step 23.

For 2020-2021 Q50: **28277-6HM0A**

For 2020-2021 Q60: **28277-5CR0A**

For 2020-2021 QX50: **28277-5NY0A**

For 2020-2021 QX80: **28277-6JE0A**

22. Select Next.

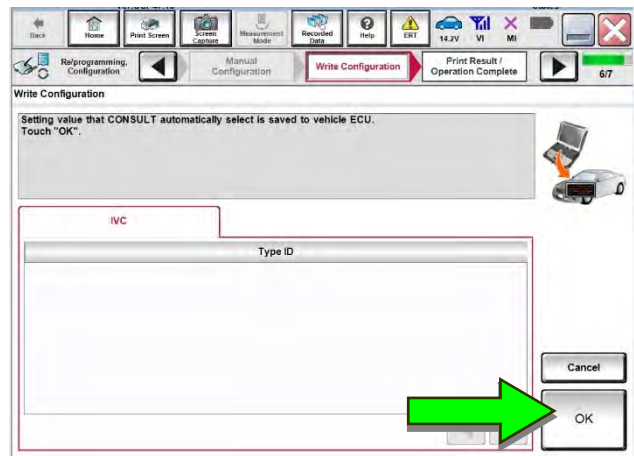


Figure 11

23. Select OK.

## Write the VIN to the TCU

24. Navigate to **IVC Work support**.
  - Refer to steps 1-7 on pages 3-4.

25. Select **WRITE VIN (SAVED DATA)**.

**NOTE:** If VIN DATA could not be saved in step 10, proceed to **Manually Enter VIN Data** on page 12.

26. Select **Start**.

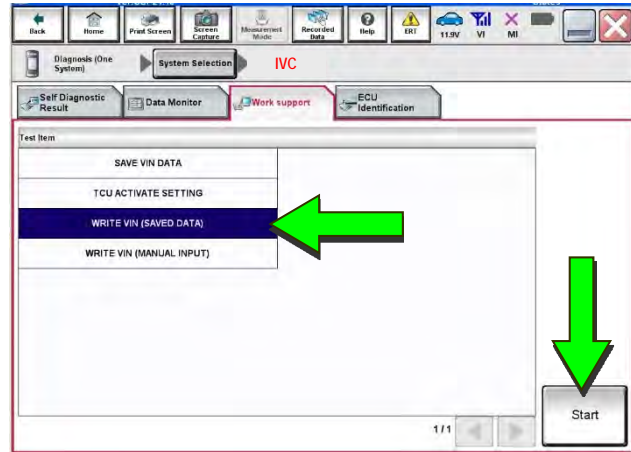


Figure 12

27. Select **Start**.

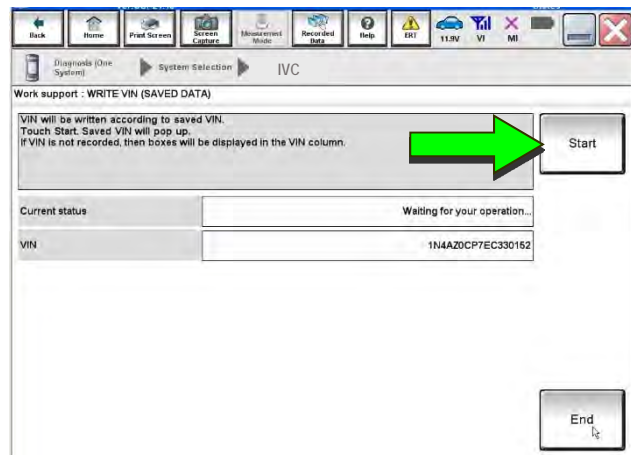


Figure 13

28. Select **End**.

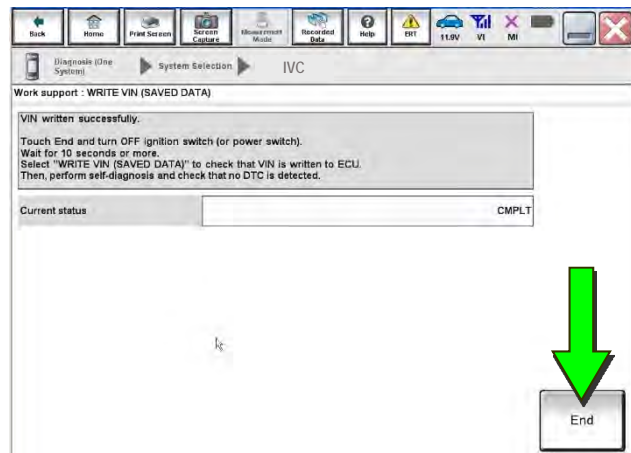


Figure 14



29. Turn the vehicle OFF and wait for 10 minutes.
30. Connect a battery maintainer or smart charger, set to reflash mode or a similar setting.
31. Turn the ignition ON with the engine OFF.
32. Turn the hazard warning lights ON and wait for fifteen (15) minutes.
33. Turn the vehicle OFF and wait for 10 minutes.
34. Turn the ignition ON with the engine OFF and wait for fifteen (15) minutes.

### **Intelligent Key Registration**

35. Perform Intelligent Key registration for all customer keys.
  - Refer to the C-III plus operations manual for key registration instructions.

36. Press the **Destination** button.

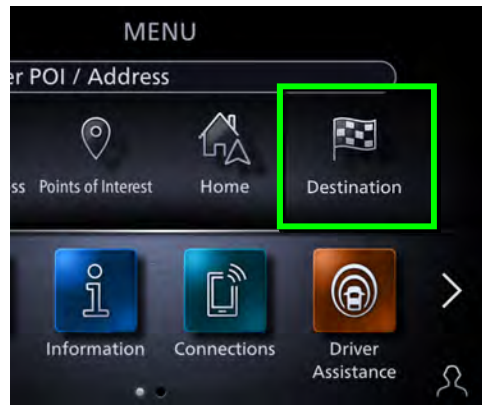


Figure 15

37. Select **Destinations by Google**.

EXAMPLE:

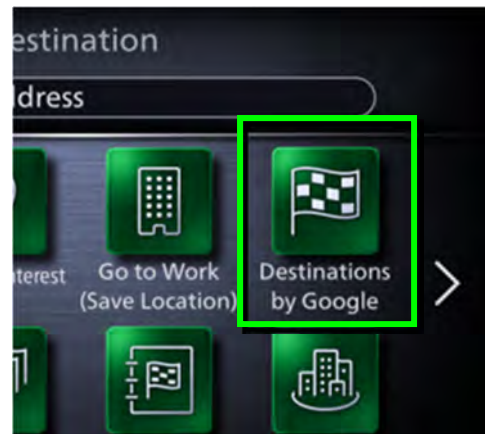


Figure 16

38. Enter a POI (Point of Interest) location, and select **List**.

Example: "Starbucks"

39. Confirm the POI location displays.

EXAMPLES:

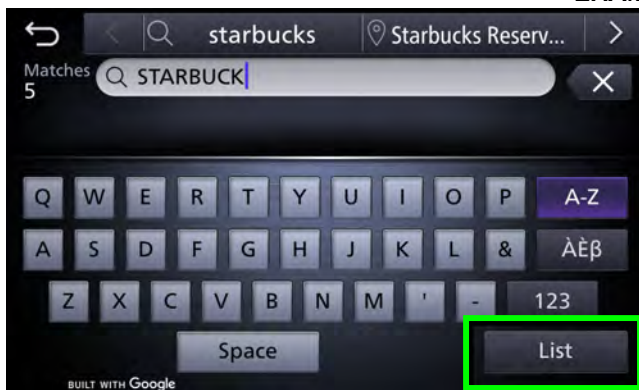


Figure 17

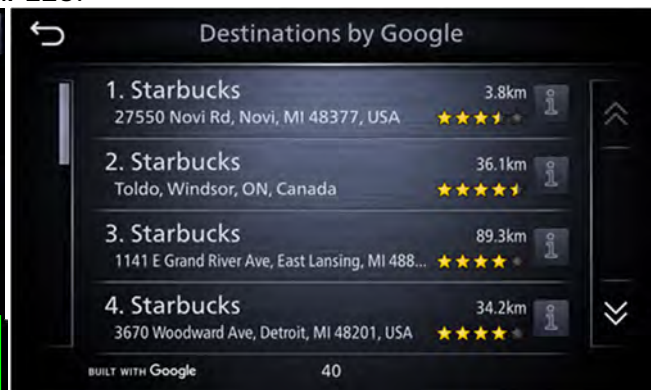


Figure 18

40. Turn the ignition OFF.

## CHECK OFF SHEET

### **NOTICE**

- If all of the steps below are not completed, telematics services will not operate properly.
- If the TCU is replaced and the steps were not followed, the warranty claim will be charged back to the dealer.

### **IMPORTANT:**

- Follow all of the steps in this bulletin and use the Check OFF Sheet provided below.
- **Please staple the completed Check OFF Sheet to repair order.**

Perform the following if the TCU has been replaced:

- Complete the Applied Vehicle-specific Action in the order listed.
- Check OFF the Action as performed.

	CHECK BOX	APPLIED VEHICLES	ACTION
1		All Vehicles	Configure TCU (1)
2		All Vehicles	Write VIN to TCU (2)
3		All Vehicles	Register Intelligent Key (3)

- (1) Refer to page 6, section **Configure TCU**  
(2) Refer to page 8, step 24, section **Write VIN to TCU**  
(3) Refer to page 9, step 35, section **Intelligent Key Registration**

## Manually Enter VIN Data (if needed)

**NOTICE** If manually entering the VIN, double check that the VIN is correct before saving. Saving the incorrect VIN to the TCU can result in services not working and the TCU may need to be replaced, even after correcting the wrong VIN. The warranty claim will not be paid if this step is not followed.

The following is only needed if automatic “SAVE VIN DATA” or “WRITE VIN (SAVED DATA)” did not complete correctly.

41. Select **WRITE VIN (MANUAL INPUT)**.

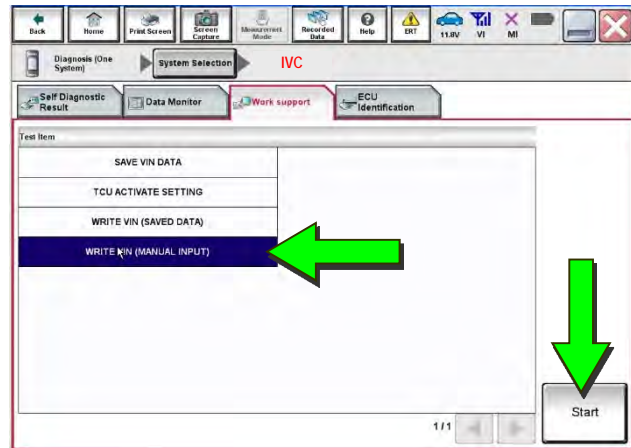


Figure 19

42. Select **Start**.

43. Enter the VIN.

- Touch the **VIN (1ST TIME)** input field and type in the VIN.
- Touch the **VIN (2ND TIME)** input field and type in the VIN again.

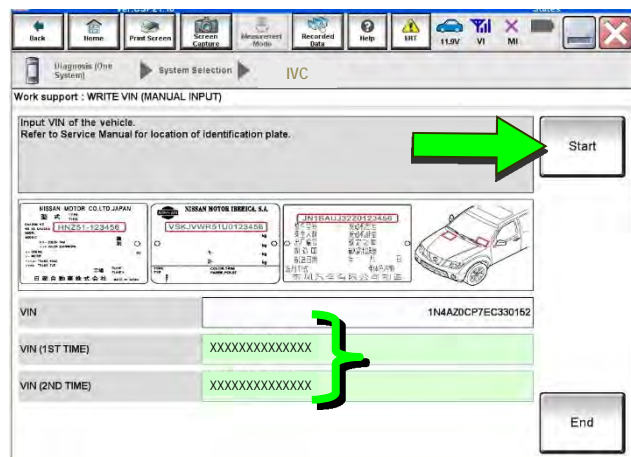


Figure 20

44. Select **Start**.

45. Select **End**.

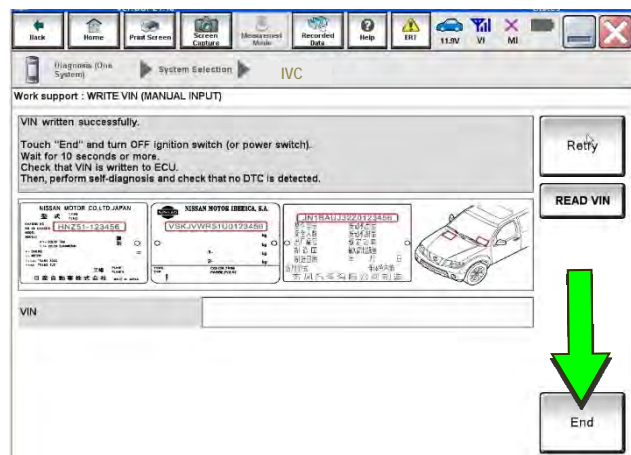


Figure 21

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 8, 2019	ITB19-029	Original bulletin published.
January 27, 2021	ITB19-029a	Added 2021 models to APPLIED VEHICLES and throughout the bulletin