

Classification:
AN18-020a

Reference:
ITB18-023a

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Date:
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2018 Q50, Q50 HYBRID, AND Q60; POI DOES NOT DISPLAY AFTER VOICE MENU CALL

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

APPLIED VEHICLES: 2018 Q50 (V37)
2018 Q50 Hybrid (V37)
2018 Q60 (V37)

APPLIED SYSTEM: Vehicles equipped with Telematics

IF YOU CONFIRM

Using the Infiniti InTouch Services Voice Menu, Destination Assistance does not download Point Of Interest (POI) successfully.

NOTE: The lower screen will then display the error message in Figure 1.

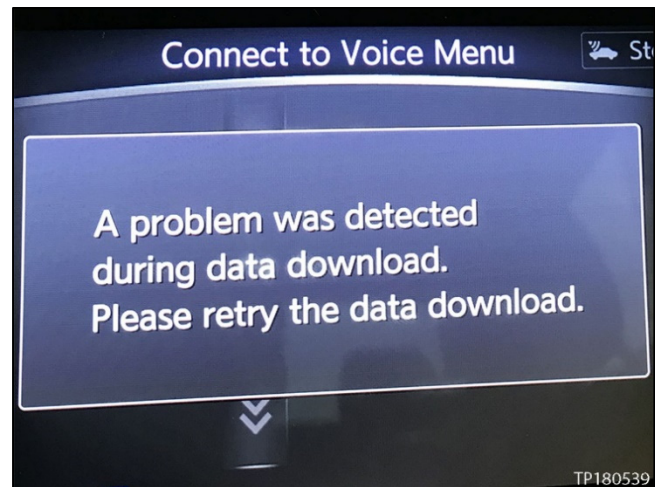


Figure 1

ACTION

Manually configure MULTI AV using CONSULT-III plus (C-III plus).

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

Configuration Procedure

IMPORTANT: Before starting, make sure:

- ASSIST on the CONSULT PC has been synchronized (updated) to the current date.
- All C-III plus software updates (if any) have been installed.
- The CONSULT PC is connected to the Internet (Wi-Fi or cable).

1. Connect the plus VI to the vehicle.
2. Connect the AC adapter to the CONSULT PC.
3. Turn ON the CONSULT PC, and then open C-III plus.
4. Press the vehicle's power ("ignition") switch twice without depressing the brake pedal.

- The combination meter and gauges will illuminate.

NOTE: Make sure all accessories are turned OFF.

CAUTION: Do Not start the vehicle.

5. After the plus VI is recognized, select **Re/programming, Configuration**.

NOTE: Make sure all applications other than C-III plus are closed.

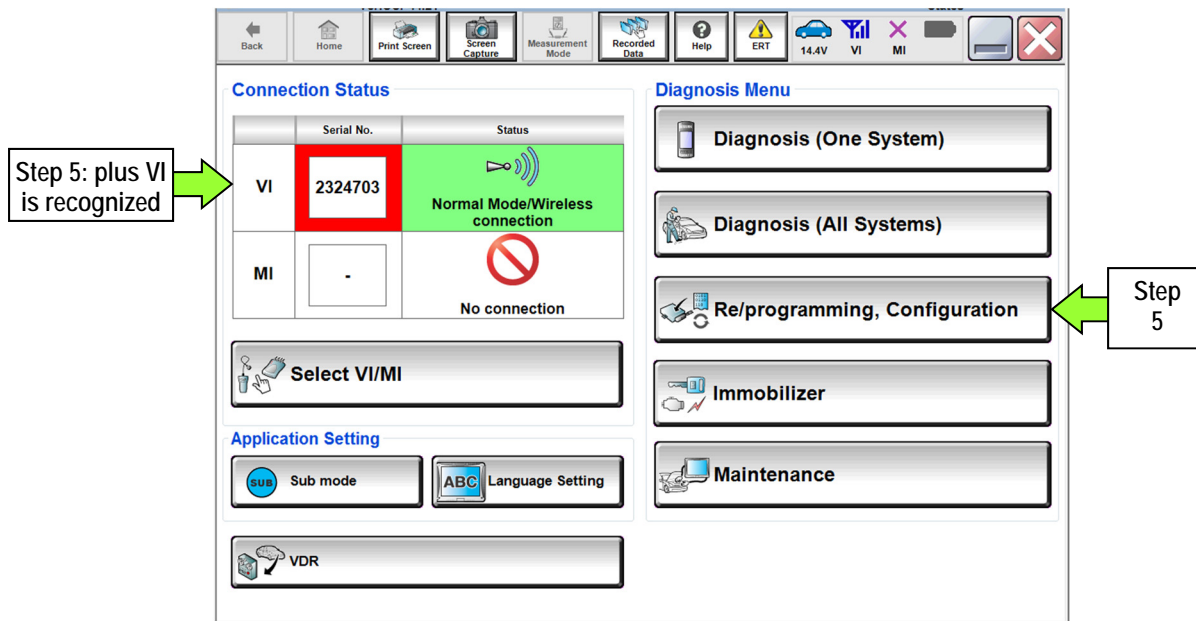


Figure 2

6. Review all precautions, click in the **Confirmed Instructions** box, and then select **Next**.

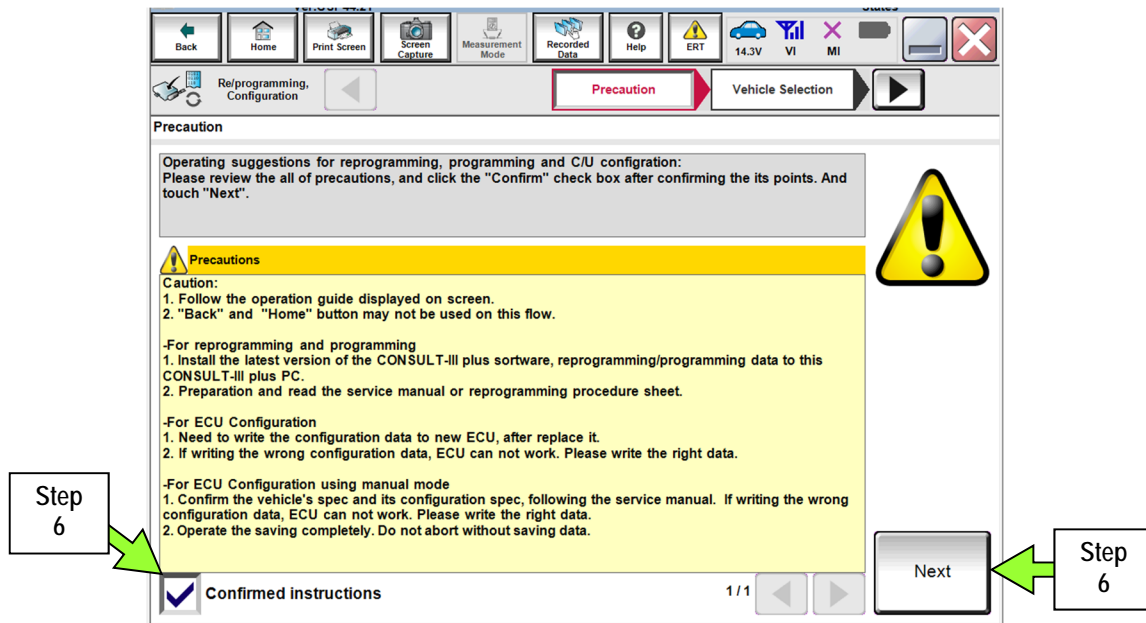


Figure 3

7. If the screen in Figure 4 appears, select **Automatic Selection(VIN)**.

- Wait for the **Reading VIN** screen to complete (picture not shown).

NOTE: **Manual Selection(Vehicle Name)** may be used instead of **Automatic Selection(VIN)**.

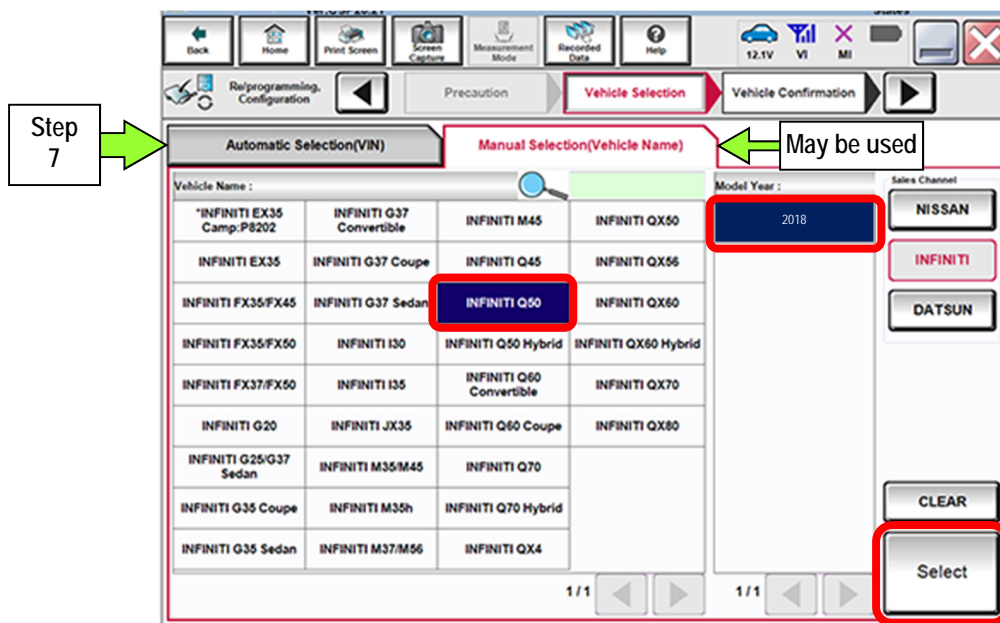


Figure 4

- Verify the vehicle's identification number (VIN) matches the one in **VIN or Chassis #**, and then select **Confirm**.

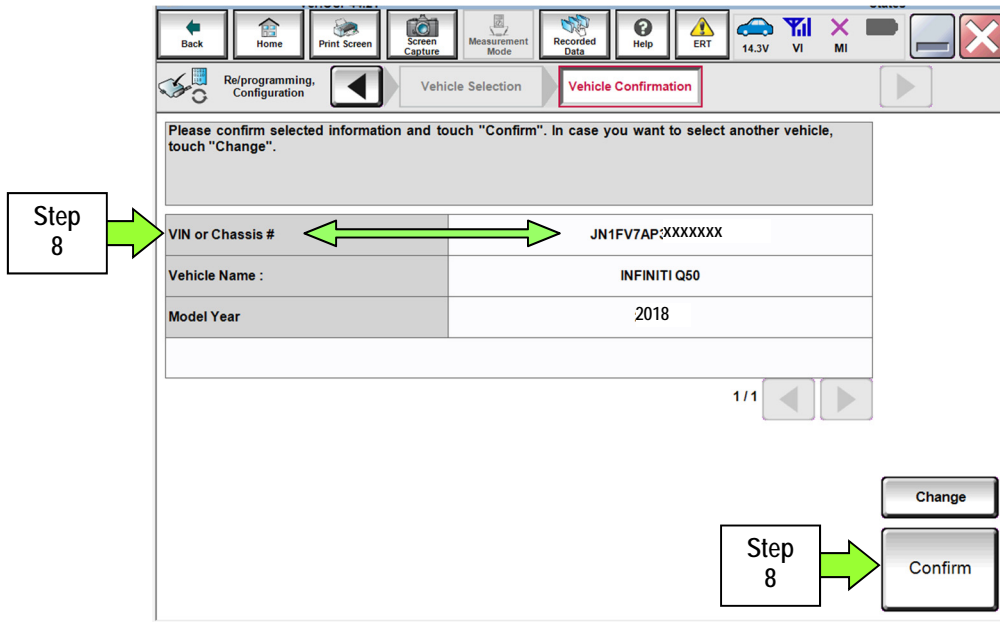


Figure 5

- Select **Confirm**.

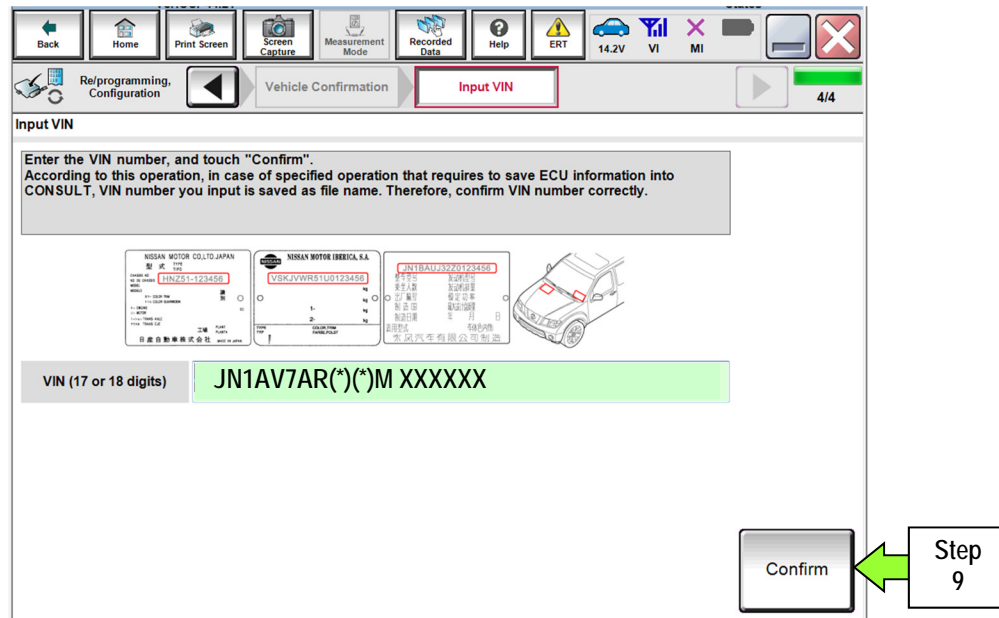


Figure 6

10. Select **MULTI AV**.

- Wait for system call to complete.

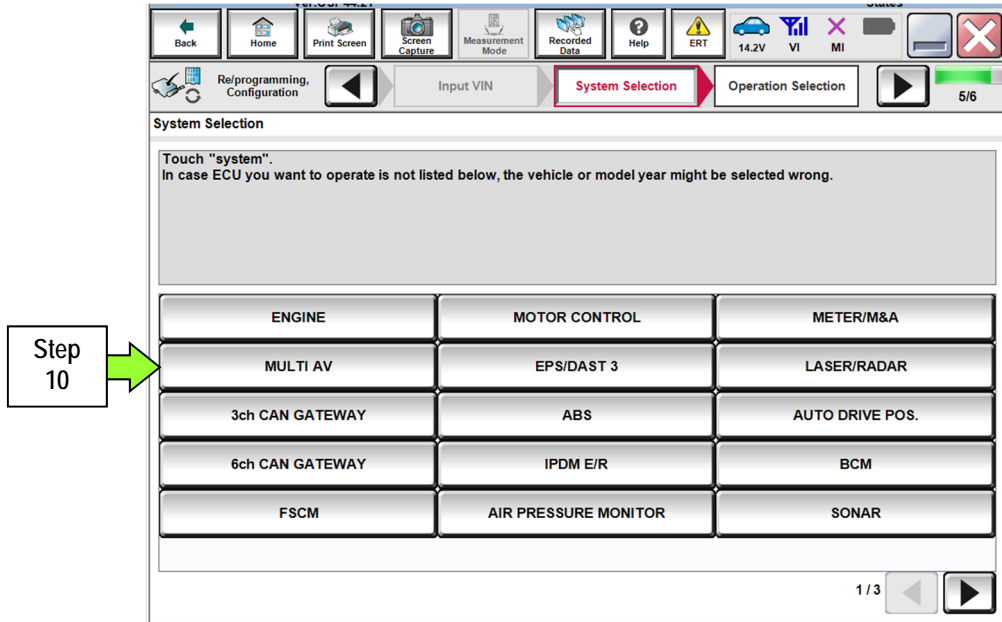


Figure 7

11. Select **After ECU Replacement**.

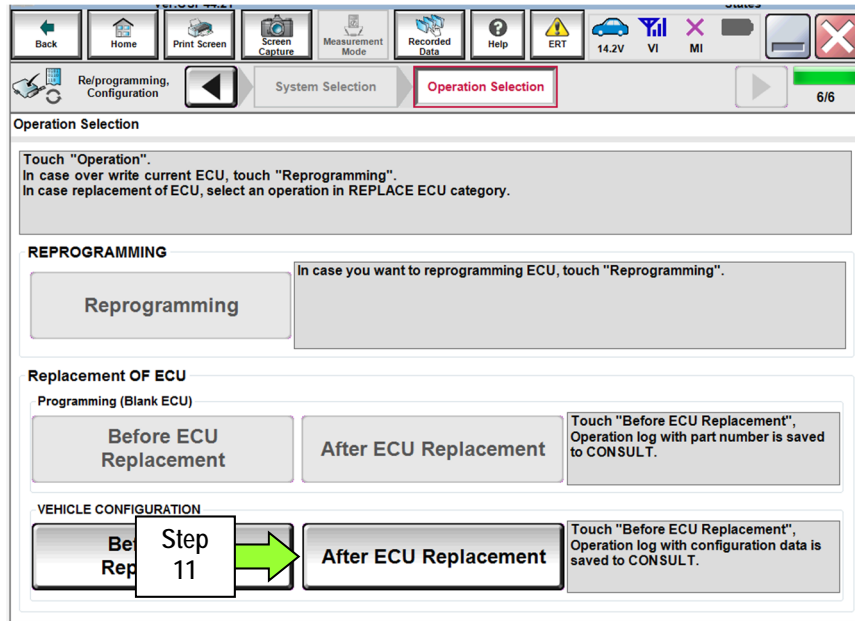


Figure 8

12. Select Manual selection.

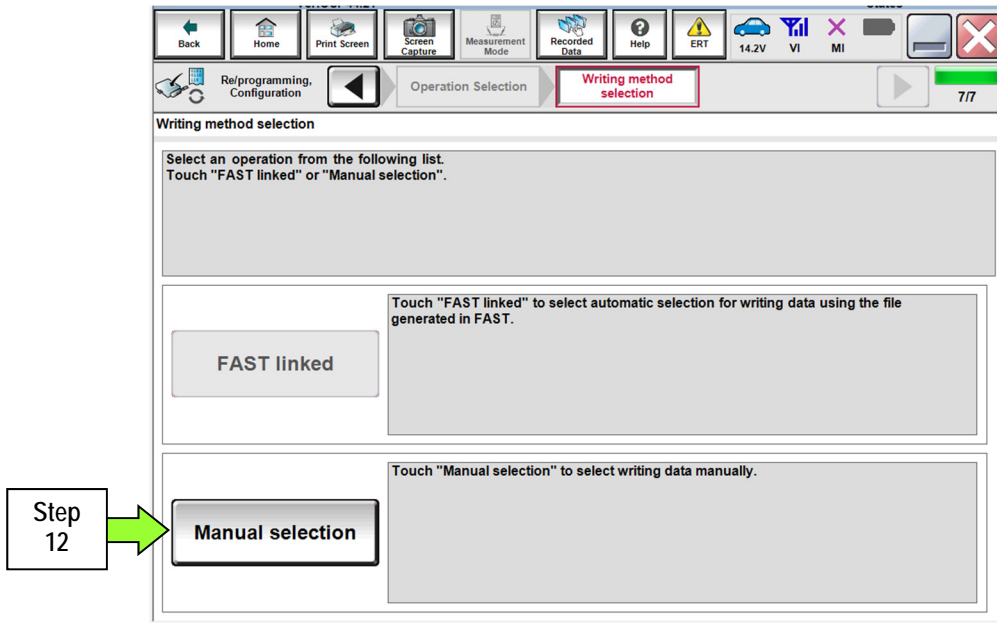


Figure 9

13. Select the correct vehicle options under **Setting Value** for the vehicle being configured.

- Refer to the Electronic Service Manual (ESM), section DRIVER INFORMATION & MULTIMEDIA – AUDIO, VISUAL & NAVIGATION SYSTEM – INFINITI INTOUCH – BASIC INSPECTION – CONFIGURATION (DISPLAY CONTROL UNIT), to assist in confirming the vehicle's configuration values.

14. Confirm the setting values for the vehicle being configured are correct.

15. Select **Next**.

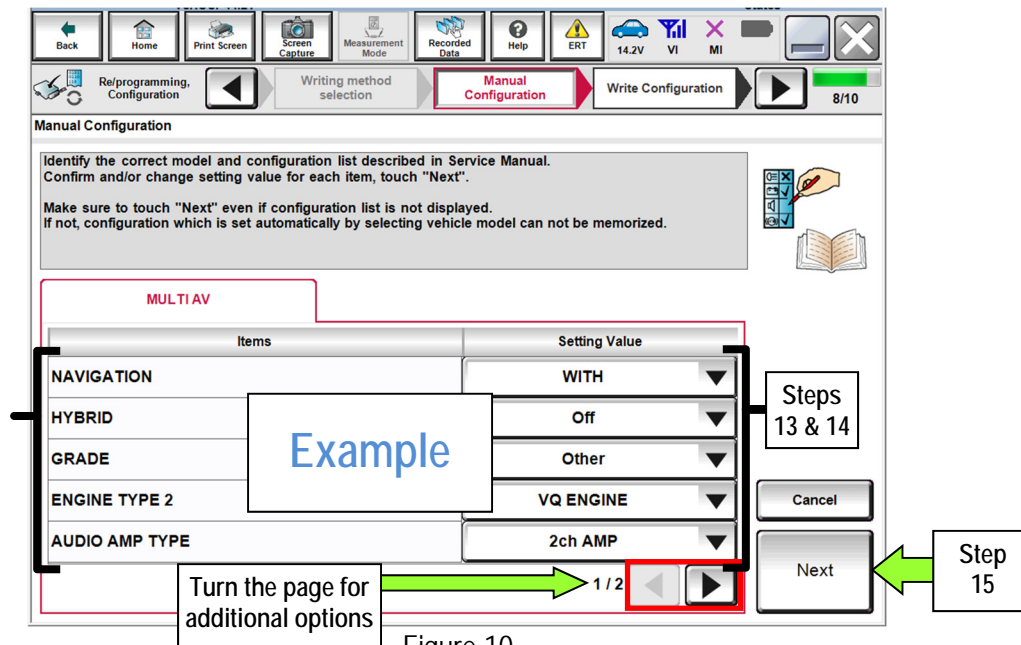


Figure 10

16. Verify TCU ID and TCU ID top four digits match (see page 8, Figure 14, and page 9, Figure 15):

a. On the vehicle's upper display touch screen, select **Settings**.



Figure 11

b. Select InTouch Services.

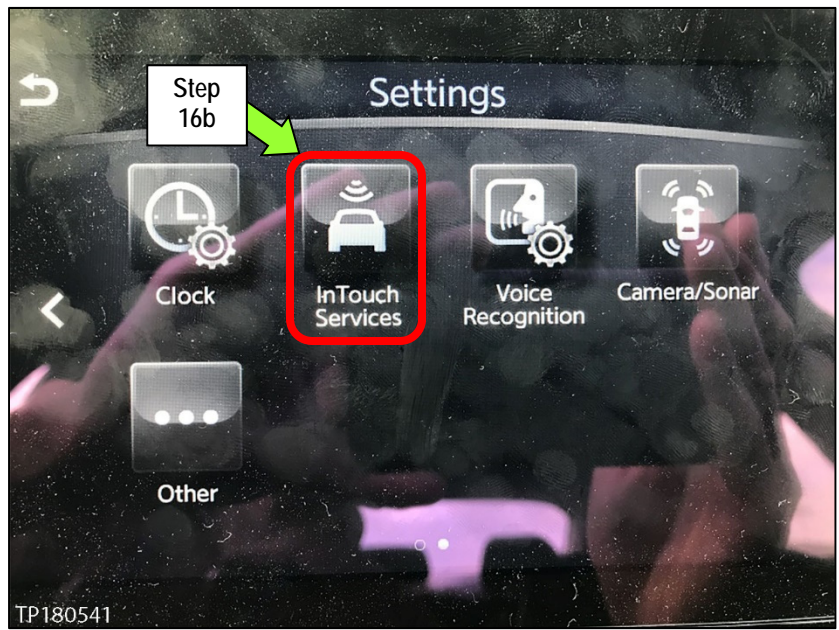


Figure 12

c. Select **Unit ID Information**.

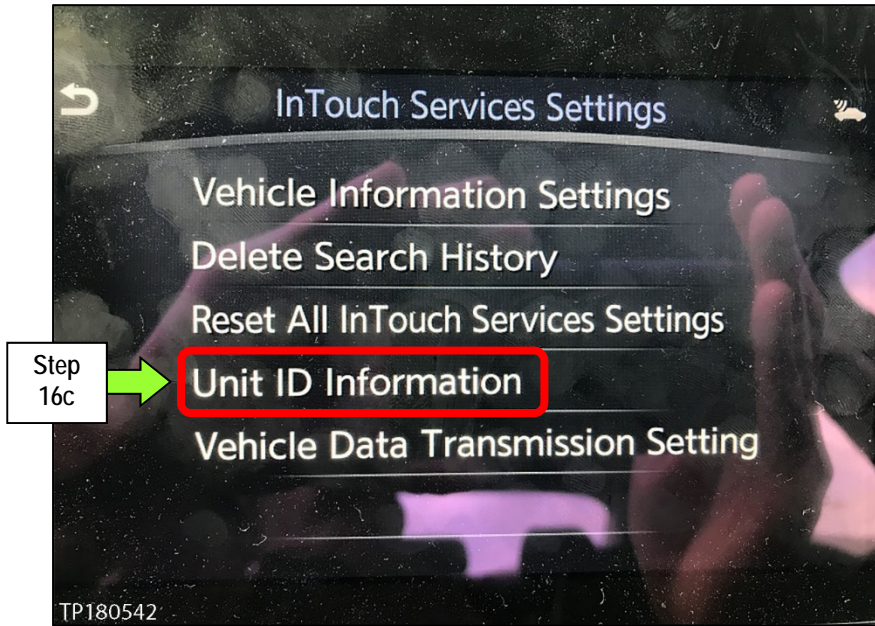


Figure 13

d. Leave this screen displayed to reference the TCU ID number (first 4 digits).

- The first 4 digits in Figure 14 should match the one shown in Figure 15.

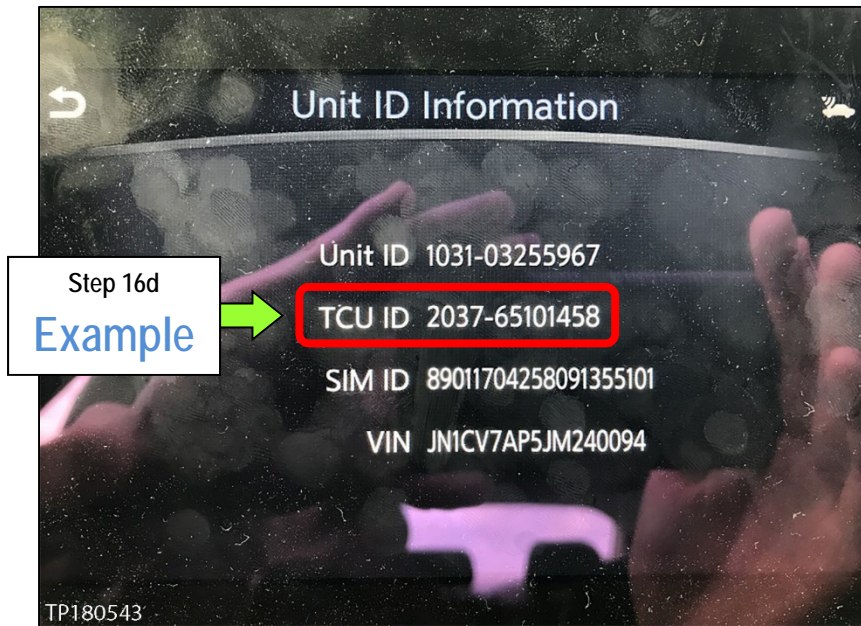


Figure 14

17. Select Next.

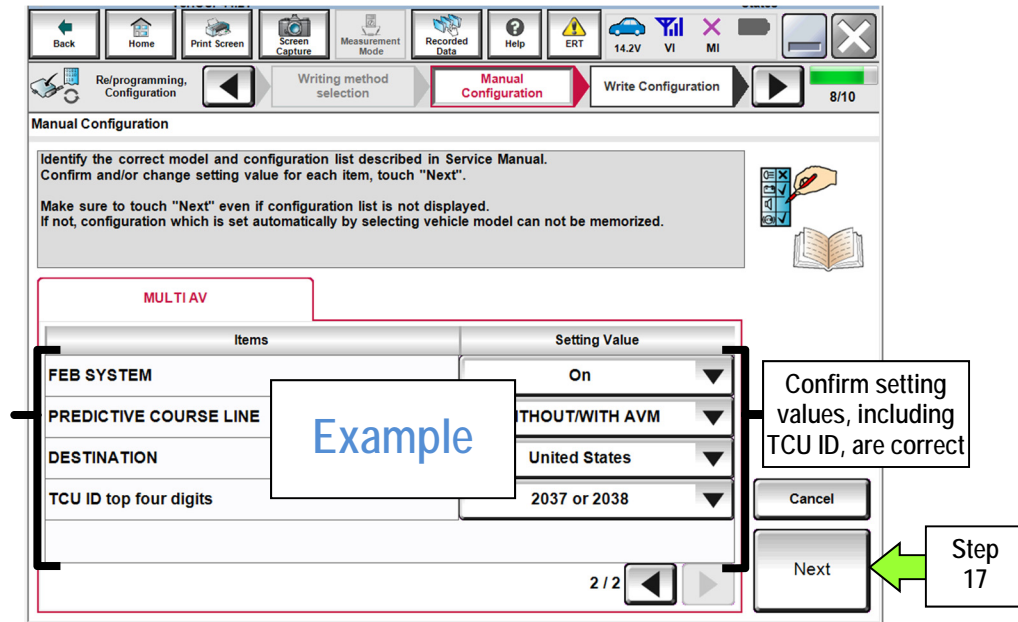


Figure 15

18. After the data transfer has completed, select **End** (picture not shown).

19. Close the CONSULT PC.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Perform Reconfiguration	(1)	RX6PAA	ZE	32	0.2

(1) Reference the electronic parts catalog (FAST), and use the Display Control Assy (28387-*****) as the Primary Failed Part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
June 29, 2018	ITB18-023	Original bulletin published
February 10, 2021	ITB18-023a	Classification number updated