

SERVICE BULLETIN

Classification: AN18-020a Reference:

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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.





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:

- ASIST 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 <u>without</u> depressing the brake pedal.
 - The combination meter and gauges will illuminate.
 NOTE: Make sure <u>all</u> accessories are turned OFF.
 CAUTION: <u>Do Not</u> 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.

| | Back | Home | Print Screen Screen Measurement Mode | |
|-----------------|---------|---------------------------|--------------------------------------|---------------------------------|
| | Conne | ection Statu | S | Diagnosis Menu |
| | | Serial No. | Status | Diagnosis (One System) |
| Step 5: plus VI | VI | 2324703 | Dormal Mode/Wireless connection | Diagnosis (All Systems) |
| | мі | - | | Step |
| | | | No connection | Re/programming, Configuration 5 |
| | 80 | Select VI/ | МІ | Immobilizer |
| | Applica | ation Setting Sub mode | Language Setting | Maintenance |
| | 37 | ⁾ VDR | | |
| 1 | | | Figu | ire 2 |

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



Figure 3

- If the screen in Figure 4 appears, select Automatic Selection(VIN). 7.
 - Wait for the Reading VIN screen to complete (picture not shown). •

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

| | Image: Configuration Image: Configuration Image: Configuration | en Capture Measure Capture Mo | Meter Recorded Help | Vehicle Confirmation | |
|------|--|----------------------------------|--------------------------------|----------------------|---------------|
| Step | Automatic Selection(V | IN) Man | ual Selection(Vehicle Name) | May be | used |
| | Vehicle Name : | | 0 | Model Year : | Sales Channel |
| | *INFINITI EX35 INFIN Camp:P8202 Conv | ITI G37 rertible INFINIT | TI M45 INFINITI QX50 | 2018 | NISSAN |
| | INFINITI EX35 INFINITI C | G37 Coupe INFINIT | TI Q45 INFINITI QX56 | | INFINITI |
| | INFINITI FX35/FX45 INFINITI | G37 Sedan INFINIT | II Q50 INFINITI QX60 | | DATSUN |
| | INFINITI FX35/FX50 INFIN | NITI I30 INFINITI Q | 50 Hybrid INFINITI QX60 Hybrid | | |
| | INFINITI FX37/FX50 INFIN | INFINIT Conve | rtible INFINITI QX70 | | |
| | INFINITI G20 INFINI | ITI JX35 INFINITI Q | 50 Coupe INFINITI QX80 | | |
| | INFINITI G25/G37 Sedan INFINITI | M35/M45 INFINIT | TI Q70 | | |
| | INFINITI G35 Coupe INFINI | TI M35h INFINITI Q | 70 Hybrid | | CLEAR |
| | INFINITI G35 Sedan INFINITI | M37/M56 INFINIT | 1 QX4 | | Colori |
| | | | 1/1 | 1/1 | Select |

Figure 4

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

| | Back Home Print Screen Capture | Messurement Recorded Data | |
|-----------|--|--|-------------------|
| | Configuration Vehi | cle Selection | |
| | Please confirm selected information and to to to "Change". | ouch "Confirm". In case you want to select a | another vehicle, |
| Step 8 | VIN or Chassis # | JN1FV7AP;XXXXXXX | |
| | Vehicle Name : | INFINITI Q50 | |
| | Model Year | 2018 | |
| | | | |
| | | | 1/1 |
| | | _ | Change |
| | | | Step 8 Confirm |
| | 1 | | |

Figure 5

9. Select Confirm.



Figure 6

10. Select MULTI AV.

• Wait for system call to complete.

| | Sy I | Image: Configuration Image: Configuration <td< th=""></td<> | | | | |
|------------|---------------|---|----------------------|-----------------|--|--|
| | | ENGINE | MOTOR CONTROL | METER/M&A | | |
| Step 10 | \rightarrow | MULTI AV | EPS/DAST 3 | LASER/RADAR | | |
| | | 3ch CAN GATEWAY | ABS | AUTO DRIVE POS. | | |
| | | 6ch CAN GATEWAY | IPDM E/R | ВСМ | | |
| | | FSCM | AIR PRESSURE MONITOR | SONAR | | |
| | | | | 1/3 | | |

Figure 7

11. Select After ECU Replacement.

| | Junes | | | | | | |
|---|--|--|--|--|--|--|--|
| Image: Back Image: Back <td></td> | | | | | | | |
| Refprogramming, Configuration System Selection Operation Selection | Re/programming, System Selection Operation Selection 6/6 | | | | | | |
| Operation Selection | | | | | | | |
| Touch "Operation". In case over write current ECU, touch "Reprogramming". In case replacement of ECU, select an operation in REPLACE ECU category. | | | | | | | |
| REPROGRAMMING | | | | | | | |
| In case you want to reprogramming ECU | J, touch "Reprogramming". | | | | | | |
| Reprogramming | | | | | | | |
| Replacement OF ECU | | | | | | | |
| Programming (Blank ECU) | | | | | | | |
| Before ECU Replacement After ECU Replacement | Touch "Before ECU Replacement", Operation log with part number is saved to CONSULT. | | | | | | |
| | | | | | | | |
| Be Step Rep 11 After ECU Replacement | Touch "Before ECU Replacement", Operation log with configuration data is saved to CONSULT. | | | | | | |
| | | | | | | | |

Figure 8

12. Select Manual selection.

| | Back Print Screen Screen Measurement Recorded Print Screen Main Print Screen Measurement Print Screen Prin |
|------|---|
| | Writing method selection |
| | Select an operation from the following list. Touch "FAST linked" or "Manual selection". |
| | Touch "FAST linked" to select automatic selection for writing data using the file generated in FAST. FAST linked |
| Step | 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.

| Back Home Print | Screen Screen Capture Mode Records | ed O Left ERT CAR VI MI | | | | |
|---|---|-------------------------|---------|--|--|--|
| Re/programming, Configuration | Writing method selection | Manual Configuration | 8/10 | | | |
| Manual Configuration | | | | | | |
| Identify the correct model a Confirm and/or change set Make sure to touch "Next" If not, configuration which i | Identify the correct model and configuration list described in Service Manual. Confirm and/or change setting value for each item, touch "Next". Make sure to touch "Next" even if configuration list is not displayed. If not, configuration which is set automatically by selecting vehicle model can not be memorized. | | | | | |
| MULTIAV | | | | | | |
| | Items Setting Value | | | | | |
| NAVIGATION | | WITH 🔻 | Stone | | | |
| HYBRID | | Off 🗨 | 13 & 14 | | | |
| GRADE | Example | Other 🗸 🔻 | | | | |
| ENGINE TYPE 2 | ENGINE TYPE 2 VQ ENGINE Cancel | | | | | |
| AUDIO AMP TYPE | | 2ch AMP 🛛 🔻 | Sten | | | |
| | rn the page for litional options | e 10 | Next 15 | | | |

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.

| Back Home Print Screen | Screen Screen Sapture Mode Recorded Data | Image: Weip Image: Weip | |
|---|---|---|---------------------------------------|
| Re/programming, Configuration | Writing method Ma selection Config | nual juration Write Configur | ation 8/10 |
| Manual Configuration | weather list described in Ormina | | |
| Identify the correct model and conni Confirm and/or change setting value Make sure to touch "Next" even if c If not, configuration which is set auto | juration list described in Service for each item, touch "Next". onfiguration list is not displayed. matically by selecting vehicle mod | Manual. Iel can not be memorized. | |
| MULTIAV | | | |
| ltems | | Setting Value | |
| FEB SYSTEM | | On | Confirm setting |
| PREDICTIVE COURSE LINE | Evomplo | ITHOUT/WITH AVM | values, including |
| DESTINATION | Example | United States | TCU ID, are correct |
| TCU ID top four digits | | 2037 or 2038 | Cancel |
| | | 2/2 | Next Ste |

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 |