

SERVICE BULLETIN

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ITB18-011A

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# INFINITI; MICROPHONE DOES NOT WORK

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

APPLIED VEHICLES: 2018 QX60 (L50) 2018 QX80 (Z62)

# **IF YOU CONFIRM**

The microphone of an applied vehicle does not work.

• The person receiving your call through Bluetooth<sup>®</sup> cannot hear you.

#### And

Voice Recognition does not respond to any commands.

NOTE: DTCs U1A01 and/or U1A02 may be found stored.

# ACTION

- 1. Confirm TCU reprogramming will resolve the issue.
  - Refer to "Issue Confirmation" on page 2.
- 2. If confirmed, reprogram 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 <u>entire</u> 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

- 1. Disconnect the negative battery cable, wait at least 30 seconds, and then reconnect the negative battery cable.
  - Wait at least two (2) minutes before going to step 2.
- 2. Reset/reinitialize systems, as needed, now.
  - Refer to the appropriate section of the Electronic Service Manual (ESM) for a listing of systems that require reset/initialization after reconnecting the 12 V battery.
    - QX60: ELECTRICAL & POWER CONTROL > POWER SUPPLY, GROUND & CIRCUIT ELEMENTS > BASIC INSPECTION > INSPECTION AND ADJUSTMENT > ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL
    - QX80: GENERAL INFORMATION > GENERAL INFORMATION > BASIC INSPECTION > INSPECTION AND ADJUSTMENTS > ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL
  - This list often includes items such as the audio system, power windows, auto-air conditioning, moonroof, etc.
- 3. Use the microphone:
  - If the microphone works (the person receiving your call can hear you, or Voice Recognition responds to your commands), reprogram the TCU.
    - ➢ Go to "Reprogram TCU" below.
  - If the microphone does not work, stop here. Go to ASIST for further diagnosis.

# Reprogram TCU

IMPORTANT: Before starting, 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.
- The CONSULT PC is connected to the Internet (Wi-Fi or cable).

1. Connect the plus VI to the vehicle.

**CAUTION:** Make sure the plus VI is securly connected. If the plus VI connection is loose during reprogramming, the process will be interrupted and the <u>TCU may be damaged</u>.

2. Connect the AC Adapter to the CONSULT PC.

**CAUTION:** Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the <u>TCU may be damaged</u>.

- 3. Connect the GR-8 to the vehicle battery:
  - Set the GR-8 to "Power Supply" mode.

**CAUTION** : <u>DO NOT</u> use a standard battery charger for Hybrid vehicles. Make sure to connect the GR-8 securely to the 12V battery. Make sure the battery voltage stays between <u>12.0V and 15.5V</u> during reprogramming. If the battery voltage goes out of this range during reprogramming, the <u>TCU</u> <u>may be damaged</u>.

4. Turn OFF all external Bluetooth<sup>®</sup> devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the plus VI.

**CAUTION:** Make sure to turn OFF all external Bluetooth<sup>®</sup> devices. If Bluetooth<sup>®</sup> signal waves are within range of the CONSULT PC and the plus VI during reprogramming, reprogramming may be interrupted and the <u>TCU may be damaged</u>.

- 5. Turn the ignition ON with the engine OFF.
- 6. Turn the hazard lights ON.
- 7. Start C-III plus.
- 8. Wait for the plus VI to be recognized.
  - The serial number will display when the plus VI is recognized.
- 9. Select Re/programming, Configuration.

		tender. County, c.o.t.
	Back Bone Print Screen Screen Moss Capture Moss Capture	Geod         Help         Yill         X         Image: Constraint of the second se
	Connection Status	Diagnosis Menu
Step 8: plus VI	Serial No. Status	Diagnosis (One System)
	VI 2300727 Normal Mode/Wireless connection	Diagnosis (All Systems)
	М	
	No connection	Re/programming, Configuration
	Select VI/MI	Immobilizer
	Application Setting           Sub mode         ABC           Language Setting	Maintenance
	VDR	
	Application Setting Sub mode Sub mode VDR	Maintenance

Figure 1

10. Use the arrows (if needed) to view and read all precautions, check the **Confirmed Instructions** box, and then select **Next**.



- 11. Select Automatic Selection(VIN).
  - If the screen in Figure 4 does not display, skip to step 12.

	Back Home	Print Screen	en Measurement Mode	ecorded Data	12.2V VI MI	
ç	Re/programmin Configuration	g,	Precaution	Vehicle Selection	Vehicle Confirmation	
Step 11	Automatic Se	lection(VIN)	Manual Select	tion(Vehicle Name)	$\mathbf{)}$	
	Vehicle Name :			,	Model Year :	Sales Channel
	*MURANO Camp:P8201	JUKE	QUEST			NISSAN
	350Z					INFINITI
	370Z					
	370Z Convertible		Exan			
	ALTIMA					
	ALTIMA Hybrid					
	ARMADA					
	CUBE	PATHFINDER	XTERRA			CLEAR
	FRONTIER	PATHFINDER ARMADA	X-TRAIL			Select
				1/1	0/0	

Figure 3

12. If the **VIN or Chassis #** matches the vehicle's VIN, select **Confirm**.

101.001 77.21		nuco				
Back Home Print Screen Capture	Measurement Mode Recorded Data					
Configuration Vehi	cle Selection					
Please confirm selected information and to touch "Change".	ouch "Confirm". In case you want to select another vehicle,					
VIN or Chassis #	5N1AZ2MHXJN1010XXXXX					
Vehicle Name :	MURANO					
Model Year	Nodel Year 28/38/XXX					
	1/1					
		Change				
	Step 12	Confirm				

Figure 4

13. Select Confirm.

Internet and a second sec			100000000000000000000000000000000000000				100 100 100 100 100 100 100 100 100 100	Contraction of the second second		Juies	
Back	Home	Print Screen	Screen Capture	Measurement Mode	Recorded Data	<b>P</b> Help	ERT	12.0V VI			$\left \times\right $
<b>\$</b> 0	Re/programming, Configuration		Vehicle C	onfirmation	In	put VIN					4/4
Input VIN	l										
Enter th Accordi CONSU	ne VIN number, ing to this oper ILT, VIN numbe	and touch ' ation, in case you input i	Confirm". e of specifie s saved as	ed operation file name. Tl	that requir herefore, co	es to save E nfirm VIN nu	CU info umber co	rmation ir orrectly.	ito		
	NISSAN S x count of	TTTE	NISSAN MOT	TOR IBERICA, S.A.	JN1BAUJ32Z012	3456		2			
	nd in Schwarte (F) winn winn so constraint so constraint constraint so constraint so c	1231-1234300 ana 第 〇 工場 1481 東教式会社 ani m ana		NI O	###20 ##24 ##25 ##25 ##26 ##26 ##26 ##26 ##26 ##26 ##26 ##26 ##26 ##26 ##26 ##26 ##26 ##26 ##26 ##27 ##26 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##27 ##2			3			
VIN (	(17 or 18 digits)	5N1/	Z2MH	XJN10	NOKIXEXX	(X					
								Ster 13		Conf	irm



#### Select TELEMATICS. 14.



Figure 6

15. Select Reprogramming.

	Back Re/programming, Configuration Street	Are Mesurement Mode Recorded Cate Feedback (stem Selection Coperation Selection								
	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									
Step 15	Reprogramming	In case you want to reprogramming ECU,	touch "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.							
	VEHICLE CONFIGURATION									
	Before ECU Replacement         After ECU Replacement         Touch "Before ECU Replacement operation log with configure saved to CONSULT.									

Figure 7

- 16. When you get to the screen shown in Figure 8, confirm this bulletin applies as follows.
  - A. Find the TCU **Part Number** and write it on the repair order.

**NOTE:** This is the <u>current</u> TCU Part Number (P/N).

Back Home Print Screen Capture	Messrement Recorded Data								
Re/programming, Configuration	tion Selection Save ECU Data	7/7							
Save ECU Data									
Touch "Save" to save operation log and the current part number as listed below to CONSULT. Operation log helps to restart next operation by selecting suitable operation log. Operation log is erased after operation has completely finished.									
File Label 5N1AZ2MHXJN X&XXXXX									
Operation	REPROGRAMMING								
System	TELEMATICS								
Part Number 76A: Cu TCU F	<u>rrent</u> 28275- <b>69</b> 502004x	Step 16B							
Vehicle	ehicle Z52MURANO								
VIN	5N1AZ2MHXJN1000008X								
Date	Save								

Figure 8

- B. Compare the P/N you wrote down to the numbers in the Current TCU Part Number column in Table A below.
  - If there is a <u>match</u>, select **Save**, and then continue with the reprogramming procedure on page 7.
  - If there is <u>not a match</u>, <u>this bulletin does not apply</u>. Refer to ASIST for further diagnostic and repair information.

Table A

MODEL	CURRENT TCU PART NUMBER:
All Models	28275-6FL0A

17. Use the arrows (if needed) to view and read all precautions, check the **Confirmed Instructions** box, and then select **Next**.



18. Verify the Current Part Number and Part Number After Reprogramming are different, and then select Next.

Back Home Print Screen Capture	Measurement Recorded Help ERT 12.0V VI MI					
Re/programming, Configuration	recaution Select Program Data Confirm Vehicle Condition	9/10				
elect Program Data						
Confirm the detail listed below, and touch -In case the screen to select reprog/program vehicle. -In case the part number after reprogramming selection, VIN and reprog/programming data	"Next" if OK. nming data is NOT displayed, only one data is available for this ng is wrong, touch "Re-select", and confirm the vehicle in CONSULT.					
Part Number After Repro/programming						
Current Part Number	28275 NRMXXX					
Vehicle	MURANO Z52					
VIN	5N1AZ2MHXJN100018X					
System	TELEMATICS					
Other Information	SCPUZOVA <del>COS</del> TEX 22 B	Re-select				
Expected time to finish re/programming	25min	Neut	<b>∠</b> Ste			
		Next	18			

Figure 10

19. Verify **OK** is highlighted green (battery voltage must be between **12.0** and **15.5** volts), and then select Next.

**IMPORTANT:** Battery voltage must stay between **12.0 and 15.5 volts** during reprogramming. If not, reprogramming may be interrupted and the TCU may be damaged.

Re(programming, Configuration       Select Program Data       Confirm Vehicle Condition         Confirm Vehicle Condition       Monitor battery voltage here         1       Remove the terminal caps of battery, and connect battery charger to battery.
Confirm Vehicle Condition Operate according to the following procedures. Monitor battery voltage here  Remove the terminal caps of battery, and connect battery charger to battery.
Operate according to the following procedures.       Monitor battery voltage here         1       Remove the terminal caps of battery, and connect battery charger to battery.
1 Remove the terminal caps of battery, and connect battery charger to battery.
Remove the terminal output of battery, and connect battery onlinger to battery.
2 Adjust the battery charger output so that the vehicle battery voltage is between 12.0V and
13.5V. The vehicle battery voltage is shown on the top-right of this screen.
Confirm the RESULT is OK, touch "Next".
Step
Result OK
Figure 11

20. Verify all items listed under Confirm Vehicle Condition are OK, and then select Start.

Back     Image: Configuration       Re/programming, Configuration     Image: Configuration	Screen Capture Select Progra	surement Recorde Mode Data	d Pelp ERT	12.2V VI		10/10	
Confirm Vehicle Condition Confirm the vehicle condition as I Then, confirm that judgment for all out of range, reprogramming or pro	isted below, se items indicate gramming may	et the vehicle co OK, and touch ' / stop.	ndition correctly. 'Start". In case the ve	hicle VO	hitor batter Itage here	у	
Monitor Item BATTERY VOLTAGE	Value 12.2	Unit V	Judgment OK	Condition			
	Ve iter	erify these ms are <b>OK</b>					
				1/1		Start	Step 20

- 21. Select USA/CANADA Dealers.
- 22. Select OK.



#### NOTE:

- The above screen may not display if the CONSULT PC has remained ON since the last reprogramming.
- If the CONSULT PC is not connected to the Internet, the screen in Figure 14 will display.

Offline operation screen	ALL CONSTRUCT TAKEN THAT AN ANY MANY
Offline menu	
Touch the required operation.	
	Connect to the internet.
Internet connection	
	Enter manually.
Manual input	
	Back to Home screen.
Home	

Figure 14

NOTE:

- Before reprogramming will start, you will be required to enter your Username and Password.
- The CONSULT PC must be connected to the Internet (Wi-Fi or cable).
- If you do not know your Username and Password, contact your service manager.
- 23. Start the reprogramming process by selecting **Submit**.

Back	Home	t Screen Ca	reen pture	Recorded Data	Help	RT 12.1V			
50	Re/programming, Configuration		Confirm Vehicle Condition	User Au	thentication	Trans	sfer Data		11/12
User Au	ithentication								
	SECUREAU								<u>^</u>
	Daimler WS								
			Please enter your Userl	D below.					
	si Si	.then elect ubmit	Username: Password: Submit			Enter loc informatio	jin n		E
	Restart Login							Secure AUTH	

Figure 15

24. Wait for both progress bars to complete.



- When the screen in Figure 17 displays, TCU reprogramming is complete.
   NOTE: If the screen in Figure 17 does not display (indicating that reprogramming did not complete), refer to the information on the next page.
- 26. Disconnect the battery charger from the vehicle battery.
- 27. Select Next.



Figure 17

### ECM recovery:

### Do not disconnect the plus VI or shut down C-III plus if reprogramming does not complete.

If reprogramming does <u>not</u> complete and the "!?" icon displays as shown in Figure 18:

- Check battery voltage (12.0–15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth<sup>®</sup> devices are OFF.
- All electrical loads are OFF.
- Select <u>retry</u> and follow the on screen instructions.
- <u>"Retry" may not go through on</u> <u>first attempt and can be selected</u> <u>more than once</u>.

CONSULT-II plue Ver	VN	Usticie		Country : Jacon
Back Barre Print Screen	Schemen Mode	Seconded Help	12.3V VI MI	
renigiation	Transfer Data	Corfirm Resul		1313
Confirm Result				
Reprogramming or programming is no operation on this ECU. Touch "Retry" to retry reprogramming	it completed propertly, b or programming.	ut you can retry reprog/	programming	R
Part number after Reproc/programming		284B2-XXXXX		
Part number before Reprog/programming		284B2-XXXXX		
Vehicle		QASHQAI		
VIN		SJNFDNJ10U10	0000	
System		BCM		
Date		26/07/2011 16:3	0.00	Retry
Error Code				

Figure 18

If reprogramming does <u>not</u> complete and the "X" icon displays as shown in Figure 19:

- Check battery voltage (12.0 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF.
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- Select <u>Home</u>, and restart the reprogram procedure from the beginning.

CONSULTINGS VI	VIN Vehicle (QASHQA)	County : Japan
Bark Hone Present	Legate Lan	
Configuration	Contrast Con	9/9
Reprogramming is not completed po -Print this screen as needed. Confir with procedure. -Restart CONSULT with disconnections -Restart CONSULT w	operty. n CONSULT version, IGW/Power switch position, shift position ng VI once, and start the reprogramming again.	ard dt
Part number after	28482-00000	
Reprog/programming		
Reprog/programming Current part number	284B2-XXXXX	
Reprogramming Current part number Vehicle	244E2-JJXXX QASHQAI	
Reprographogramming Current part number Vehicle VIN	28482-3XXXX QASHQAI SJNFDNJ10U100000	
Reprograppingsamming Current part number Vehicle VIN System	28482-3XXXX QASHQAI SJNFDNJ10U100000 BCM	
Reprograngenering Current part number Vehicle VIN System Date	28482-300000 28482-300000 CANEDINI 10U100000 BCM 20107/2011 16:30:00	
Reprographogramming Current part number Vahicle VIN System Date Information	244E2-33XXX QASHQAI SUNFDNJ19U100000 BCM 23/07/2011 16:30:00	

Figure 19

# 28. Erase all DTCs as follows:

a. Turn the ignition OFF.

Back	Home Print Screen	Screen Capture	ecorded Help	ERT 12.2V VI	MI MI	
<b>\$</b> 0	Re/programming, Configuration	Confirm Result	Erase All DTCs	Print Resu Operation Co	ult / mplete	14/15
Erase All	IDTCs					
Accord	ling to the instruction below	, erase All DTCs.				
1						
Tur	rn ignition switch / power swit	ch to the OFF position.	_			OFF
	Current status of ignition switch	ON				

Figure 20

- b. Turn the ignition ON.
- c. Wait for DTC erase to complete, and then select Next.

<b>H</b> Back	Home Print Sc	sreen Ca	Creen Mode	t Recorded Data	<b>O</b> Help	ERT	12.2V		× I		
<b>1</b>	Re/programming, Configuration		Confirm Result	Era	ise All DTC	5	Print Operatio	Result on Comp	/ plete		14/15
Erase All	DTCs										
Accordi	ing to the instruction	below, era	se All DTCs.								
1 Tur	n ignition switch to the	ON positio	on, then All DTCs a	re automatica	lly erased.					))(	CON
	Current status of igni switch	tion	OFF								
lf th the	ne current status of ig actual vehicle ignitio	gnition sw n switch,	itch displayed on touch "NEXT" to	the screen go to the ne	differs fro ext screen.	m the st	atus of				
								Step 28c			Next

Figure 21

- 29. When the entire reprogramming process is complete, the screen in Figure 22 will display.
- 30. Verify the before and after part numbers are different.
- 31. Print a copy of this screen (Figure 22) and attach it to the repair order for warranty documentation.
- 32. Select Confirm.

Back Re/programming, Configuration Era	Image: Mode       Image: Conded Data       Image: Conded Da				
Print Result / Operation Complete All tasks are completed. Confirm LAN acce In case CONSULT can NOT immediately ac	ess, touch "Print" to print out this page. cess to LAN or printer. Screen Capture function is available for				
temporally storage of this page. Touch "Sc Data Folder" on desk top, and open the fold	reen Capture", and save it. Screen capture data is in "CIII plus er named "ScreenImages".				
Part number after Reprog/programming					
Part number before Reprog/programming	30 28275 60Fkx80xx				
Vehicle	Z52 MURANO				
VIN	5N1AZ2MHXJN1XXXXXXXXX 31	Print			
System	TELEMATICS				
Date	2/2/2818>90482863400	Other Operation			
1/1 Step 32 Confirm					

Figure 22

- 33. Close C-III plus.
- 34. Turn the ignition OFF.
- 35. Disconnect the plus VI from the vehicle.
- 36. Disconnect the GR-8 from the battery.

## **CLAIMS INFORMATION**

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

	-	_	-		
DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Inspect Microphone Operation – Reprogram TCU	(1)	RX6BAA	75	20	0.6
Inspect Microphone Operation – No TCU Reprogram	(1)	RX6CAA	ZE	32	0.3

 Reference FAST and use the Telematic Box (28275-\*\*\*\*) part number as the PFP.
 The FRT allows adequate time to access DTC Codes. No other diagnostic procedures subsequently required. Do Not claim any other diagnostic operation codes with this claim.

#### AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE DESCRIPTION	
March 9, 2018	ITB18-011	Original bulletin published
March 11, 2021	ITB18-011A	Classification Number updated