

QUALITY ACTION



CAMPAIGN BULLETIN R1912 Rear Visibility System Campaign Quality Review

Reference: PC838
Date: August 27, 2021

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Re-Activation date:	Stop Sale In Effect
MY2018-19 Q50 MY2018-19 Q60 MY2018-19 QX30 MY2018-19 QX80 MY2019 Q70 & Q70L MY2019 QX50 MY2019 QX60	78	NA	August 27, 2021	YES

***** Retailer Announcement *****

INFINITI is committed to the safety, security and satisfaction of our clients and is conducting a quality review of specific repairs for a previously completed campaign (R1912). If the VIN displays **QA campaign ID PC838**, retailers should perform the procedure attached to this communication even if the National Service History indicates the remedy action was previously performed for the vehicle. VINs identified with this QA campaign ID are being inspected to ensure the recall remedy was performed and documented in accordance with INFINITI's quality standards.

***** What Retailers Should Do *****

PLEASE FOLLOW THE ATTACHED PROCEDURE:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PC838**.
2. Retailers should complete this action on both retailed vehicles and previously owned vehicles within retailer inventory.
 - Retailers should follow all stop sale and do not drive, loan, sell, or trade instructions for campaigns.
3. Retailers will need to file the appropriate claim using applicable Op Code information in the repair procedure attached to this announcement to close the campaign.

NOTE: Parts replaced under this activity will be placed on parts return. Monitor the Warranty Parts Return Website located at NNA.net for notifications.

***** Retailer Responsibility *****

It is the retailer's responsibility to check Service Comm or DBS National Service History - Open Campaign using the appropriate campaign I.D. for the status of each vehicle currently in retailer

inventory or entering the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners. If a VIN subject to this quality action was traded to another retailer, please notify the affected retailer to have this quality action and associated campaign(s) completed.

Thank you for your prompt attention to this matter.

Revision History:

Date	Announcement	Purpose
August 27, 2021	Original	Original Document

***** Scroll Down for Attached Repair Instructions *****



**PC838 – 2018-2019 Q50 / 2018 Q50 HYBRID
2018-2019 Q60 / 2019 Q70
2018-2019 QX30 / 2019 QX50
2018-2019 QX60 / 2018-2019 QX60 HYBRID
2018-2019 QX80**

**DISPLAY CONTROL UNIT
(INFOTAINMENT) SOFTWARE UPDATE**

REQUIRED SPECIAL TOOL

- One special tool USB drive J-52812-3 with ID card has been shipped to each dealer (see Figure 1).
- Additional USB drives are available from Tech•Mate: infinitttechmate.com or 1-800-662-2001.



Figure 1

IMPORTANT

It is highly recommended that the provided USB drive, J-52812-3, be used.

HINT:

- If unavailable, the reprogramming software may be downloaded onto special tool USB drive J-52727-1 using the Infotainment Software Download procedure.
 - Special tool USB drive J-52727-1 has also been shipped to each dealer.
 - Refer to ASIST to access the Infotainment Software Download procedure. After the software has been downloaded, continue to step 1 below.

SERVICE PROCEDURE

Update the Display Control Unit

1. Start the engine, and then wait 60 seconds for the audio system to load.

HINT:

- The engine needs to idle for the duration of the update to retain battery charge.
 - If vehicle battery voltage becomes too low, the reprogram may not complete.

2. Open the **Settings** Menu, and then select **Bluetooth**.

- The **Settings** menu is accessed with the hard button located on the display.



Figure 2

3. Select **Connect Device** from the **Bluetooth Settings** menu.

HINT: If no connected devices are present, Figure 9 (page 5) will display.



Figure 3

4. Check for devices in the **Device List**:

- **YES**, one or more devices are listed: Select a device, and then proceed to step 5.
- **NO**, there are no listed devices: Skip to step 7.

IMPORTANT: All paired (listed) devices must be deleted before proceeding to step 7.



Figure 4

5. Select **Delete**.

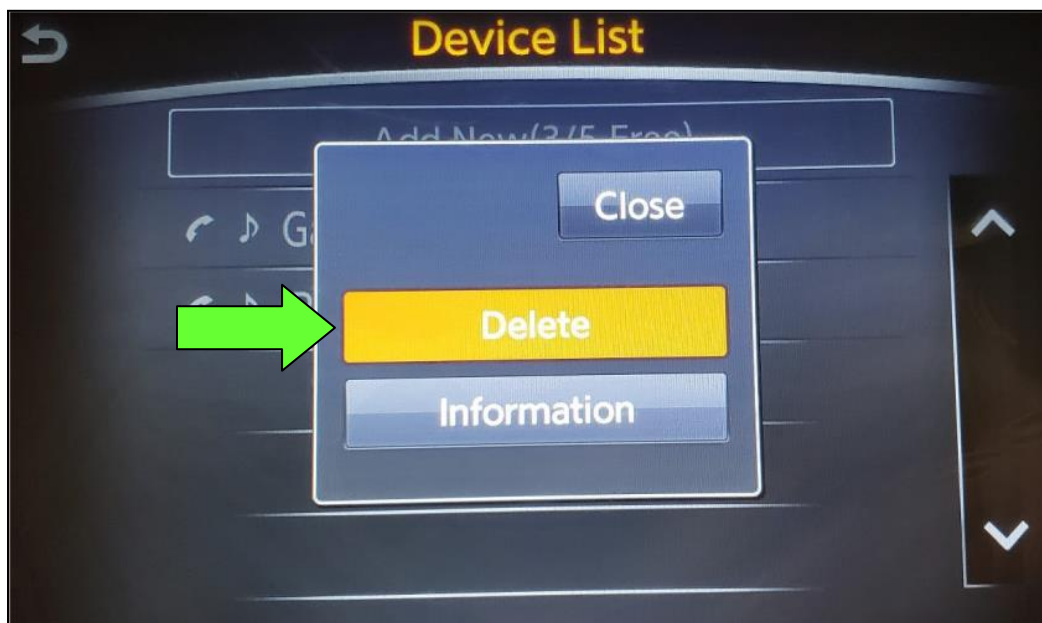


Figure 5

HINT: The following screens will be displayed while a paired device is being deleted.

- The first screen will show “Deleting...” followed by the device name.



Figure 6

- The second screen will show information regarding repairing the Bluetooth® device.

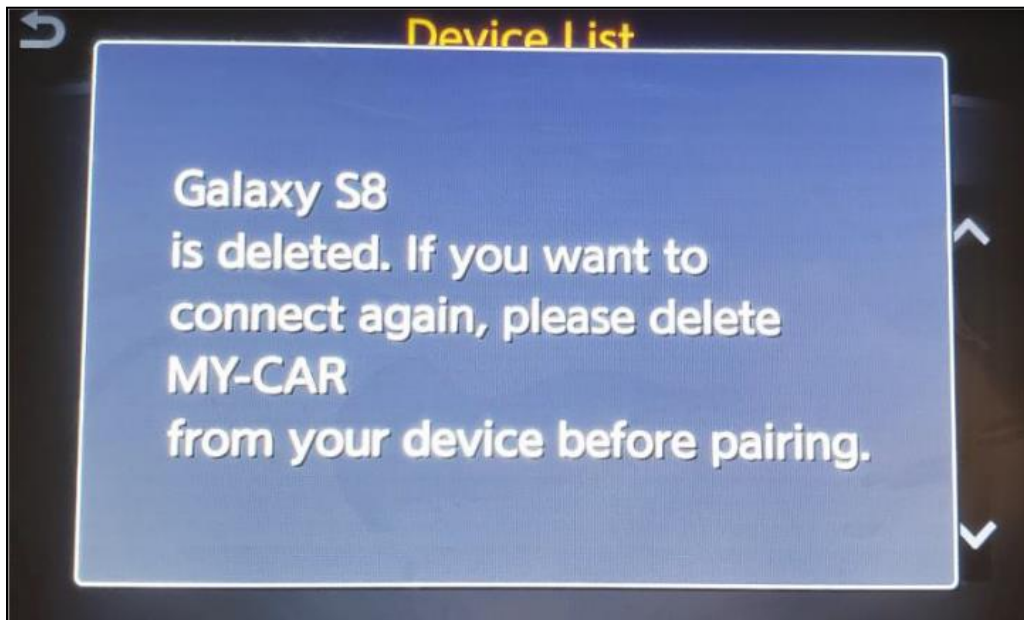


Figure 7

6. Check for additional devices in the **Device List**:

- **YES**, there are more listed devices: Perform steps 4 and 5 until all listed devices are deleted.
- **NO**, there are no listed devices: Proceed to step 7.

IMPORTANT: All paired (listed) devices must be deleted before proceeding to step 7.



Figure 8

- Figure 9 will be displayed when all listed devices have been deleted.

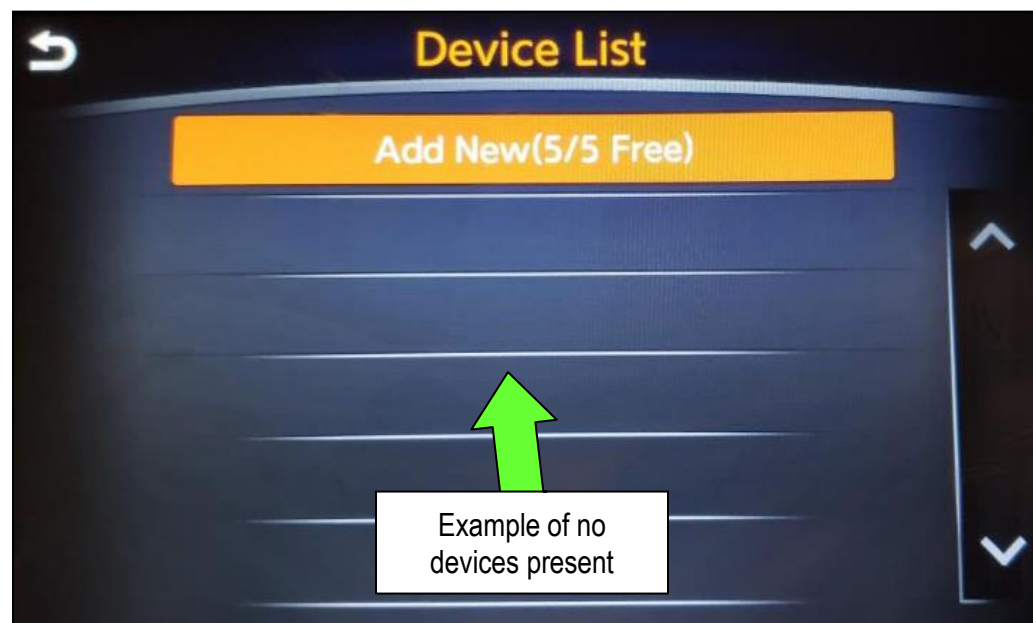


Figure 9

7. Insert special tool J-52812-3 into the vehicle's USB media port (see Figure 10).

- Do not remove the USB drive during the update to the vehicle until instructed.

HINT: Charging ports are marked in the vehicle with a “lightning bolt” symbol.

NOTICE

Do not insert the USB drive into a charging port. If used, the update software and/or USB drive may become damaged. Only insert the USB drive in a USB media port.

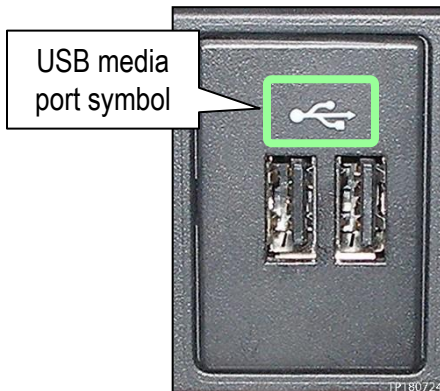


Figure 10

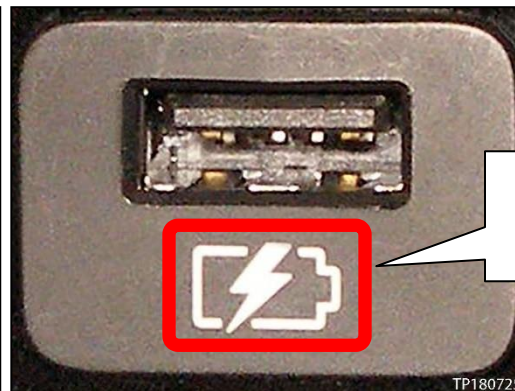


Figure 11

8. Wait approximately 10-30 seconds for the screen in Figure 12 or Figure 13 to appear.
 - a. If the screen shown in Figure 12 appears, proceed to step 9 below.
 - b. If the screen shown in Figure 13 appears, then no software update is available. Remove special tool J-52812-3, and then go to step 15.

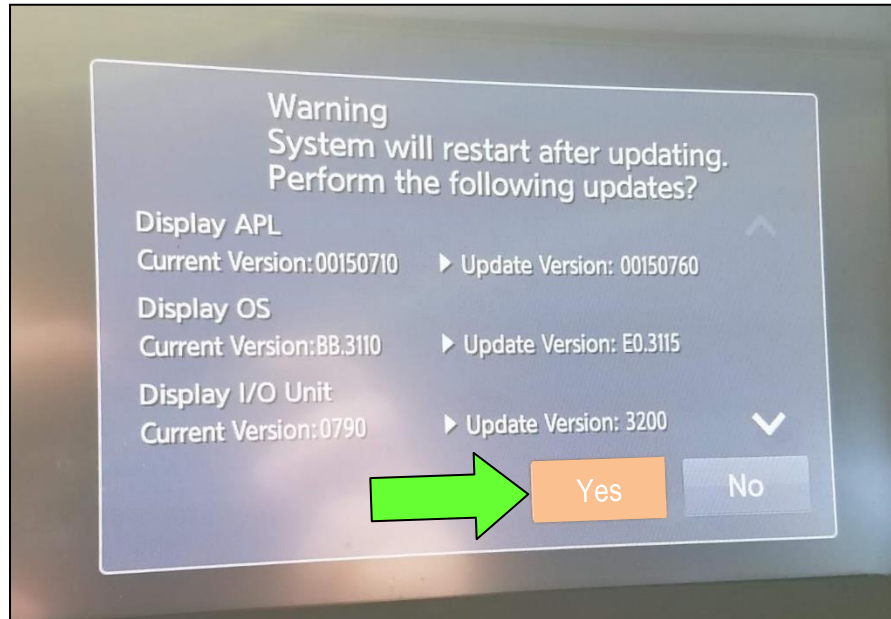


Figure 12

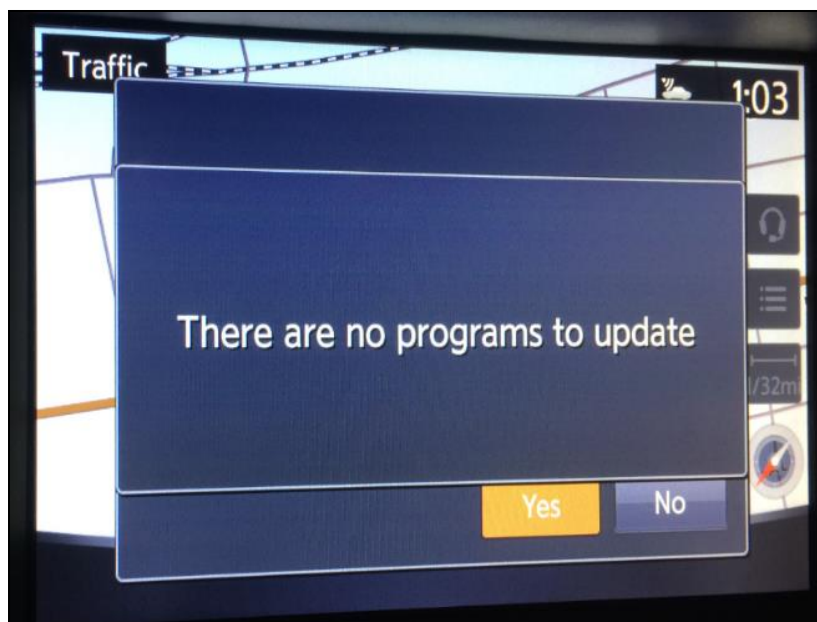


Figure 13

9. Select **Yes** to begin the software update.

10. Wait for the update to complete.

- Follow the on-screen instructions while waiting.

HINT: The update lasts 1-2 minutes.

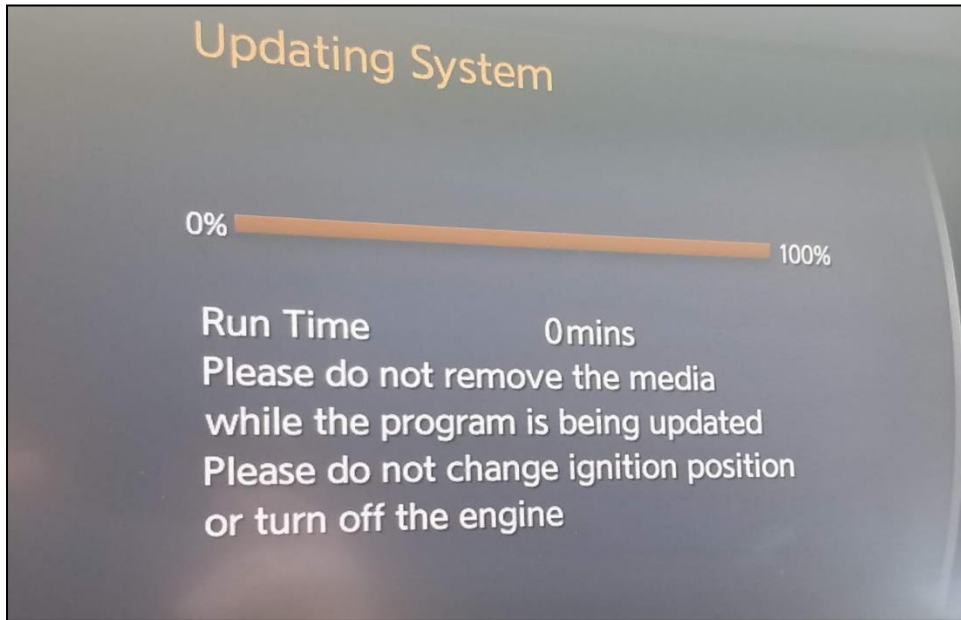


Figure 14

11. Once the update is complete, remove special tool J-52812-3, and then select **Restart**.

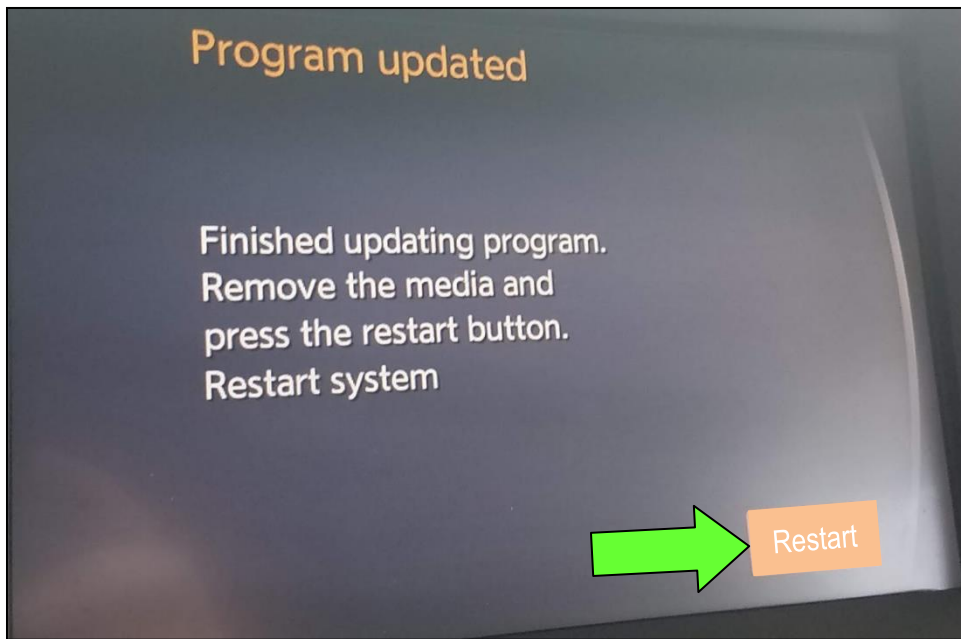


Figure 15

NOTICE

Steps 12-15 must be completed. If they are not completed, the update may become corrupted.

- 12. Allow the reboot to complete (2-5 minutes after selecting **Restart**).
- 13. Once the reboot has completed, turn OFF the engine, and then wait three (3) minutes.
- 14. Start the engine and allow the vehicle to run for two (2) minutes.
- 15. Turn OFF the engine.

CLAIMS INFORMATION

Submit a “CM” line claim using the following claims coding:

CAMPAIGN (“CM”) ID	DESCRIPTION	OP CODE	FRT
PC838	Inspect And Reprogram DCU	PC8380	0.4
	DCU Reprogram Not Needed	PC8381	0.2

