CLIENT SATISFACTION INITIATIVE
2020-2021 Q50, Q60, QX50, AND QX80;
INFOTAINMENT SOFTWARE UPDATE AND WIRELESS CARPLAY CONFIGURATION

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

SERVICE COMM ID #: PC839
APPLIED VEHICLES: 2020-2021 Q50 (V37)
2020-2021 Q60 (CV37)
2020-2021 QX50 (J55)
2020-2021 QX80 (Z62)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm bulletin applicability.**

SERVICE INFORMATION

Infiniti is providing a free infotainment software update, including Wireless Apple CarPlay®, until March 31, 2022. This upgrade will bring the vehicle's infotainment software up to current production level, improve system overall performance, and enable wireless use of current Apple CarPlay® features.

RETAILER RESPONSIBILITY

It is the retailer's responsibility to check SERVICE COMM using Service Comm I.D. PC839 for the status on each vehicle falling within the range of this client satisfaction initiative which for any reason enters the service department. If a vehicle subject to this client satisfaction activity was part of a retailer trade, the letter associated with that vehicle should be forwarded to the appropriate retailer for upgrade completion.

REQUIRED SPECIAL TOOL

- One of special tool, USB drive J-52727-1, was previously shipped to each retailer and should already be available (Figure 1).

- Do not use any other USB drive to perform the procedure in this bulletin.

- Additional USB drives may be purchased from Tech•Mate: infinititechmate.com or 1-800-662-2001.

HINT:

- The update-software only needs to be downloaded once, and can then be used continuously on multiple Applied Vehicles.

- The update-software must be the only file on the USB drive.

Figure 1

SERVICE PROCEDURE

IMPORTANT: Configuration of the audio unit (steps 27 - 45 on pages 10 - 17) <u>is required</u> after the software update. If the configuration steps are not completed, the wireless CarPlay <u>will not operate</u>.

Check the Software Version

1. Press and hold the **AUDIO** button while, at the same time, rotating the volume knob left-right-left.

Figure 2

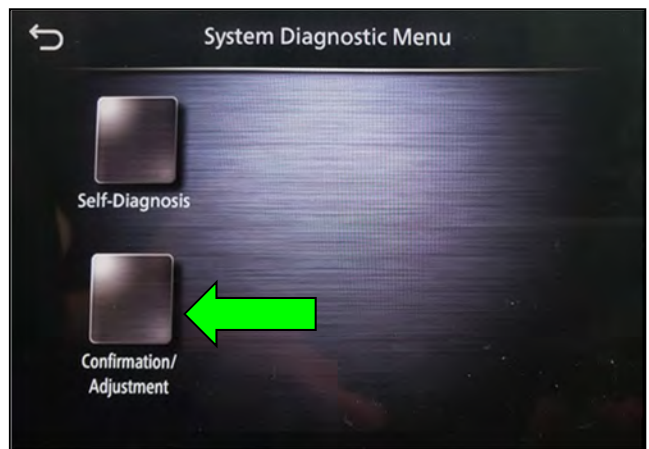2. Select **Confirmation/Adjustment**.

Figure 3

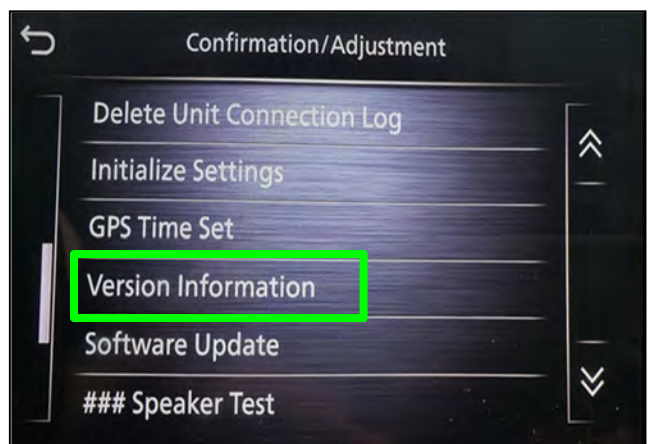3. Select **Version Information**.

Figure 4

4.	Confirm the **Software Version**.

- If the **Software Version** is lower than xxxxx2992x (digits 6-9 as shown in Figure 5), select the back button and proceed to step 5 on page 5.

- If the **Software Version** is xxxxx2992x or higher (digits 6-9), select the back button and skip to step 27 on page 10 to configure the AV control unit.
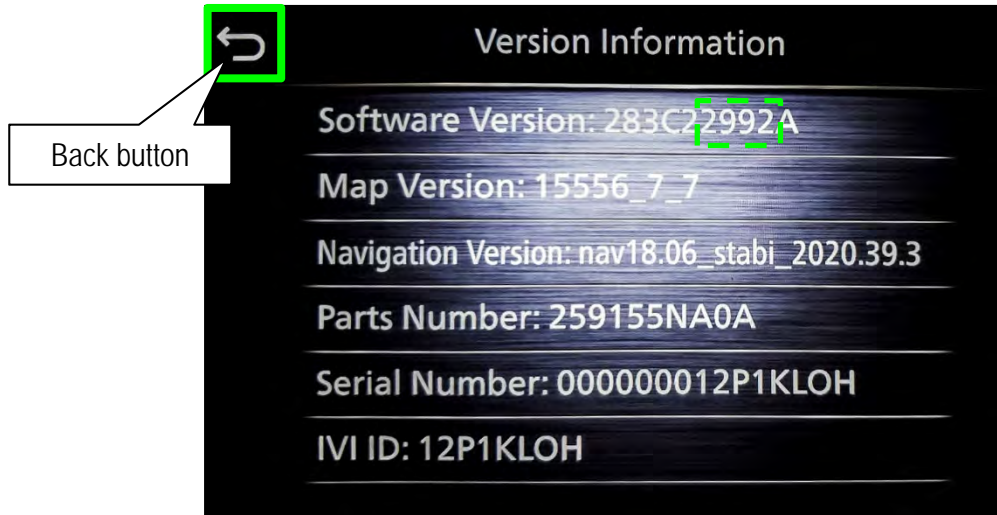

Back button

Version Information

Software Version: 283C22992A

Map Version: 15556_7_7

Navigation Version: nav18.06_stabi_2020.39.3

Parts Number: 259155NA0A

Serial Number: 000000012P1KLOH

IVI ID: 12P1KLOH

Figure 5

Update the AV Control Unit

IMPORTANT: Before starting, make sure:

- ASIST is connected to the internet.

- ASIST has been synchronized (updated) to the current date.

NOTE: In the following steps, if more than one CONSULT PC is available and the **PVI002** infotainment update-software has already been downloaded through ASIST to one of them, use the CONSULT PC with the pre-existing download.

5.   Insert special tool USB drive J-52727-1 into a CONSULT PC.

- If the infotainment software has already been downloaded onto special tool USB drive J-52727-1 from a prior service procedure, skip to step 14 on page 7.

  HINT:

  ➢ Special tool USB drive J-52727-1 is the only USB drive approved for use with this procedure.

  ➢ The initial download of the update-software to the CONSULT PC and file transfer to the USB drive is estimated to take **6 hours**. After the initial download of the update-software, file transfer to the USB drive is estimated to take 1 hour.

  ➢ The update-software <u>must be</u> the only file on the USB drive.

6.   Open ASIST.

7.   Select **Specialty Tools**, and then select **Infotainment Software Updates**.
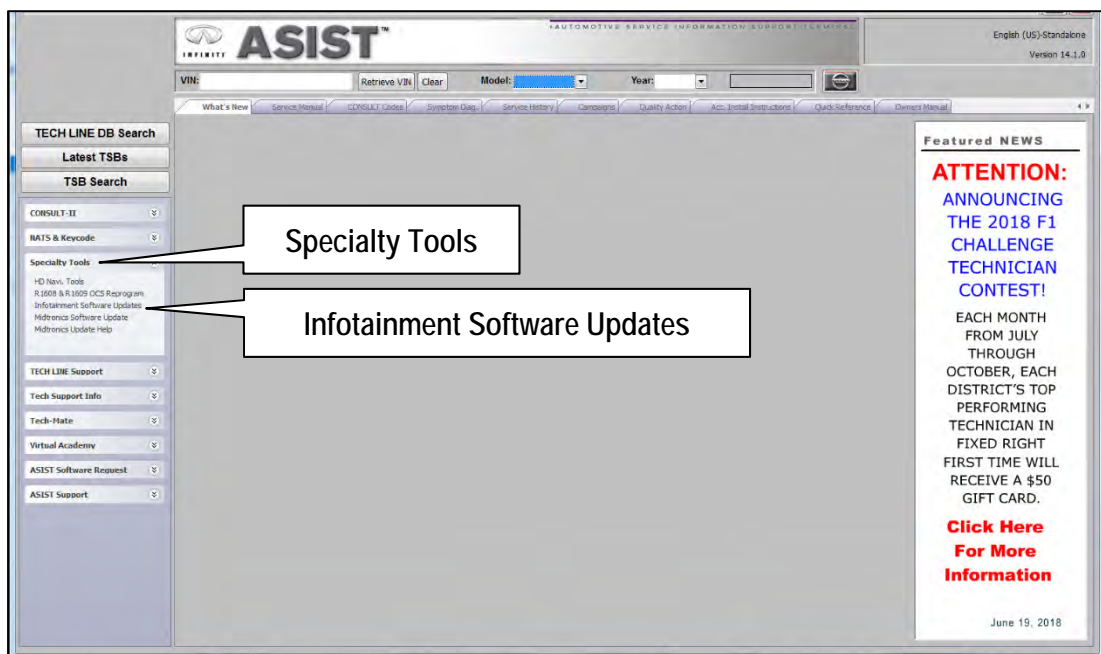

Figure 6

8. Select the check box next to the **PVI002** infotainment update-software (Figure 7).

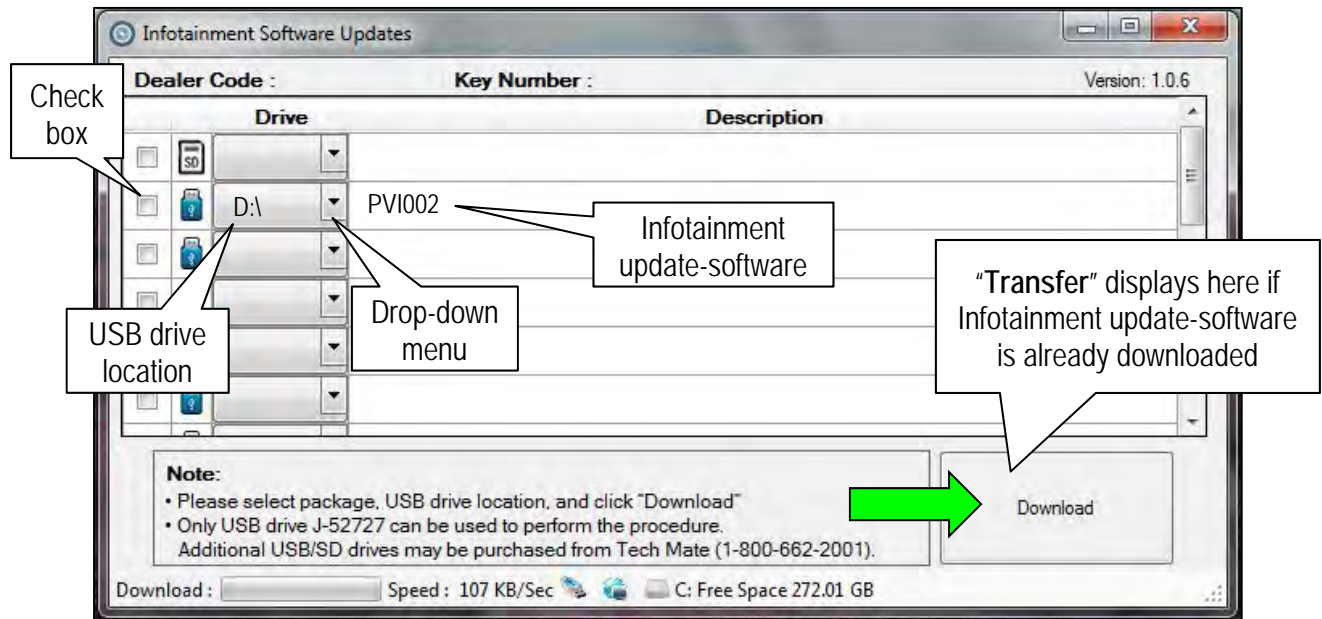9. Use the drop-down menu and select the location of the USB drive that was inserted in step 5 on page 5.

Figure 7

10. Select **Download**, and then wait for the download to complete.

- If the **PVI002** infotainment update-software has already been downloaded, **Transfer** will be displayed instead of **Download** when the infotainment software update box is checked.

HINT:

➢ The initial download of the update-software to the CONSULT PC and file transfer to the USB drive is estimated to take **6 hours**. After the initial download of the update-software, file transfer to the USB drive is estimated to take 1 hour.

➢ If while attempting to download the update-software to the CONSULT PC, you receive the message shown in Figure 8:

a. First attempt to clear space on the CONSULT PC hard drive (40 GB required).

b. If space cannot be cleared and a second CONSULT PC is available with space, use it and start over from step 5 on page 5.

Figure 8

11.	Select **OK**.

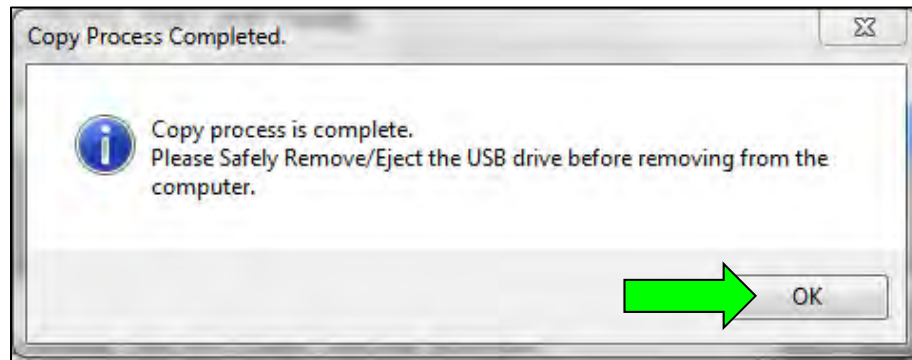
Figure 9

12.	Once the transfer is complete, safely remove the USB drive from the CONSULT PC.

   a.	From the PC toolbar, select the **Safely Remove Hardware** icon.

   - The icon is on the toolbar, or can be found after selecting the arrow.

   b.	Select the USB drive to be removed, and then remove the USB drive from the CONSULT PC.

   NOTICE
   Follow the steps to safely remove the USB drive. If not followed, the USB drive may corrupt the infotainment update-software.

   - If you are not familiar with the process of safe USB drive removal, ask for assistance at your retailer.
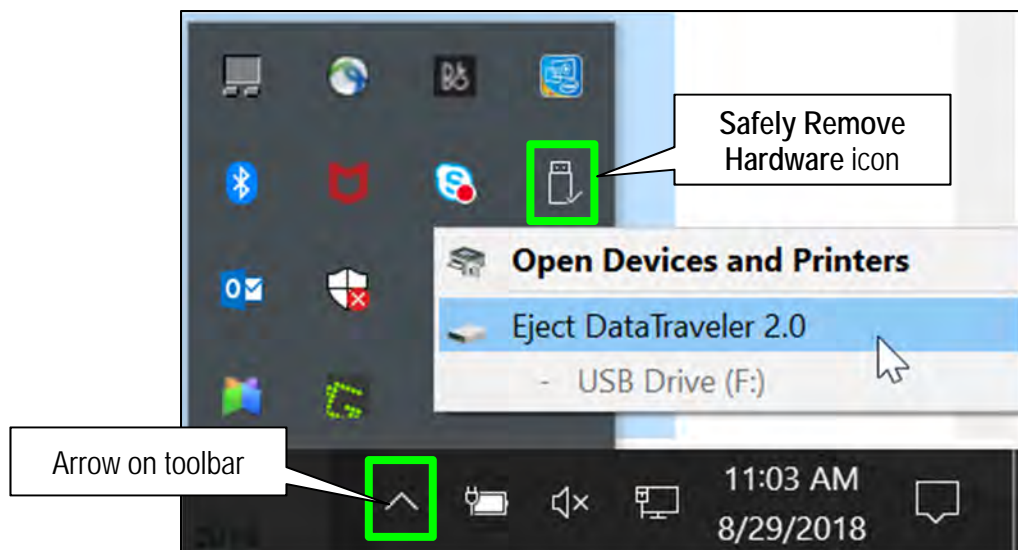

Figure 10

13.	Close all ASIST **Infotainment Software Update** screens.

14.	Set the parking brake.

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

   HINT: The engine needs to idle for the duration of the update to retain battery charge.

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16. Insert the USB drive with infotainment update-software into the vehicle's <u>USB media port</u> (Figure 11).

    HINT: Charging ports are marked in the vehicle with a "lightning bolt" symbol (Figure 12).

    NOTICE

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

    ➢ Do not remove the USB drive during the update to the vehicle until instructed to. If the USB drive is removed during the update, the audio unit may become damaged.
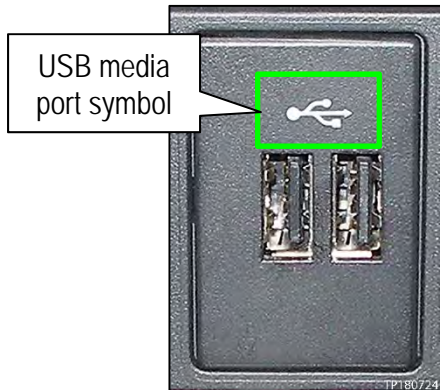

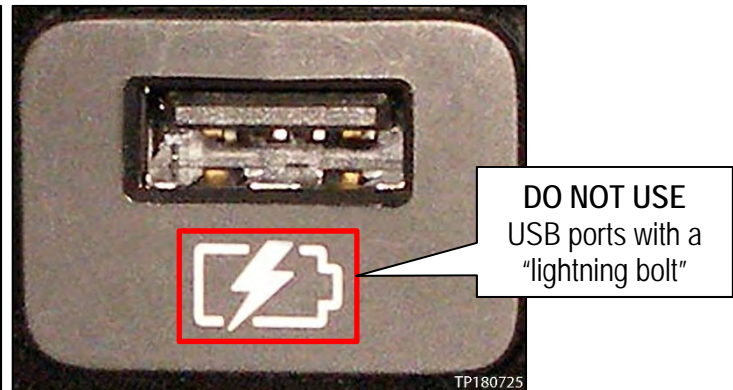USB media port symbol

Figure 11

DO NOT USE
USB ports with a "lightning bolt"

Figure 12

17. Wait for the update to complete.

    • Follow the on-screen instructions while waiting.

    HINT: The update lasts 15-25 minutes.

Software update

Update in progress. Please do not switch off the engine. Note: Parking assistances aren't available during update.
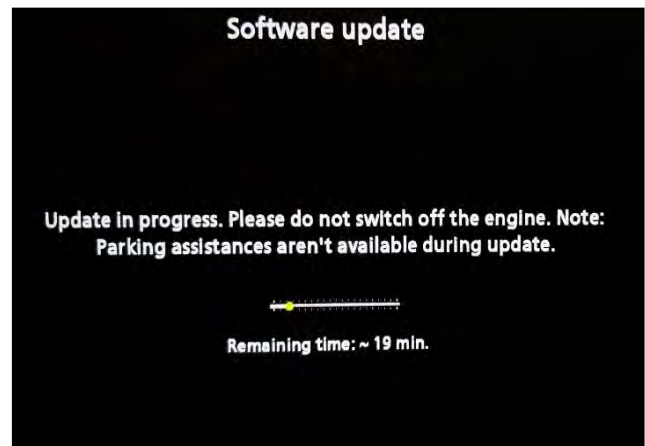
Remaining time: ~ 19 min.

Figure 13

18. Once the update is complete (Figure 14), remove the USB drive; the system will reboot (restart).

    HINT: The system will not reboot until the USB drive is removed.

Software is successfully updated.

Note: parking assistance is not available during update.
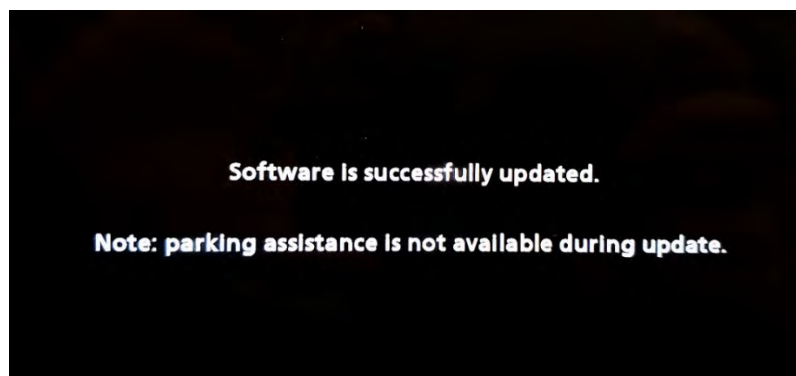
Figure 14

NOTICE

Steps 19 - 26 must be completed. If they are not completed, the update may become corrupted.

19. Allow the reboot to complete (approximately 30 seconds).

    • The Infiniti logo will be displayed during the reboot.

Figure 15

20. Turn the ignition OFF.

The steps below will fully reboot the infotainment system twice.

21. Open and close the driver (LH) door, and then ensure that all doors are closed.

22. Wait 5 minutes.

    NOTICE

    Ensure that all doors remain closed during the 5 minute wait period. If a door is opened during the 5 minute wait period, the update may not complete and the AV control unit may become inoperable.

HINT: The engine does not need to be running for the next steps.

23. Turn the ignition ON (engine OFF) and wait for the Infiniti logo to appear (Figure 15).

    • If the Infiniti logo does not appear (this might take up to 30 seconds), start over from step 20.

24. After the Infiniti logo appears, wait about one (1) minute.

    • The MENU (Home) screen in Figure 16 will be displayed.

Figure 16

25. Turn OFF the ignition.

26. Repeat steps 21 - 25 one more time (for a total of 2 times to complete the update).

Configure Wireless CarPlay

27. Connect a battery maintainer/smart charger to the vehicle.

28. Connect the VI to the vehicle.

29. Start C-III plus.

30. Wait for the VI to be recognized (Figure 17).

    - The serial number will display when the VI is recognized.
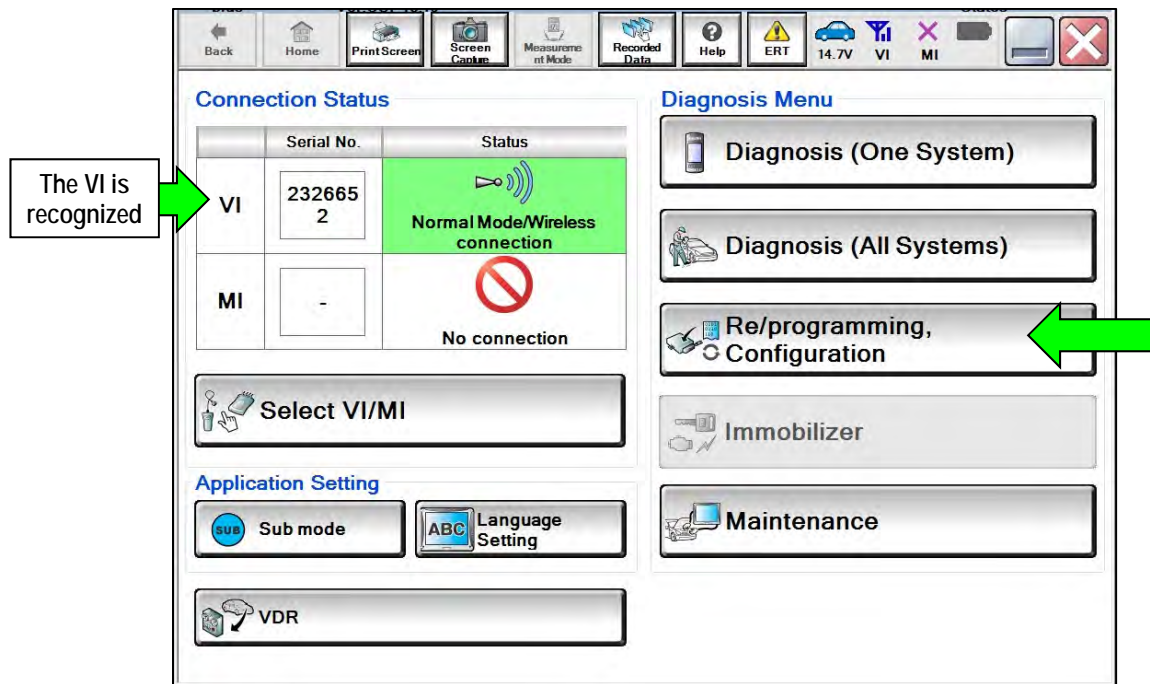
31. Select **Re/programming, Configuration**.

Figure 17

32. Check the box to confirm the precaution instructions have been read, and then select **Next**.

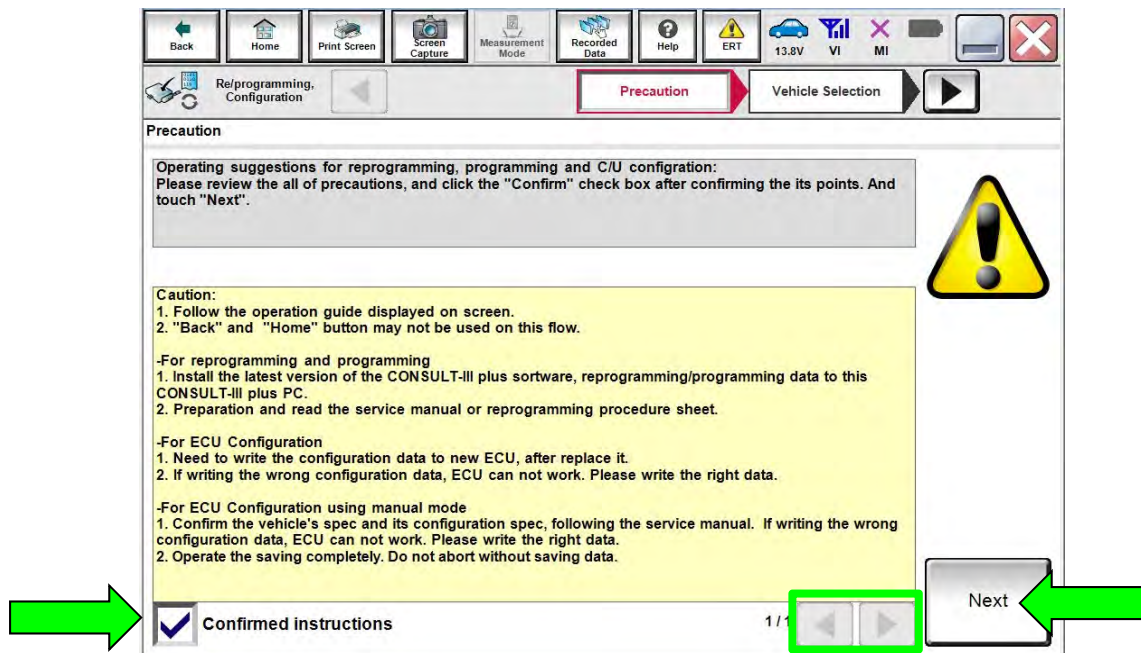**NOTE:** Use the arrows (if needed) to view and read all the precautions.

Figure 18

33. Select **Manual Selection(Vehicle Name)**, select the applicable **Vehicle Name** and **Model Year**, and then select **Select**.
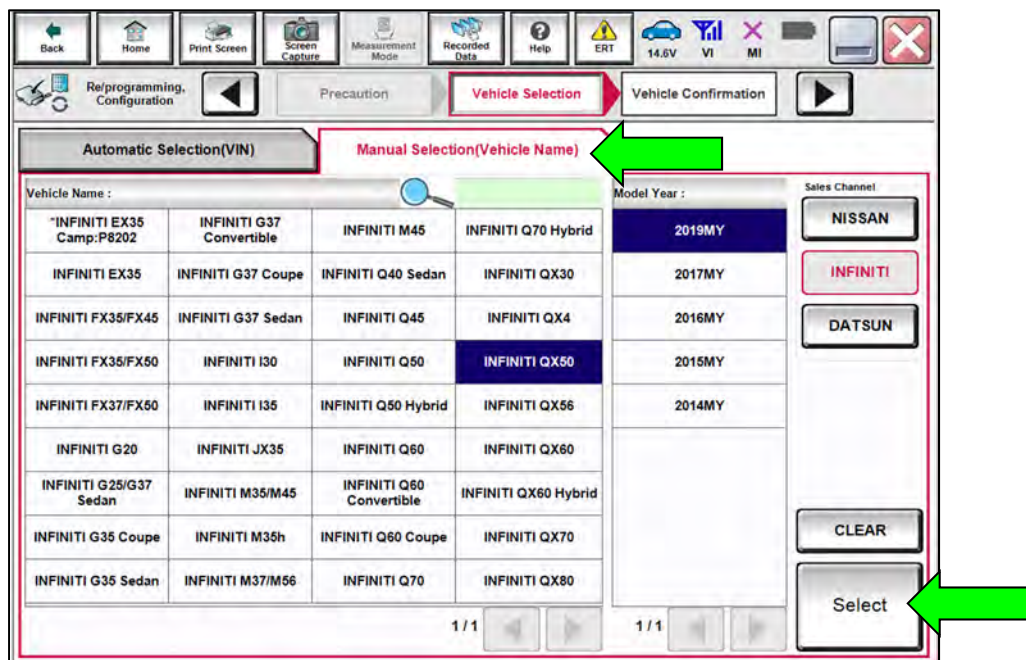

Figure 19

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34.   Confirm the **VIN or Chassis #** is correct, and then select **Confirm**.
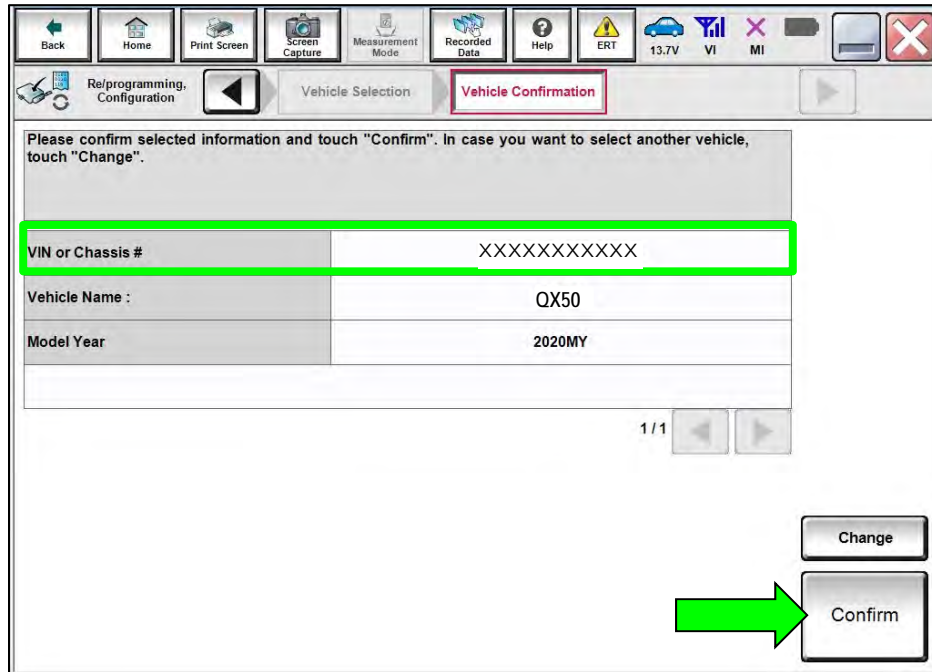

Figure 20

35.   Confirm the VIN is correct for the vehicle, and then select **Confirm**.
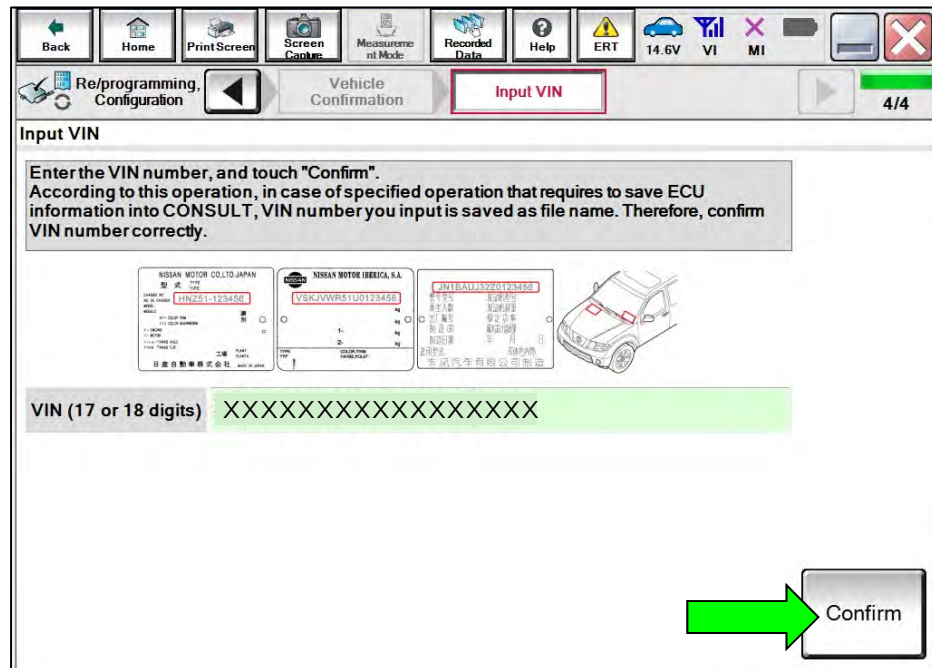
Figure 21

36.   Select **MULTI AV**.
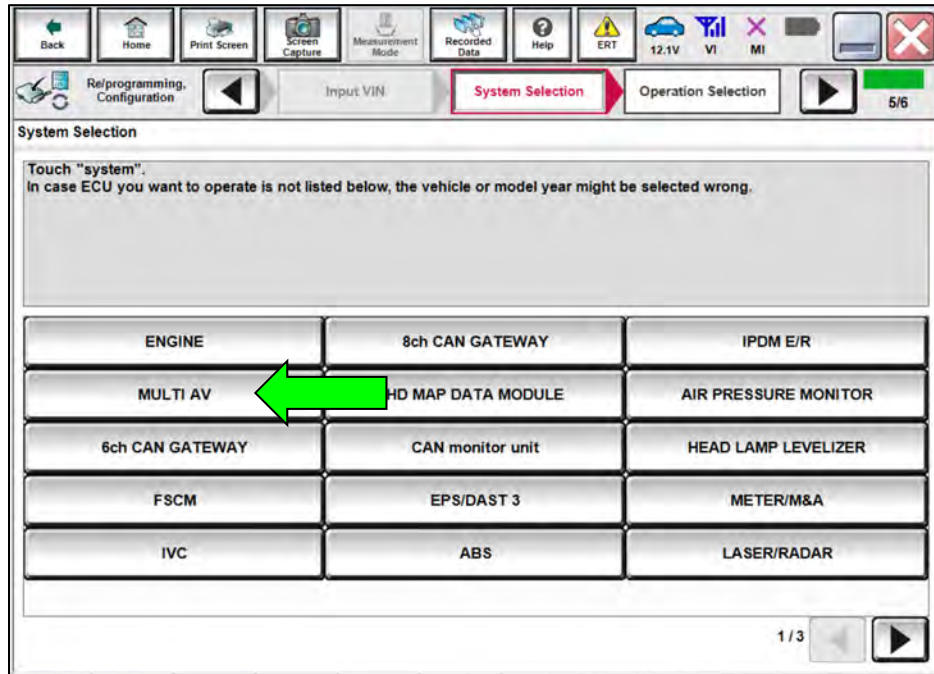
Figure 22

37.   Select **Before ECU Replacement** under **VEHICLE CONFIGURATION**.
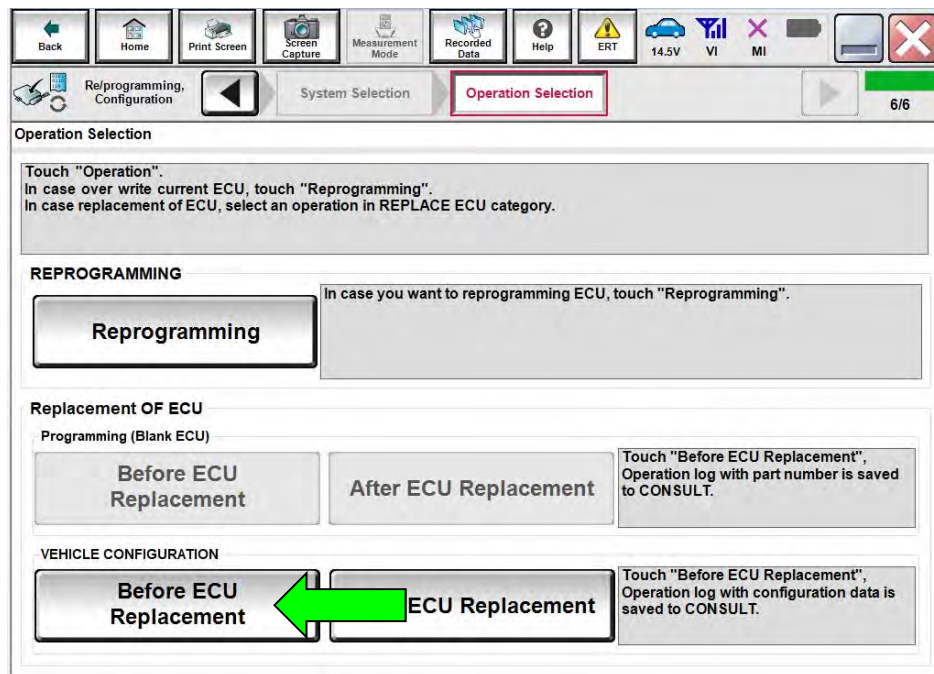
Figure 23

38. Scroll through each of the pages of configuration items and write down each **Item** and **Setting Value**.

- If a printer is connected to the CONSULT PC, you may select **Print**.

IMPORTANT: Write down or print all the configuration settings, as these settings will be used in step 42 on page 15.
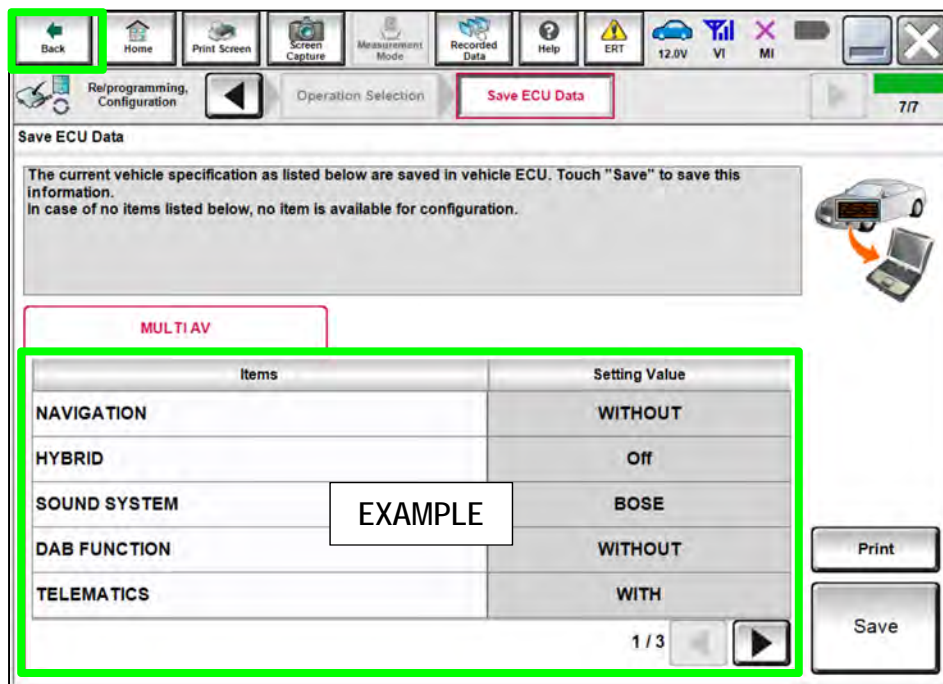
Figure 24

39. After the current configurations have been written down or printed, select **Back** in the upper LH corner of the screen (Figure 24).

40. Select **After ECU Replacement** under **VEHICLE CONFIRGURATION**.

Figure 25

41.   Select **Manual selection**.
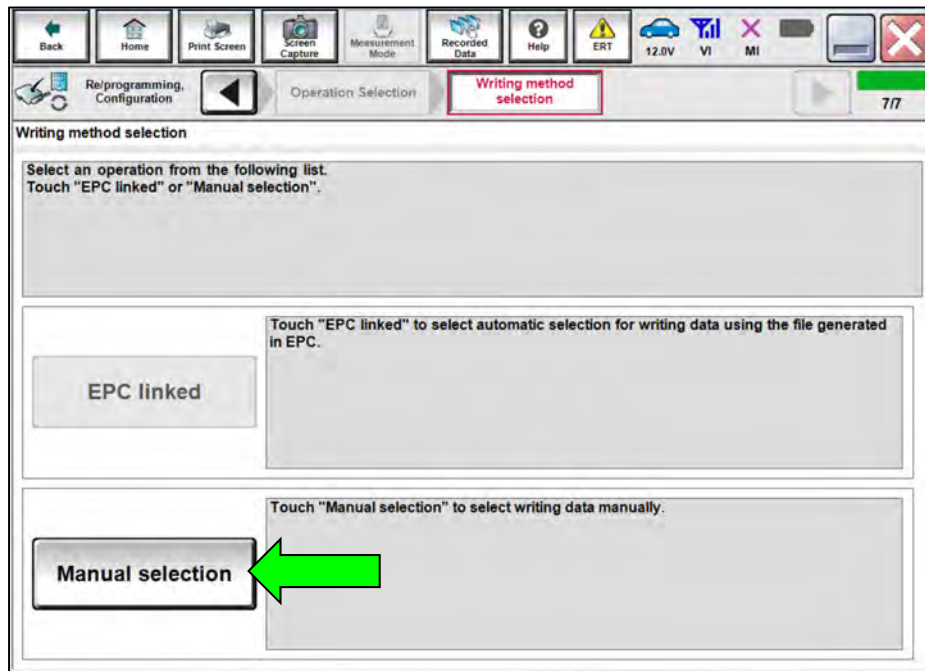
Figure 26

42.   Use the drop down menus to select the configuration options that were printed or written down in step 38 on page 14, and then select **Next**.

IMPORTANT: The default **Setting Value** for **Wireless CarPlay** is "WITHOUT". Be sure to change this **Setting Value** to "WITH" (Figure 27).

NOTE: If needed, refer to the tables on pages 21 – 24, and select the applicable specification for the vehicle you are working on.
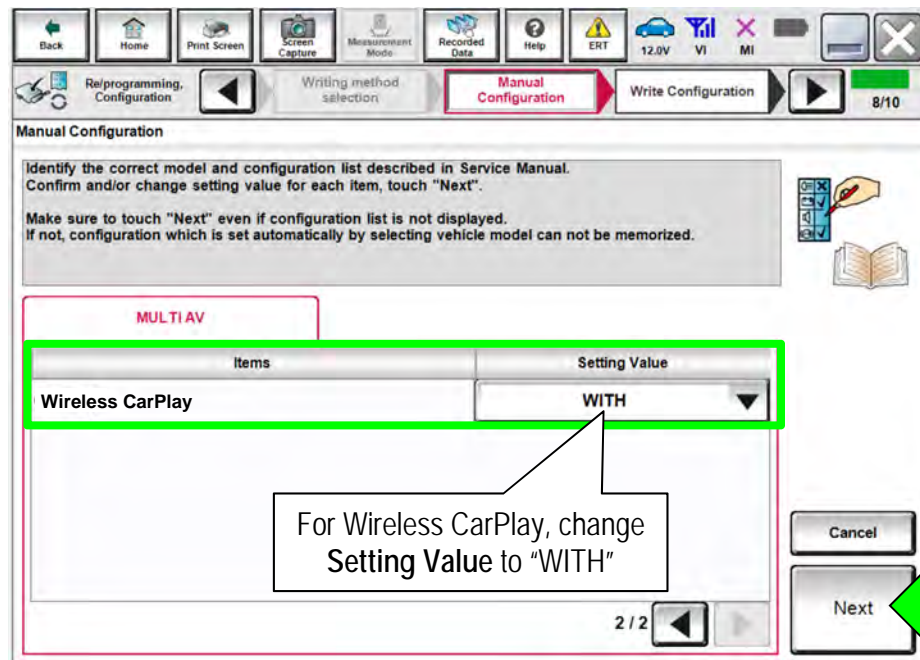
Figure 27

43. Confirm the configuration displayed is correct, and then select **OK**.

   IMPORTANT: Be sure the **Setting Value** for **Wireless CarPlay** is "WITH" before selecting **OK**.
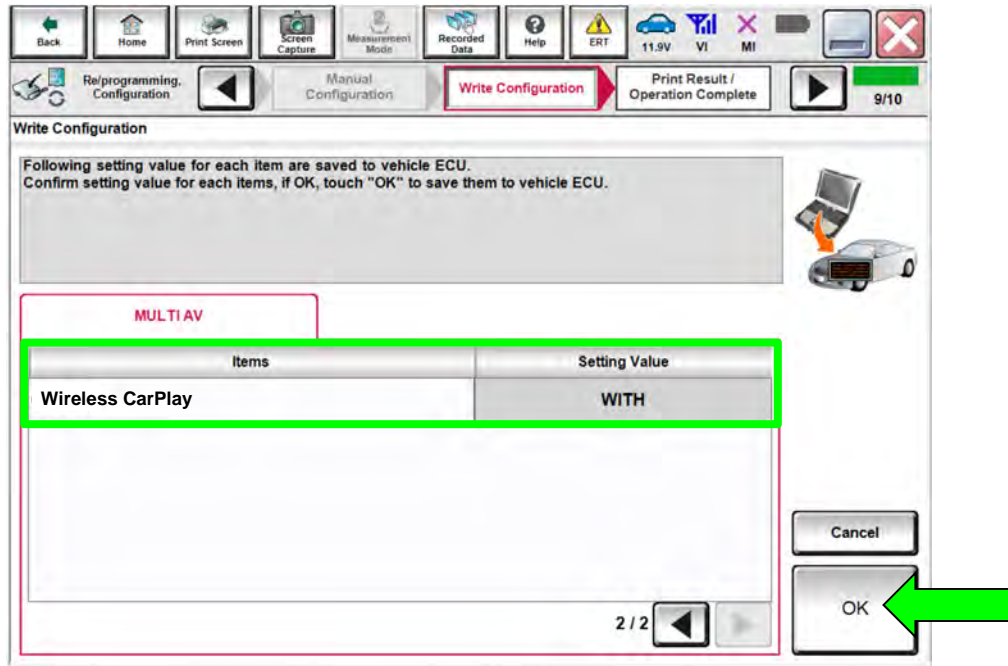
Figure 28

44. Allow configuration to transfer to the vehicle.

Figure 29

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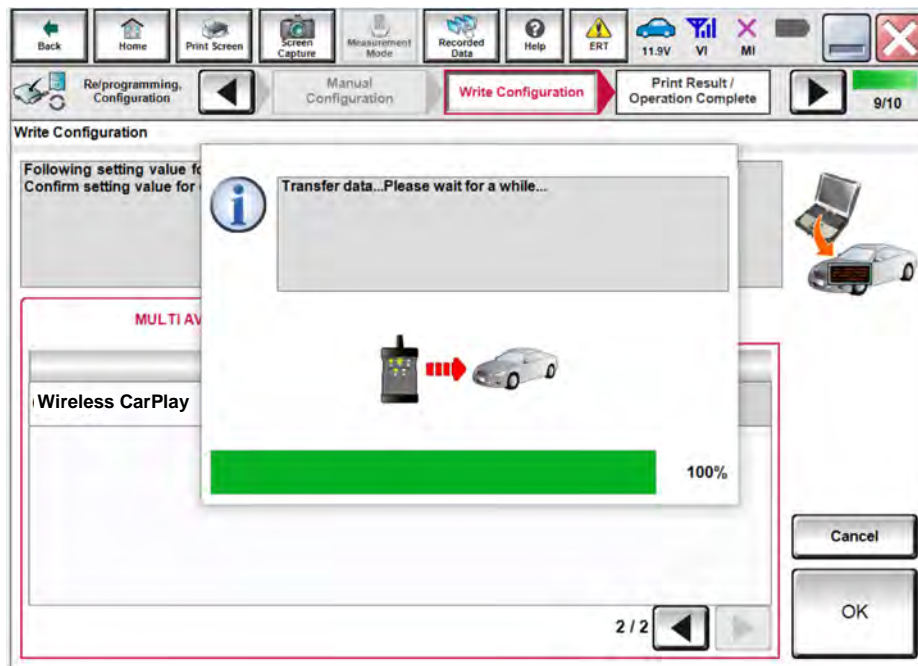
45.   Select **End**.
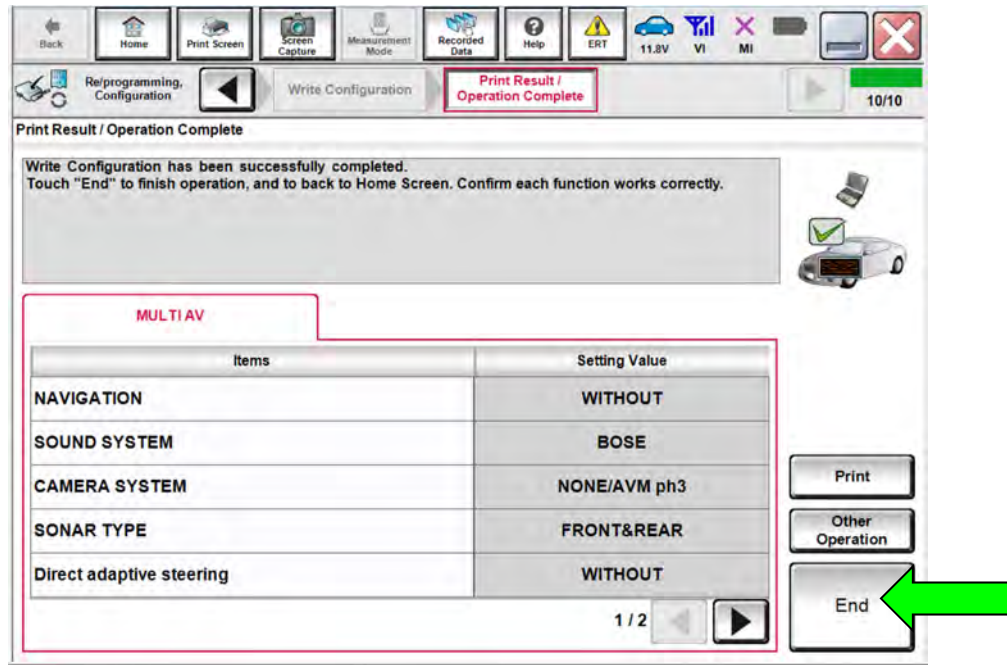
Figure 30

Erase DTCs

46.   Select **Diagnosis (All Systems)**.
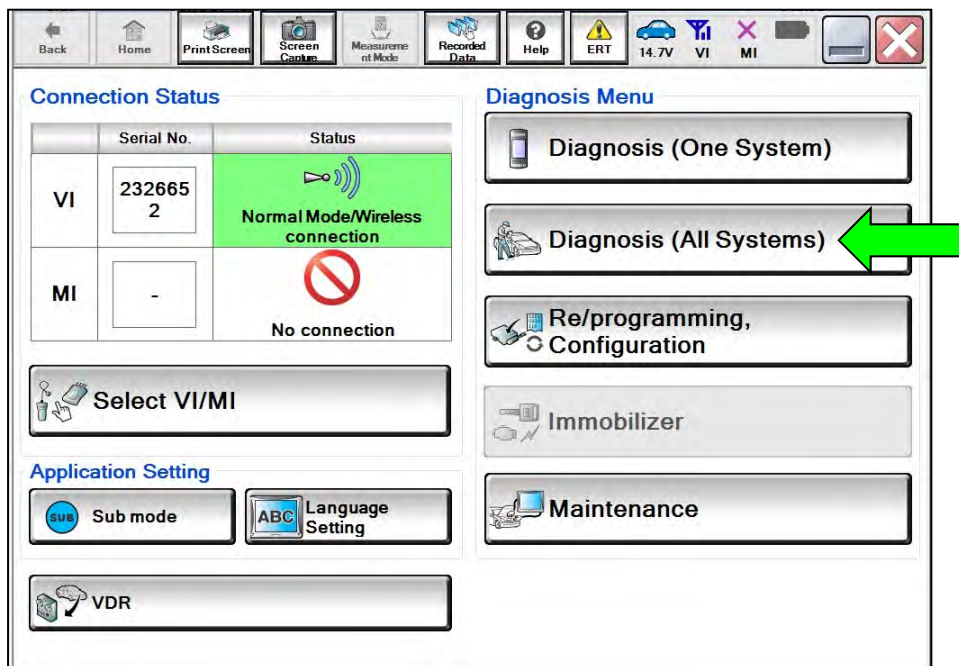
Figure 31

47. Select **Automatic Selection(VIN)**.

Figure 32

48. Allow the CONSULT to perform automatic VIN selection.

Figure 33

49.   Confirm the **VIN or Chassis #** is correct, and then select **Confirm**.

Figure 34

50.   Select **ERASE**.

Figure 35

51. Select **Execute**.

Figure 36

52. Select **Close**.

Figure 37

53. Close the C-III plus application.

54. Remove the VI from the vehicle.

55. Disconnect the battery maintainer/smart charger.

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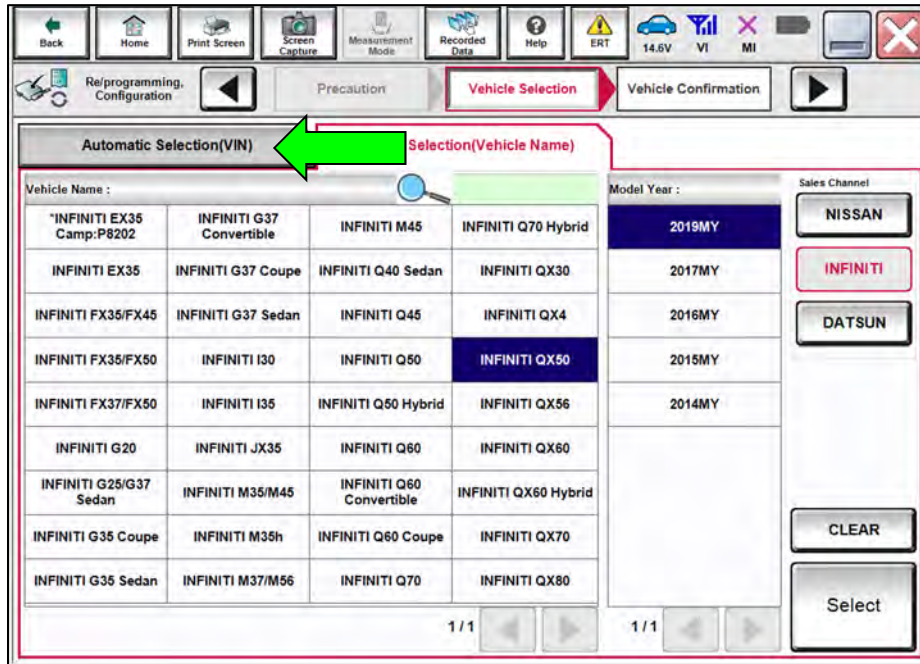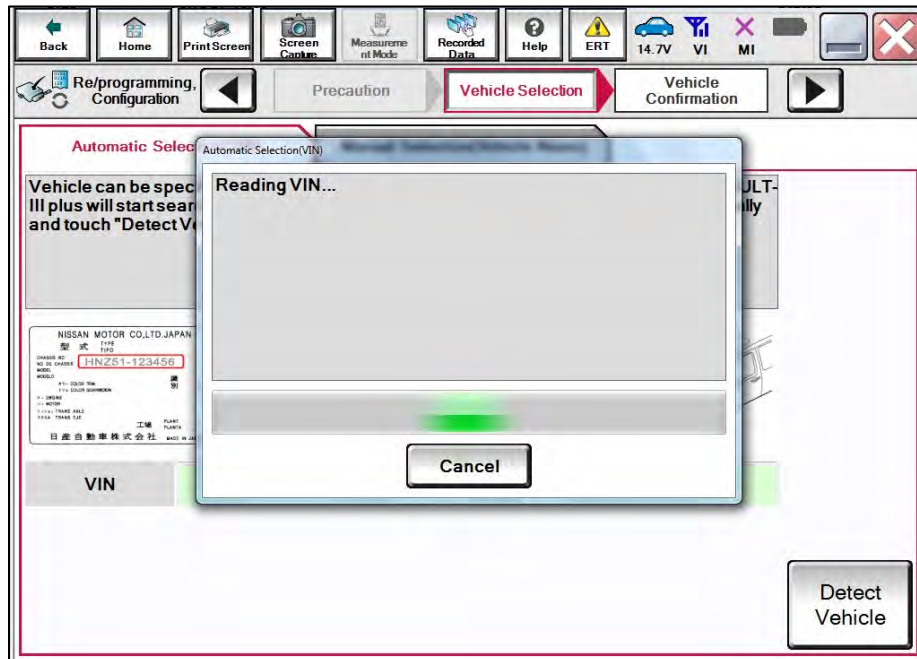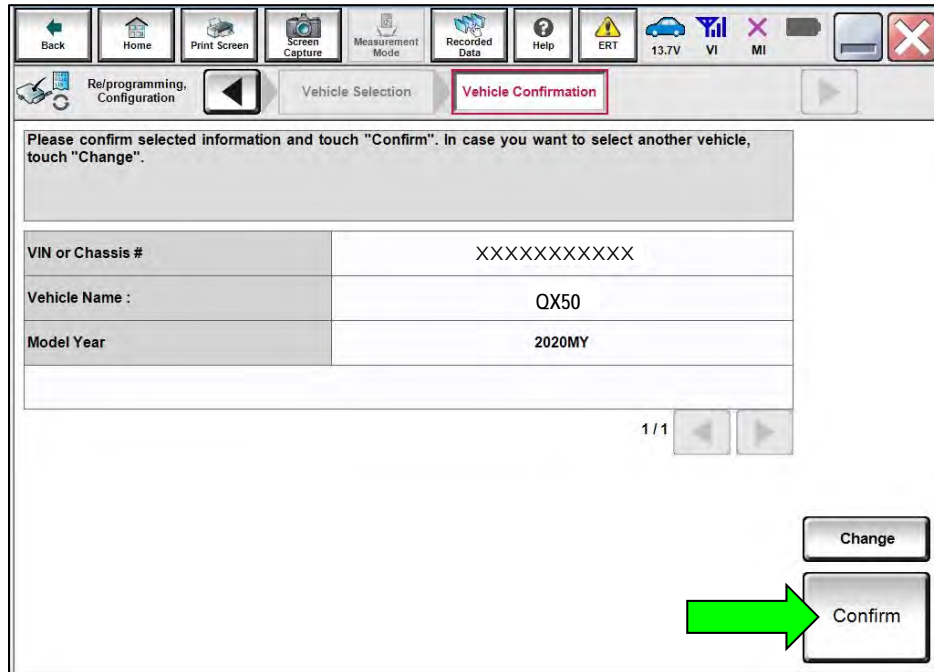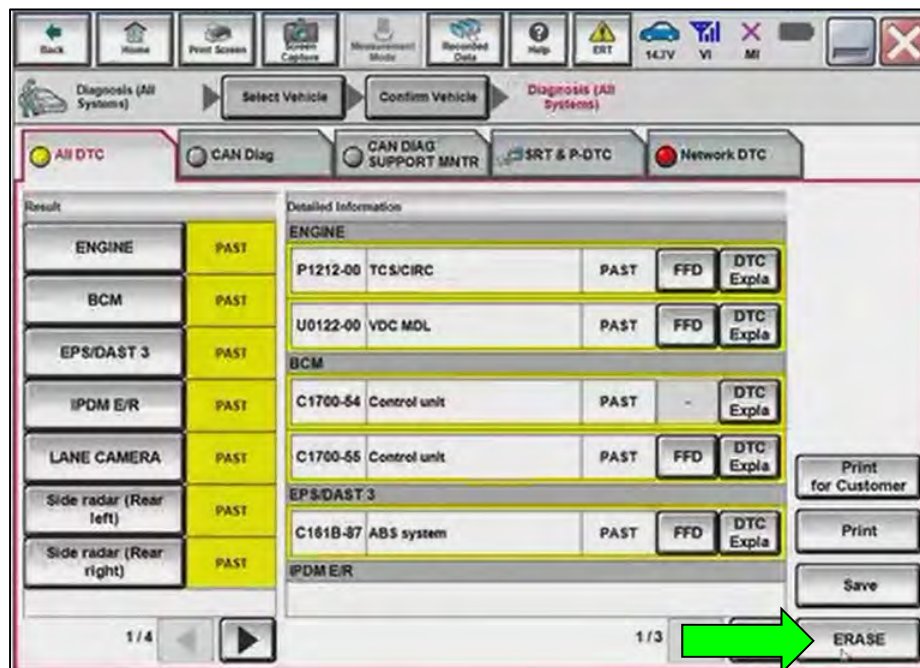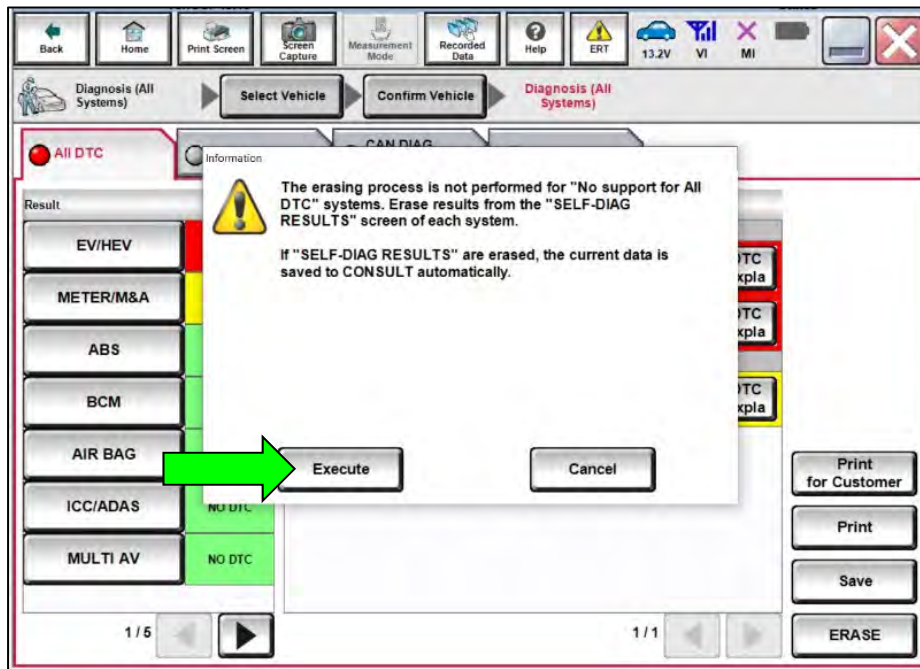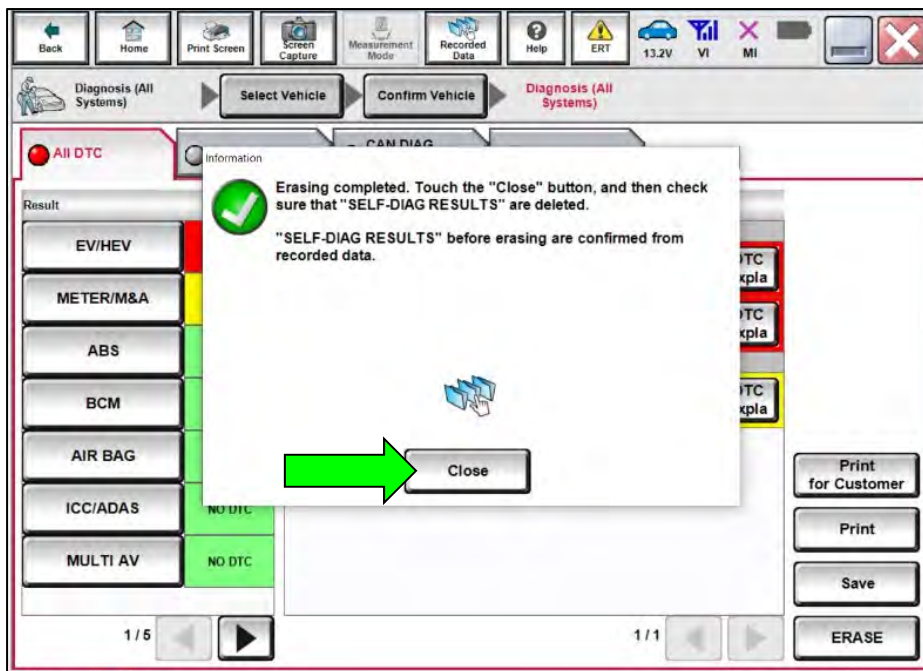| MANUAL SETTING ITEM		DETAIL
Items	Setting Value	
TELEMATICS	WITH	Models with telematics system
	WITHOUT	Models without telematics system
DAB FUNCTION	WITH	Applicable
	WITHOUT	Not applicable
FEB SYSTEM	OFF	Without forward emergency braking system
	ON	With forward emergency braking system
NAVIGATION	WITH	Models with navigation system
	WITHOUT	Models without navigation system
CAMERA SYSTEM	AVM	Models with around view monitor system
	NONE or AVM ph3	Models without camera system
	REAR	Models with rear view monitor system
SOUND SYSTEM	BASE	Except BOSE and 6 speakers
	BOSE	Models with BOSE audio
	NORMAL 6SPKS	Models with 6 speakers
SONAR TYPE	None	Models without sonar
	FRONT&REAR	Models with sonar
PREDICTIVE COURSE LINE	Without or with(with AVM)	Models with around view monitor or models without camera
	With(Rear view camera with SBW)	Models with rear view monitor (with direct adaptive steering)
	With(Rear view camera without SBW)	Models with rear view monitor (without direct adaptive steering)
GRADE	MODE 1	Except "Mode2" models
	MODE 2	VR30DDTT engine (2WD) with paddle shifter models
HYBRID	Off	Models with gasoline engine
	FR TYPE	Models with hybrid (2WD)
	FR TYPE 4WD	Models with hybrid (4WD)
ENGINE TYPE 3	2.0 LITER	2.0 liter engine models
	3.5 LITER	3.5 liter engine models
	3.7 LITER	3.7 liter engine models
Wireless Carplay	WITHOUT	Set this item to WITH.
	WITH	

2021 Q50 (V37)

MANUAL SETTING ITEM		DETAIL
Items	Setting Value	
TELEMATICS	WITH	Models with telematics system
	WITHOUT	Models without telematics system
DAB FUNCTION	WITH	Applicable
	WITHOUT	Not applicable
Steer-By-Wire	WITH	Models with direct adaptive steering
	WITHOUT	Models with hydraulic pump electric power steering
FEB SYSTEM	OFF	Without forward emergency braking system
	ON	With forward emergency braking system
NAVIGATION	WITH	Models with navigation system
	WITHOUT	Models without navigation system
CAMERA SYSTEM	AVM (EXCEPT AVM ph3)	Models with around view monitor system
	REAR	Models with rear view monitor system
SOUND SYSTEM	BOSE	Models with BOSE audio
	NORMAL 6SPKS	Models without BOSE audio
SONAR TYPE	None	Models without sonar
	FRONT&REAR	Models with sonar
PREDICTIVE COURSE LINE	Without or with(with AVM)	Models with around view monitor or models without camera
	With(Rear view camera with SBW)	Models with rear view monitor (with direct adaptive steering)
	With(Rear view camera without SBW)	Models with rear view monitor (without direct adaptive steering)
GRADE	MODE 1	Except "Mode2" models
	MODE 2	VR30DDTT engine (2WD) with paddle shifter models
HYBRID	Off	Models with gasoline engine
	FR TYPE	Models with hybrid (2WD)
	FR TYPE 4WD	Models with hybrid (4WD)
ENGINE TYPE 3	3.5 LITER	3.5 liter engine models
	3.7 LITER	3.7 liter engine models
Wireless Carplay	WITHOUT	Set this item to WITH.
	WITH	

2020 Q60 (CV37)

MANUAL SETTING ITEM		DETAIL
Items	Setting Value	
TELEMATICS	WITH	Models with telematics system
	WITHOUT	Models without telematics system
DAB FUNCTION	WITH	Applicable
	WITHOUT	Not applicable
FEB SYSTEM	OFF	Without (Forward emergency braking system)
	ON	With (Forward emergency braking system)
NAVIGATION	WITH	Models with navigation system
	WITHOUT	Models without navigation system
CAMERA SYSTEM	AVM	Models with around view monitor system
	NONE or AVM ph3	Models without camera system
	REAR	Models with rear view monitor system
SOUND SYSTEM	BOSE	Models with BOSE audio
	NORMAL 6SPKS	Models without BOSE audio
SONAR TYPE	None	Models without sonar
	FRONT&REAR	Models with sonar
PREDICTIVE COURSE LINE	Without or with(with AVM)	Models with around view monitor or models without camera
	With(Rear view camera with SBW)	Models with rear view monitor (with direct adaptive steering)
	With(Rear view camera without SBW)	Models with rear view monitor (without direct adaptive steering)
GRADE	MODE 1	Except "Mode2" models
	MODE 2	VR30DDTT engine (2WD) with paddle shifter models
ENGINE TYPE 3	3.5 LITER	3.5 liter engine models
	3.7 LITER	3.7 liter engine models
Wireless Carplay	WITHOUT	Set this item to WITH.
	WITH	

2021 Q60 (CV37)

MANUAL SETTING ITEM		DETAIL
Items	Setting Value	
TELEMATICS	WITH	Models with telematics system
	WITHOUT	Models without telematics system
DAB FUNCTION	WITH	Applicable
	WITHOUT	Not applicable
Steer-By-Wire	WITH	Models with direct adaptive steering
	WITHOUT	Models with hydraulic pump electric power steering
FEB SYSTEM	OFF	Without forward emergency braking system
	ON	With forward emergency braking system
NAVIGATION	WITH	Models with navigation system
	WITHOUT	Models without navigation system
CAMERA SYSTEM	NONE or AVM ph3	Models with around view monitor system
	REAR	Models with rear view monitor system
SOUND SYSTEM	BOSE	Models with BOSE audio
	NORMAL 6SPKS	Models without BOSE audio
SONAR TYPE	None	Models without sonar
	FRONT&REAR	Models with sonar
Wireless Carplay	WITHOUT	Set this item to WITH.
	WITH	

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2020 QX50 (J55)

MANUAL SETTING ITEM		DETAIL
Items	**Setting Value**	
TELEMATICS	WITH	Models with telematics system
	WITHOUT	Models without telematics system
TRAFFIC SIGN RECOGNITION	WITH	Applicable
	WITHOUT	Not applicable
Head-Up Display	WITH	Models with Head-Up Display
	WITHOUT	Models without Head-Up Display
Steer-By-Wire	WITH	Models with direct adaptive steering
	WITHOUT	Models with hydraulic pump electric power steering
NAVIGATION	WITH	Models with navigation system
	WITHOUT	Models without navigation system
STEERING	LHD	LHD models
	RHD	RHD models
CAMERA SYSTEM	NONE	Models without camera system
	AVM	Models with around view monitor system
	REAR	Models with rear view monitor system
SOUND SYSTEM	BASE	Except for 6 speaker models
	NORMAL 6SPKS	Models with 6 speakers
SONAR TYPE	None	Models without sonar
	FRONT&REAR	Models with sonar
RADIO	WITH DAB	Models with DAB (digital audio broadcast) function
	NON DAB	Models without DAB (digital audio broadcast) function
DESTINATION	U.S.A	For United States of America
	Canada	For Canada
	Korea	For South Korea
	Hong Kong	For Hong Kong
	Russia	For Russia
	Australia	For Australia
	Mexico	For Mexico
	LAM	For Latin America
	GCC	For The Middle East (Gulf Cooperation Council)
	Asia	For Asia
	Ukraine	For Ukraine
Wireless Carplay	WITHOUT	**Set this item to WITH.**
	WITH	

2021 QX50 (J55)

MANUAL SETTING ITEM		DETAIL
Items	**Setting Value**	
TELEMATICS	WITH	Models with telematics system
	WITHOUT	Models without telematics system
Head-Up Display	WITH	Models with Head-Up Display
	WITHOUT	Models without Head-Up Display
Steer-By-Wire	WITH	Models with direct adaptive steering
	WITHOUT	Models with hydraulic pump electric power steering
NAVIGATION	WITH	Models with navigation system
	WITHOUT	Models without navigation system
CAMERA SYSTEM	AVM	Models with around view monitor system
	REAR	Models with rear view monitor system
SOUND SYSTEM	BOSE	Models with BOSE audio
	NORMAL 6SPKS	Models without BOSE audio
DESTINATION	U.S.A	For United States of America
	Canada	For Canada
Wireless Carplay	WITHOUT	**Set this item to WITH.**
	WITH	

2020 QX80 (Z62)

MANUAL SETTING ITEM		DETAIL
Items	Setting Value	
TELEMATICS	WITH	Models with telematics system
	WITHOUT	Models without telematics system
ANTI-THEFT CONTROL	WITH	Models with anti-theft system
	WITHOUT	Models without anti-theft system
Mobile entertainment system	WITH	Models with rear entertainment system
	WITHOUT	Models without rear entertainment system
FEB SYSTEM	OFF	Models without forward emergency brake system
	ON	Models with forward emergency brake system
AUDIO AMP TYPE	4ch AMP	Models with 13 speakers
	BosePerformance AMP	Models with 17 speakers
DESTINATION	U.S.A	For United States of America
	Canada	For Canada
	EUR	For Europe
	Russia	For Russia
	Mexico	For Mexico
	LAM	For Latin America
	Vietnam	For Vietnam
Wireless Carplay	WITHOUT	Set this item to WITH.
	WITH	

2021 QX80 (Z62)

MANUAL SETTING ITEM		DETAIL
Items	Setting Value	
TELEMATICS	WITH	Models with telematics system
	WITHOUT	Models without telematics system
DAB FUNCTION	WITH	Applicable
	WITHOUT	Not applicable
Mobile entertainment system	WITH	Models with rear entertainment system
	WITHOUT	Models without rear entertainment system
FEB SYSTEM	OFF	Models without forward emergency brake system
	ON	Models with forward emergency brake system
NAVIGATION	WITH	Models with navigation system
	WITHOUT	Models without navigation system
AUDIO AMP TYPE	4ch AMP	Models with 13 speakers
	BosePerformance AMP	Models with 17 speakers
DESTINATION	U.S.A	For United States of America
	Canada	For Canada
	EUR	For Europe
	Russia	For Russia
	Mexico	For Mexico
	LAM	For Latin America
	GCC	For The Middle East (Gulf Cooperation Council)
	Vietnam	For Vietnam
Wireless Carplay	WITHOUT	Set this item to WITH.
	WITH	

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CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PC839	Update Infotainment Software and Configure Wireless CarPlay	PC8390	0.7
	Configure Wireless CarPlay (Infotainment Software Update Not Required)	PC8391	0.5

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 5, 2021	ITB21-022	Original bulletin published
October 26, 2021	ITB21-022A	IMPORTANT note added on page 3