

SERVICE BULLETIN

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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 #: APPLIED VEHICLES: PC839 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.

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.

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 <u>must be</u> 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.





3. Select Version Information.





- 4. Confirm the **Software Version**.
 - If the **Software Version** is lower than xxxx2992x (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 xxxx2992x or higher (digits 6-9), select the back button and skip to step 27 on page 10 to configure the AV control unit.



Figure 5

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 updatesoftware has already been downloaded through ASIST to one of them, use the CONSULT PC with the preexisting 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.

Dealer Code :	Key Number :	Version: 1.0.6
Drive	Description	n
D:\	PVI002 Infotainment	
JSB drive	Drop-down menu	"Transfer" displays here Infotainment update-softw is already downloaded
Note: • Please select packag	e, USB drive location, and click "Download"	Download
Only USB drive J-527: Additional USB/SD dr	27 can be used to perform the procedure. ives may be purchased from Tech Mate (1-800-662-	-2001).

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



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.

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

- 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.
- 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.



Figure 11

Figure 12

- 17. Wait for the update to complete.
 - Follow the on-screen instructions while waiting.

HINT: The update lasts 15-25 minutes.





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.



Figure 14



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.



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.
- 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**.

Con	nection Status	5	Diagnosis Menu
	Serial No.	Status	Diagnosis (One System)
is zed	232665 2	Normal Mode/Wireless connection	Diagnosis (All Systems)
м	I	No connection	Re/programming, Configuration
800	Select VI/I	мі	Immobilizer
App	Sub mode	ABC Language Setting	Maintenance

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.

Precaution								
Operatin Please re touch "N	suggestions view the all of ext".	for reprogrammin precautions, and	ng, programmin click the "Confi	g and C/U confi m" check box a	igration: fter confirmin	g the its points	a. And	
Caution:	the operation	quide displayed	on screen				_(5
2. "Back -For rep	and "Home"	button may not t	be used on this	low.				
1 Inetall	he latest vers	ion of the CONSU	LT-III plus sortw	are, reprogramm	ning/programn	ning data to th	is	
CONSUL 2. Prepa	F-III plus PC. ation and read	d the service man	ual or reprogram	nming procedur	e sheet.			
-For ECU	F-III plus PC. ation and read Configuration write the co	d the service man n nfiguration data to	o new ECU, afte	nming procedur r replace it.	e sheet.			
-For ECU 2. If writi	Configuration	d the service man n nfiguration data to configuration data	o new ECU, afte a, ECU can not v	nming procedur r replace it. vork. Please wri	e sheet. te the right da	ita.		
-For ECU -For ECU 1. Need -For ECU 1. Confir configure	F-III plus PC. ation and read Configuration write the co og the wrong Configuration in the vehicle's tion data, ECU e the saving co	d the service man nfiguration data to configuration data using manual m spec and its con J can not work. P ompletely. Do not	o new ECU, afte a, ECU can not v lode figuration spec, lease write the abort without sa	nming procedur r replace it. vork. Please wri following the se ight data. ving data.	e sheet. te the right d <i>a</i> rvice manual.	ita. If writing the v	wrong	
-For ECU 1. Need 2. If writi -For ECU 1. Confir configure 2. Operat	F-III plus PC. ation and read Configuration o write the co og the wrong Configuration in the vehicle's tion data, ECI e the saving co	d the service man nfiguration data to configuration data n using manual m spec and its con J can not work. P completely. Do not	ual or reprogram o new ECU, afte a, ECU can not v lode figuration spec, Jease write the abort without sa	nming procedur r replace it. vork. Please wri following the se ight data. ving data.	e sheet. te the right da rvice manual.	ita. If writing the v	wrong	Next •
-For ECU 1. Need 2. If writi -For ECU 1. Configure 2. Operation	F-III plus PC. ation and read Configuration of the wrong of Configuration of the vehicle's tion data, ECC to data, ECC on firmed ins	d the service man infiguration data to configuration data n using manual m is spec and its con J can not work. P pompletely. Do not tructions	ual or reprogram o new ECU, afte a, ECU can not v lode figuration spec, lease write the abort without sa	r replace it. vork. Please wri following the se ight data. ving data.	e sheet. te the right da rvice manual.	ita. If writing the v	wrong	Next

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

Configuratio	ng.	Precaution	Vehicle Selection	Vehicle Confirmation	
Automatic S	election(VIN)	Manual Select	ion(Vehicle Name)		
ehicle Name :		0		Model Year :	Sales Channel
"INFINITI EX35 Camp:P8202	INFINITI G37 Convertible	INFINITI M45	INFINITI Q70 Hybrid	2019MY	NISSAN
INFINITI EX35	INFINITI G37 Coupe	INFINITI Q40 Sedan	INFINITI QX30	2017MY	INFINITI
INFINITI FX35/FX45	INFINITI G37 Sedan	INFINITI Q45	INFINITI QX4	2016MY	DATSUN
INFINITI FX35/FX50	INFINITI 130	INFINITI Q50	INFINITI QX50	2015MY	
INFINITI FX37/FX50	INFINITI 135	INFINITI Q50 Hybrid	INFINITI QX56	2014MY	
INFINITI G20	INFINITI JX35	INFINITI Q60	INFINITI QX60		
INFINITI G25/G37 Sedan	INFINITI M35/M45	INFINITI Q60 Convertible	INFINITI QX60 Hybrid		
INFINITI G35 Coupe	INFINITI M35h	INFINITI Q60 Coupe	INFINITI QX70		CLEAR
INFINITI G35 Sedan	INFINITI M37/M56	INFINITI Q70	INFINITI QX80		

Figure 19

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

Back Refprogramming, Configuration Ver Please confirm selected information and to touch "Change".	Image: Messaurament Mode Image: Messaurament Data Messaurament Mode Image: Messaurament Data Image: Messaurament Messaurament Messaurament Messaurament Messaurament Messaurament Data Image: Messaurament Messauramen	
/IN or Chassis #	<u> </u>	
/ehicle Name : Nodel Year	QX50 2020MY	
	1/1	
		Change
		Confirm

Figure 20

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

Back	Home Print	Screen Canture	Measureme Reco nt Mode Da	rded Help	A 14.6V	VI MI	
C Re	/programming, Configuration	Co	Vehicle nfirmation	Input VIN			4/4
Input VIN							
Enter the Accordin informat VIN num	e VIN number, ng to this opera tion into CONS nber correctly.	and touch "Co Ition, in case o ULT, VIN num	nfirm". If specified opera ber you input is s	ation that require aved as file na	es to save EC me. Therefore	U e, confirm	
		ALTD JAPAN 23558	N MOTOR IBERICA, SA (水51100123458) マロン ト マロン ト マロン 日 マロ 日 マロ	UJ3220123458 基础是否 基础是否 基础地理 等定为条 氧磁地理 等定为条 氧化学师 名 规定公司制造			
VIN (17	or 18 digits)	xxxxx	XXXXXXXX	xxxx			
					[Confirm

Figure 21

36. Select MULTI AV.

Back Home Print Screen Capture	Measurement Recorded Data	T 🚓 🖬 🗙 🖿 🜉 🔀
Re/programming, Configuration	Input VIN System Selection	Operation Selection 5/6
System Selection		
In case ECU you want to operate is not lis	sted below, the vehicle or model year might	t be selected wrong.
ENGINE	8ch CAN GATEWAY	IPDM E/R
MULTI AV	HD MAP DATA MODULE	AIR PRESSURE MONITOR
6ch CAN GATEWAY	CAN monitor unit	HEAD LAMP LEVELIZER
FSCM	EPS/DAST 3	METER/M&A
IVC	ABS	LASER/RADAR
	<u>.</u>	1/3

Figure 22

37. Select Before ECU Replacement under VEHICLE CONFIGURATION.

Back Bin	Measurement ure Mode Recorded Data	NT 14.5V VI MI
Re/programming, Configuration	System Selection Operation Selection	6/6
peration Selection		
Touch "Operation". In case over write current ECU, touch ' In case replacement of ECU, select an op	"Reprogramming". peration in REPLACE ECU category.	
REPROGRAMMING	In case you want to reprogramming ECI	touch "Deprogramming"
Reprogramming		, waan reprogramming .
Replacement OF ECU		
Programming (Blank ECU)		all contains an an ann an an an an
Before ECU Replacement	After ECU Replacement	Touch "Before ECU Replacement", Operation log with part number is saved to CONSULT.
VEHICLE CONFIGURATION		-
Before ECU Replacement	ECU Replacement	Touch "Before ECU Replacement", Operation log with configuration data is saved to CONSULT.
		J

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.

Back Home Print Screen	Screen Capture Mode Recorded Data	Image: Weight Help Image:	
Configuration	Operation Selection Save E	CU Data	7/7
ve ECU Data			
The current vehicle specification as I nformation. n case of no items listed below, no it	isted below are saved in vehicle EC tem is available for configuration.	U. Touch "Save" to save this	
MULTIAV		Setting Value	
NAVIGATION		WITHOUT	
HYBRID		no	
SOUND SYSTEM	EXAMPLE	BOSE	
DAB FUNCTION		WITHOUT	Print
TELEMATICS		WITH	
		1/3	Save

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.

Back Home Print Screen Cap	sen ure Measurement Mode Data	NT 🚓 🏋 X 🖿 📃 🔀
Re/programming, Configuration	System Selection Operation Selection	6/6
Operation Selection		
Touch "Operation". In case over write current ECU, touch ' In case replacement of ECU, select an o	"Reprogramming". peration in REPLACE ECU category.	
REPROGRAMMING	In case you want to reprogramming ECU	. 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.
VEHICLE CONFIGURATION		
Before ECU Replacement	After ECU Replacement	Tuch "Before ECU Replacement", h configuration data is LT.
<u></u>		

Figure 25

41. Select Manual selection.

Back Borne Print Screen	Screen Mode Recorded Data	
Configuration	Operation Selection Writing method selection 7/7	
Writing method selection		
Select an operation from the fo Touch "EPC linked" or "Manual	llowing list. selection",	
EPC linked	Touch "EPC linked" to select automatic selection for writing data using the file generated in EPC.	
Manual selection	Touch "Manual selection" to select writing data manually.	

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.

Back Print Screen Capture Mode Reco	
Re/programming, Configuration	Configuration Write Configuration 8/10
anual Configuration	
dentify the correct model and configuration list described in confirm and/or change setting value for each item, touch "Ne: Make sure to touch "Next" even if configuration list is not disp not, configuration which is set automatically by selecting veh	Service Manual. xt". played. icle model can not be memorized.
MULTIAV	Satting Value
	Mittle
For Wireless C Setting Val	CarPlay, change
	2/2 Next

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**.

Re/programming, Manual Configuration	Recorded Data Help ERT 11.9V VI MI Write Configuration Print Result / Decartion Complete Print Result / Decartion Complete Print Result / Decartion Complete Decartion Complete
Configuration	Operation Complete 9/10
Configuration	
owing setting value for each item are saved to vehic firm setting value for each items, if OK, touch "OK" to	b save them to vehicle ECU.
MULTIAV	
Items	Setting Value
Wireless CarPlay	WITH
	Cancel
	Cancel
	Cancel

Figure 28

44. Allow configuration to transfer to the vehicle.

	Capture Mode	Recorded Help Data	ERT 11.9V VI	🗕 🗾 🔛
Configuration	Manual Configuration	Write Configuration	Print Result Operation Com	t/ iplete 9/10
Write Configuration				_
Following setting value for Confirm setting value for	Transfer dataPlease	e wait for a while		
MULTIAV	-			
Wireless CarPlay		0.0		
			100%	
				Cancel
			2/2	ок

Figure 29

45. Select End.



Figure 30

Erase DTCs

46. Select Diagnosis (All Systems).

onne	ction Status	S	Diagnosis Menu
	Serial No.	Status	Diagnosis (One System)
VI	232665 2	Normal Mode/Wireless connection	Diagnosis (All Systems)
мі		No connection	Re/programming, Configuration
C.	Select VI/I	МІ	Immobilizer
pplica	ation Setting Sub mode	Language Setting	Maintenance
9	/DR		

Figure 31

47. Select Automatic Selection(VIN).

Automatic C		Palat	ion/Vakiala Nama)	Venice commader	
Automatic S	election(VIN)	Select	ion(venicie name)	Model Year :	Sales Channel
"INFINITI EX35 Camp:P8202	INFINITI G37 Convertible	INFINITI M45	INFINITI Q70 Hybrid	2019MY	NISSAN
INFINITI EX35	INFINITI G37 Coupe	INFINITI Q40 Sedan	INFINITI QX30	2017MY	INFINITI
INFINITI FX35/FX45	INFINITI G37 Sedan	INFINITI Q45	INFINITI QX4	2016MY	DATSUN
INFINITI FX35/FX50	INFINITI 130	INFINITI Q50	INFINITI QX50	2015MY	-
INFINITI FX37/FX50	INFINITI 135	INFINITI Q50 Hybrid	INFINITI QX56	2014MY	
INFINITI G20	INFINITI JX35	INFINITI Q60	INFINITI QX60		
INFINITI G25/G37 Sedan	INFINITI M35/M45	INFINITI Q60 Convertible	INFINITI QX60 Hybrid		-
INFINITI G35 Coupe	INFINITI M35h	INFINITI Q60 Coupe	INFINITI QX70		CLEAR
INFINITI G35 Sedan	INFINITI M37/M56	INFINITI Q70	INFINITI QX80		

Figure 32

48. Allow the CONSULT to perform automatic VIN selection.

Back Home	Print Screen	Screen Capture	e Recorded	0 Help	A 14.		MI	
Configuration		Precaution	Vehi	cle Selection	c	onfirmati	on	
Automatic Sel	ec Automatic Se	lection(VIN)	-	States Street				
Vehicle can be spe III plus will start se and touch "Detect Will be the second second second second will be the second se	Readi ar V(ng VIN					JLT- lly	
日產自動車株式会社 end			Cance		_	_		
								Detect Vehicle



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

Back Home Print Screen Capture	Measurement Recorded Help ERT 13.7V VI MI	
Please confirm selected information and to touch "Change".	icle Selection Vehicle Confirmation	
VIN or Chassis #	xxxxxxxxx	
Vehicle Name :	QX50	
Model Year	2020MY	
	1/1	
		Change
		Confirm

Figure 34

50. Select **ERASE**.

All DTC	C CAN DI	CON DIAG	Systems)	A Nata	ork DTC)
nut	0	Detailed Information		-		-
	factor.	ENGINE			-	
ENGINE	PAST	P1212-00 TCS/CIRC	PAST	FFD	DTC Expla	
BCM	PAST	U0122-00 VDC MDL	PAST	FFD	DTC	
EPS/DAST 3	PAST	BCM	BCM			
IPDM E/R	PAST	C1700-84 Centrol unit	PAST	-	DTC Expla	
LANE CAMERA	PAST	C1700-55 Control unit	PAST	FFD	DTC Expla	Print
Side radar (Rear		EPS/DAST 3			for Custom	
left)	PAST	C161B-87 ABS system	PAST	FFD	DTC	Print
Side radar (Rear right)	PAST	PDMER			Expla	

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.

20<u>20 Q50 (V37)</u>

MANUAL SET	FING ITEM	DETAIL	
Items	Setting Value	DETAIL	
	WITH	Models with telematics system	
TELEWATICS	WITHOUT	Models without telematics system	
	WITH	Applicable	
DABTONCTION	WITHOUT	Not applicable	
FER SYSTEM	OFF	Without forward emergency braking system	
	ON	With forward emergency braking system	
ΝΑΥΙΟΑΤΙΟΝ	WITH	Models with navigation system	
NAVIGATION	WITHOUT	Models without navigation system	
	AVM	Models with around view monitor system	
CAMERA SYSTEM	NONE or AVM ph3	Models without camera system	
	REAR	Models with rear view monitor system	
	BASE	Except BOSE and 6 speakers	
SOUND SYSTEM	BOSE	Models with BOSE audio	
	NORMAL 6SPKS	Models with 6 speakers	
SONAR TYPE	None	Models without sonar	
SUNARTHE	FRONT&REAR	Models with sonar	
	Without or with(with AVM)	Models with around view monitor or models without camera	
PREDICTIVE COURSE LINE	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	
UNADE	MODE 2	VR30DDTT engine (2WD) with paddle shifter models	
	Off	Models with gasoline engine	
HYBRID	FR TYPE	Models with hybrid (2WD)	
	FR TYPE 4WD	Models with hybrid (4WD)	
	2.0 LITER	2.0 liter engine 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		

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MANUAL SET	TING ITEM	DETAIL	
Items	Setting Value	DETAIL	
	WITH	Models with telematics system	
TELEWIATIOS	WITHOUT	Models without telematics system	
	WITH	Applicable	
DAD FUNCTION	WITHOUT	Not applicable	
Stoor By Wire	WITH	Models with direct adaptive steering	
Sieer-Dy-Wile	WITHOUT	Models with hydraulic pump electric power steering	
EED SVSTEM	OFF	Without forward emergency braking system	
	ON	With forward emergency braking system	
ΝΑΥΙΟΑΤΙΟΝ	WITH	Models with navigation system	
NAVIGATION	WITHOUT	Models without navigation system	
CAMEDA SYSTEM	AVM (EXCEPT AVM ph3)	Models with around view monitor system	
CAMERA STSTEM	REAR	Models with rear view monitor system	
	BOSE	Models with BOSE audio	
300ND 3131EM	NORMAL 6SPKS	Models without BOSE audio	
	None	Models without sonar	
SUNARTIFE	FRONT&REAR	Models with sonar	
	Without or with(with AVM)	Models with around view monitor or models without camera	
PREDICTIVE COURSE LINE	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)	
CDADE	MODE 1	Except "Mode2" models	
ONADE	MODE 2	VR30DDTT engine (2WD) with paddle shifter models	
	Off	Models with gasoline engine	
HYBRID	FR TYPE	Models with hybrid (2WD)	
	FR TYPE 4WD	Models with hybrid (4WD)	
	3.5 LITER	3.5 liter engine models	
	3 7 LITER	3.7 liter engine models	
Wireless Carplay	WITHOUT	Sat this item to WITH	
wireless Carpiay	WITH		

20<u>20 Q60 (CV37)</u>

MANUAL SET	TING ITEM	DETAIL
Items	Setting Value	DETAIL
	WITH	Models with telematics system
TELEMATICS	WITHOUT	Models without telematics system
	WITH	Applicable
DABFUNCTION	WITHOUT	Not applicable
FERSYSTEM	OFF	Without (Forward emergency braking system)
	ON	With (Forward emergency braking system)
ΝΑΥΙΟΑΤΙΟΝ	WITH	Models with navigation system
NAVIGATION	WITHOUT	Models without navigation system
	AVM	Models with around view monitor system
CAMERA SYSTEM	NONE or AVM ph3	Models without camera system
	REAR	Models with rear view monitor system
	BOSE	Models with BOSE audio
SOUND STSTEM	NORMAL 6SPKS	Models without BOSE audio
	None	Models without sonar
SUNARTIFE	FRONT&REAR	Models with sonar
	Without or with(with AVM)	Models with around view monitor or models without camera
PREDICTIVE COURSE LINE	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)
CDADE	MODE 1	Except "Mode2" models
GRADE	MODE 2	VR30DDTT engine (2WD) with paddle shifter models
ENCINE TYPE 3	3.5 LITER	3.5 liter engine models
	3.7 LITER	3.7 liter engine models
Wiroloss Carplay	WITHOUT	Sat this item to WITH
wireless carpiay	WITH	

2021 Q60 (CV37)

MANUAL SET	FING ITEM	DETAIL
Items	Setting Value	DETAIL
	WITH	Models with telematics system
TELEMATICS	WITHOUT	Models without telematics system
	WITH	Applicable
DABTUNCTION	WITHOUT	Not applicable
Steer By Wire	WITH	Models with direct adaptive steering
Steer-by-wire	WITHOUT	Models with hydraulic pump electric power steering
EED SYSTEM	OFF	Without forward emergency braking system
FED STSTEM	ON	With forward emergency braking system
	WITH	Models with navigation system
NAVIGATION	WITHOUT	Models without navigation system
CAMEDA SVSTEM	NONE or AVM ph3	Models with around view monitor system
CAMERA STSTEM	REAR	Models with rear view monitor system
	BOSE	Models with BOSE audio
SOUND STSTEM	NORMAL 6SPKS	Models without BOSE audio
	None	Models without sonar
SUNAR TIPE	FRONT&RFAR	Models with sonar
Wireless Carplay	WITHOUT	Sat this item to WITH
wileless calpiay	WITH	

2020 QX50 (J55)

MANUAL SETTING ITEM		
Items	Setting Value	DETAIL
	WITH	Models with telematics system
TELEMATICS	WITHOUT	Models without telematics system
	WITH	Applicable
TRAFFIC SIGN RECOGNITION	WITHOUT	Not applicable
Head Up Display	WITH	Models with Head-Up Display
Tiead-Op Display	WITHOUT	Models without Head-Up Display
Stoor Dy Wiro	WITH	Models with direct adaptive steering
Sleer-Dy-Wile	WITHOUT	Models with hydraulic pump electric power steering
ΝΑΥΙΟΑΤΙΟΝ	WITH	Models with navigation system
NAVIGATION	WITHOUT	Models without navigation system
STEEDING	LHD	LHD models
STEERING	RHD	RHD models
CAMERA SYSTEM	NONE	Models without camera system
	AVM	Models with around view monitor system
	REAR	Models with rear view monitor system
	BASE	Except for 6 speaker models
300ND 3131EM	NORMAL 6SPKS	Models with 6 speakers
SONAD TYDE	None	Models without sonar
SONARTHE	FRONT&REAR	Models with sonar
ΡΑΠΙΟ	WITH DAB	Models with DAB (digital audio broadcast) function
RADIO	NON DAB	Models without DAB (digital audio broadcast) function
	U.S.A	For United States of America
	Canada	For Canada
	Korea	For South Korea
	Hong Kong	For Hong Kong
	Russia	For Russia
DESTINATION	Australia	For Australia
	Mexico	For Mexico
	LAM	For Latin America
	GCC	For The Middle East (Gulf Cooperation Council)
	Asia	For Asia
	Ukraine	For Ukraine
Wiroloss Carplay	WITHOUT	Sat this itom to WITH
wireless carpiay	WITH	

2021 QX50 (J55)

MANUAL SETTING ITEM		DETAIL
Items	Setting Value	DETAIL
TELEMATICS	WITH	Models with telematics system
	WITHOUT	Models without telematics system
Head Up Display	WITH	Models with Head-Up Display
neau-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
NAVICATION	WITH	Models with navigation system
NAVIGATION	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
Wiroloss Carplay	WITHOUT	Sat this itam to WITH
wireless carpiay	WITH	

20<u>20 QX80 (Z62)</u>

MANUAL SETTING ITEM		DETAIL	
Items	Setting Value	DETAIL	
TELEMATICS	WITH	Models with telematics system	
	WITHOUT	Models without telematics system	
	WITH	Models with anti-theft system	
ANTI-THEFT CONTROL	WITHOUT	Models without anti-theft system	
Mobile entertainment system	WITH	Models with rear entertainment system	
Nobile entertainment system	WITHOUT	Models without rear entertainment system	
EED SVSTEM	OFF	Models without forward emergency brake system	
	ON	Models with forward emergency brake system	
	4ch AMP	Models with 13 speakers	
	BosePerformance AMP	Models with 17 speakers	
	U.S.A	For United States of America	
	Canada	For Canada	
	EUR	For Europe	
DESTINATION	Russia	For Russia	
	Mexico	For Mexico	
	LAM	For Latin America	
	Vietnam	For Vietnam	
Wireless Carplay	WITHOUT	Sat this item to WITH	
wilcless Calpiay	WITH	כנ נוווג ונפווו נט אוווח.	

20<u>21 QX80 (Z62)</u>

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

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

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