



INFINITI

TECHNICAL SERVICE BULLETIN

Classification: AN23-002	Reference: ITB23-002	Date: January 18, 2023
-----------------------------	-------------------------	---------------------------

MISSING OR CORRUPTED MAP DATA

APPLIED VEHICLES: 2020-2023 Q50 (V37)
2020-2022 Q60 (CV37)
2020-2023 QX50 (J55)
2022-2023 QX55 (FJ55)
2022-2023 QX60 (L51)
2020-2023 QX80 (Z62)

APPLIED SYSTEMS: With Navigation

IF YOU CONFIRM

Client states the error screen, shown in Figure 1, appears when using navigation.

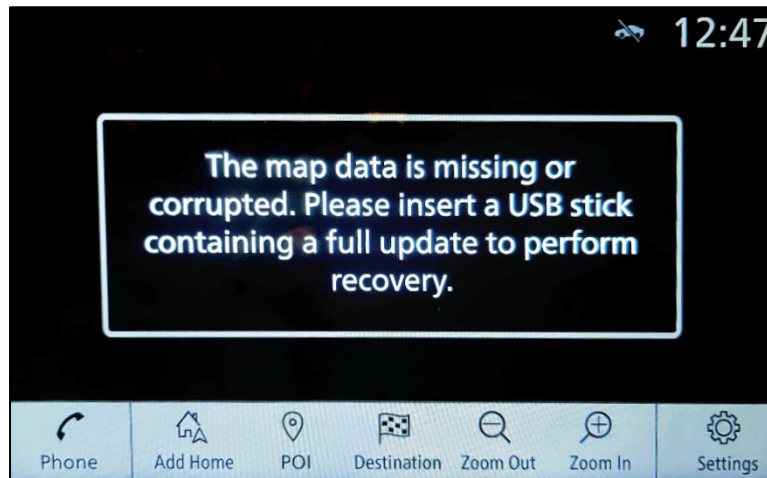


Figure 1

ACTION

Follow the **SERVICE PROCEDURE** in this bulletin to download the map data from the ASIST Downloader, and then update the AV Control Unit with the map data.

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.

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 (new tool number NI-52727-1) has been previously shipped to each retailer (Figure 2).
- Do not use any other USB drive to perform the procedure in this bulletin.
- Additional USB drives may be purchased from Tech•Mate:
www.TechMateTools.com or 1-833-397-3493.

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 2

SERVICE PROCEDURE

IMPORTANT: Before starting, make sure:

- The CONSULT PC is connected to the internet.
- ASIST has been synchronized (updated) to the current date.

1. Insert the special tool USB drive into the CONSULT PC.
 - If the update-software has already been downloaded onto the USB drive from a prior service procedure, skip to step 10 on page 5.
 - The special tool USB drive is the only USB drive approved for use with this procedure.
 - The update-software is estimated to take 4 hours to download to the USB drive.
 - The update-software must be the only file on the USB drive.
 - The update-software only needs to be downloaded once and can then be used continuously on multiple **APPLIED VEHICLES**.
2. Open ASIST.
3. Select **Specialty Tools**, and then select **Infotainment Software Updates**.

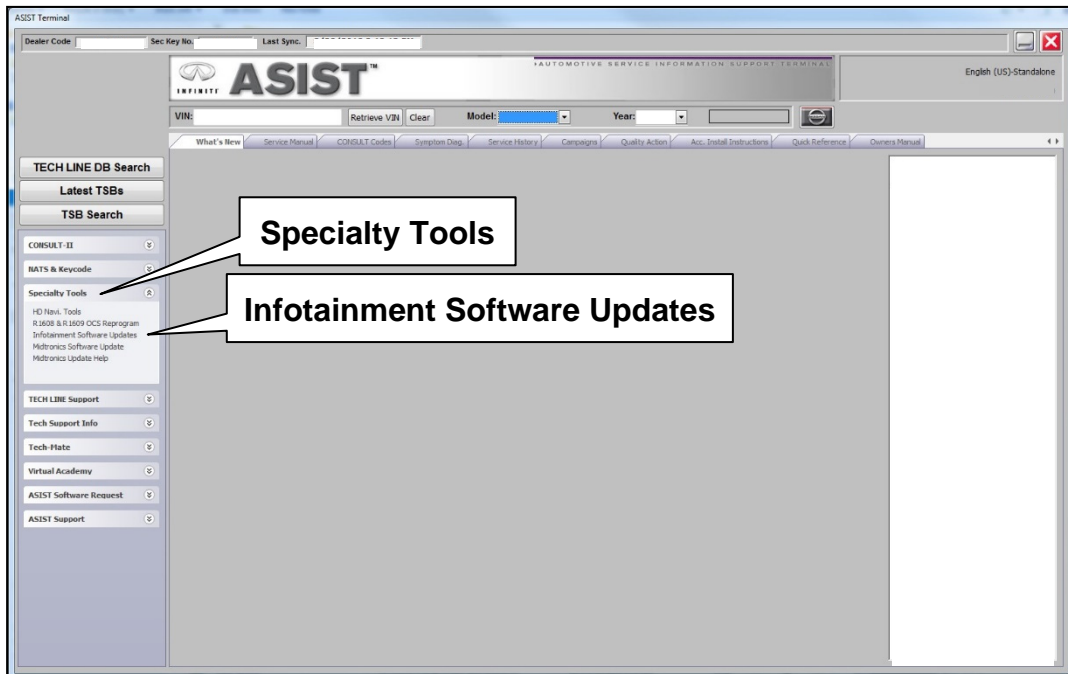


Figure 3

4. Select the check box next to infotainment update-software (Figure 4).
 - Refer to **Table 1** to determine the correct infotainment update-software for your vehicle.

Table 1

MODEL	INFOTAINMENT UPDATE-SOFTWARE
All APPLIED VEHICLES	PIVI17330_12_12

5. Use the drop-down menu and select the location of the USB drive that was inserted in step 1 on page 3.

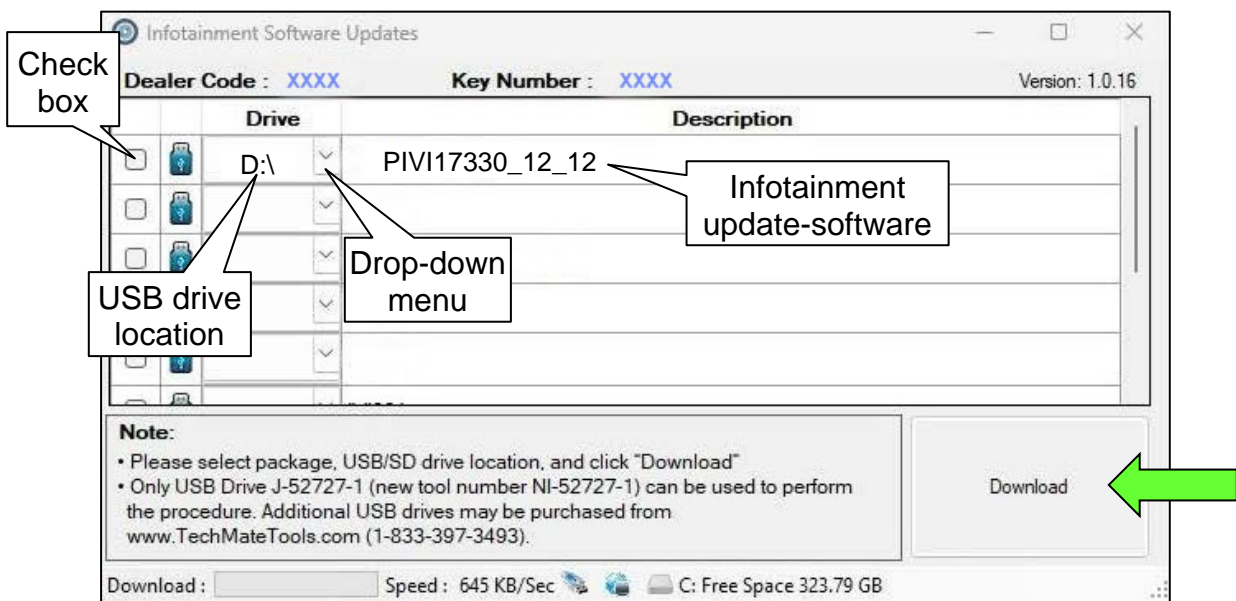


Figure 4

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

HINT: The update-software is estimated to take 4 hours to download to the USB drive.

7. Select **OK**.

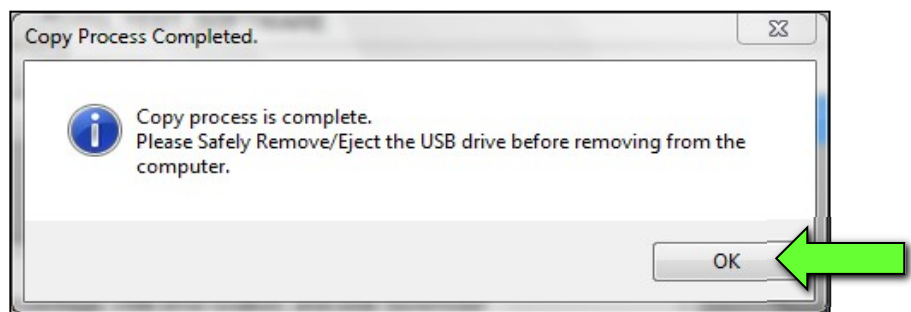


Figure 5

8. 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.
 - o 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.

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

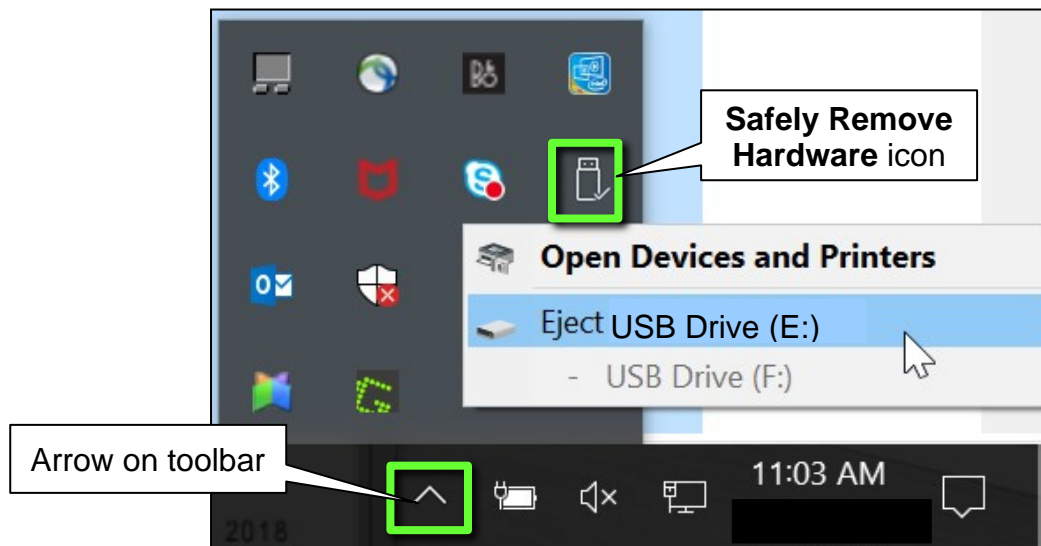


Figure 6

9. Close all ASIST **Infotainment Software Update** screens.
10. Set the parking brake.
11. 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.

12. Insert the USB drive with the update-software into the vehicle's USB media port (Figure 7).
 - Do not remove the USB drive during the update to the vehicle until instructed to.

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.

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

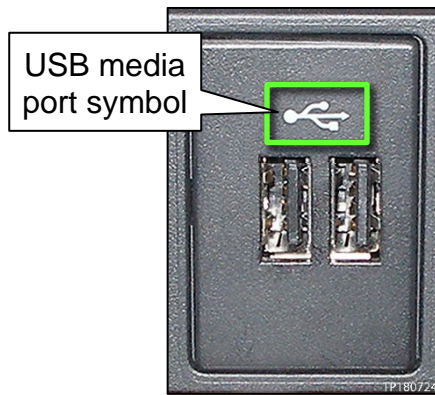


Figure 7

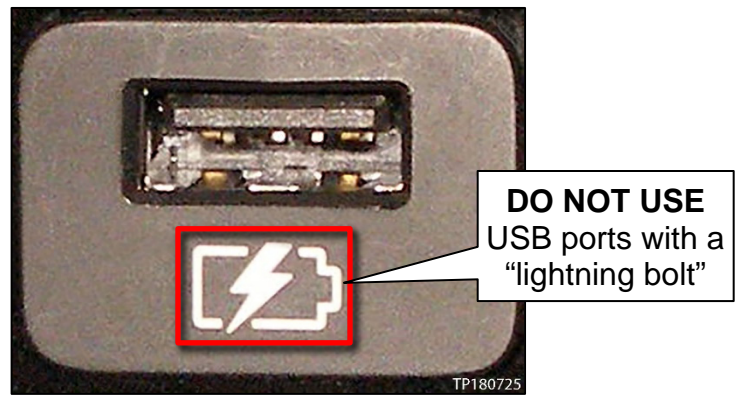


Figure 8

13. Wait approximately 10-30 seconds for the screen in Figure 9 to appear, and then select **Yes**.

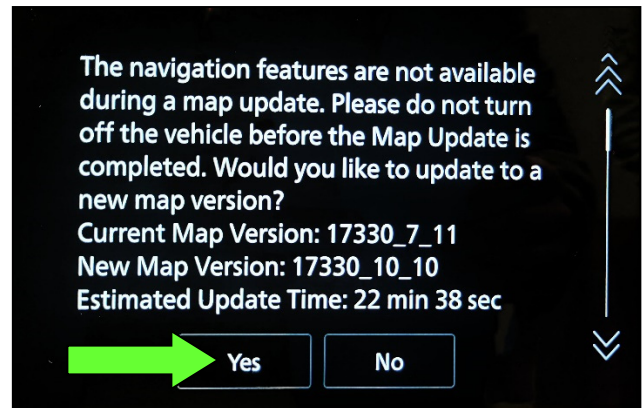


Figure 9

14. Wait for the update to complete.

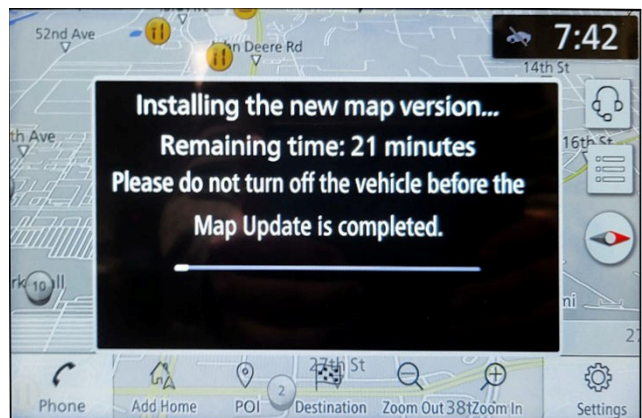


Figure 10

- Once the update is complete (Figure 11), select **OK**, and then remove the USB drive.

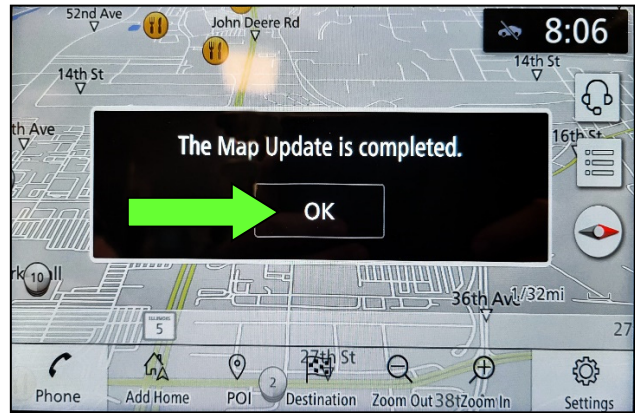


Figure 11

CLAIMS INFORMATION

Submit a Primary Operation (PO) type line claim using the following claims coding:

DESCRIPTION	OP CODE	SYM	DIA	FRT
Perform Software Check & Update	RX9JAA	ZE	32	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
January 18, 2023	ITB23-002	Original bulletin published