![Infiniti logo]

TECHNICAL SERVICE BULLETIN

Classification:	Reference:	Date:
AN23-006	ITB23-010	March 8, 2023

SOFTWARE UPDATE FOR INFOTAINMENT ISSUES

APPLIED VEHICLES: 2016-2023 Q50 (V37)
2017-2022 Q60 (CV37)
2018-2019 Q70 (Y51)
2017-2019 QX30 (H15)
2019-2023 QX50 (J55)
2022-2023 QX55 (FJ55)
2015-2020 QX60 (L50)
2022-2023 QX60 (L51)
2015-2023 QX80 (Z62)

SERVICE INFORMATION

When diagnosing an infotainment issue or after replacement of the AV Control Unit, it is necessary to verify the current software version of the AV Control Unit to determine if a software version update is required.

Use the vehicle tables in this bulletin to determine the current software version, if the AV Control Unit requires a software version update, and which procedure to use to update the AV Control Unit.

The software updates in this bulletin are to address stability improvements and "bug" fixes.

IMPORTANT: If the client is experiencing a software related concern, refer to ITB21-011 to verify if the client concern is a hardware or software related issue. If the concern is a software related issue, review the information in this bulletin to update the AV Control Unit as needed.

REQUIRED SPECIAL TOOL

- One of special tool USB drive J-52727-1 (new tool number NI-52727-1) has been previously shipped to each retailer (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: www.techmatetools.com or 1-833-397-3493.
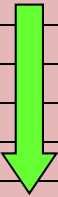
  HINT:
  - o The update-software only needs to be downloaded once and can then be used continuously on multiple **APPLIED VEHICLES**.
  - o The update-software <u>must be</u> the only file on the USB drive.

Figure 1

HOW TO READ THE VEHICLE TABLES

Model Name		Vehicle identification section
Model Code		
Model Year		
Grade		
Notes		
Applicable Campaign		Refer to Service Comm to check if the campaign applies to your VIN. Perform applicable campaign before proceeding.
Software Version Check Procedure		Refer to the procedure listed in this section to check for the current AV Control Unit software version.
AV Control Unit Software Install Procedure		Refer to the procedure listed in this section to install the new AV Control Unit software version, if applicable.
Software Version Update Confirmation Procedure		Refer to the procedure listed in this section to verify the new AV Control Unit software version was installed properly.
Software History	Oldest ↓	Software version history is listed from oldest to newest version. **HINT:** Software version numbers may not always increase with a newer version. In some cases, the newer software version may have a lower numerical number from the previous version.
Latest Software Version		This is the latest software version. If more than one version is listed, all versions are equivalent. Do not update the AV Control Unit if the current version number is listed in this box
Infotainment Update-Software		This is the update-software package needed from ASIST.
Update Method		This shows if the update is performed via USB or OTA (Over-The-Air).
Claims Information Identifier		Refer to this Claims Information section for the correct labor operation for the vehicle.
Last Updated		Date of when each column was last updated.

2016-2019 Q50 (V37)

Model Name	Q50			
Model Code	V37			
Model Year	2016	2017	2018	2019
Grade	All	All	All	All
Notes				
Applicable Campaign			**ITB19-033**	**ITB19-033**
Software Version Check Procedure	Refer to ITB18-040	Refer to ITB18-040	Refer to ITB18-040	No Software Updates Available
AV Control Unit Software Install Procedure				
Software Version Update Confirmation Procedure				
Software History — Oldest →				
Latest Software Version				
Infotainment Update-Software				
Update Method				
Claims Information Identifier				
Last Updated	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2020-2023 Q50 (V37)

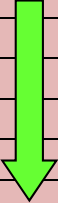| Model Name	Q50			
Model Code	V37			
Model Year	2020	2021	2022	2023
Grade	All	All	All	All
Notes				
Applicable Campaign				
Software Version Check Procedure	SW Check 1	SW Check 1	SW Check 1	SW Check 1
AV Control Unit Software Install Procedure	Install 1	Install 1	Install 1	Install 1
Software Version Update Confirmation Procedure	N/A	N/A	N/A	N/A
Software History	Oldest	2913	2950	2993	4823
		2916	2959	4710	
		2922	2992	4803	
		2950	2993	4823	
		2959	4710		
		2992	4803		
		2993	4823		
		4710			
		4803			
		4823			
Latest Software Version	3192	3192	3192	3192
Infotainment Update-Software	PIVI21_3192	PIVI21_3192	PIVI21_3192	PIVI21_3192
Update Method	USB	USB	USB	USB
Claims Information Identifier	CL1	CL1	CL1	CL1
Last Updated	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

ITB23-010

2017-2022 Q60 (CV37)

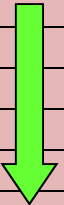| Model Name		Q60					
Model Code		CV37					
Model Year		2017	2018	2019	2020	2021	2022
Grade		All	All	All	All	All	All
Notes							
Applicable Campaign			**ITB19-033**	**ITB19-033**			
Software Version Check Procedure					SW Check 1	SW Check 1	SW Check 1
AV Control Unit Software Install Procedure					Install 1	Install 1	Install 1
Software Version Update Confirmation Procedure					N/A	N/A	N/A
Software History	Oldest	Refer to ITB18-040	Refer to ITB18-040	No Software Updates Available	2913	2950	2993
					2916	2959	4710
					2922	2992	4803
					2950	2993	4823
					2959	4710	
					2992	4803	
					2993	4823	
					4710		
					4803		
					4823		
Latest Software Version					3192	3192	3192
Infotainment Update-Software					PIVI21_3192	PIVI21_3192	PIVI21_3192
Update Method					USB	USB	USB
Claims Information Identifier					CL1	CL1	CL1
Last Updated		3/8/23	3/8/23	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

ITB23-010

2018-2019 Q70 (Y51)

Model Name	Q70	
Model Code	Y51	
Model Year	2018	2019
Grade	All	All
Notes		
Applicable Campaign		**ITB19-033**
Software Version Check Procedure	Refer to ITB18-040	No Software Updates Available
AV Control Unit Software Install Procedure		
Software Version Update Confirmation Procedure		
Software History — Oldest ↓		
Latest Software Version		
Infotainment Update-Software		
Update Method		
Claims Information Identifier		
Last Updated	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2017-2019 QX30 (H15)

Model Name		QX30		
Model Code		H15		
Model Year		2017	2018	2019
Grade		All	All	All
Notes				
Applicable Campaign			**ITB19-033**	**ITB19-033**
Software Version Check Procedure		Refer to ITB18-040	Refer to ITB18-040	No Software Updates Available
AV Control Unit Software Install Procedure				
Software Version Update Confirmation Procedure				
Software History	Oldest ↓			
Latest Software Version				
Infotainment Update-Software				
Update Method				
Claims Information Identifier				
Last Updated		3/8/23	3/8/23	3/8/23

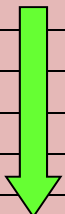**HINT:** Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2019-2023 QX50 (J55)

		Model Name		QX50			
		Model Code		J55			
		Model Year	2019	2020	2021	2022	2023
		Grade	All	All	All	All	All
		Notes					
		Applicable Campaign	**ITB19-033**				
		Software Version Check Procedure		SW Check 1	SW Check 1	SW Check 1	
		AV Control Unit Software Install Procedure		Install 1	Install 1	Install 1	
		Software Version Update Confirmation Procedure		N/A	N/A	N/A	
Software History	Oldest		Refer to ITB18-041	2922	2950	2993	No Software Updates Available
				2950	2959	4710	
				2959	2992	4803	
				2992	4710	4821	
				4710	4823	4823	
				4823			
		Latest Software Version		3192	3192	3192	
		Infotainment Update-Software		PIVI21_3192	PIVI21_3192	PIVI21_3192	
		Update Method		USB	USB	USB	
		Claims Information Identifier		CL1	CL1	CL1	
		Last Updated	3/8/23	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

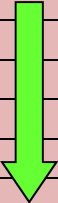**2022-2023 QX55 (FJ55)**

Model Name	QX55	
Model Code	FJ55	
Model Year	2022	2023
Grade	All	All
Notes		
Applicable Campaign		
Software Version Check Procedure	SW Check 1	
AV Control Unit Software Install Procedure	Install 1	
Software Version Update Confirmation Procedure	N/A	
Software History	Oldest	2992	No Software Updates Available
		2993	
		4710	
		4803	
		4823	
Latest Software Version	3192	
Infotainment Update-Software	PIVI21_3192	
Update Method	USB	
Claims Information Identifier	CL1	
Last Updated	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2015-2020 QX60 (L50)

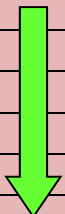|		2015-2016	2017	2018	2019	2020
Model Name		QX60				
Model Code		L50				
Model Year		2015-2016	2017	2018	2019	2020
Grade		All	All	All	All	All
Notes						
Applicable Campaign				**ITB19-033**	**ITB19-033**	
Software Version Check Procedure		No Software Updates Available	Refer to ITB18-040	Refer to ITB18-040	No Software Updates Available	No Software Updates Available
AV Control Unit Software Install Procedure						
Software Version Update Confirmation Procedure						
Software History	Oldest					
Latest Software Version						
Infotainment Update-Software						
Update Method						
Claims Information Identifier						
Last Updated		3/8/23	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2022-2023 QX60 (L51)

Model Name	QX60	
Model Code	L51	
Model Year	2022	2023
Grade	All	All
Notes		
Applicable Campaign		
Software Version Check Procedure	SW Check 2	SW Check 2
AV Control Unit Software Install Procedure	Install 2	Install 2
Software Version Update Confirmation Procedure	N/A	N/A
Software History	Oldest	283C3 1420B	283C3 1420B
		283C3 1480B	283C3 1480B
		283C3 1570B & 1580B	283C3 1570B & 1580B
Latest Software Version	283C3 1890B	283C3 1890B
Infotainment Update-Software	PIVI31_1890	PIVI31_1890
Update Method	USB & OTA	USB & OTA
Claims Information Identifier	CL1	CL1
Last Updated	3/8/23	3/8/23

IMPORTANT for 2022 and 2023 ONLY: The current AV Control Unit software version must be 283C3 1570B or 283C3 1580B before the AV Control Unit can be updated to 283C3 1890B. If the current AV Control Unit software version is not 283C3 1570B or 283C3 1580B, the AV Control Unit must be updated to 283C3 1570B (PVI_1570) first, and then updated to 283C3 1890B.
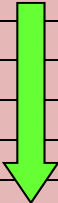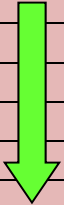
HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2015-2020 QX80 (Z62)

		2015-2017	2018	2019	2020
Model Name		QX80			
Model Code		Z62			
Model Year		2015-2017	2018	2019	2020
Grade		All	All	All	All
Notes					
Applicable Campaign			**ITB19-033**	**ITB19-033**	
Software Version Check Procedure					SW Check 1
AV Control Unit Software Install Procedure		No Software Updates Available	Refer to ITB18-040	No Software Updates Available	Install 1
Software Version Update Confirmation Procedure					N/A
Software History	Oldest				2922
					2950
					2959
					2992
					4823
Latest Software Version					3192
Infotainment Update-Software					PIVI21_3192
Update Method					USB
Claims Information Identifier					CL1
Last Updated		3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2021-2023 QX80 (Z62)

Model Name	QX80		
Model Code	Z62		
Model Year	2021	2022	2023
Grade	All	All	All
Notes			
Applicable Campaign			
Software Version Check Procedure	SW Check 1	SW Check 2	SW Check 2
AV Control Unit Software Install Procedure	Install 1	Install 2	Install 2
Software Version Update Confirmation Procedure	N/A	N/A	N/A
Software History — Oldest	2922	283C3 1310B	283C3 1510B
	2950	283C3 1480B	
	2959	283C3 1570B & 1580B	
	2992		
	4823		
Latest Software Version	3192	283C3 1890B	283C3 1890B
Infotainment Update-Software	PVI_v4823	PIVI31_1890	PIVI31_1890
Update Method	USB	USB & OTA	USB & OTA
Claims Information Identifier	CL1	CL1	CL1
Last Updated	3/8/23	3/8/23	3/8/23

IMPORTANT for 2022 ONLY: The current AV Control Unit software version must be 283C3 1570B or 283C3 1580B before the AV Control Unit can be updated to 283C3 1890B. If the current AV Control Unit software version is not 283C3 1570B or 283C3 1580B, the AV Control Unit must be updated to 283C3 1570B (PVI_1570) first, and then updated to 283C3 1890B.

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

SOFTWARE VERSION CHECK

SW Check 1

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**.
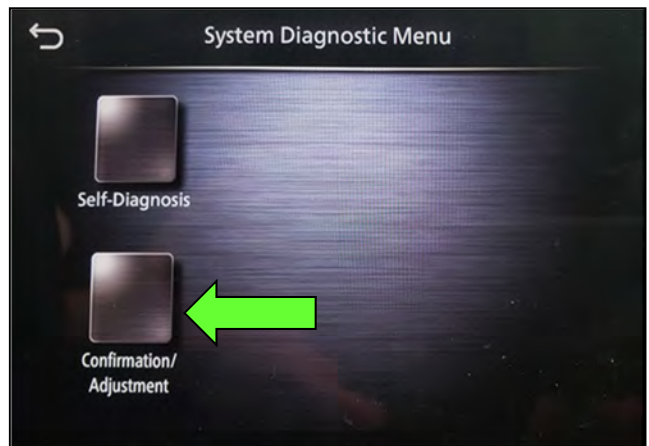
Figure 3

3. Select **Version Information**.

Figure 4

SW Check 1 (continued)

4. Confirm the **Software Version**.

    - If the **Software Version** (characters 6-9, as shown in Figure 5) is <u>not the latest software version</u> listed in the vehicle table, select the back icon and continue to step 5.

    - If the **Software Version** is the latest software version listed in the vehicle table, an update is not available. Select the back icon and skip to **CLAIMS INFORMATION** on the last page.
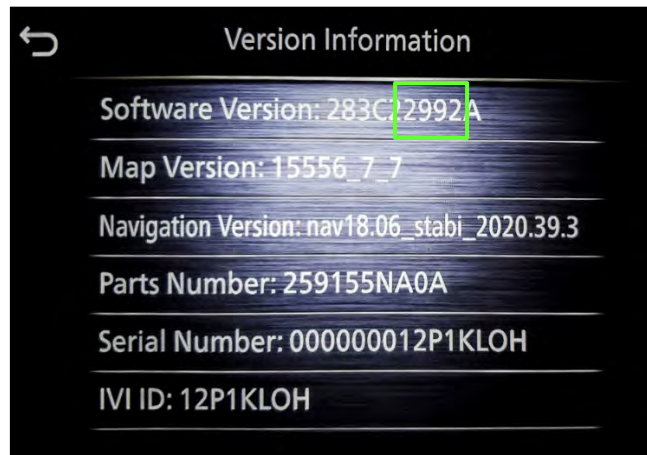
Figure 5

5. Download the infotainment update-software from ASIST to the special tool USB drive.

    IMPORTANT:

    o   Refer to steps 36 - 44 on pages 26 - 28 for instructions on how to download the infotainment update-software from ASIST.

    o   For step 39 on page 27, refer to the vehicle table to determine the correct infotainment update-software for your vehicle.

    o   When steps 36 - 44 on pages 26 - 28 have been completed, refer to the vehicle table to determine the correct **AV CONTROL UNIT SOFTWARE Install Procedure** to perform.

SW Check 2

6. Starting from the HOME screen (Figure 6), select **Info**.

Figure 6

7. Select **System Information**.
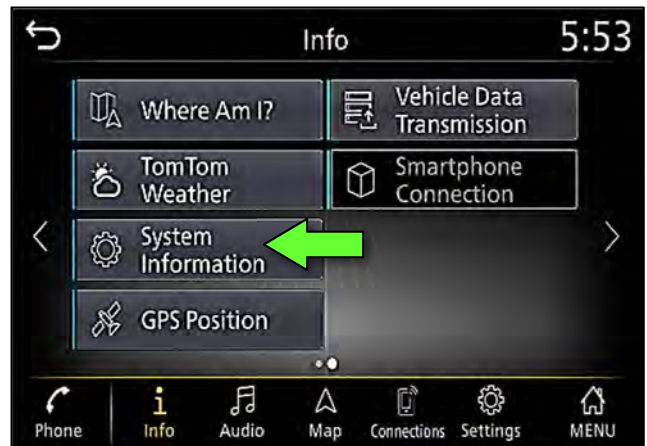
Figure 7

8. Select **Version Information**.
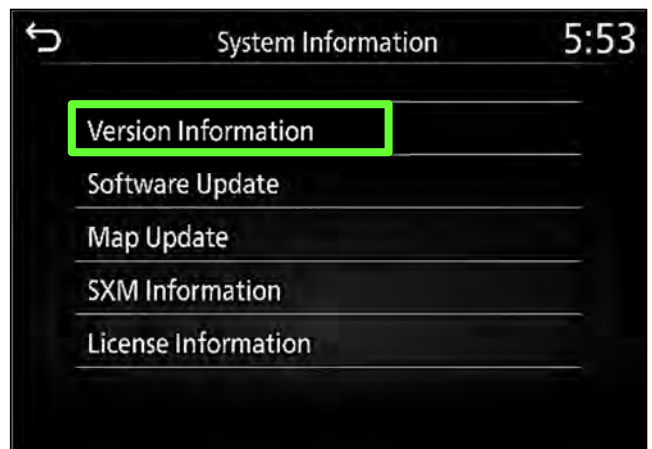
Figure 8

SW Check 2 (continued)

9. Confirm the **Software Version**.

    - If the **Software Version** is <u>not the latest software version</u> listed in the vehicle table, select the back icon and continue to step 10.

    - If the **Software Version** is the latest software version listed in the vehicle table, an update is not available. Select the back icon and skip to **CLAIMS INFORMATION** on the last page.
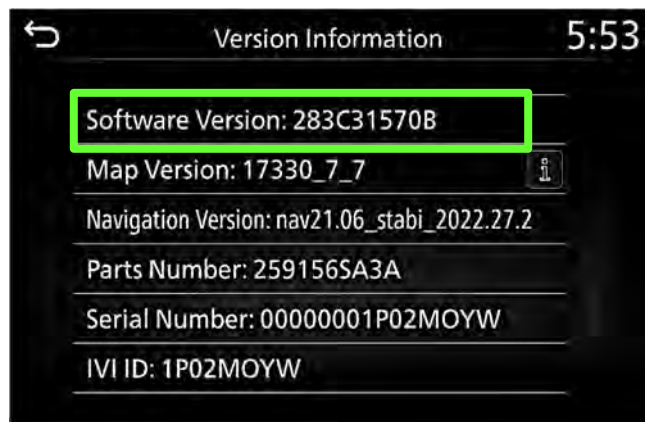
Figure 9

10. Download the infotainment update-software from ASIST to the special tool USB drive.

    IMPORTANT:

    o   Refer to steps 36 - 44 on pages 26 - 28 for instructions on how to download the infotainment update-software from ASIST.

    o   For step 39 on page 27, refer to the vehicle table to determine the correct infotainment update-software for your vehicle.

    o   When steps 36 - 44 on pages 26 - 28 have been completed, refer to the vehicle table to determine the correct **AV CONTROL UNIT SOFTWARE Install Procedure** to perform.

AV CONTROL UNIT SOFTWARE INSTALL

Install 1

11.   Set the parking brake.

12.   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.

13.   Insert the USB drive with the infotainment update-software into the vehicle's <u>USB media port</u> (Figure 10).

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

  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.

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

USB media port symbol

Figure 10

DO NOT USE USB ports with a "lightning bolt"
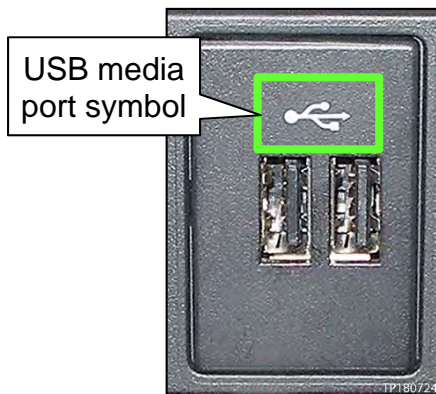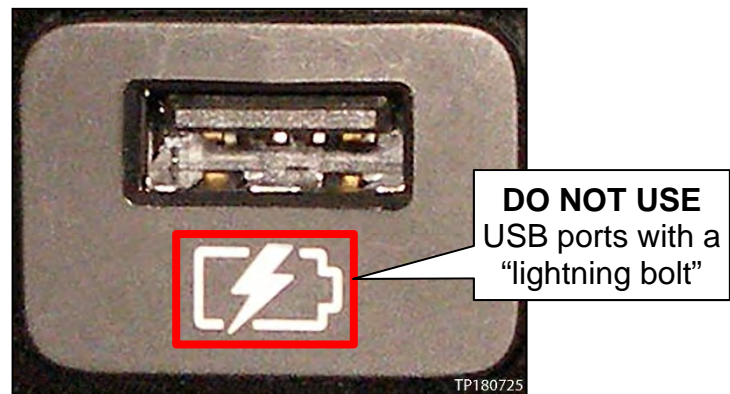
Figure 11

14.   Wait for the update to complete.

  - Follow the on-screen instructions while waiting.

  HINT: The update lasts 15-25 minutes.

Figure 12

Install 1 (continued)

15. Once the update is complete (Figure 13), 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 13

NOTICE

Steps 16 - 23 must be completed. If they are not completed, the update may become corrupted.

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

    • The Infiniti logo will be displayed during the reboot.

Figure 14

17. Turn the ignition OFF.

The steps below will fully reboot the infotainment system twice.

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

19. 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.

20. Turn the ignition ON (engine OFF) and wait for the Infiniti logo to appear (Figure 14).

    • If the Infiniti logo does not appear (this might take up to 30 seconds), start over from step 17.

Install 1 (continued)

21. After the Infiniti logo appears, wait about 1 minute.

    - The MENU (Home) screen in Figure 15 will be displayed.

22. Turn the ignition OFF.

Figure 15

23. Repeat steps 18 - 22 on pages 20 and 21 one more time (for a total of 2 times) to complete the update.

Install 2

24. Set the parking brake.

25. 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.

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

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

    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.

   **HINT:** Charging ports are marked in the vehicle with a "lightning bolt" symbol.

USB media port symbol

DO NOT USE USB ports with a "lightning bolt"
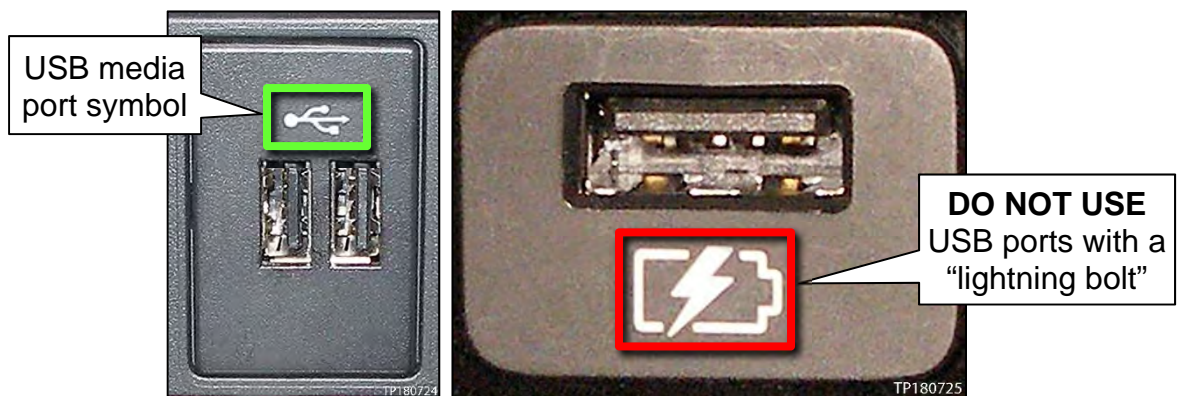
Figure 16   Figure 17

27. Wait for the update to complete.

    • Follow the on-screen instructions while waiting.

    HINT: The update lasts 20-30 minutes.

Software update

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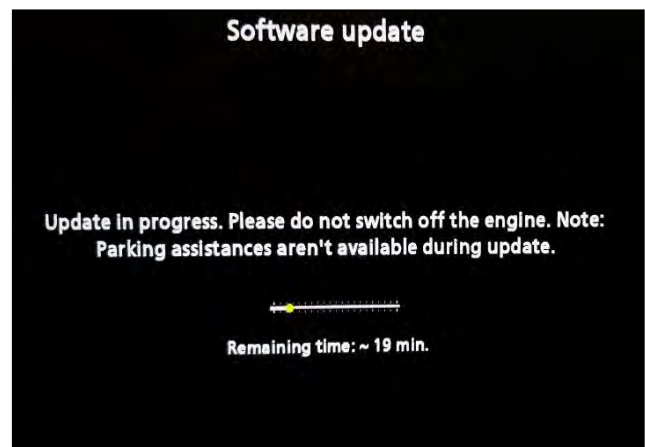
Remaining time: ~ 19 min.

Figure 18

Install 2 (continued)

28. Once the update is complete (Figure 19), remove the USB drive; the system will reboot (restart).

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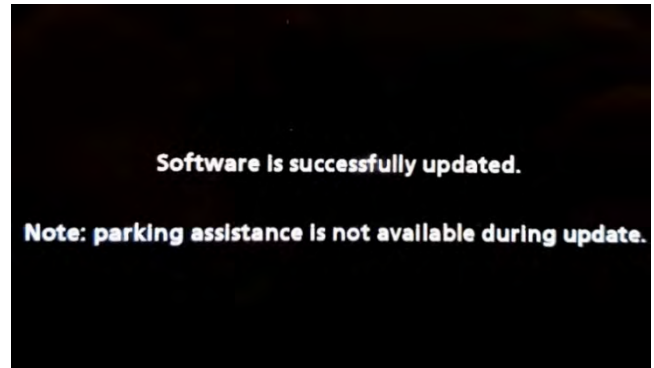

Software is successfully updated.

Note: parking assistance is not available during update.
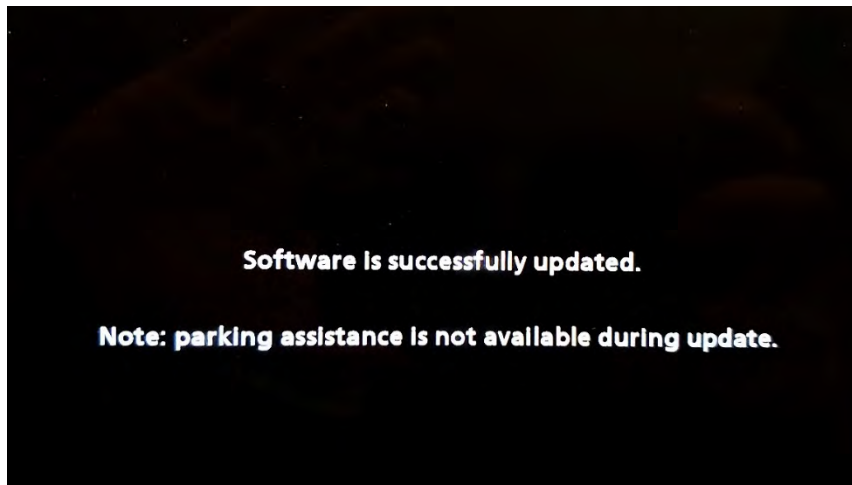
Figure 19

NOTICE

Steps 29 - 34 must be completed to reinitialize the AV Control Unit. If they are not completed, the update may become corrupt.

29. Press and hold the **MENU** button on the IT Commander (Figure 20) and turn the AV Control Unit volume knob (Figure 21) left-right-left at the same time.
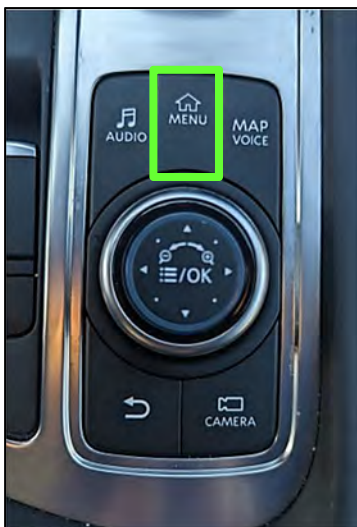
Figure 20

Figure 21

Install 2 (continued)

30. Select **Confirmation/Adjustment**.
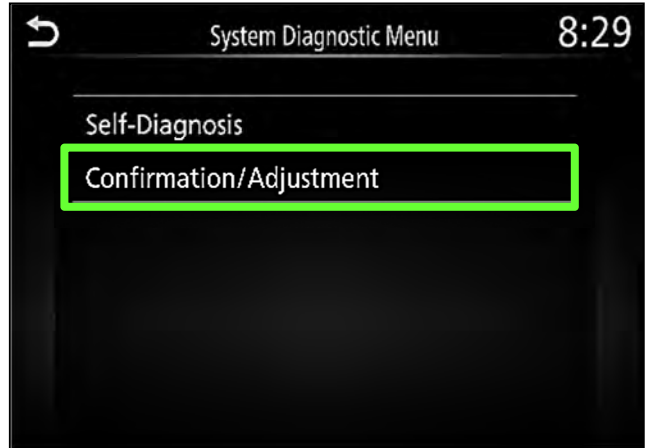
Figure 22

31. Select **Initialize Settings**.
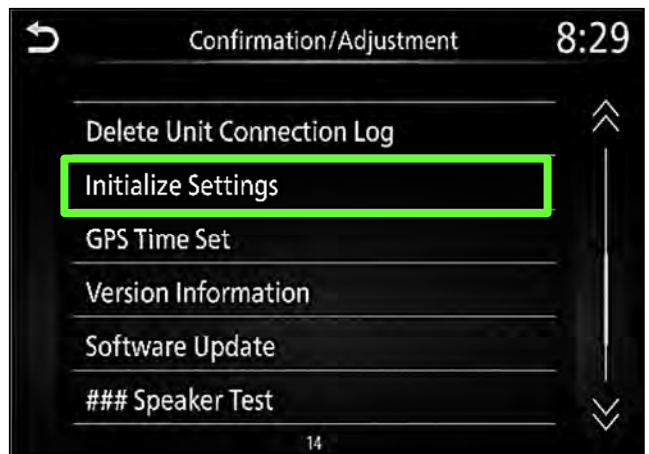
Figure 23

32. Select **User Data Initialization**.
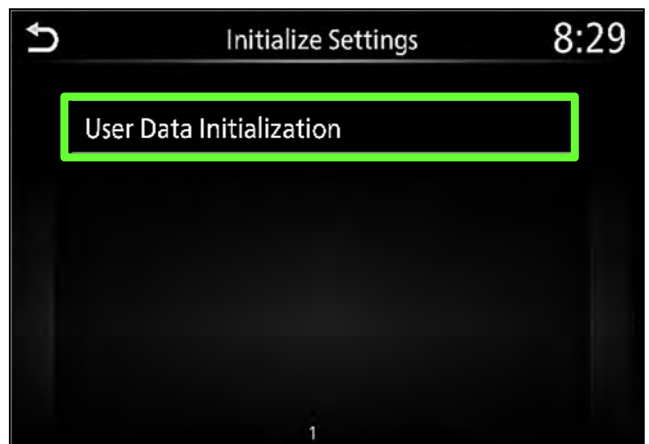
Figure 24

Install 2 (continued)

33. Select **Yes**.
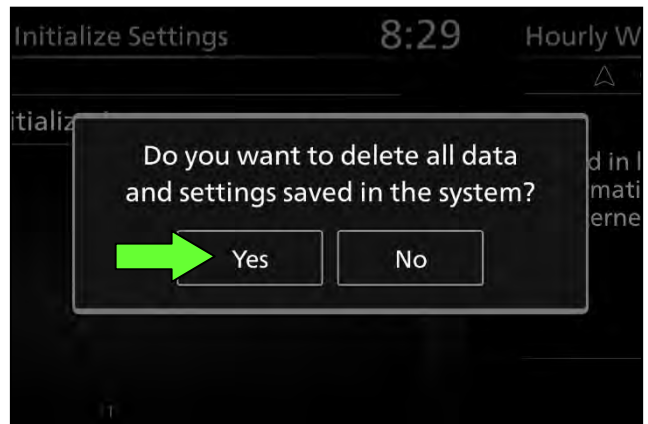
Figure 25

34. Select **Yes**.
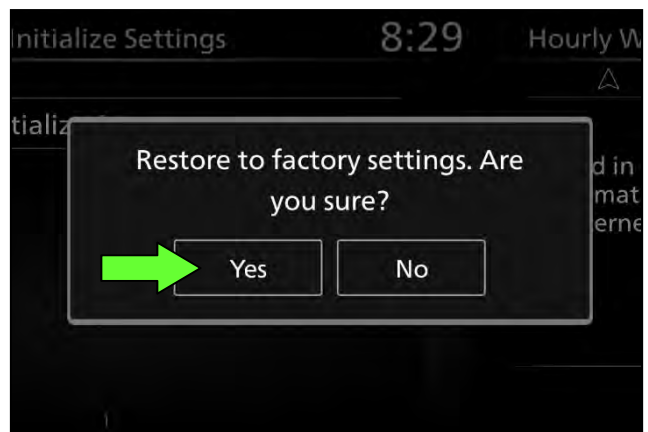
Figure 26

35. Instruct the client to go into their Bluetooth phone settings and perform the actions below.

    a. Delete/erase the vehicle from the phone's Bluetooth menu.

    b. Re-pair the phone.

    IMPORTANT: If step 35 is not completed, the phone may not connect with the vehicle while attempting to pair the phone to the vehicle.

Download Update-Software from ASIST

IMPORTANT: Before starting, make sure:

- The CONSULT PC is connected to the internet.

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

36. Insert the special tool USB drive into the CONSULT PC.

    HINT:

    o The special tool USB drive is the only USB drive approved for use with this procedure.

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

    o The update-software is estimated to take 10-15 minutes to download to the USB drive.

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

37. Open ASIST.

38. Select **Specialty Tools**, and then select **Infotainment Software Updates**.
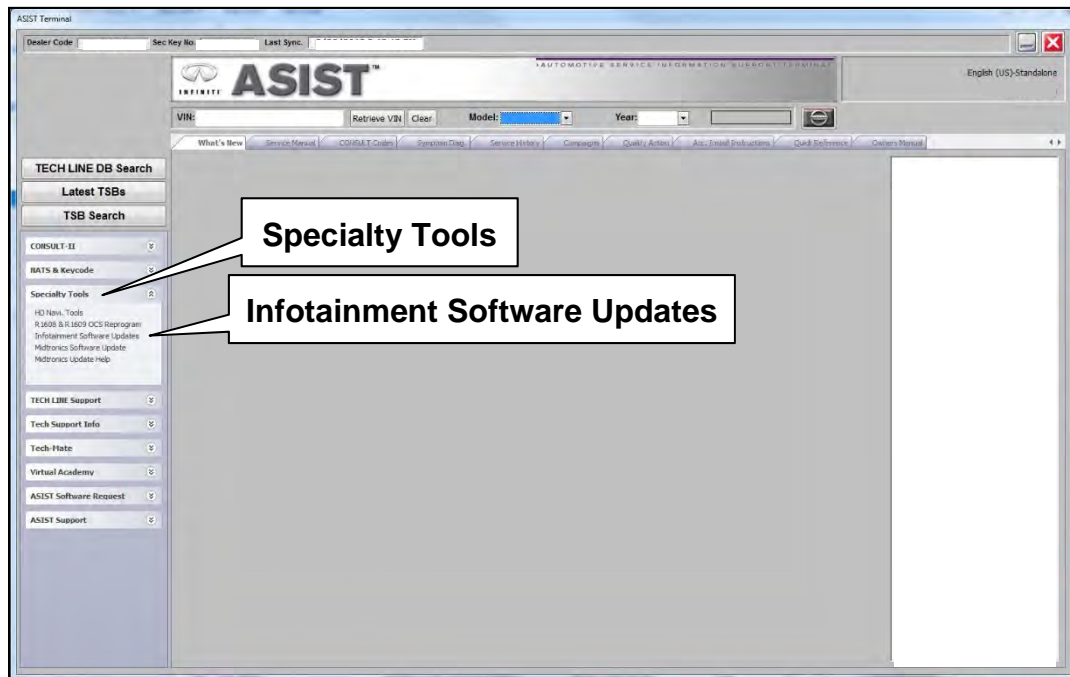
Figure 27

39. Select the check box next to the infotainment update-software (Figure 28).

- Refer to the appropriate vehicle table to determine the correct infotainment update-software for your vehicle.

40. Use the drop-down menu and select the location of the USB drive that was inserted in step 36 on page 26.
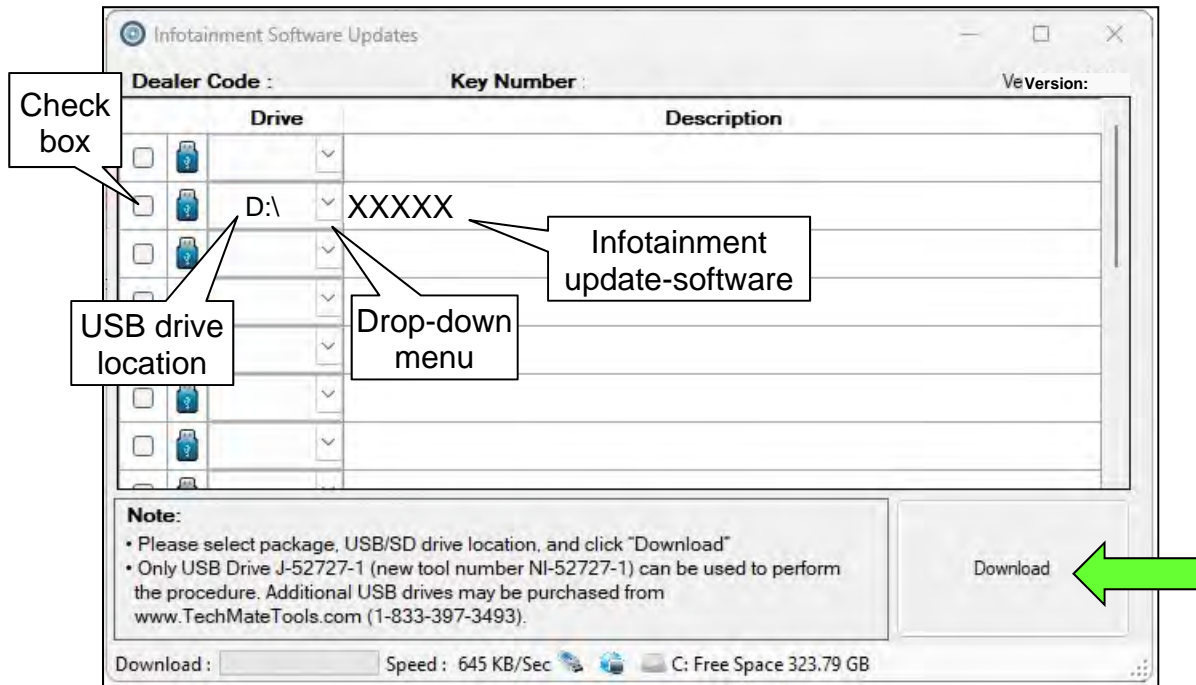

Figure 28

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

    HINT: The update-software is estimated to take 10-15 minutes to download to the USB drive.

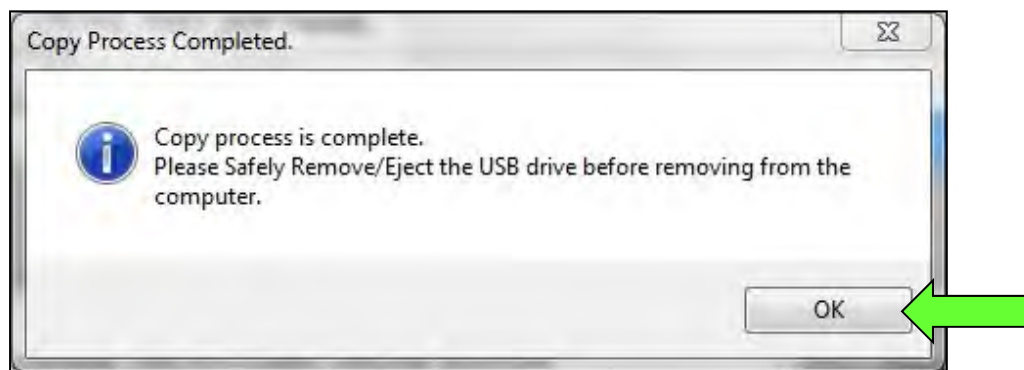42. Select **OK** when the message in Figure 29 is displayed.

Figure 29

43. 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.
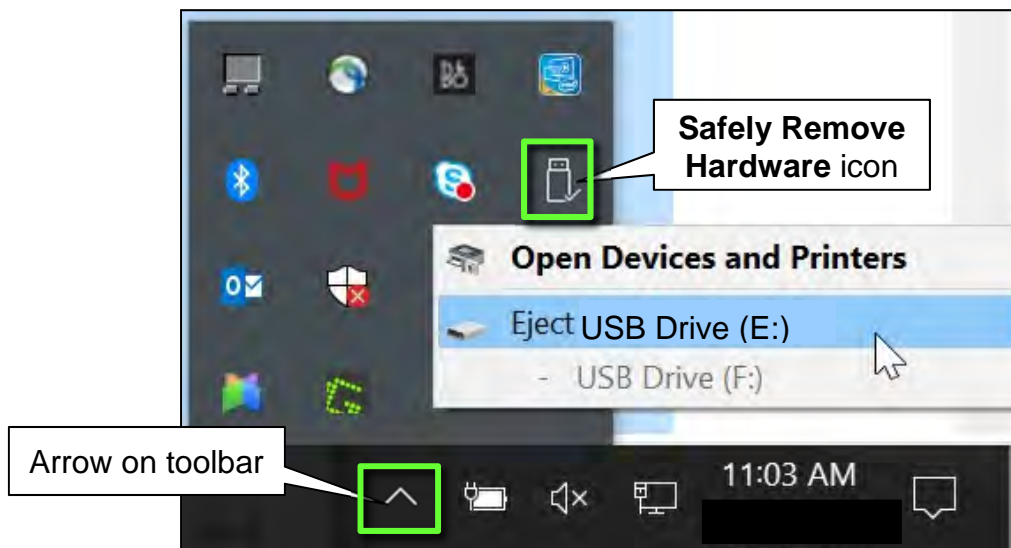
Figure 30

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

The **Download Update-Software from ASIST** procedure is complete, refer to the vehicle table to determine the correct **AV Control Unit Software Install** procedure to perform.

CLAIMS INFORMATION

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

CLAIM IDENTIFIER	DESCRIPTION	OP CODE	SYM	DIA	FRT
CL1	Perform Software Check and Update the AV Control Unit	RX9JAA	ZE	32	0.3

HINT: Refer to appropriate model for the Claims Information Identifier Code

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 8, 2023	ITB23-010	Original bulletin published