INFINITI

TECHNICAL SERVICE BULLETIN

Classification:	Reference:	Date:
AN23-006B	ITB23-010B	August 1, 2023

SOFTWARE UPDATE FOR INFOTAINMENT ISSUES

**This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Please discard previous versions of this bulletin.**

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.

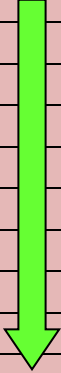Figure 1

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 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 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)

			2020	2021	2022	2023
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 History	Oldest		2913	2950	2993	4823
			2916	2959	4710	3192
			2922	2992	4803	
			2950	2993	4823	
			2959	4710	3192	
			2992	4803		
			2993	4823		
			4710	3192		
			4803			
			4823			
			3192			
Latest Software Version			5548	5548	5548	5548
Infotainment Update-Software			PIVI21_5548	PIVI21_5548	PIVI21_5548	PIVI21_5548
Update Method			USB	USB	USB	USB
Claims Information Identifier			CL2	CL2	CL2	CL2
Last Updated			4/4/23	4/4/23	4/4/23	4/4/23

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

2017-2022 Q60 (CV37)

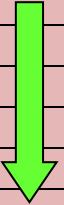| Model Name	Q60					
Model Code	CV37					
Model Year	2017	2018	2019	2020	2021	2022
Grade	All	All	All	All	All	All
Notes						
Applicable Campaign		**ITB19-033**	**ITB19-033**			
Software Version Check Procedure				SW Check 1	SW Check 1	SW Check 1
AV Control Unit Software Install Procedure				Install 1	Install 1	Install 1
Software 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	3192
					2992	4803	
					2993	4823	
					4710	3192	
					4803		
					4823		
					3192		
Latest Software Version				5548	5548	5548
Infotainment Update- Software				PIVI21_5548	PIVI21_5548	PIVI21_5548
Update Method				USB	USB	USB
Claims Information Identifier				CL2	CL2	CL2
Last Updated	3/8/23	3/8/23	3/8/23	4/4/23	4/4/23	4/4/23

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

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 History — Oldest ... Latest		
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)

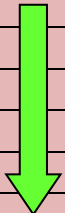| Model Name	QX30		
Model Code	H15		
Model Year	2017	2018	2019
Grade	All	All	All
Notes			
Applicable Campaign		**ITB19-033**	**ITB19-033**
Software Version Check Procedure	Refer to ITB18-040	Refer to ITB18-040	No Software Updates Available
AV Control Unit Software Install Procedure			
Software History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

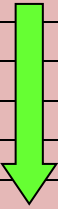**HINT:** Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2019-2023 QX50 (J55)

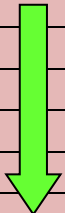| Model Name			QX50			
Model Code			J55			
Model Year		2019	2020	2021	2022	2023
Grade		All	All	All	All	All
Notes						
Applicable Campaign		**ITB19-033**				
Software Version Check Procedure			SW Check 1	SW Check 1	SW Check 1	SW Check 1
AV Control Unit Software Install Procedure			Install 1	Install 1	Install 1	Install 1
Software History	Oldest	Refer to ITB18-041	2922	2950	2993	4823
			2950	2959	4710	3192
			2959	2992	4803	
			2992	4710	4821	
			4710	4823	4823	
			4823	3192	3192	
			3192			
Latest Software Version			5548	5548	5548	5548
Infotainment Update-Software			PIVI21_5548	PIVI21_5548	PIVI21_5548	PIVI21_5548
Update Method			USB	USB	USB	USB
Claims Information Identifier			CL2	CL2	CL2	CL2
Last Updated		3/8/23	4/4/23	4/4/23	4/4/23	4/4/23

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	SW Check 1
AV Control Unit Software Install Procedure	Install 1	Install 1
Software History — Oldest	2992	4823
	2993	3192
	4710	
	4803	
	4823	
	3192	
Latest Software Version	5548	5548
Infotainment Update-Software	PIVI21_5548	PIVI21_5548
Update Method	USB	USB
Claims Information Identifier	CL2	CL2
Last Updated	4/4/23	4/4/23

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

2015-2020 QX60 (L50)

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 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 History — Oldest	283C3 1420B	283C3 1420B
	283C3 1480B	283C3 1480B
	283C3 1570B & 1580B	283C3 1570B & 1580B
	283C3 1890B	283C3 1890B
Latest Software Version	283C3 1930B	283C3 1930B
Infotainment Update-Software	PIVI31_1930	PIVI31_1930
Update Method	USB & OTA	USB & OTA
Claims Information Identifier	CL1	CL1
Last Updated	8/1/23	8/1/23

IMPORTANT for 2022 and 2023 ONLY: If the current AV Control Unit software version is 283C3 1480B or older, you must install 283C3 1570B (PVI_1570) first, before installing the latest software version.
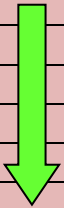
HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2015-2020 QX80 (Z62)

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					Install 1
Software History	Oldest	No Software Updates Available	Refer to ITB18-040	No Software Updates Available	2922
					2950
					2959
					2992
					4823
					3192
Latest Software Version					5548
Infotainment Update-Software					PIVI21_5548
Update Method					USB
Claims Information Identifier					CL2
Last Updated		3/8/23	3/8/23	3/8/23	4/4/23

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 History	Oldest	2922	283C3 1310B	283C3 1530B
		2950	283C3 1480B	283C3 1890B
		2959	283C3 1570B & 1580B	
		2992	283C3 1890B	
		4823		
		3192		
Latest Software Version	5548	283C3 1930B	283C3 1930B
Infotainment Update-Software	PIVI21_5548	PIVI31_1930	PIVI31_1930
Update Method	USB	USB & OTA	USB & OTA
Claims Information Identifier	CL2	CL1	CL1
Last Updated	4/4/23	8/1/23	8/1/23

IMPORTANT for 2022 ONLY: If the current AV Control Unit software version is 283C3 1480B or older, you must install 283C3 1570B (PVI_1570) first, before installing the latest software version.

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.
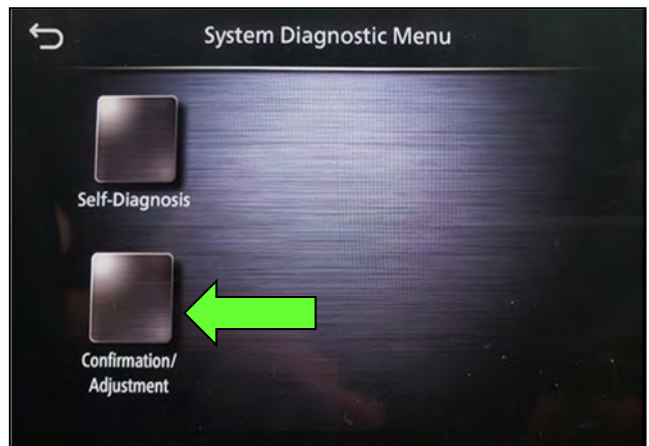

Figure 2

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.
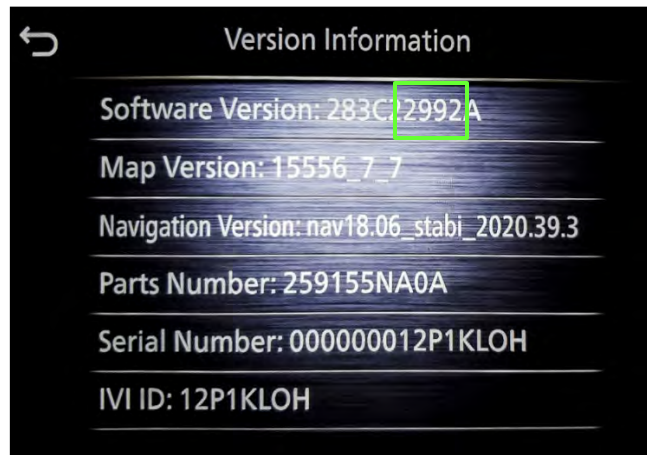

Figure 5

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

  IMPORTANT:

- o Refer to steps 40 - 48 on pages 28 - 30 for instructions on how to download the infotainment update-software from ASIST.

- o For step 43 on page 29, refer to the vehicle table to determine the correct infotainment update-software for your vehicle.

- o When steps 40 - 48 on pages 28 - 30 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

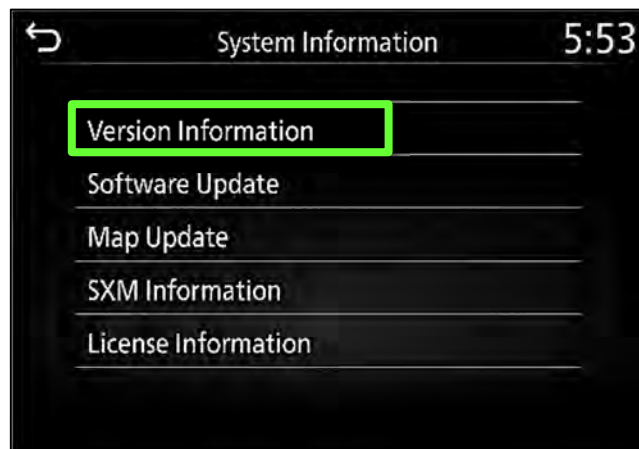8. Select **Version Information**.

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.
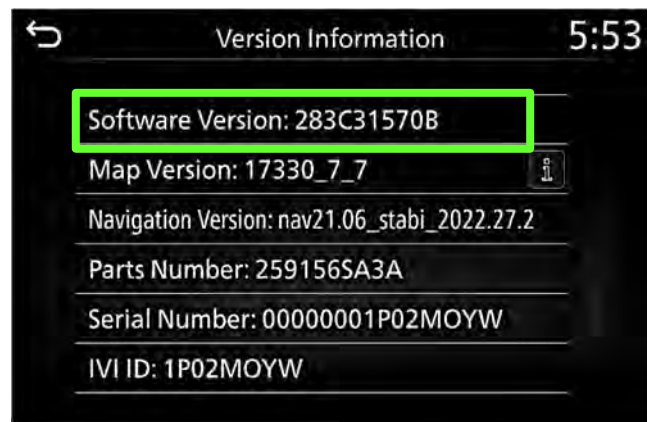
Figure 9

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

    IMPORTANT:

      o   Refer to steps 40 - 48 on pages 28 - 30 for instructions on how to download the infotainment update-software from ASIST.

      o   For step 43 on page 29, refer to the vehicle table to determine the correct infotainment update-software for your vehicle.

      o   When steps 40 - 48 on pages 28 - 30 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. Record the client's current clock settings.

    a. From the **MENU** screen, select **Settings**.

Figure 10

    b. Select **Clock**.

Figure 11

Install 1 (continued)

c. Record all the clock settings.

   ○ For vehicles without navigation:

     ➢ **On-Screen Clock**

       ■ ON/OFF

     ➢ **Clock Format**

       ■ 12H/24H

     ➢ **Date Format**

       ■ Select **Date Format** to view and record settings.

     ➢ **Set Clock Manually**

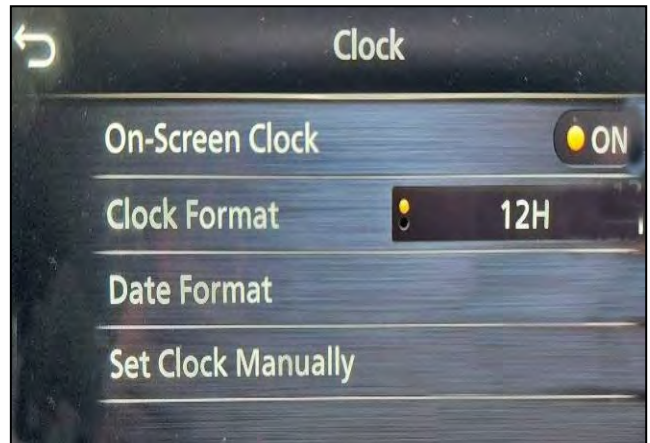   ■ Select **Set Clock Manually** to view and record settings.

Figure 12

   ○ For vehicles with navigation:

     ➢ **On-Screen Clock** (not shown)

       ■ ON/OFF

     ➢ **Clock Mode** (not shown)

       ■ Auto/Manual/Time Zone

     ➢ **Clock Format** (not shown)

       ■ 12H/24H

     ➢ **Date Format**

       ■ Select **Date Format** to view and record settings.

     ➢ **Offset (hour)**

     ➢ **Offset (min.)**

     ➢ **Daylight Savings Time**

       ■ ON/OFF

     ➢ **Time Zone**

       ■ Select **Time Zone** to view and record settings.

     ➢ **Set Clock Manually**

       ■ Select **Set Clock Manually** to view and record settings.

Figure 13

Install 1 (continued)

14. Insert the USB drive with the infotainment update-software into the vehicle's <u>USB media port</u> (Figure 14).

- 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"
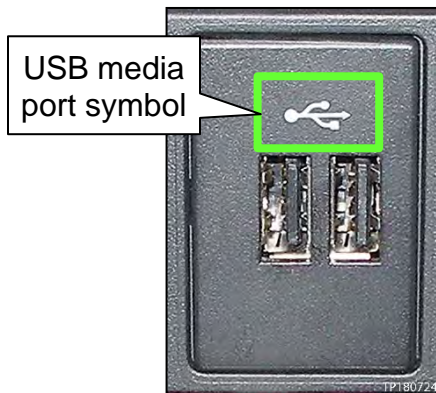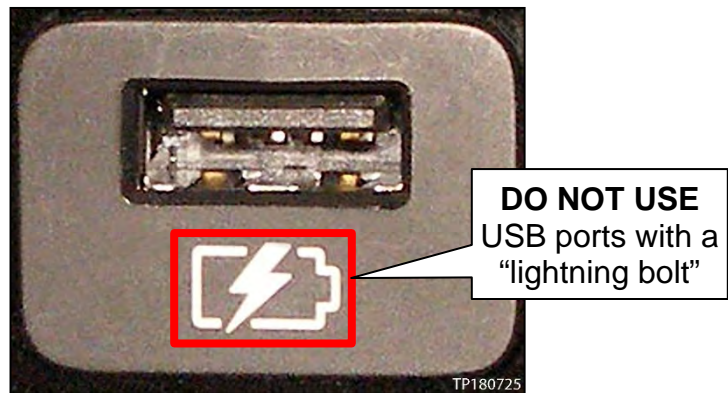
Figure 14   Figure 15

15. Wait for the update to complete.

- Follow the on-screen instructions while waiting.
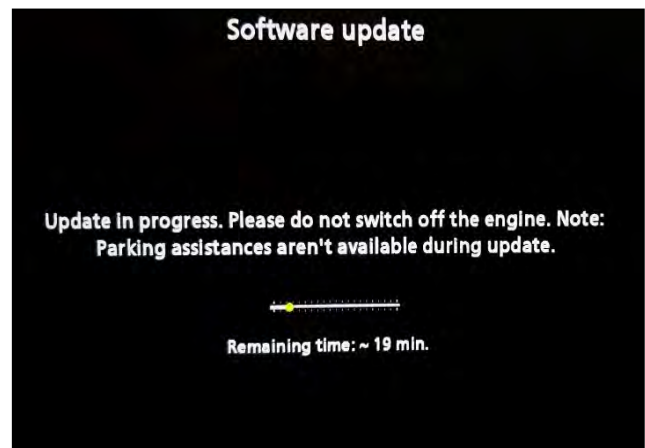
HINT: The update lasts 15-25 minutes.

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 16

Install 1 (continued)

16. Once the update is complete (Figure 17), 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.

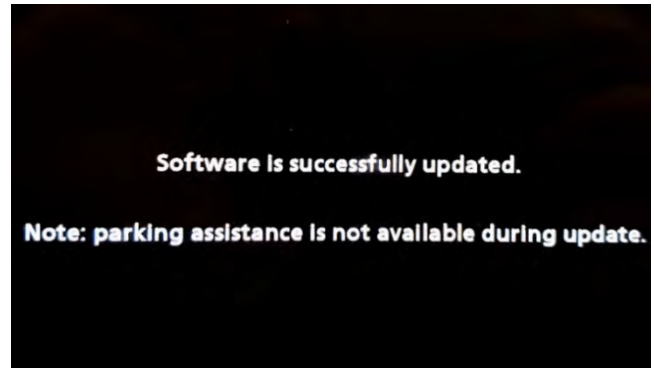Note: parking assistance is not available during update.

Figure 17

NOTICE

Steps 17 - 24 must be completed. If they are not completed, the update may become corrupted.

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

    • The Infiniti logo will be displayed during the reboot.

Figure 18

18. Turn the ignition OFF.

The steps below will fully reboot the infotainment system twice.

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

20. 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.

21. Turn the ignition ON (engine OFF) and wait for the Infiniti logo to appear (Figure 18).

    • If the Infiniti logo does not appear (this might take up to 30 seconds), start over from step 18.

Install 1 (continued)

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

    - The MENU (Home) screen in Figure 19 will be displayed.

23. Turn the ignition OFF.

Figure 19

24. Repeat steps 19 - 23 on pages 22 and 23 one more time (for a total of 2 times) to complete the update.

25. Move the vehicle outside to a place where a GPS signal is available and keep the engine running for 5 minutes.

26. Verify if the on-screen clock in the upper display is shown.

    - If the clock is shown in the upper display, continue to step 27.

    - If the clock is NOT shown in the upper display, return to step 25.

27. Restore the client's clock settings that were recorded during step 13 on page 19.

Install 2

28. Set the parking brake.

29. 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.

30. Insert the USB drive with the infotainment update-software into the vehicle's <u>USB media port</u> (Figure 20).

    - 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
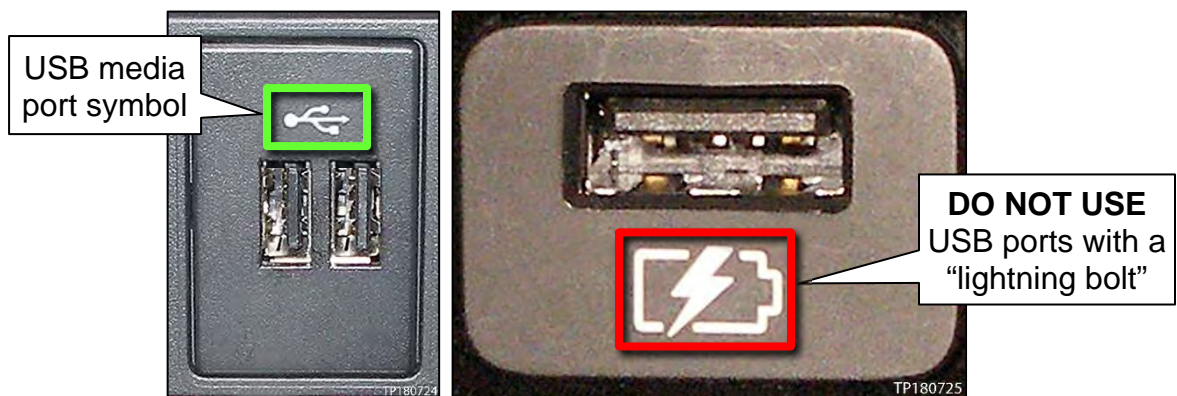USB ports with a "lightning bolt"

Figure 20   Figure 21

31. 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 22

Install 2 (continued)

32. Once the update is complete (Figure 23), remove the USB drive; the system will reboot (restart).

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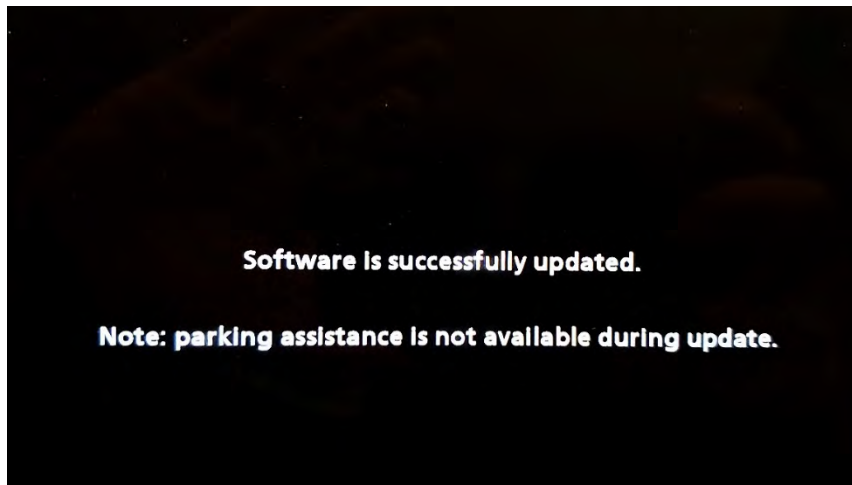

Figure 23

NOTICE

Steps 33 - 38 must be completed to reinitialize the AV Control Unit. If they are not completed, the update may become corrupt.

33. Press and hold the **MENU** button on the IT Commander (Figure 24) and turn the AV Control Unit volume knob (Figure 25) left-right-left at the same time.
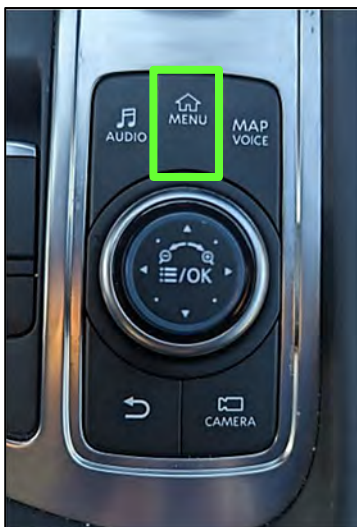
Figure 24

Figure 25

Install 2 (continued)

34. Select **Confirmation/Adjustment**.
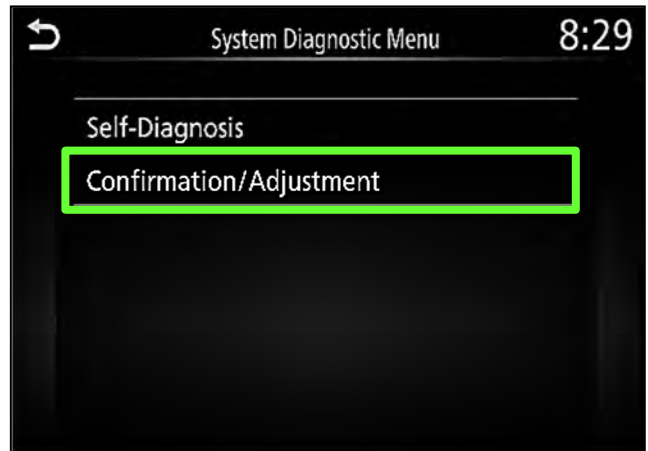
Figure 26
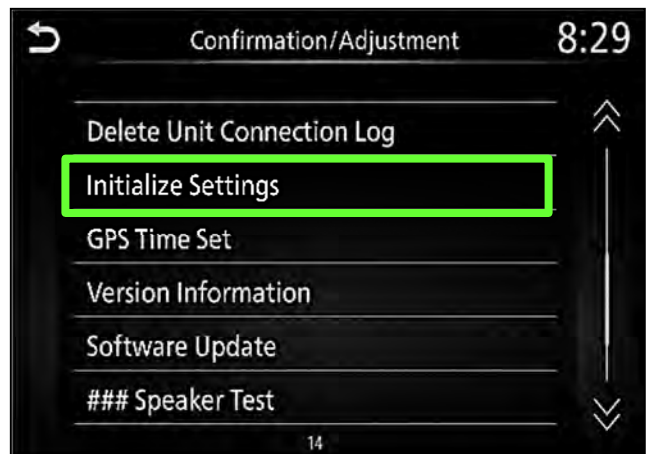
35. Select **Initialize Settings**.

Figure 27

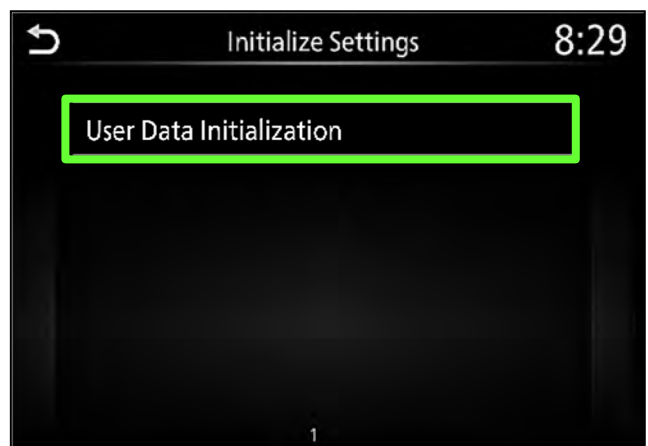36. Select **User Data Initialization**.

Figure 28

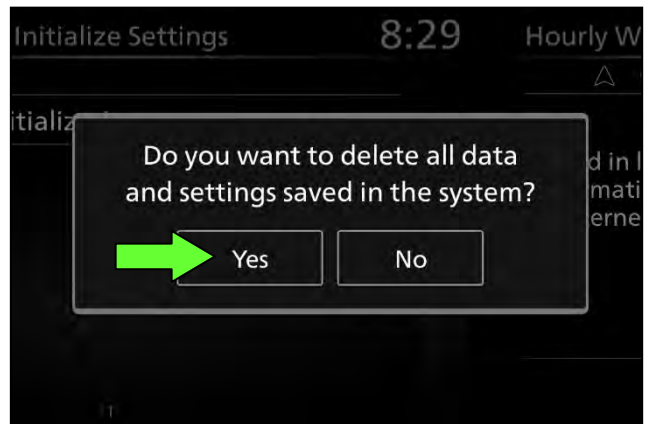**Install 2 (continued)**

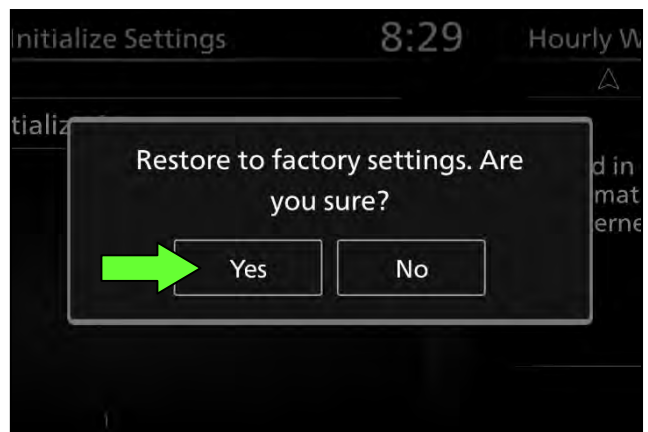37.   Select **Yes**.

Figure 29

38.   Select **Yes**.

Figure 30

39.   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 39 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.

40. 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.

41. Open ASIST.

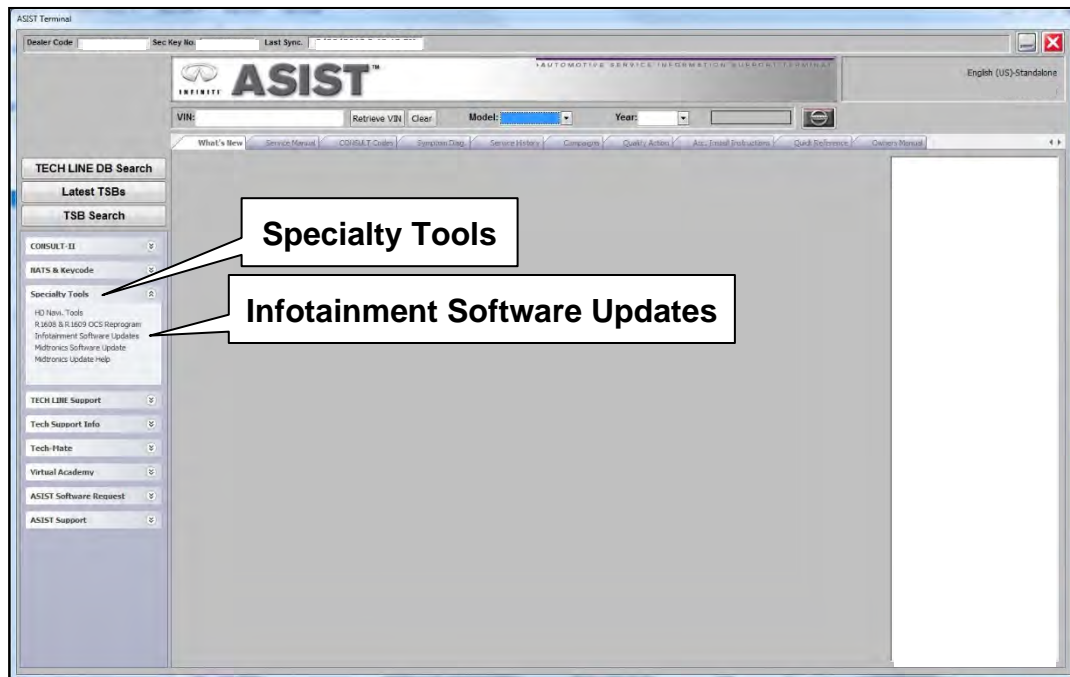42. Select **Specialty Tools**, and then select **Infotainment Software Updates**.

Figure 31

43. Select the check box next to the infotainment update-software (Figure 32).

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

44. Use the drop-down menu and select the location of the USB drive that was inserted in step 40 on page 28.
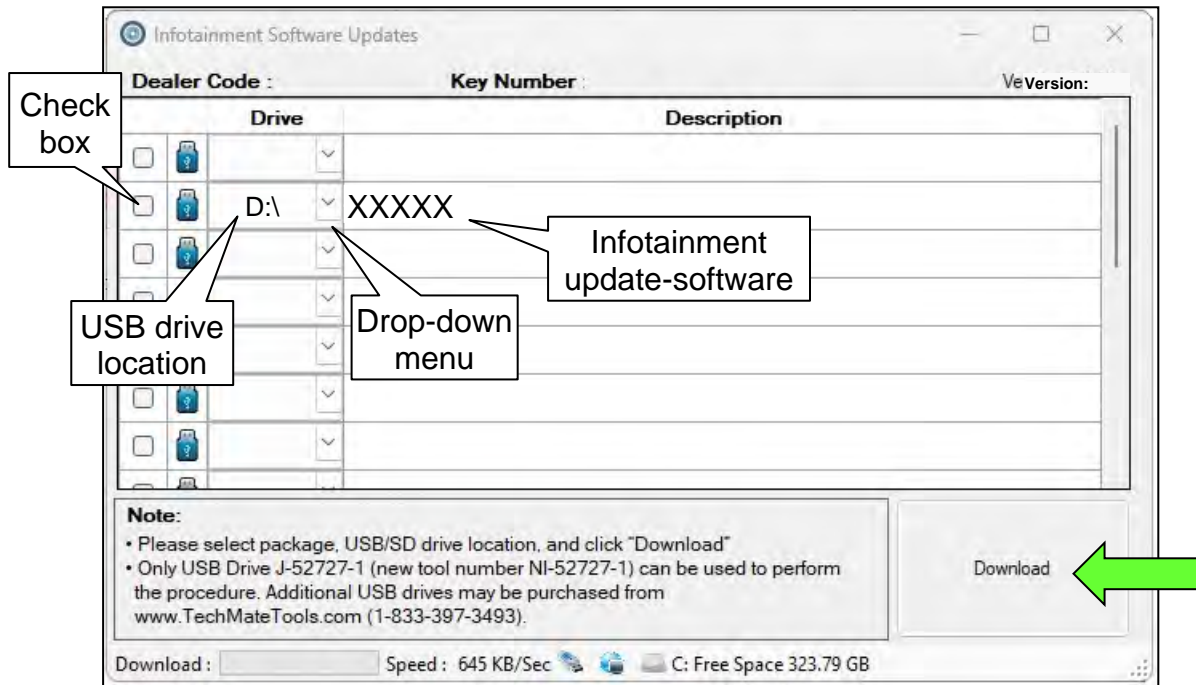

Figure 32

45. 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.

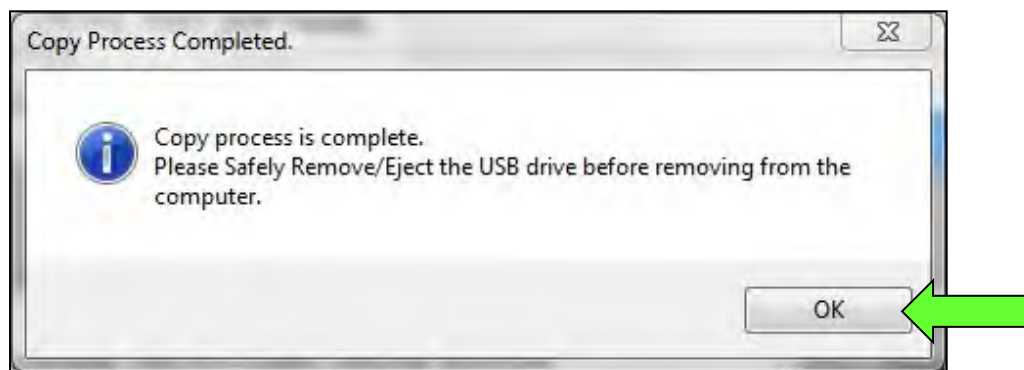46. Select **OK** when the message in Figure 33 is displayed.

Figure 33

47. 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.
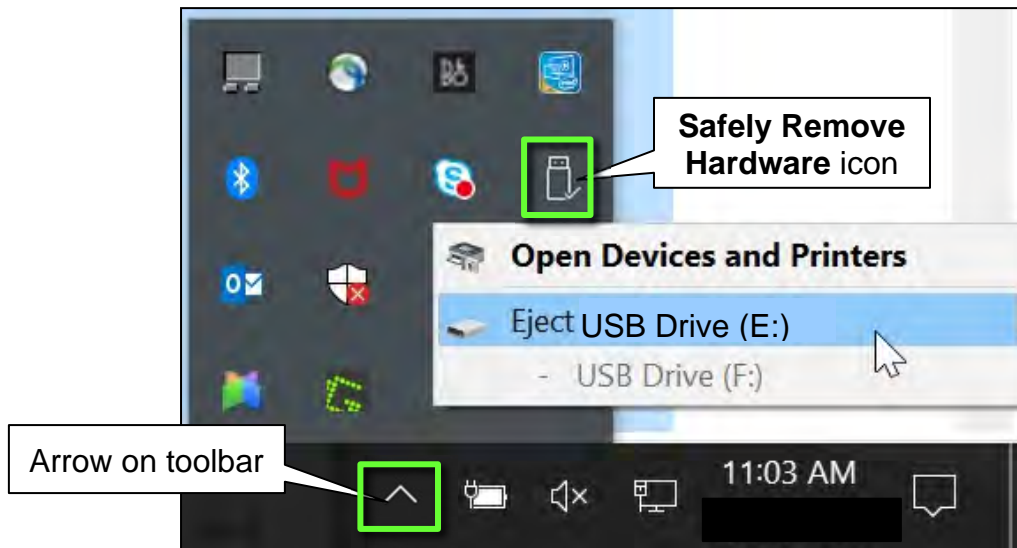

Figure 34

48. 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
CL2		RXD3AA			0.5

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
April 4, 2023	ITB23-010A	Vehicle tables on pages 5, 6, 9, 10, 13, and 14 updated, **Install 1** procedure revised. **CLAIMS INFORMATION** updated
August 1, 2023	ITB23-010B	Vehicle tables on pages 12 and 14 updated