



TECHNICAL SERVICE BULLETIN

Classification: AN22-009B	Reference: ITB22-014B	Date: January 29, 2024
------------------------------	--------------------------	---------------------------

ENABLING WIRELESS APPLE CARPLAY® FEATURES

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

APPLIED VEHICLES: 2020-2021 Q50 (V37)
 2020-2021 Q60 (CV37)
 2020-2021 QX50 (J55)

SERVICE INFORMATION

To enable wireless use of current Apple CarPlay® features, follow the **SERVICE PROCEDURE** in this bulletin.

HINT: Depending on the software version, the AV Control Unit may need to be updated. Perform step 1 on page 2 to check the software version.

IMPORTANT: This service is not covered under warranty.

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.

SERVICE PROCEDURE

1. Confirm the current software version of the AV Control Unit is 2992 or newer.
 - If the current software version is 2992 or newer, the AV Control Unit does not require an update. Proceed to step 2 to configure the AV Control Unit for Wireless CarPlay.
 - If the current software version is older than 2992, update the AV Control Unit to the latest software version, and then proceed to step 2 to configure the AV Control Unit for Wireless CarPlay.
 - Refer to the **Infotainment Software Update Utility**, located in ASIST under SPECIALTY TOOLS → Infotainment Software Updates, for the latest infotainment update-software, infotainment update procedures, and claims information.

Configure AV Control Unit for Wireless CarPlay

2. Connect a battery maintainer/smart charger to the vehicle.
3. Connect the VI to the vehicle.
4. Start C-III plus.
5. Wait for the VI to be recognized (Figure 1).
 - The serial number will display when the VI is recognized.
6. Select **Re/programming, Configuration**.

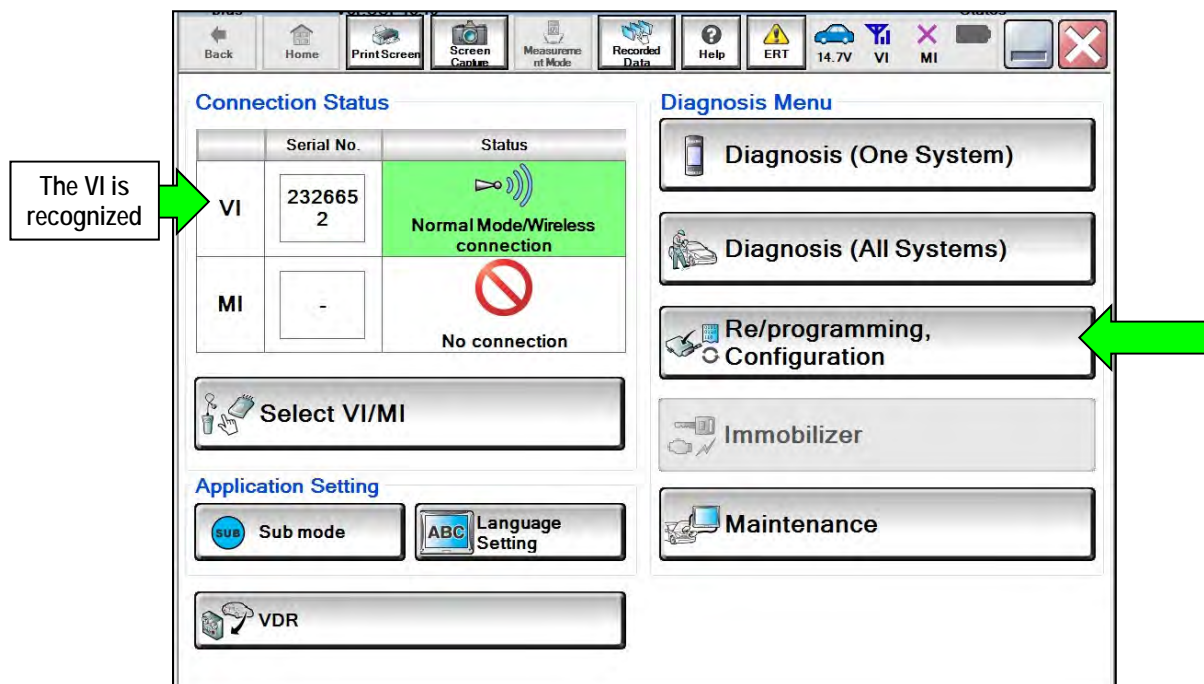


Figure 1

7. Check the box to confirm the precaution instructions have been read, and then select **Next**.
HINT: Use the arrows (if needed) to view and read all the precautions.

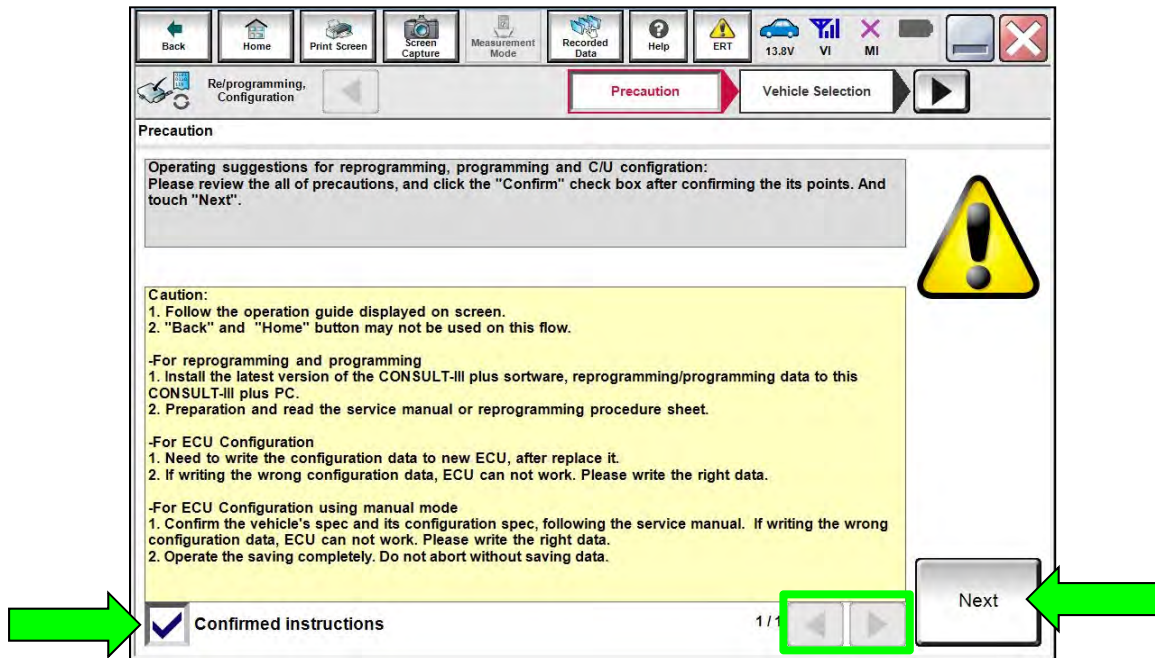


Figure 2

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

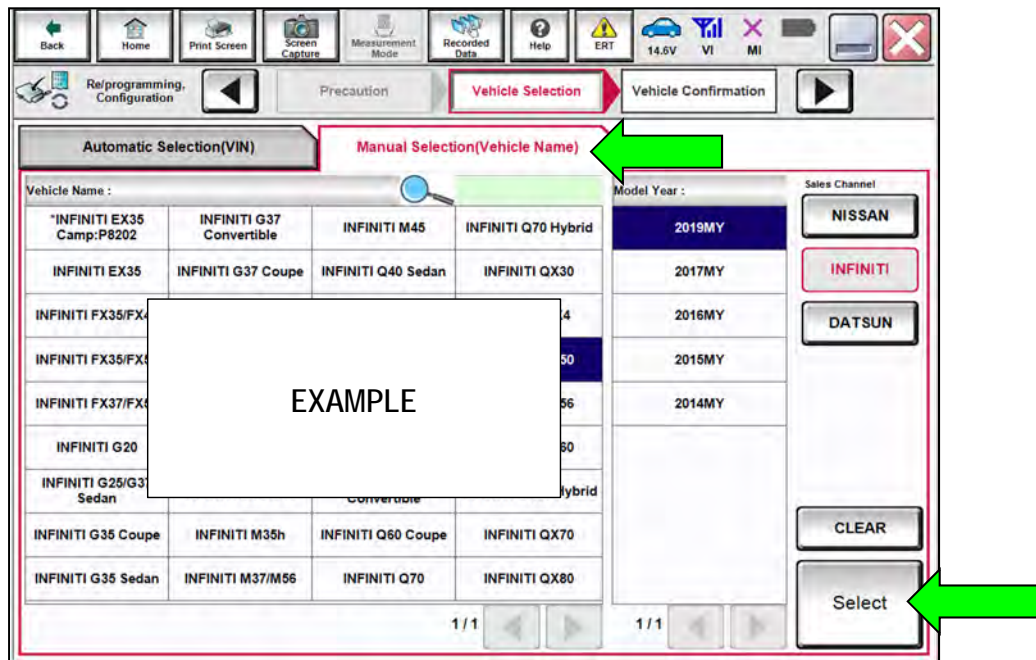


Figure 3

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

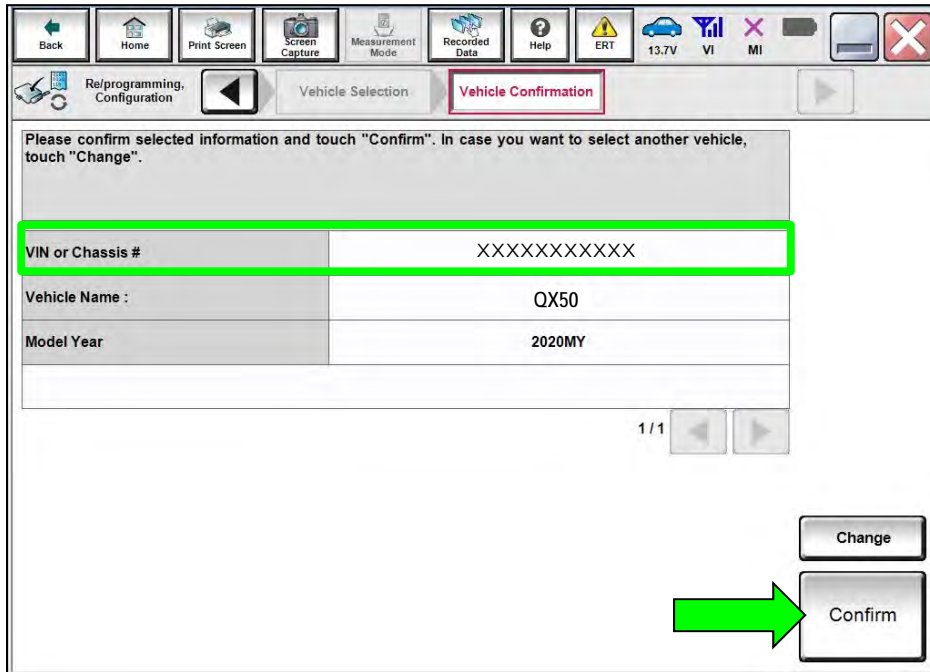


Figure 4

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

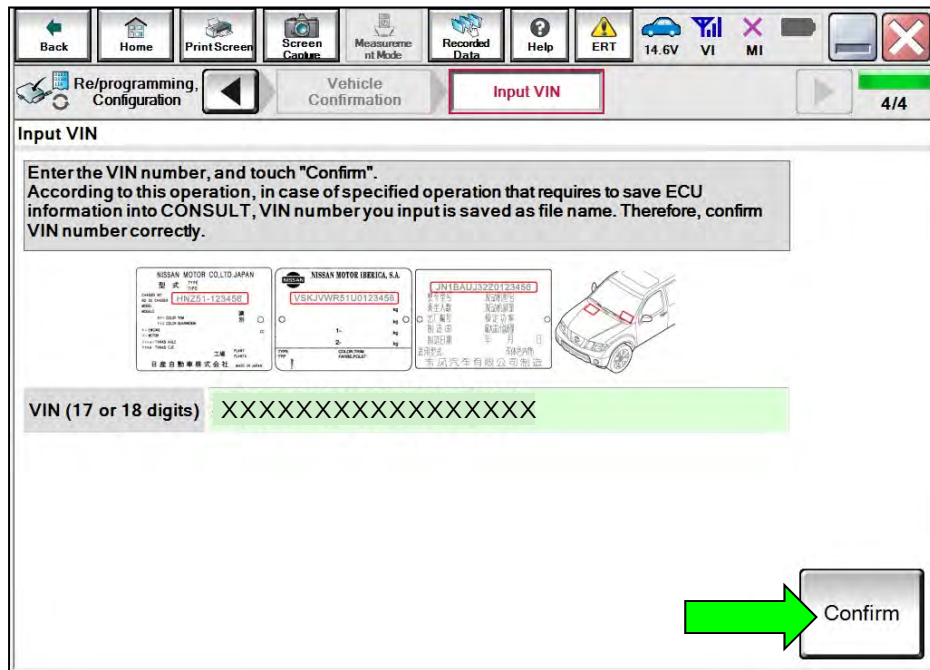


Figure 5

11. Select MULTI AV.

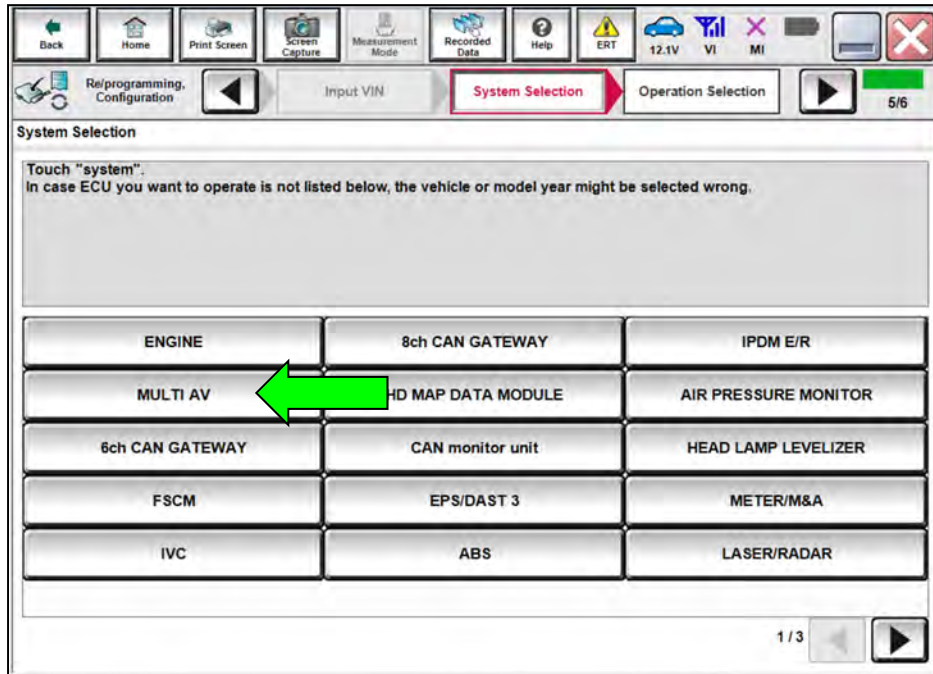


Figure 6

12. Select Before ECU Replacement under VEHICLE CONFIGURATION.

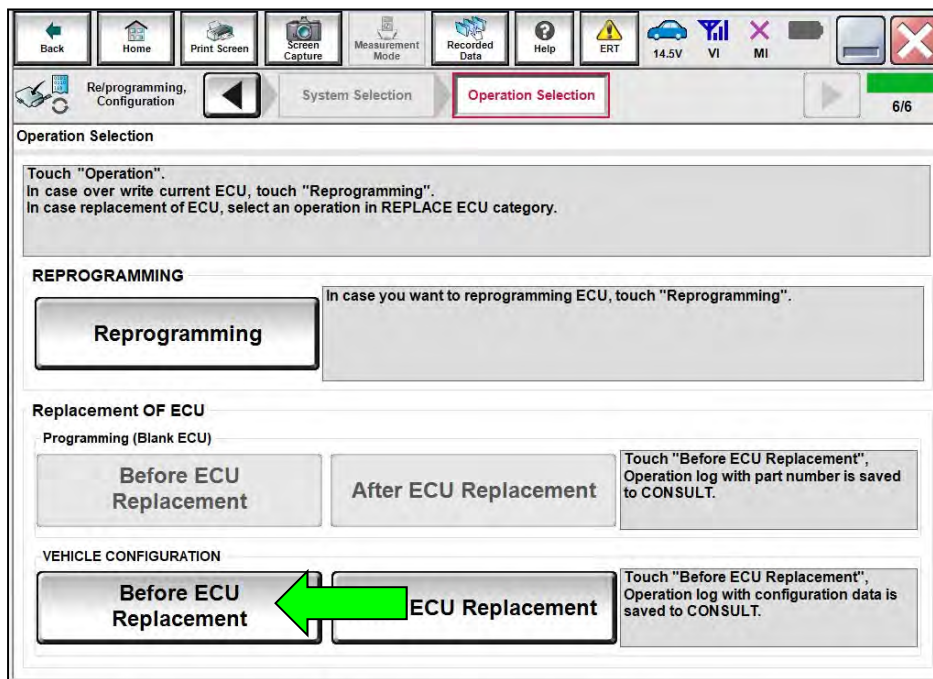


Figure 7

13. 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 17 on page 7.

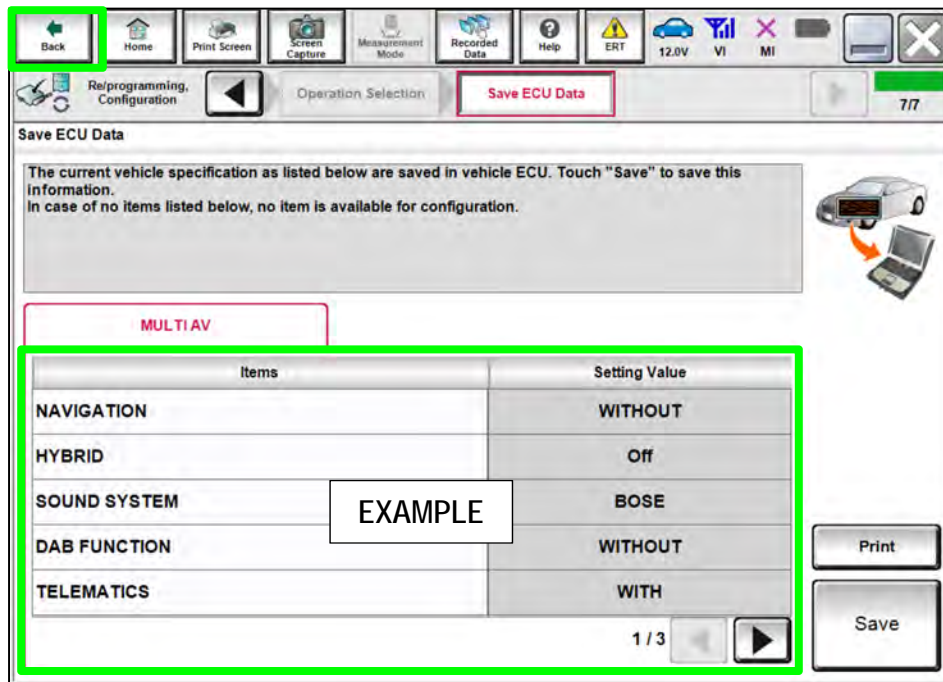


Figure 8

14. After the current configurations have been written down or printed, select **Back** in the upper LH corner of the screen (Figure 8).

15. Select **After ECU Replacement** under **VEHICLE CONFIGURATION**.

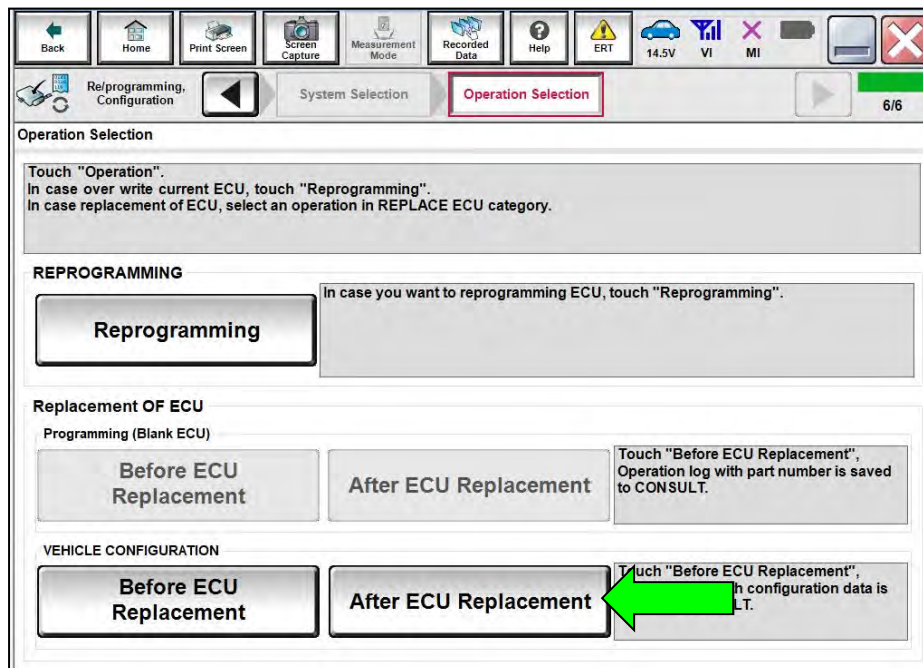


Figure 9

16. Select Manual selection.

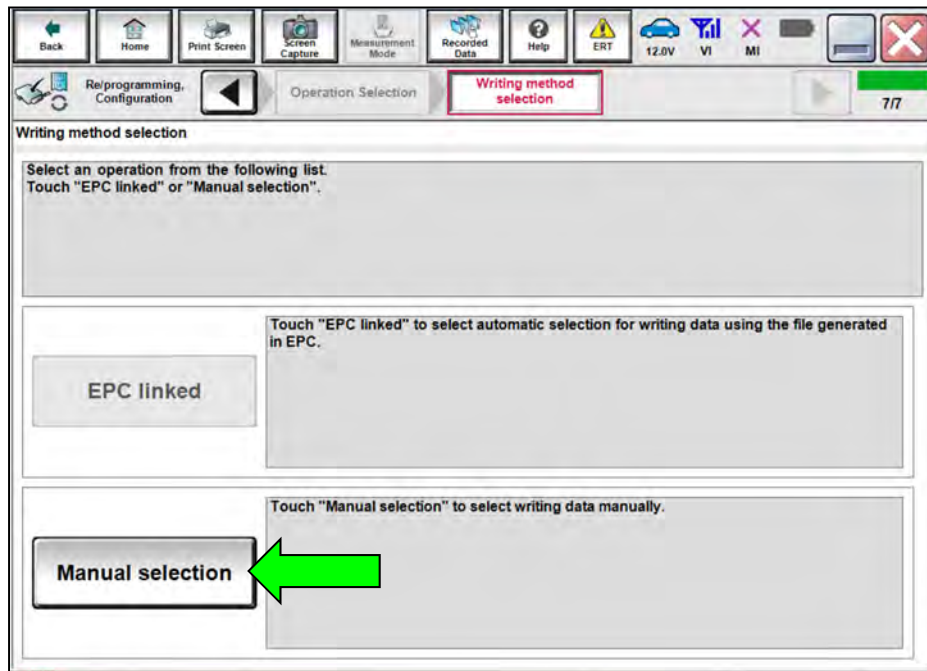


Figure 10

17. Use the drop down menus to select the configuration options that were printed or written down in step 13 on page 6, and then select **Next**.

IMPORTANT: The default **Setting Value** for **Wireless CarPlay** is "WITHOUT". Be sure to change this **Setting Value** to "WITH" (Figure 11).

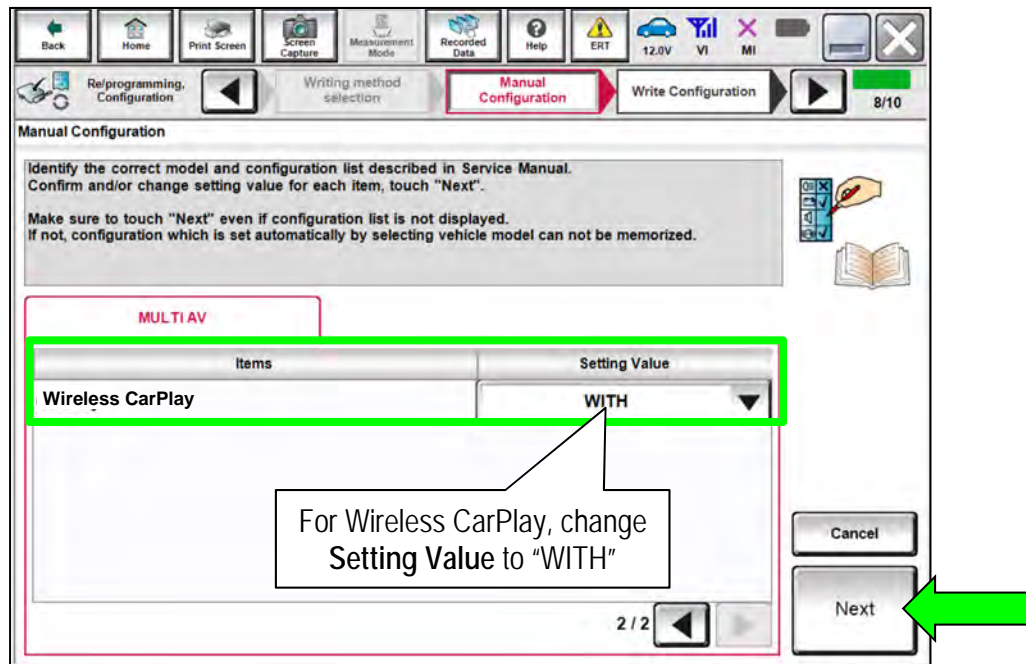


Figure 11

18. Confirm the configuration displayed is correct, and then select **OK**.
IMPORTANT: Be sure the **Setting Value** for **Wireless CarPlay** is "WITH" before selecting **OK**.

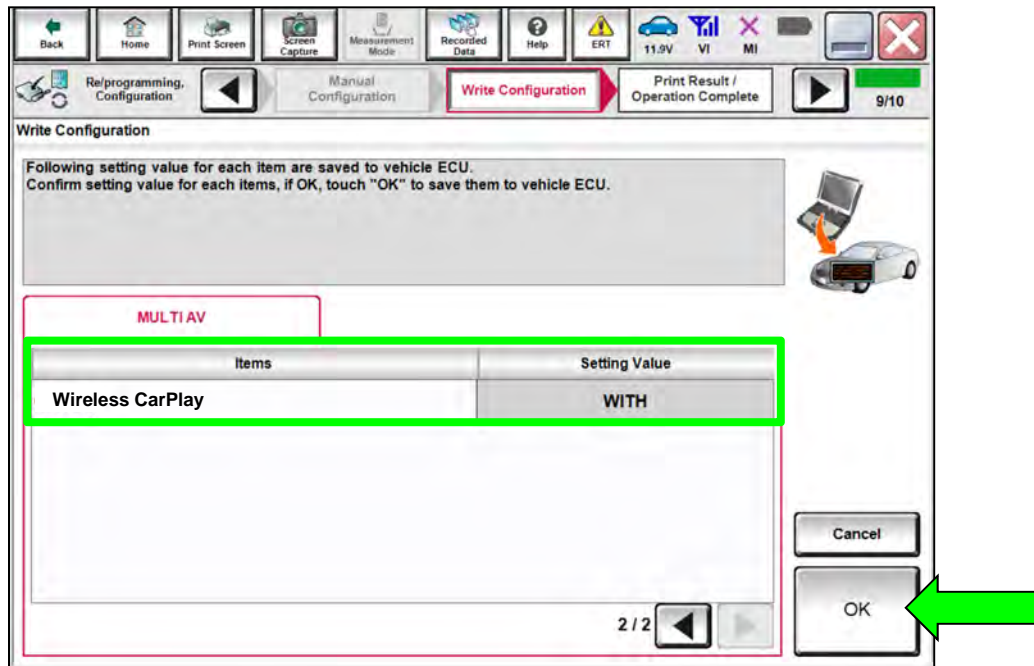


Figure 12

19. Allow the configuration to transfer to the vehicle.

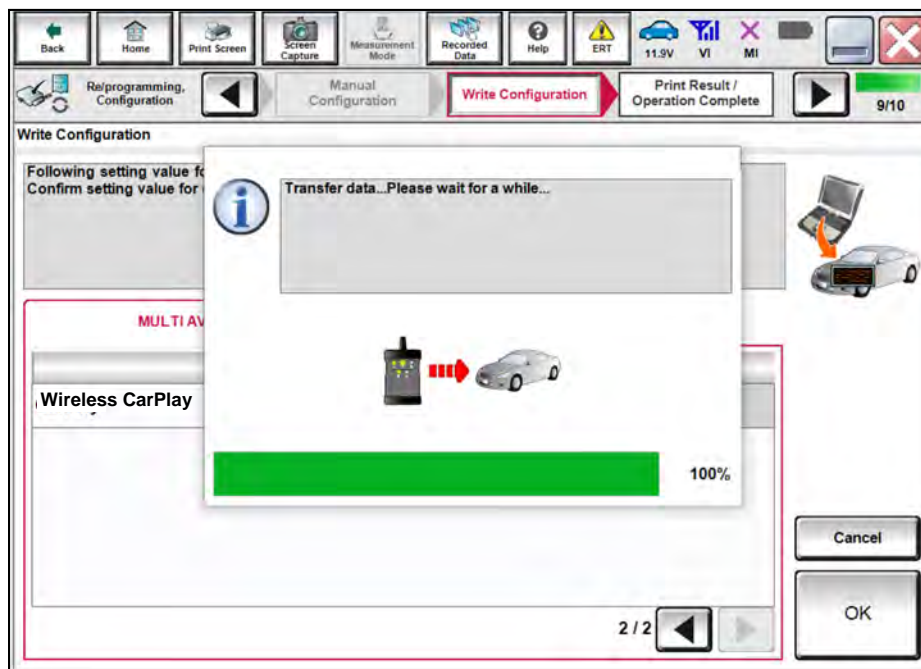


Figure 13

20. Select End.

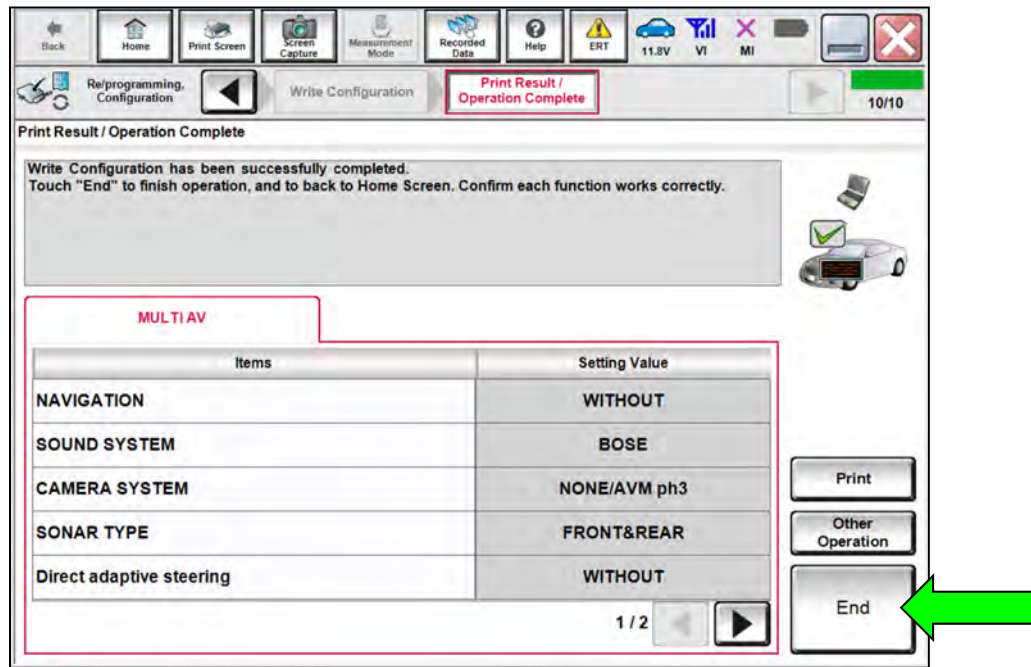


Figure 14

Erase DTCs

21. Select Diagnosis (All Systems).

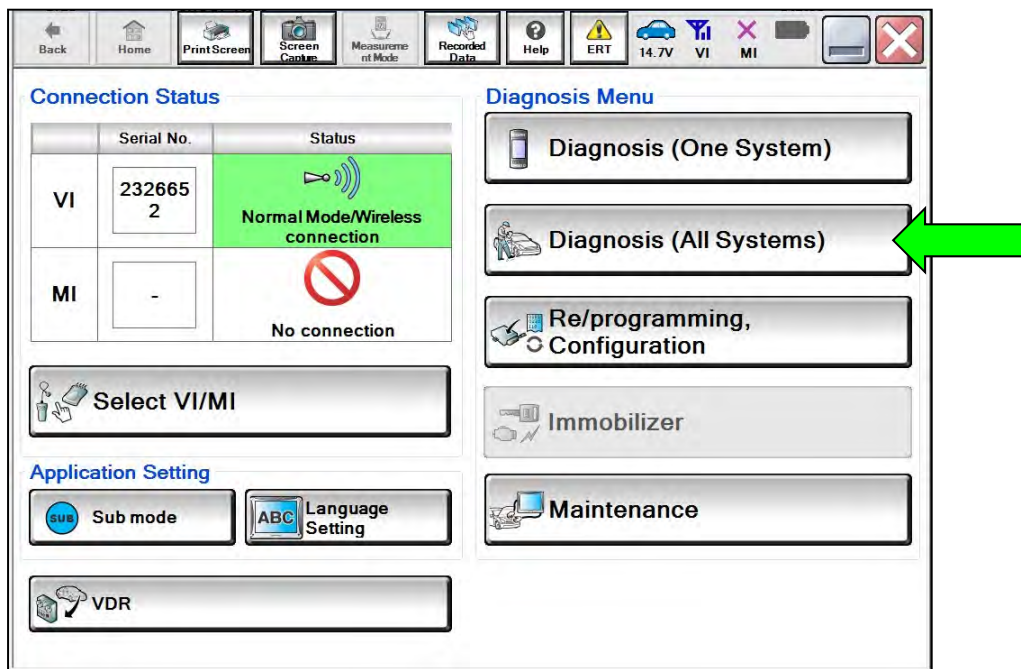


Figure 15

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

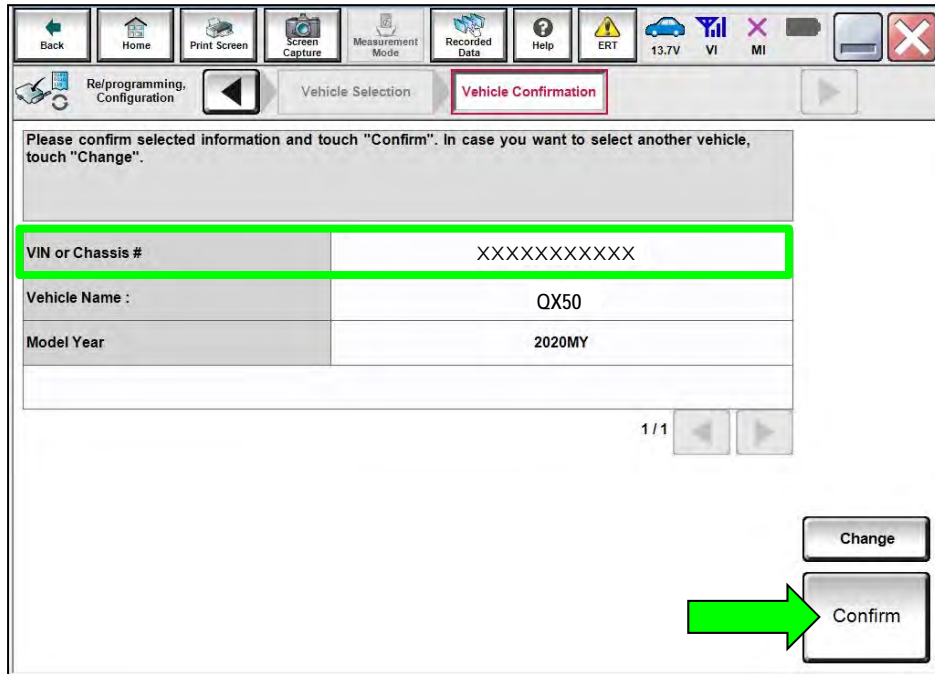


Figure 18

25. Select ERASE.

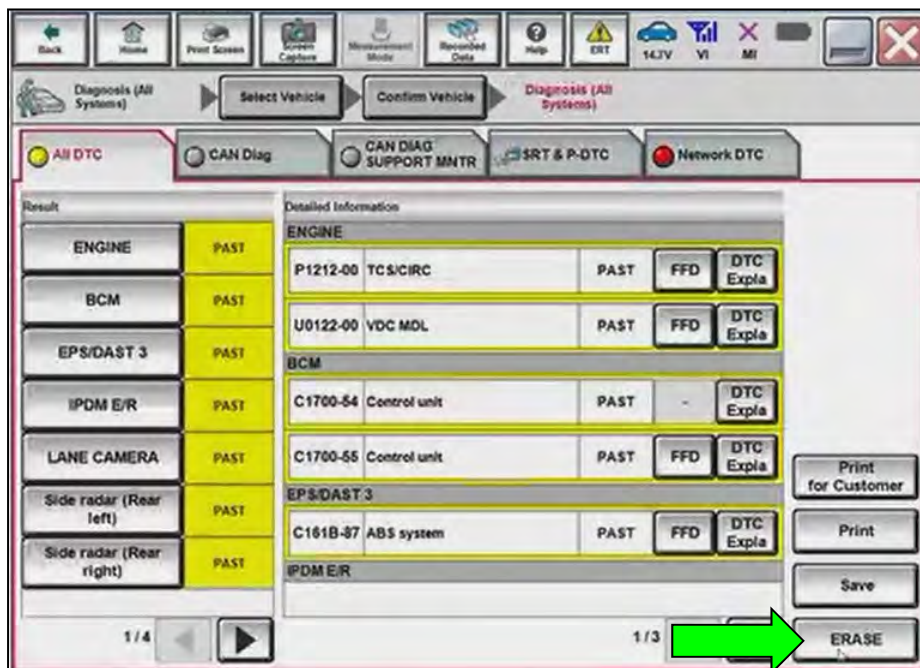


Figure 19

26. Select **Execute**.

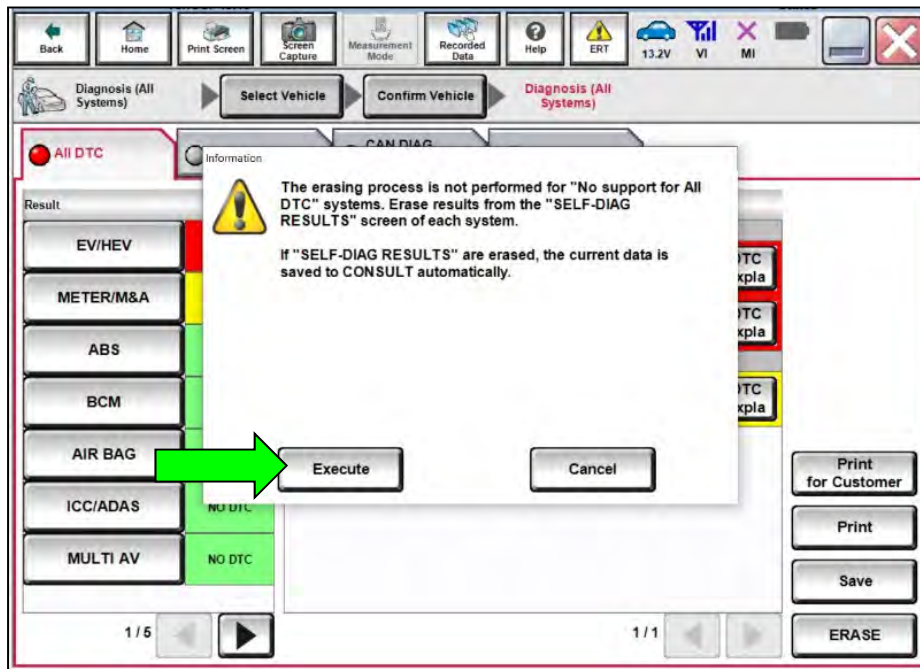


Figure 20

27. Select **Close**.

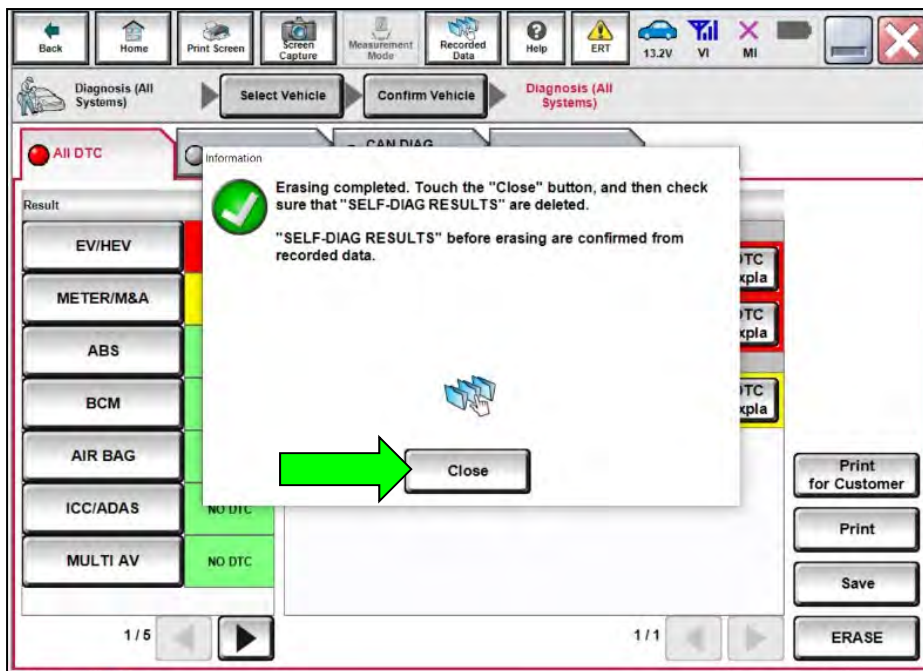


Figure 21

28. Close C-III plus.

29. Remove the VI from the vehicle.

30. Disconnect the battery maintainer/smart charger.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 31, 2022	ITB22-014	Original bulletin published
April 13, 2023	ITB22-014A	Changes made throughout
January 29, 2024	ITB22-014B	Revised to reference the Infotainment Software Update Utility in ASIST instead of ITB23-010

