

SERVICE BULLETIN

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TELEMATICS SERVICE INFORMATION

This bulletin has been amended. Modifications have been made to include QX30. No other changes have been made. Please discard all previous versions of this bulletin.

APPLIED VEHICLES: 2013 JX35 (L50) 2013 M37/M56 and M35 Hybrid (Y51) 2013 QX56 (Z62) 2014-2016 Q50 and Q50 Hybrid (V37) 2014-2016 Q70 and Q70 Hybrid (Y51) 2014-2016 QX60 and QX60 Hybrid (L50) 2014-2016 QX80 (Z62) 2017 QX30 (H15)

Vehicles equipped with factory Navigation system

SERVICE INFORMATION

The Applied Vehicles that are equipped with a factory Navigation system are also equipped with a wireless communication device called a Telematics Communication Unit (TCU).

With an active subscription (Infiniti Connection[™] or Infiniti InTouch Services[™]), the TCU communicates with the Infiniti Data Center to provide various safety, security, and convenience services.

This bulletin contains important service procedures that must be performed in order to set-up and maintain the telematics system for the Applied Vehicles. If these procedures are not completed, telematics system functions - such as personal security features - will not be active.

Service procedures in this bulletin:

- Turning ON the TCU During Pre-Delivery Inspection (PDI) Page 2
- When a TCU Needs To Be Replaced Page 6

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 dealer to determine if this applies to your vehicle.

Turning ON the TCU During Pre-Delivery Inspection (PDI)

NOTE: The TCU is OFF when delivered to the dealership and will need to be turned ON during PDI.

- 1. Connect the CONSULT-III plus (C-III plus) VI to the vehicle.
- 2. Set the parking brake.
- 3. Push the ignition switch twice to **ON** mode, or turn the key two positions to **ON** mode.
- 4. Launch C-III plus on the CONSULT PC.
- 5. Select Diagnosis (One System).

CONSULT-III plus Ver.15.11.00 VIN:-	Vehicle : -	Country : U.S.A.
Back Home Print Screen Capture Mode R	lecorded Bata	
Connection Status	Diagnosis Menu	
Serial No. Status	Diagnosis (On	e System)
VI 2300727		5
Normal Mode/Wireless connection	Diagnosis (All	Systems)
MI - No connection	Re/programmi	ng. Configuration
Select VI/MI	Immobilizer	
Application Setting		
Sub mode	Maintenance	
VDR	J	
	-	

Figure 1

6. Select **Telematics** on page 2 of the all systems list.

CONSULT-III plus Ver.15.11.00	VIN:-	Vehicle : -	Country : U.S.A.	
Back Home Print Screen		ded Help 12.0V		
Diagnosis (One System)	Diagnosis (One System Selection			
NISSAN/INFINITI Renault X-Badge		X-Badge		
Group All systems				
SONAR	POP UP HOOD	TOTAL ILLUM C/U	PTC HEATER	
LANE CAMERA	AUTO BACK DOOR	OCCUPANT DETECTION	TELEMATICS	
ADAPTIVE LIGHT	Diag Data Recorder	Step	ЕМСМ	
AUTO SLIDE DOOR RIGHT	4WAS(FRONT)		SVT	
CAN GATEWAY	E-SUS	MULTIDISPLAY	BSW	
SHIFT	ACCELE PEDAL ACT	SIDE RADAR RIGHT	AVM	
EV/HEV	HV BATTERY	CHARGER	си	
			2/3	

Figure 2

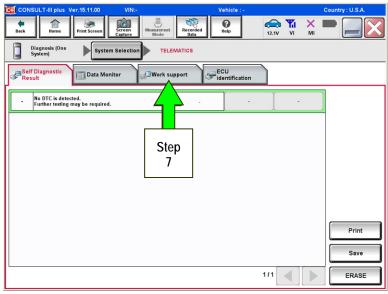


Figure 3

12.0V VI MI () Help **e** Back Home ent Scre Screen Recorde Diagnosis (One System) TELEMATICS System Selection Self Diagnostic Result ECU identification Data Monitor Work support Test Item SAVE VIN DATA CENTER CONNECTION SETTING Step TCU ACTIVATE SETTING 8 WRITE VIN DATA Step VIN REGISTRATION 9 Retrieving logging data Start 1/1

Figure 4

7. Select Work Support.

- 8. Select TCU Activate Setting.
- 9. Select Start.

10. Select Start.

JLT-III plus Ver.15.11.00 VIN /ehicl Recorded Data () Help (12.0V VI MI Screen 1 **A**Back Diagnosis (One System) System Selection TELEMATICS Work support : TCU ACTIVATE SETTING Change TCU activate setting. Off On Step Start Current status 10 End

Figure 5

12.0V VI MI Recorde Relp 1 -Screen (TELEMATICS Diagnosis (One System) System Selection Work support : TCU ACTIVATE SETTING Change TCU activate setting. Off Step On 11 Start Current status Off Step 12 End

Figure 6

CONSULT-III plus Ver.15.11.00 VIN:-	Vehicle : -	Country : U.S.A.
Back Rome Print Screen Screen Mod	ment Recorded Halo	× = _ X
Diagnosis (One System)	TELEMATICS	
Self Diagnostic Data Monitor	k support	
Test Item		
SAVE VIN DATA		
CENTER CONNECTION SETTING	_	
CENTER CONNECTION SETTING		
TCU ACTIVATE SETTING		
WRITE VIN DATA		
VIN REGISTRATION	-	Step
	_	13
Retrieving logging data		
L	1/1	Start

Figure 7

- 11. Select **ON** to turn ON the TCU.
- 12. Select END.

13. Select Start.

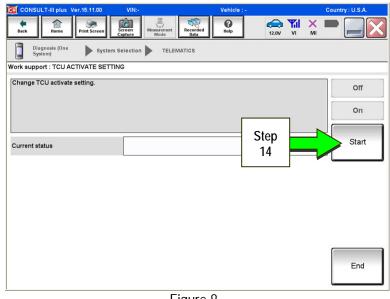


Figure 8

5.11.00 Screen Recorded Data () Help (12.0V VI MI Back 1 Marma ert Diagnosis (One System) TELEMATICS System Selection Work support : TCU ACTIVATE SETTING Change TCU activate setting. Off On Start On Current status Step 15 End

Figure 9

14. Select Start.

15. Confirm "On" is displayed in the Current status field.

When a TCU Needs To Be Replaced

NOTE:

- For 2016 Q50 with remote engine start (button on key fob): You <u>MUST</u> have ALL customer keys before beginning this procedure.
- Each TCU is registered to a specific Vehicle Identification Number (VIN). TCUs cannot be "swapped" between vehicles. Once a TCU is registered to a vehicle, the TCU cannot be used in another vehicle.
- The VIN <u>MUST</u> be written to the replacement TCU after installation.
- The replacement TCU must come from Nissan North America parts supply.
- 1. Turn OFF the TCU using C-III plus.
 - Perform steps 1-15 of the Turning ON the TCU During Pre-Delivery Inspection (PDI) procedure starting on page 2.
 - Instead of selecting "ON" in step 11, select "OFF."
 - > In step 15, confirm the current status is displayed as "Off."
 - > After step 15, select **End**.

- 2. Select SAVE VIN DATA.
- 3. Select Start.

CONSULT-III plus Ver.15.11.00 VIN:-		Country : U.S.A.
Back Home Print Screen Screen Mosaurome Mode Capture System)	LEMATICS	12.0V VI MI 📰 🎑
Self Diagnostic Data Monitor	support ECU identification	
Test Item SAVE VIN DATA	Step	
CENTER CONNECTION SETTING	2	
TCU ACTIVATE SETTING		
VIN REGISTRATION		Step
Retrieving logging data		3
		Start
	1	

Figure 10

4. Select START.

NOTE: If the VIN data cannot be saved, you will have to manually enter the VIN later in this procedure.

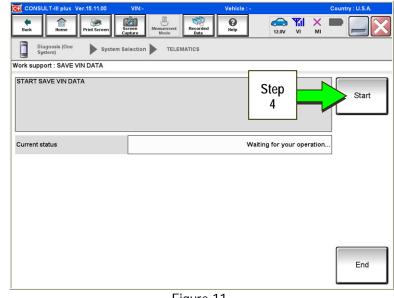


Figure 11

Recorde () Help 12.0V VI ۲ Screen X Diagnosis (One System) System Selection TELEMATICS Work support : SAVE VIN DATA DATA SAVING HAS BEEN COMPLETED. ACCORDING TO SERVICE MANUAL, RUN THE DATA WRITING ROUTINE. Retry Current status CMPLT Step End 5

Figure 12

5. Select End.

- 6. Remove the TCU from the vehicle.
 - Refer to the Electronic Service Manual ESM, section AV Audio Visual & Navigation System, for removal information.

Step 7 must be performed <u>AFTER</u> the original TCU is removed from the vehicle and <u>BEFORE</u> the replacement TCU is installed.

- 7. Write the following information on the repair order:
 - a) VIN.
 - b) International Mobile Equipment Identity Number (IMEI) of the <u>original TCU</u>. This number is located on the TCU.
 - c) IMEI Number of the <u>replacement TCU</u>. This number is located on the TCU.
 - d) Serial Number of the <u>replacement TCU</u>. This number is located on the TCU.

NISSAN 28275 XXXXXX PART NAME: TELEMATIC BOX PRODUCTION DATE: 02/06/15 PART NO: 51986177 HW: 00001 SW: 04 80 04 10 IME:: 014148000075342 SERIAL NO: 204152300511 MODEL NAME:: TCU GENZ 3G UCM	Contains FCC ID: N7NAR85	283BO _XXXXX TYPE NUMBER: GNOV1 IC ID: 2807E – GNOV1 FCC ID: LHJGNOV1 Model no: ADN025146110
12.8V DC == 2A TOU BATTERY CAN STAND WITHOUT BEING CHARGED (CONSIDERING MEAN TEMP AROUND 30C UP TO 40C DURING SUMMER, AND LIMITED TIME DURING TRANSPORT UP TO 60C) UNTIL 172016 (WW0000) SEE "RECOMMENDATIONS OF USE TOU GEN2" DOCUMENT FOR MORE DETAILS Advanced Automotive Antennas S.L.	PAT. US7. 148.850 ET ALT. (C) 2009 Advanced Automo Antennas S L. All rights reserved.	HW: 2514 SW: 06.12 IMEI: 35219904000XXXX Serial no: 9900XXXX Ontinental (3) Assembled in Mexico 26.Apr.2010

LABEL ON TCU

Examples of IMEI and Serial Number on TCU Label

- 8 Install the replacement TCU into the vehicle.
 - Refer to the ESM, section AV Audio Visual & Navigation System, for installation information.
- 9. Connect the CONSULT-III plus (C-III plus) VI to the vehicle.
- 10. Set the parking brake.
- 11. Push the ignition switch twice to ON mode, or turn the key two positions to ON mode.
- 12. Launch C-III plus on the CONSULT PC.

13. Select Diagnosis (One System).

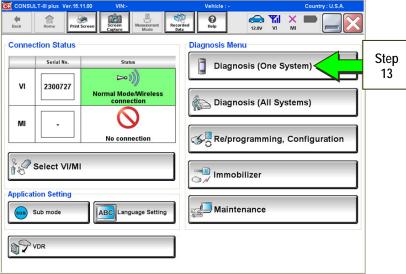


Figure 14

Recorded () Help 12.0V VI MI 1 Screen -Diagnosis (One System) System Selection X-Badge NISSAN/INFINITI Renault All systems • Group PTC HEATER SONAR POP UP HOOD TOTAL ILLUM C/U LANE CAMERA AUTO BACK DOOR OCCUPANT DETECTION TELEMATICS ADAPTIVE LIGHT Diag Data Recorder ЕМСМ Step AUTO SLIDE DOOR RIGH 4WAS(FRONT) SIDE svт 14 CAN GATEWAY E-SUS м BSW SHIFT ACCELE PEDAL ACT SIDE RADAR RIGH AVM EV/HEV HV BATTERY CHARGER CIU 2/3

Figure 15

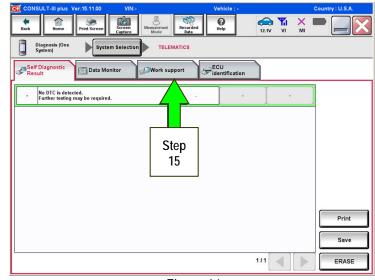


Figure 16

14. Select Telematics.

15. Select Work Support.

16. Select WRITE VIN DATA.

NOTE: If VIN DATA could not be saved in step 4 on page 7, then skip to Manually Enter VIN Data (if needed) on page 12.

17. Select Start.

18. Select Start.

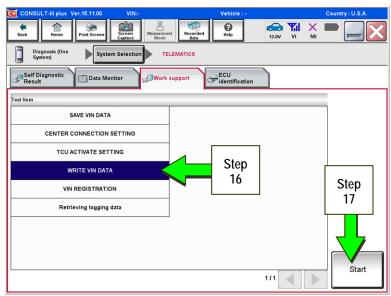


Figure 17

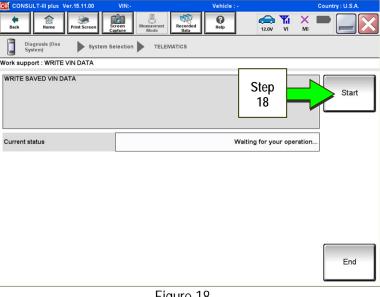
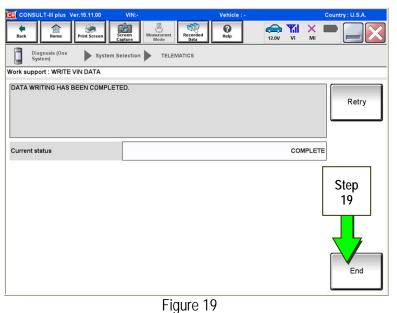


Figure 18



19. Select End.

20. Is the vehicle you are working on a 2016 Q50 or Q50 Hybrid, or 2017 QX30?

YES: Go to Manual TCU Configuration on page 14, then proceed to step 21.

NO: Proceed to the next step (step 21).

21. Turn ON the TCU.

• Perform steps 1-15 of the Turning ON the TCU During Pre-Delivery Inspection (PDI) procedure, starting on page 2.

22. This step is only for 2016 Q50 with remote engine start (button on key fob):

- Step 22 must be performed before step 23.
- Perform Intelligent Key registration for all customer keys.

NOTE: The Remote Engine Start and Stolen Vehicle Locator features (if so equipped) will not function if Intelligent Key registration is not completed.

23. Call the Infiniti Call Center at **1-800-334-7858**. Listen for additional applicable prompts. (Hours of operation are listed at the bottom of the page.)

During this call:

- You will be asked for your name, dealership name, and all of the information collected in step 7 on page 8.
- The Call Center agent will deactivate the original TCU and activate the replacement TCU.

IMPORTANT: Step 23 MUST be performed to activate the replacement TCU. If it is not performed the TCU will not be able to communicate with the Infiniti Data Center.

END

Infiniti Call Center (1-800-334-7858) – Hours of Operation (Central Time Zone)

Monday – Friday: 7AM – 10PM Saturday: 8AM – 5PM

Special Holiday Hours: Closed Thanksgiving, Christmas, and New Year's Day Christmas Eve: 7AM – 7PM New Year's Eve: 7AM – 7PM

Manually Enter VIN Data (if needed)

(If step 4 on page 7 was unsuccessful)

1. Select VIN REGISTRATION.

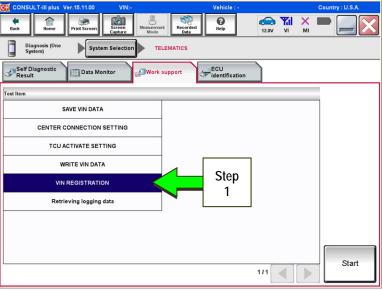


Figure 20

- 2. Enter the VIN.
 - a) Touch the VIN (1ST TIME) input field and type in the VIN.
 - b) Touch the VIN (2ND TIME) input field and type in the VIN again.

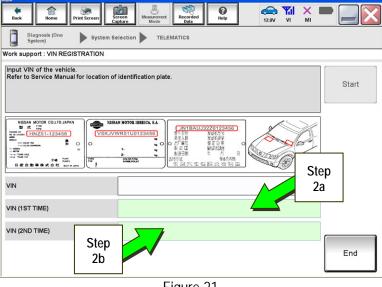


Figure 21

Ø 12.0V VI MI Ô Record Diagnosis (Or System) TELEMATICS System Selection Work support : VIN REGISTRATION Input VIN of the vehicle. Refer to Service Manual for location of identification plate Step Start 2c NISSAN MOTOR COLLTD.JAPAN 할 호 1760 HNZ51-123456 NISSAN MOTOR IBERICA, S.A. -------2 C 8#1 VIN 5N1AL0MMXDXXXXXX VIN (1ST TIME) 5N1ALOMMXDXXXXXX VIN (2ND TIME) End



c) Select Start.

3. Select End.

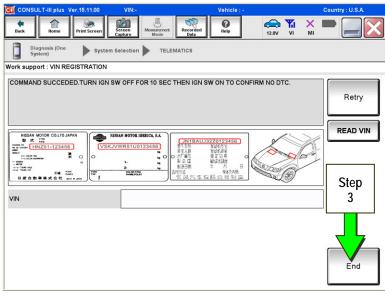


Figure 23

4. Return to step 21 on page 11.

Manual TCU Configuration (2016 Q50 and Q50 Hybrid, 2017 QX30 only)

1. Select Re/programming, Configuration.

NOTE: C-III plus screen for steps 2-4 not shown.

- 2. Read the precautions on C-III plus screen and then select **Next**.
- 3. Select model and model year.
- 4. Select Select, and then Confirm.

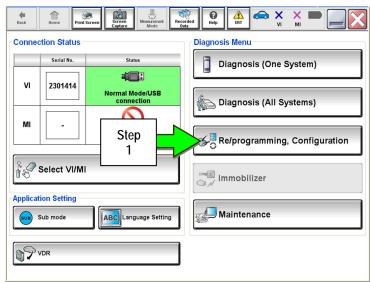


Figure 24

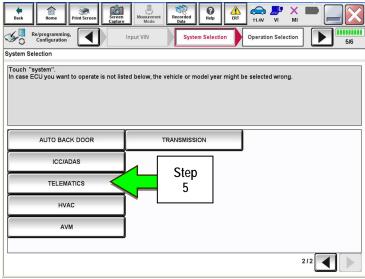


Figure 25

() Help 11.4V VI ۲ Ô X 6/6 50 Re/programming Configuration ◀ System Selection Operation Selection **Operation Selection** Touch "Operation". In case over write current ECU, touch "Reprogramming". In case replacement of ECU, select an operation in REPLACE ECU category REPROGRAMMING In case you want to reprogramming ECU, touch "Reprogramming" Reprogramming Step Replacement OF ECU 6 Programming (Blank ECU) Touch "Before ECU Replacement", Operation log with part number is saved to CONSULT. Before ECU Afte U Replacement Replacement VEHICLE CONFIGURATION Touch "Before ECU Replacement", Operation log with configuration data is saved to CONSULT. Before ECU After ECU Replacement Replacement

Figure 26

5. Select **TELEMATICS**.

6. Select After ECU Replacement.

7. Select Manual selection.

Back Re/programming, Configuration	Screen Cepture Operation Selection Writing method Selection	ERT	
Writing method selection			
Select an operation from the foll Touch "FAST linked" or "Manual	swing list. selection".		
FAST linked	Touch "FAST linked" to select automatic selec generated in FAST.	ction for writing data using	the file
Manual selection <	Touch "Manual selection" to select writing dat Step 7	a manually.	

Figure 27

11.4V VI () Help Recorded ۲ Ô ERT X ¥0 Re/programming Configuration 4 Manual Configuration Write Configuration Manual Configuration Select the Type ID listed in FAST (Service parts catalog) from the following table, and then touch "Next". 28277-1HK0A Step 8 TELEMATICS 28277-5DA2A Type ID 28277 - 4NP1A 28277 - 4NR1A 28277 - 4NR0A 28277 - 1HK0A Cancel Step Next

Figure 28

9

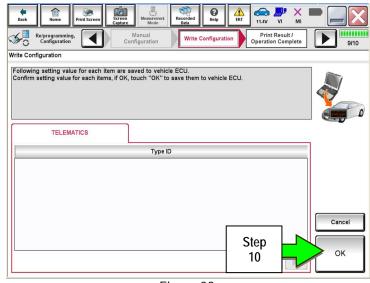


Figure 29

8. Select the applicable Type ID: For 2016 Q50 and Q50 Hybrid:

For 2017 QX30:

- 9. Select Next.
- 10. Select OK.
- 11. Return to step 21 on page 11.

8/10