

Classification:

AN21-016

Reference:

ITB21-019

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Date:

August 2, 2021

VOLUNTARY RECALL CAMPAIGN 2021 Q50, Q60, AND QX80; TELEMATICS CONTROL UNIT (TCU) REPROGRAM

CAMPAIGN ID #: R21A9
APPLIED VEHICLES: 2021 Q50 (V37)
2021 Q60 (CV37)
2021 QX80 (Z62)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Infiniti is conducting this voluntary recall campaign, on certain specific model year 2021 Q50, Q60, and QX80 vehicles, to reprogram the Telematics Control Unit (TCU). This service will be performed at no charge to the client for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number R21A9 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

RETAILER RESPONSIBILITY

It is the retailer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a retailer's inventory. **Federal law requires that new vehicles in retailer inventory which are the subject of a recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Infiniti strongly encourages retailers to correct any used vehicles in their inventory before they are retailed.

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

Reprogram the TCU

IMPORTANT: Before starting, make sure:

- ASSIST on the CONSULT PC has been synchronized (updated) to the current date.
- All C-III plus software updates (if any) have been installed.

NOTICE

- Connect a battery maintainer/smart charger set to reflash mode or a similar setting. If the vehicle battery voltage drops below 12.0V or rises above 15.5V during reprogramming, the TCU may be damaged.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, the TCU may be damaged.
- Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the TCU may be damaged.
- Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI. If Bluetooth® signal waves are within range of the CONSULT PC or VI during reprogramming, reprogramming may be interrupted and the TCU may be damaged.

1. Turn ON the ignition and the hazard warning lights.
2. Connect the VI to the vehicle.
3. Start C-III plus.
4. Wait for the VI to be recognized.
 - The serial number will display when the VI is recognized, as shown in Figure 1 on page 3.

5. Select Re/programming, Configuration.

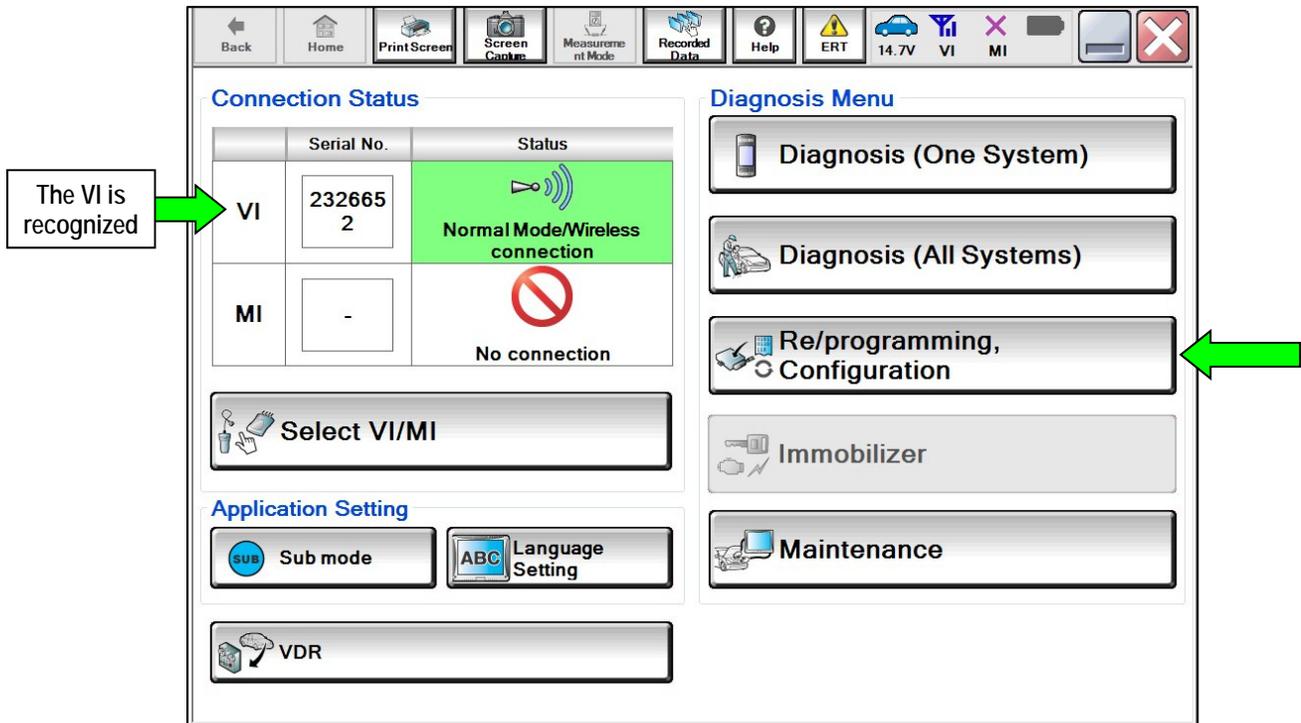


Figure 1

6. Check the box to confirm the precaution instructions have been read, and then select Next.

NOTE: Use the arrows (if needed) to view and read all of the precautions.

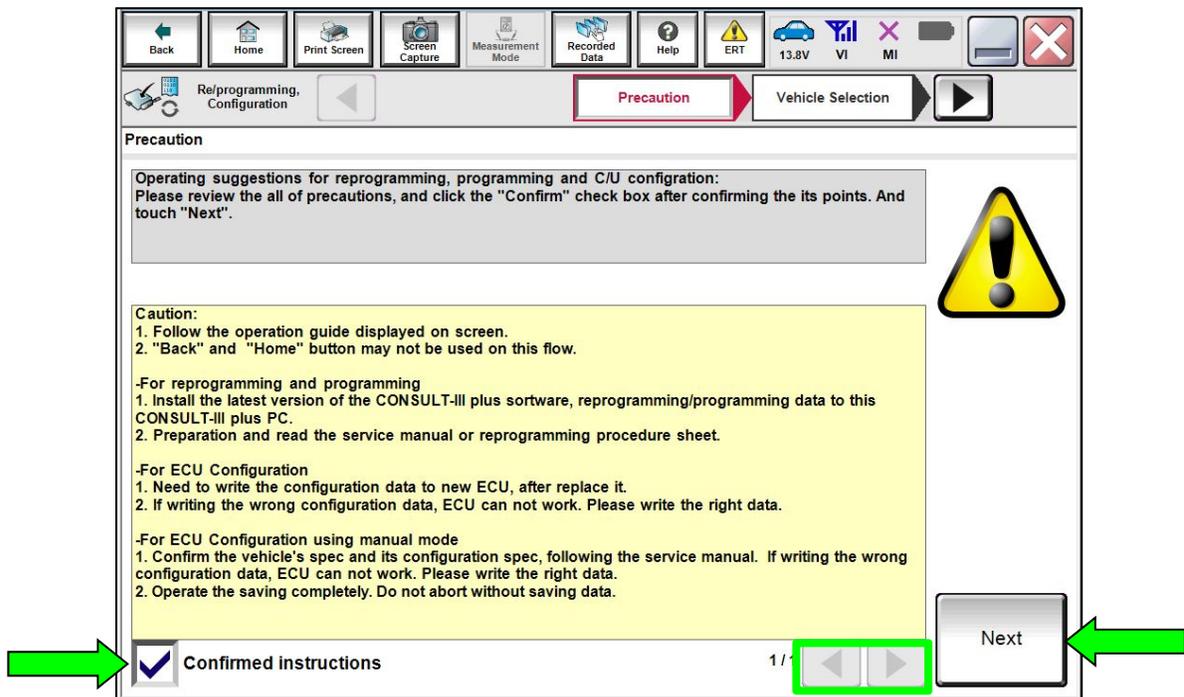


Figure 2

7. Select Automatic Selection(VIN).

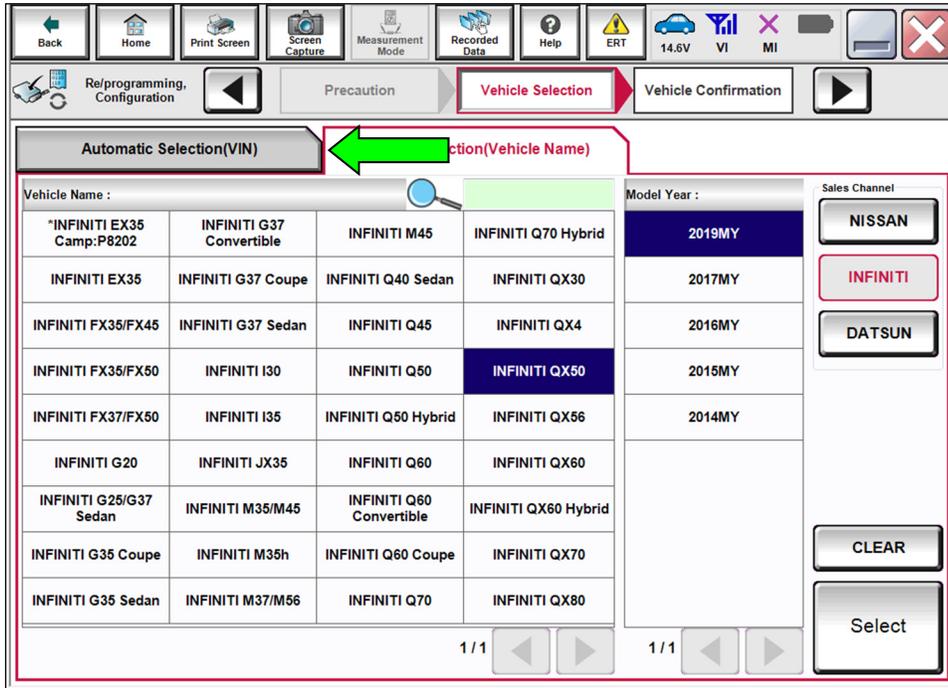


Figure 3

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

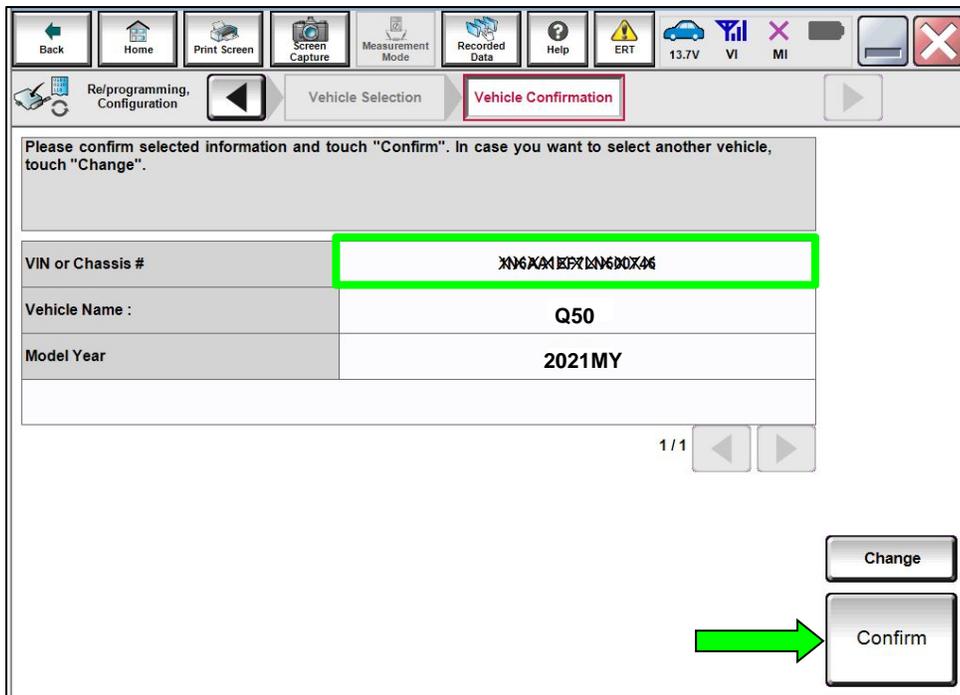


Figure 4

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

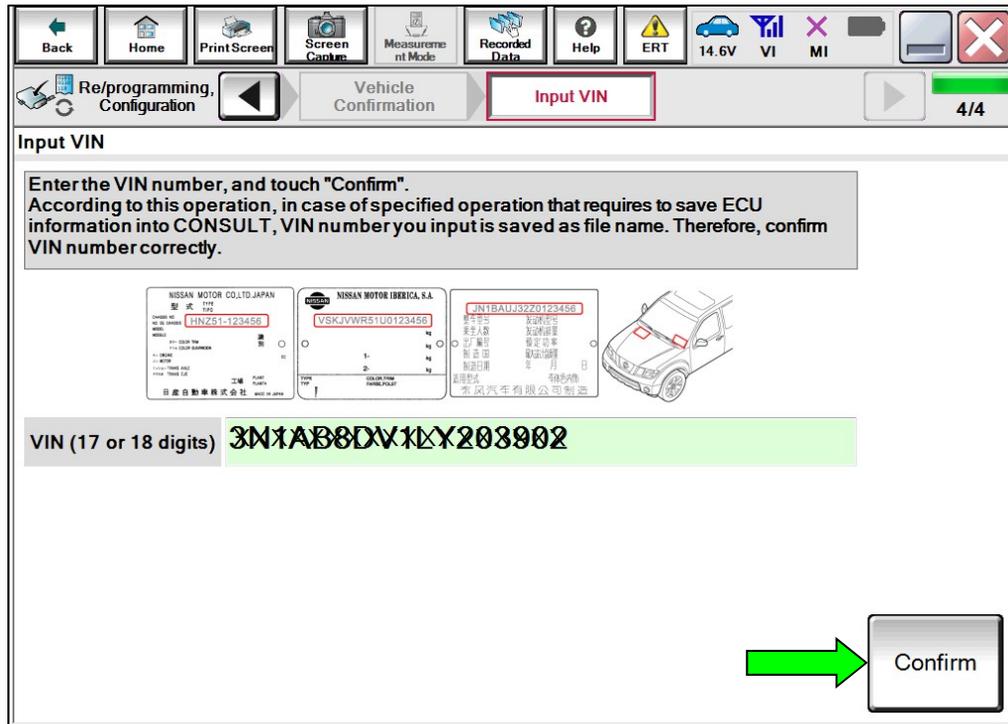


Figure 5

- Select **IVC**.

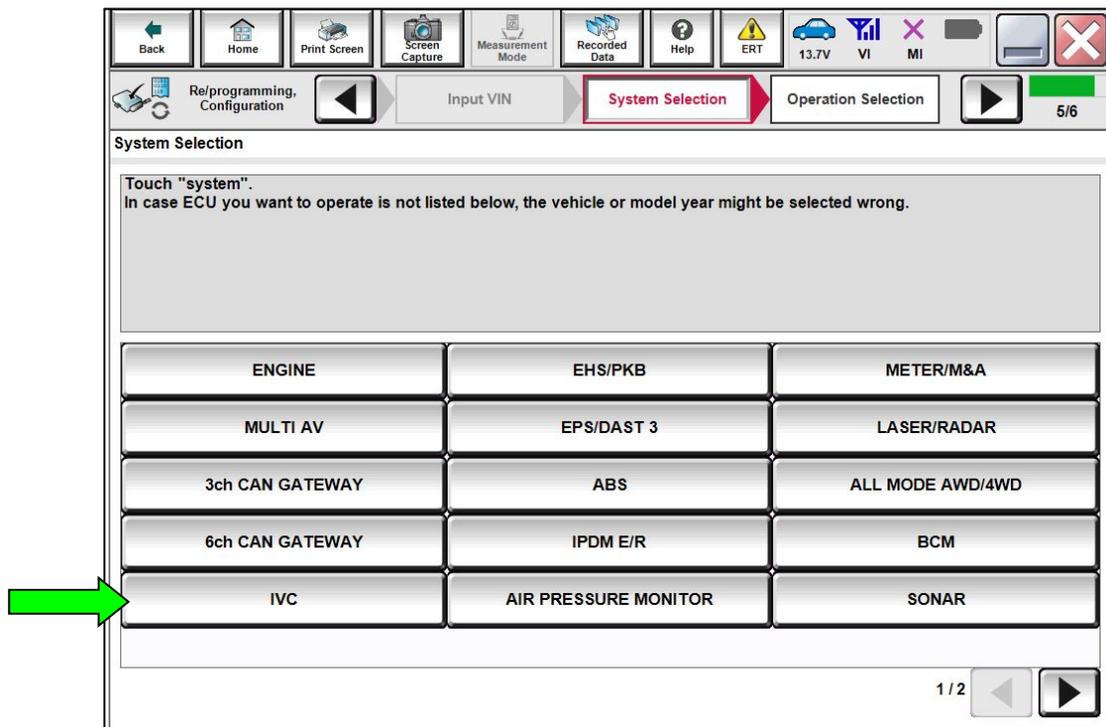


Figure 6

11. Select Reprogramming.

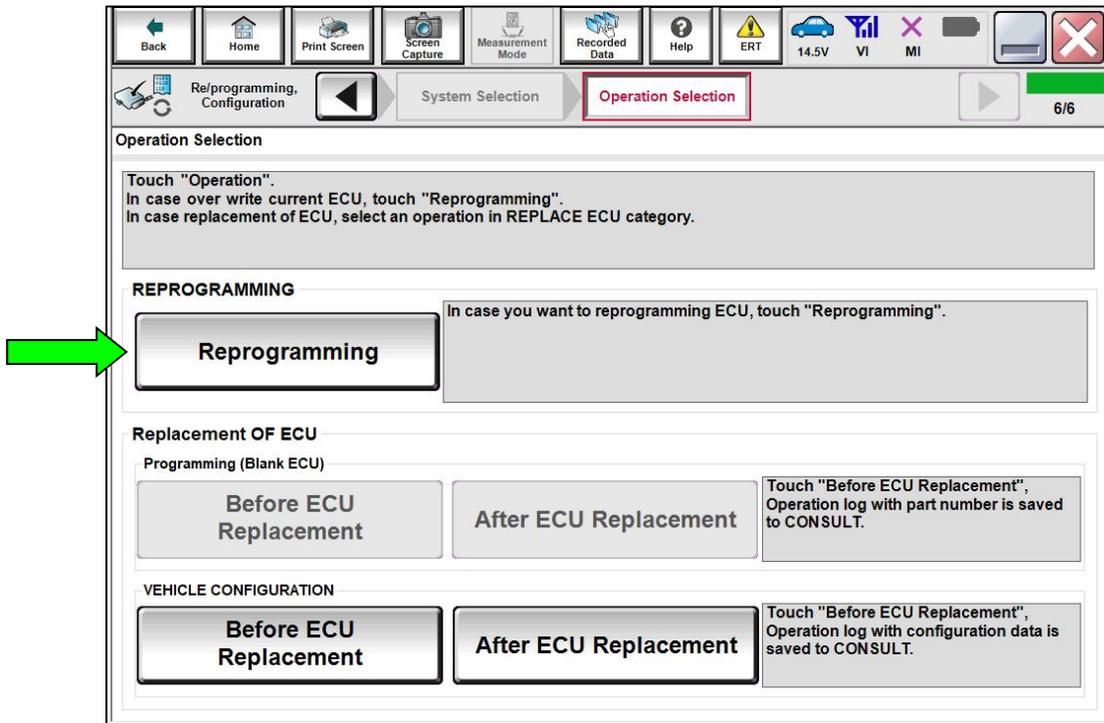


Figure 7

12. Find the TCU Part Number and write it on the repair order, and then select Save.

NOTE: This is the current Part Number (P/N).

- If the current TCU part number is 28275-5SN9B, proceed to step 13 on page 7.
- If the current TCU part number is not 28275-5SN9B, reprogramming is not required. Skip to Claims Information on page 14.

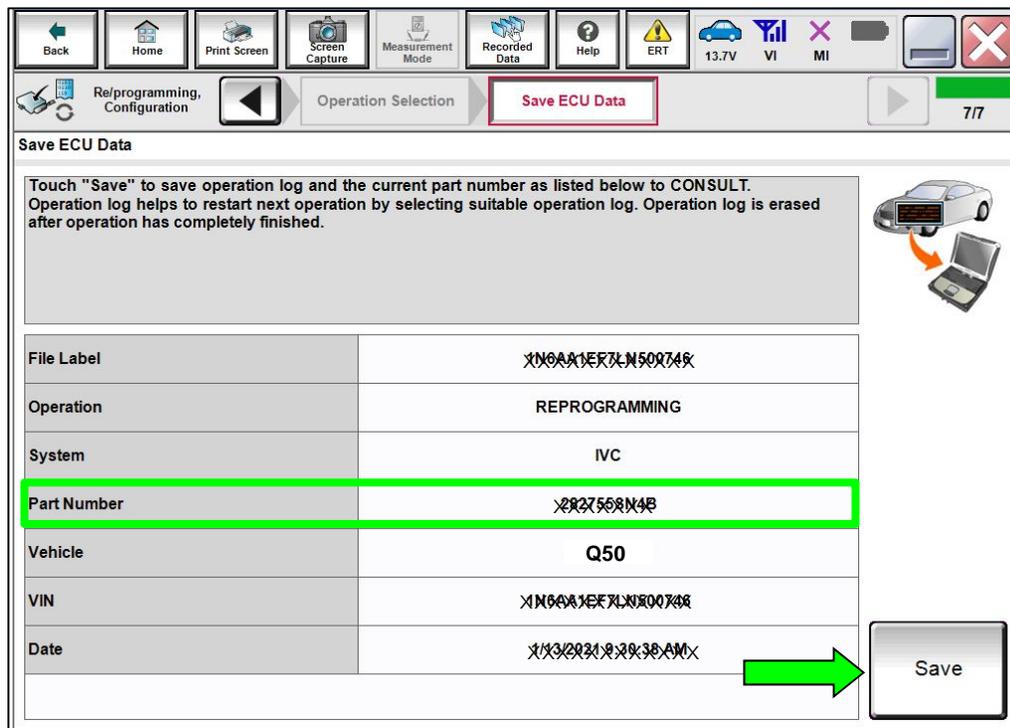


Figure 8

- Check the box to confirm the precaution instructions have been read, and then select **Next**.

NOTE: Use the arrows (if needed) to view and read all the precautions.

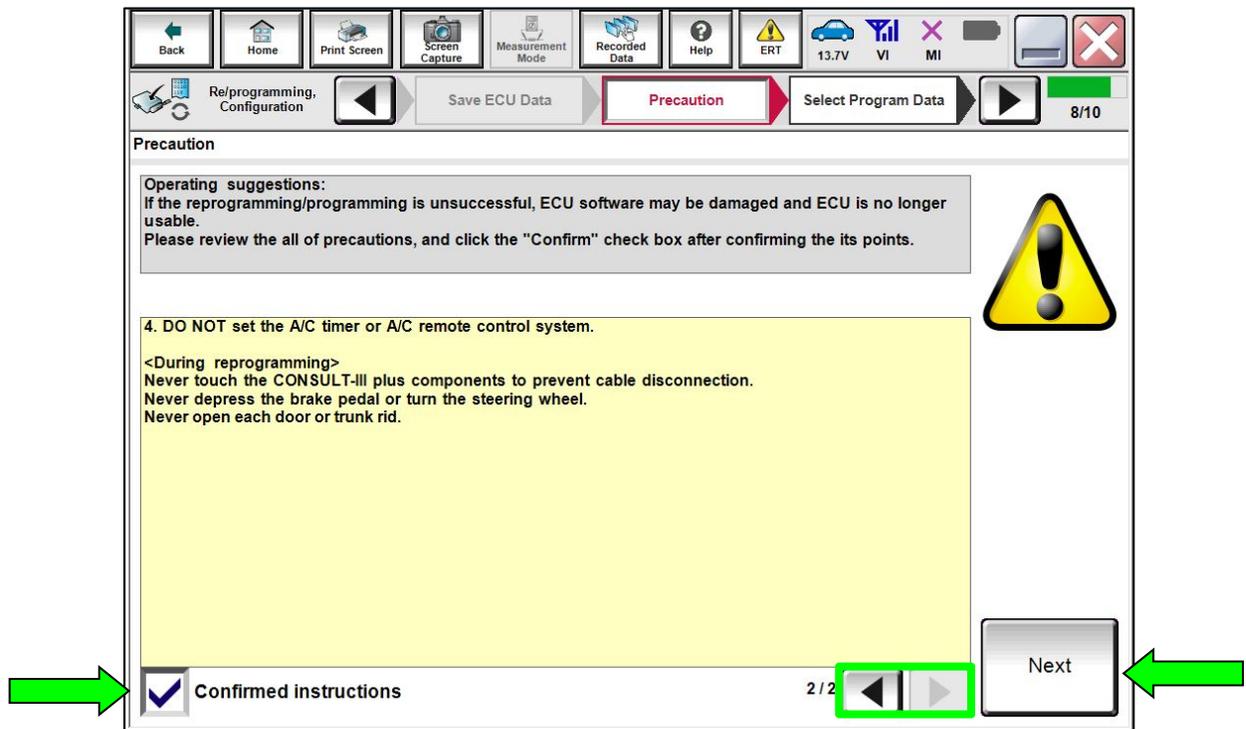


Figure 9

- Read the **Current Part Number** and **Part Number After Repro/programming**. They should be different, and then select **Next**.

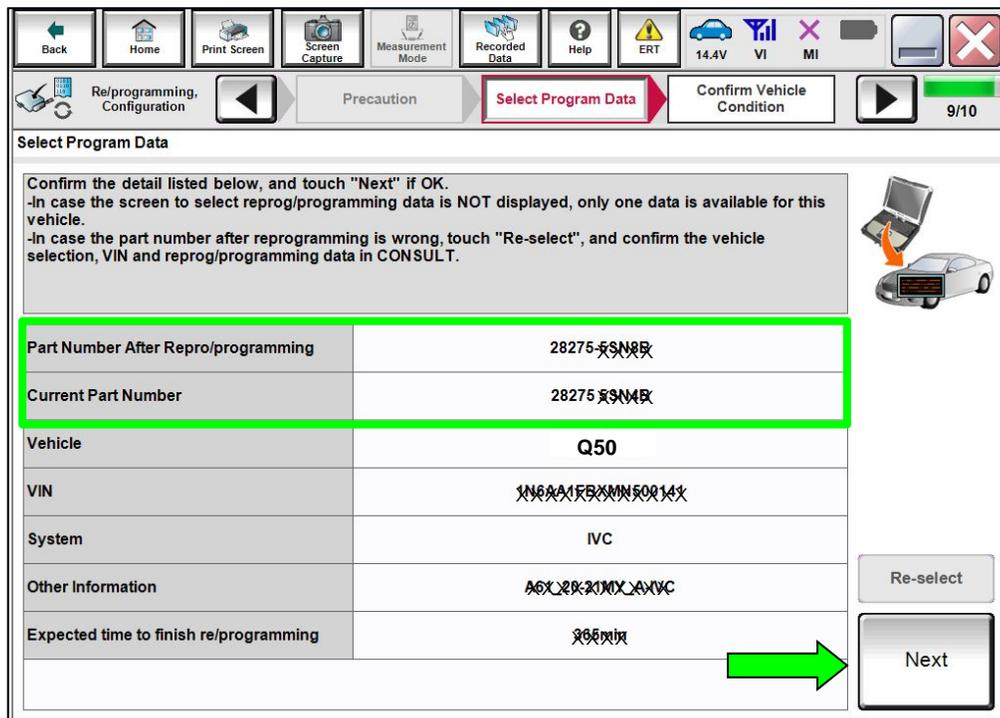


Figure 10

15. Confirm the battery charger is ON and the battery voltage is between 12V-15.5V.

16. Select **Next**.

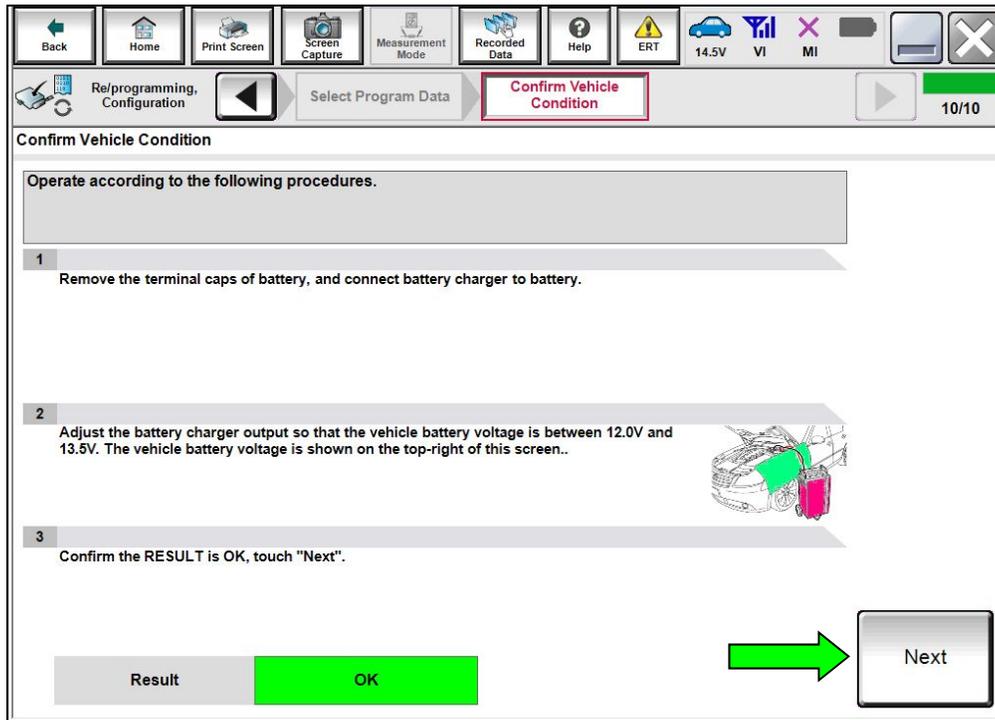


Figure 11

NOTICE

- To avoid damage to the TCU, ensure the ignition is ON and the hazard warning lights are also ON, as the update will take approximately 45 minutes to complete.
- To avoid damage to the TCU, ensure a battery maintainer or smart charger, set to reflash mode or a similar setting, is connected.
- To avoid damage to the TCU, ensure the AC Adapter is connected to the CONSULT PC.

17. Confirm the **BATTERY VOLTAGE** judgment is "OK", and then select **Start**.

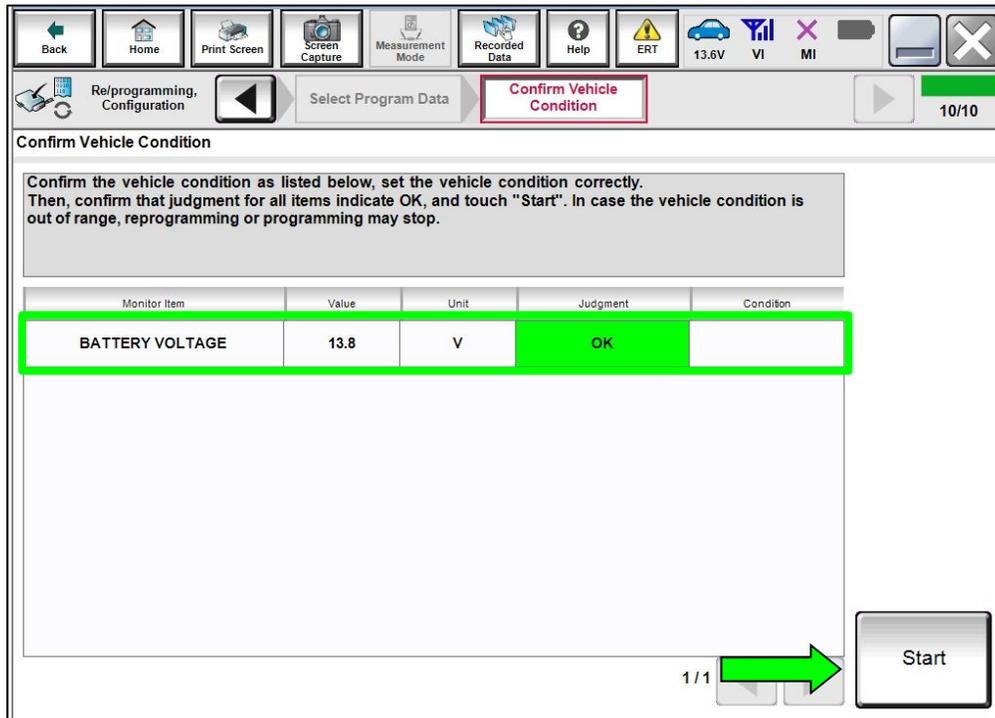


Figure 12

18. Select USA/CANADA Dealers from the drop down menu, and then select OK.

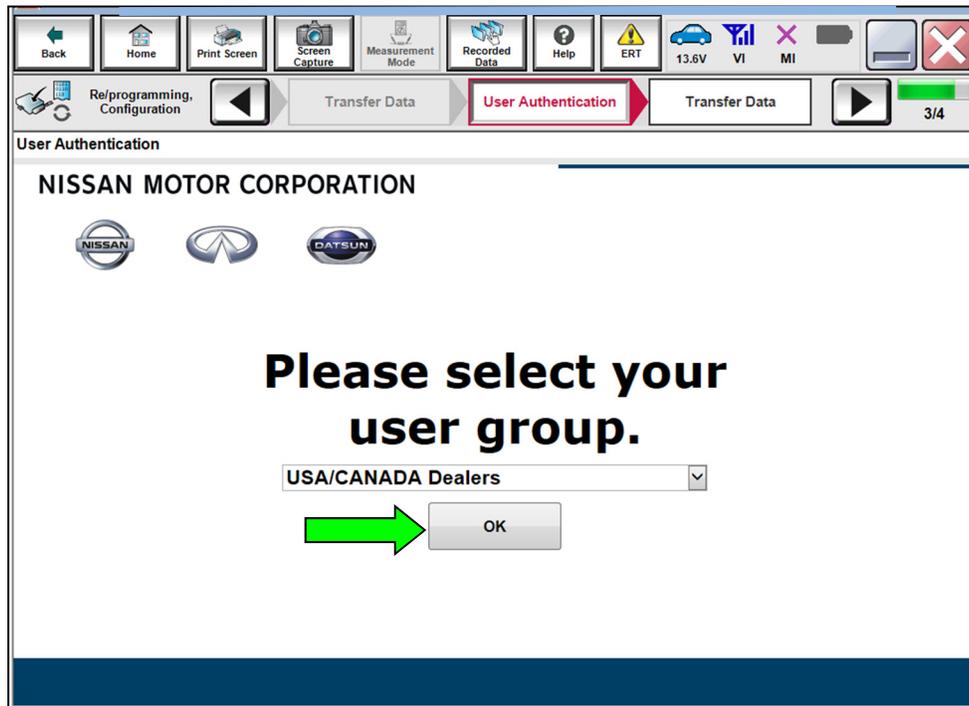


Figure 13

19. Login using your NNAnet credentials.

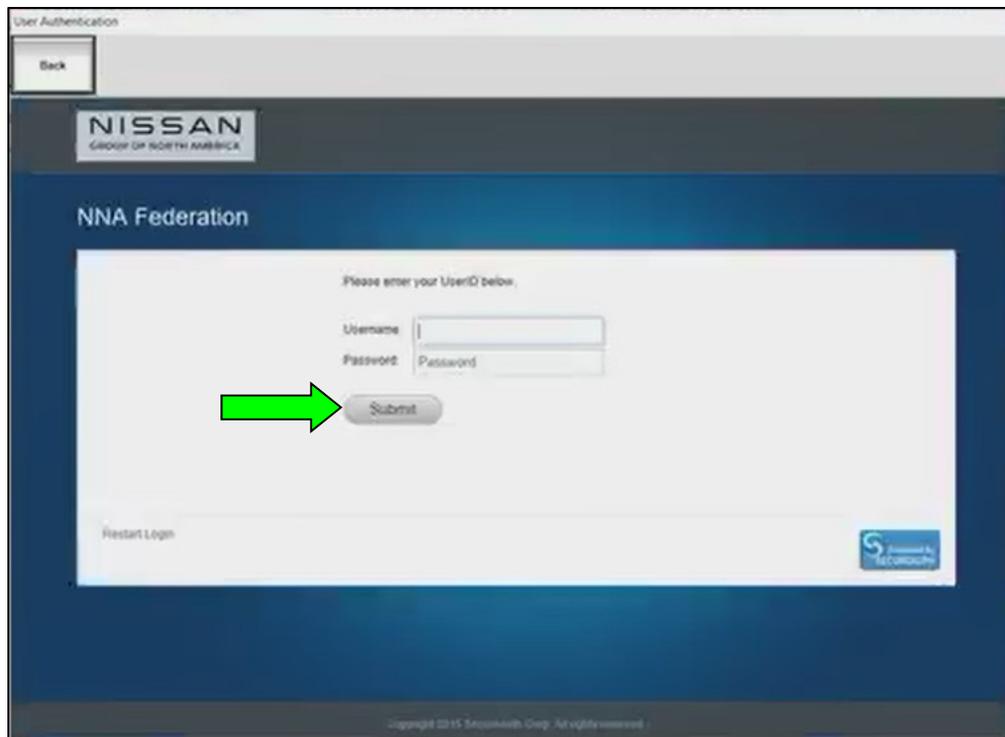


Figure 14

20. Allow Transfer Data to complete.
- The update will take approximately 45 minutes to complete.

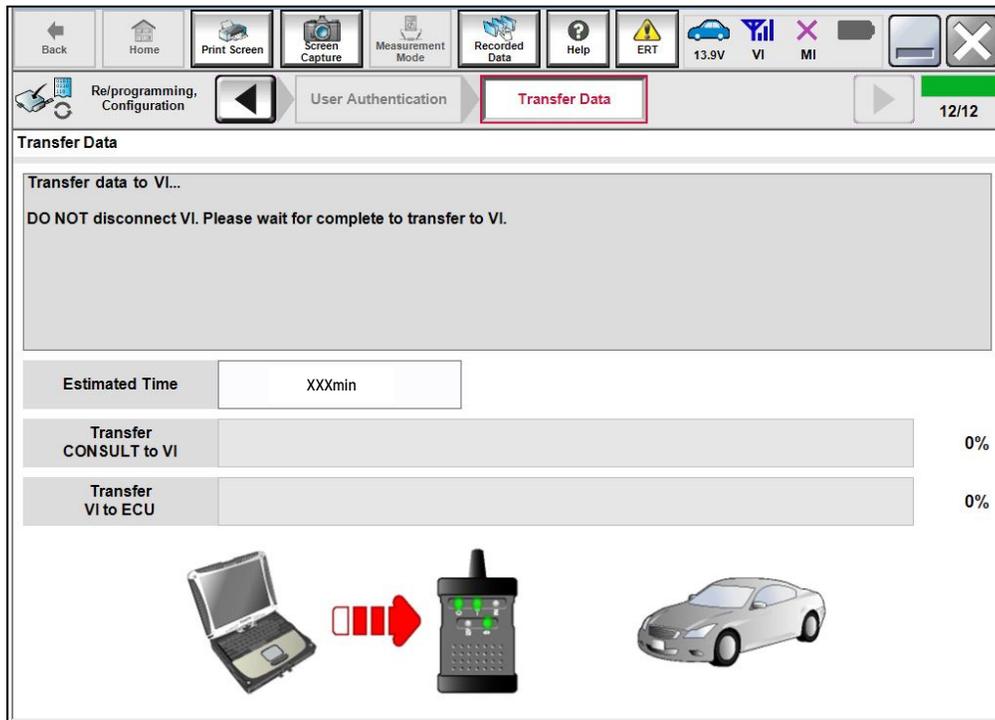


Figure 15

21. Once the update completes, select **Next**.

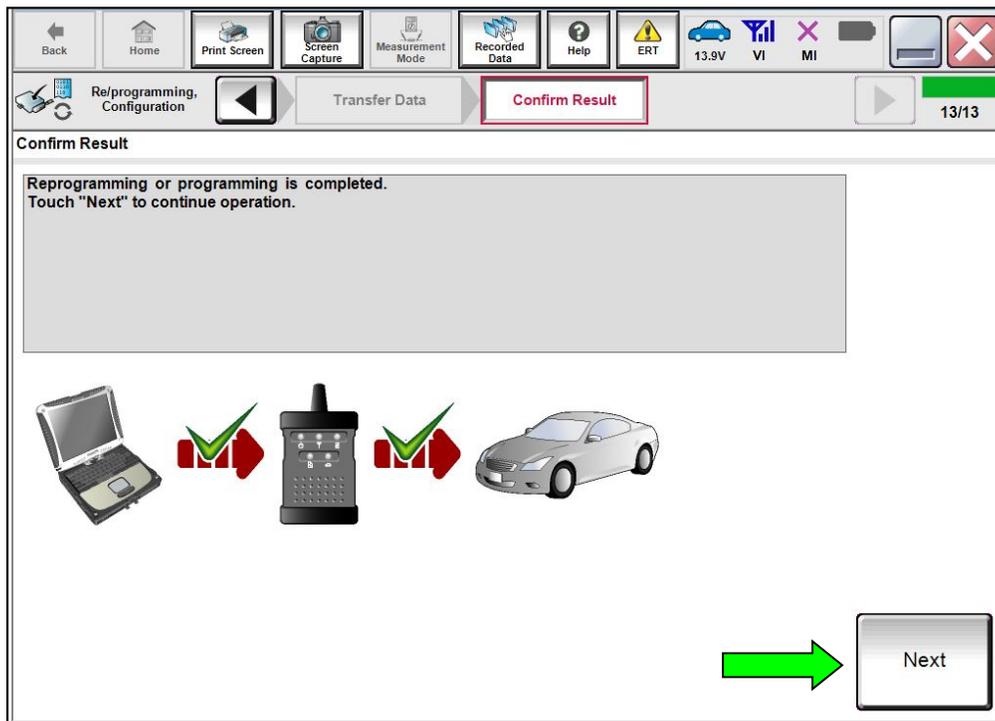


Figure 16

Erase DTCs

22. Erase All DTCs.

- Follow the on-screen instructions as shown in Figure 17 and Figure 18.

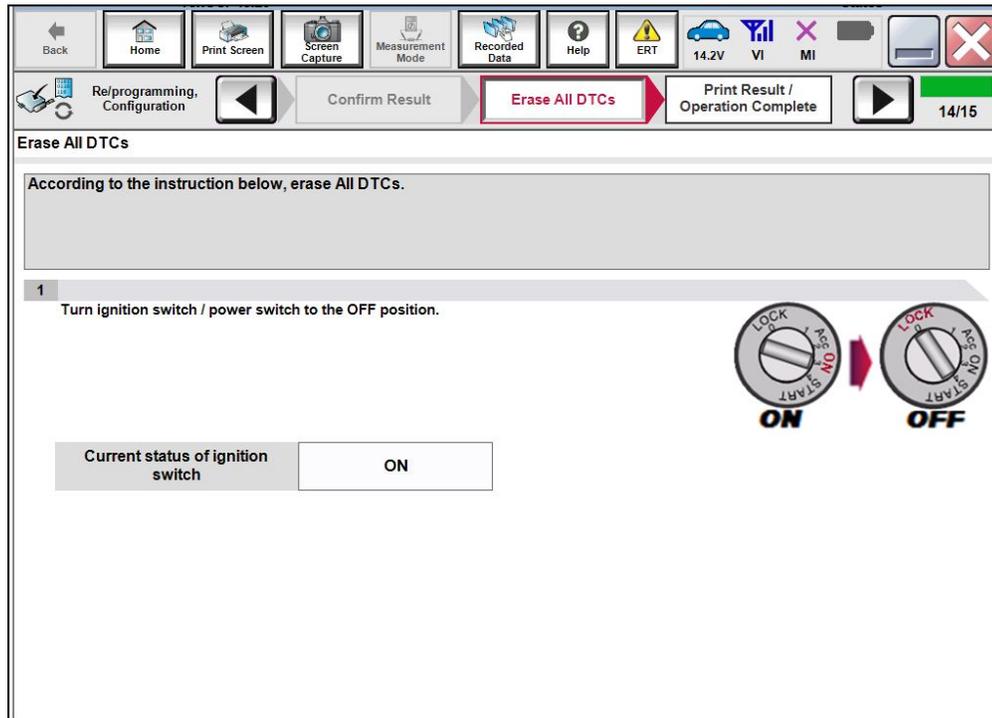


Figure 17

- Select Next.

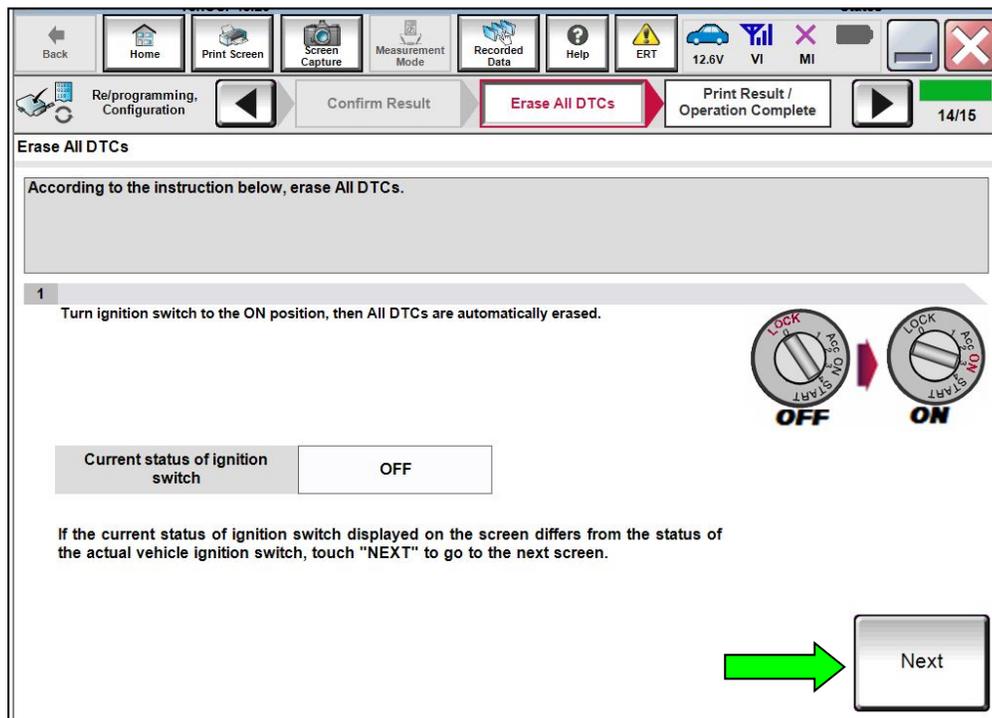


Figure 18

- Allow Erase All DTCs to complete.

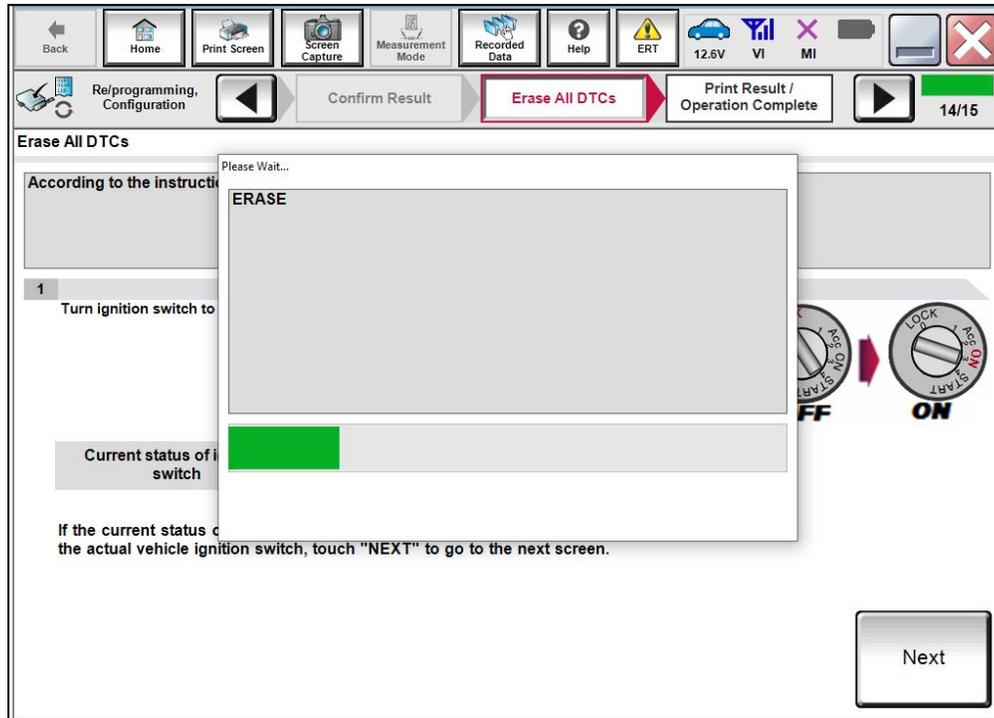


Figure 19

- Follow the on-screen instructions, and then select **Confirm**.

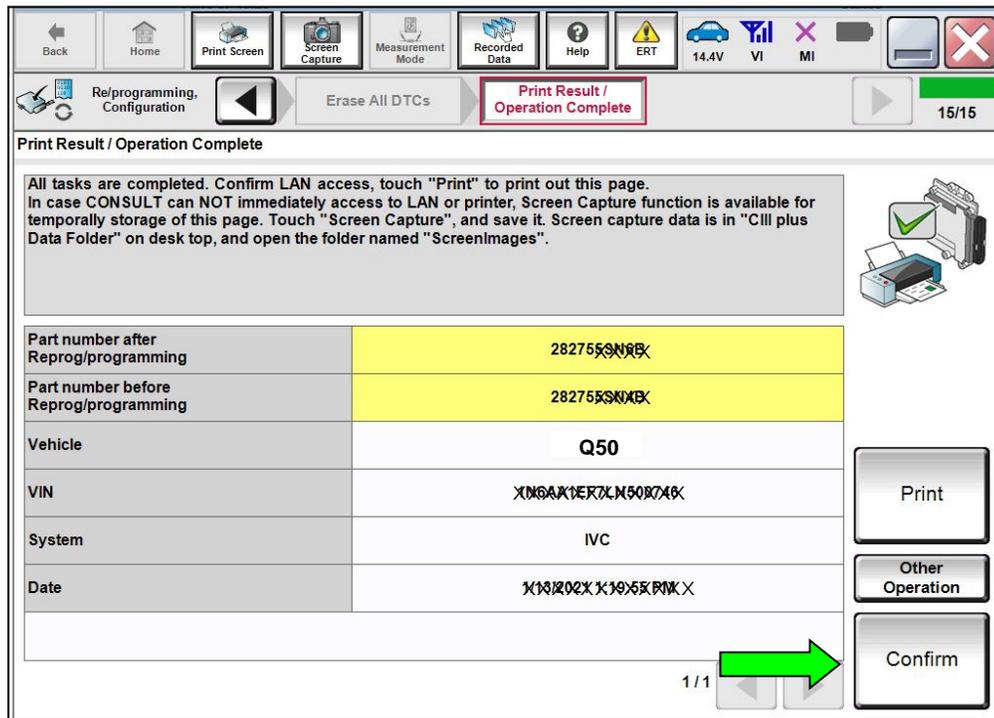


Figure 20

25. Select Home.

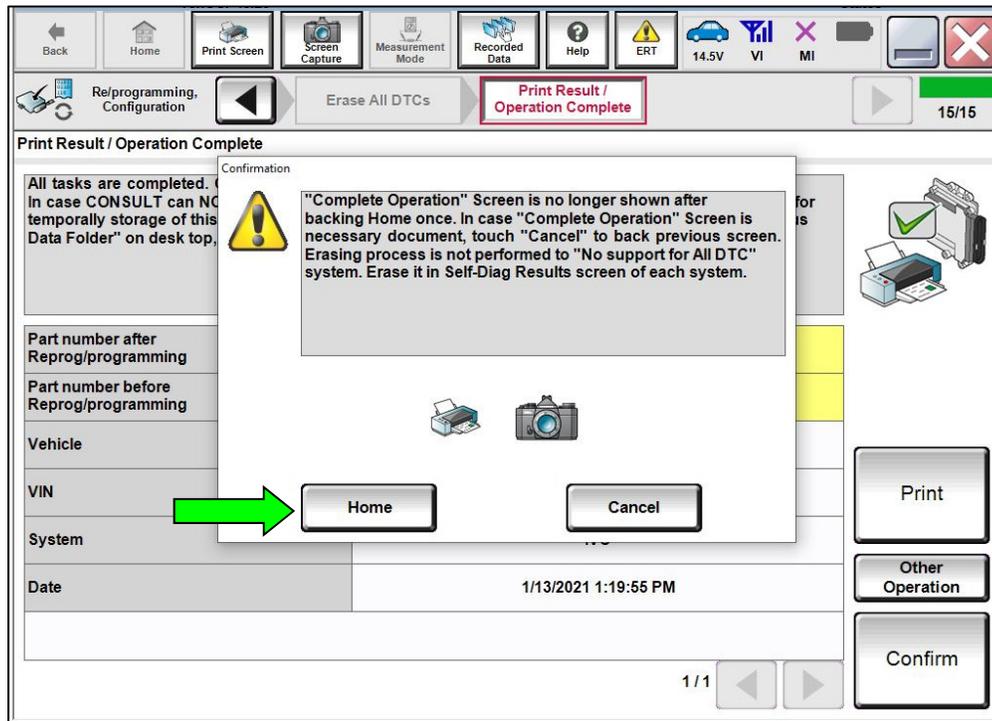


Figure 21

26. Remove the battery maintainer/smart charger.

27. Close the C-III plus application.

28. Remove the VI from the vehicle.

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
R21A9	Reprogram The Telematics Control Unit (TCU)	R21A90	0.4
	Reprogram Not Needed	R21A94	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
August 2, 2021	ITB21-019	Original bulletin published