



# Aftersales Retailer Support

## Telematics Control Unit

### Retailer Service Action

Reference: PC454  
Date: June 29, 2016

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:
2014-15 & some 2016 Q70, QX60, & QX80	NA	<b>7,095</b>	June 28, 2016

**\*\*\*\*\*Retailer Announcement\*\*\*\*\***

On February 26<sup>th</sup>, Infiniti announced that it was sending a reminder notification to clients affected by AT&T's planned discontinuation of the 2G cellular network. In late summer 2016, Infiniti plans to provide further information to affected clients regarding options to have their telematics units updated.

At this time, Infiniti is conducting a retailer inventory service action on affected units in retailer inventory to replace the 2G-compatible telematics control unit with a telematics control unit designed to connect to the AT&T 3G cellular network. The affected vehicles are either currently in retailer inventory or assigned and in transit to the retailer. Infiniti requests these vehicles be updated prior to sale to enable clients to access available Infiniti Connection™ features, including Automatic Collision Notification and Emergency Calling.

There are approximately 142 Q50 vehicles in retailer inventory that are equipped with telematics control units designed to connect to the 2G cellular network. However, the hardware upgrade service procedure is not available at this time. Please do not take any action at this time on Q50 vehicles that are equipped with a 2G-compatible telematics control unit. Further instructions will be provided at a later date for the TCU Upgrade on affected Q50 vehicles. Infiniti expects this communication to occur in late summer 2016.

**IMPORTANT: Retailers should not sell or trade any affected vehicles in retailer inventory subject to this service action until the 3G-compatible Telematics Control Unit has been installed.**

**\*\*\*\*\*What Retailers Should Do\*\*\*\*\***

**PLEASE FOLLOW THE ATTACHED SERVICE PROCEDURE INSTRUCTIONS:**

1. Verify if vehicles currently in retailer inventory are affected by this inventory service action using Service Comm **I.D. PC454**.
2. Use the attached procedures to replace and activate the Telematics Control Unit for vehicles identified in Service Comm. Part number (283B0-3JA5A) was automatically sent to each retailer beginning June 24, 2016. Retailers should use these parts to complete the inventory service action.

3. The service department should submit the applicable warranty claim for the action performed so it can be closed on Service Comm.

**\*\*\*\*\* Retailer Responsibility \*\*\*\*\***

It is the retailer's responsibility to check Service Comm using the appropriate campaign I.D for the service action status on each affected vehicle currently in inventory.

### Frequently Asked Questions (FAQ):

**Q. Will there be a campaign for vehicles that have already been retailed?**

- A. Additional information regarding options for retail clients will be the subject of a future announcement. Infiniti will communicate this information as soon as hardware is readily available.

Infiniti will contact affected clients directly; clients may contact Infiniti Owner Services at 855-444-7244 to verify if their vehicle is affected by this issue.

- The following models equipped with navigation have 2G-compatible TCUs:
  - 2013 Infiniti M37/M56, JX35 and QX56
  - 2014-15 Infiniti Q50
  - 2014-15 and some 2016 Infiniti Q70, QX60 and QX80

**Q. Why are Q50 vehicles currently in retailer inventory being excluded from this retailer service action?**

- A. The parts currently available are not fully compatible with the vehicle's Infiniti InTouch™ System. Infiniti will activate the retailer inventory action for affected Q50 vehicles when appropriate parts are available to provide the best experience for our clients. Infiniti expects this communication to occur in late summer 2016.

**Q. Are Infiniti Courtesy Vehicles eligible for this activity?**

- A: Infiniti Courtesy Vehicles are retailed vehicles and will be addressed as part of a future announcement. Infiniti will communicate this information as soon as hardware is readily available. If a courtesy vehicle was recently activated and **is identified in Service Comm with I.D. PC454**, retailers may complete this procedure.

**Q. AT&T has announced plans to discontinue its 2G cellular network coverage on December 31, 2016. How does this affect an Infiniti client's access to Infiniti Connection™?**

A: Like all cellular-equipped devices designed to connect to a cellular network on the 2G access band, Infiniti models with a 2G-compatible telematics control unit (TCU) will be unable to use or receive services from that device after December 31, 2016. Without an upgrade to the TCU, Infiniti Connection™ features will not be available after that time and may be impacted prior to that date depending upon AT&T's proprietary decisions regarding discontinuing 2G network coverage. Also, AT&T will not accept new enrollments on the 2G network after June 30, 2016. If an affected vehicle has not had a hardware upgrade and was not enrolled in Infiniti Connection™ before June 30, 2016, then it will not have access to the available Infiniti Connection™ features, including Emergency Calling and Automatic Collision Notification, until the upgraded hardware is installed.

**Q: What is 2G cellular network access?**

A: 2G refers to digital cellular telephone technology; it is the name of a specific network that mobile telephone equipment uses to provide connectivity.

**Q: Will the new TCU hardware work with the 4G cellular network?**

A: The new TCU hardware is designed to connect to the current AT&T 3G cellular network technology.

**Q. Why is Infiniti using 3G technology rather than 4G?**

A. Infiniti has studied how to integrate newer technology into your vehicle and developed solutions aimed at delivering a hardware update option with the least inconvenience to clients. The 3G network is supported throughout the U.S. by AT&T and is expected to continue for years to come. However, Infiniti has no control over availability of any cellular network.

**Q: How much will the replacement TCU cost?**

A: Pricing of the replacement TCU is not yet available. Infiniti plans to communicate the options for equipment upgrades for affected clients wishing to renew or subscribe to the Infiniti Connection™ telematics program once the hardware is readily available.

**Q: Why must I enroll in the Infiniti Connection™ trial before June 30, 2016?**

A: AT&T will not accept new enrollments on the 2G network after June 30, 2016. If a vehicle with 2G equipment is purchased prior to June 30, 2016, they should be enrolled in Infiniti Connection™ on or prior to that date to help ensure the enrollment is able to be processed.

**Q: What happens if I do not replace the TCU?**

A: Once the 2G cellular network is discontinued, the TCU will no longer be able to access the Infiniti Connection™ features, including Emergency Calling and Automatic Collision Notification, without a hardware upgrade. New vehicles sold after June 30, 2016 will not be able to be enrolled in the complimentary trial for Infiniti Connection™ until the hardware has been upgraded to be compatible with the 3G cellular network.

**Q: A client has a 2G-equipped Infiniti and is enrolled in Infiniti Connection™. Will they have to pay for a replacement TCU?**

A: The discontinuation of the 2G cellular network is outside of Infiniti's control and the Infiniti Connection™ subscription agreement makes clear that clients are responsible for any hardware upgrades due to changes in telecommunication systems. However, Infiniti plans to offer support to affected clients with vehicles equipped with 2G compatible TCU hardware and who are renewing or subscribing to Infiniti Connection™. Clients with vehicles equipped with 2G compatible TCU hardware will be asked to contribute to the cost of the hardware upgrade. Additional details will be provided to clients once parts are readily available.

**Q: A client has a 2G-equipped Infiniti but is not enrolled in Infiniti Connection™. Will I have to pay for the replacement TCU?**

A: For Infiniti clients choosing to subscribe to Infiniti Connection™, Infiniti plans to offer support to those clients wishing to upgrade the TCU hardware. Additional details will be provided to clients once parts are readily available.

**Q: How soon can we expect more information regarding pricing and hardware availability?**

A: Parts availability, pricing and other details are in the process of being finalized and we expect to be able to provide additional information in a notification to affected clients beginning in late summer 2016.

**Q: Will the SOS button in the vehicle still work?**

A: If an owner of an affected vehicle is **not** enrolled in an Infiniti Connection™ service trial or subscription prior to June 30, 2016, then the SOS button in the vehicle will not work and will be unable to function until the TCU has been upgraded.

**Q: Will my vehicle's navigation system feature be affected by the discontinuation of the 2G cellular network?**

A: No. If your vehicle is equipped with an Infiniti Navigation system, the navigation system is unaffected by the discontinuation of AT&T's 2G cellular network.



## PC454 – QX60 Telematics Control Unit Replacement

**IMPORTANT:** Those steps in **RED** below, under Campaign Overview, **MUST** be performed in the order listed for the new TCU to operate correctly.

### Campaign Overview:

1. Turn OFF the original TCU using CONSULT-III plus (C-III plus) (page 2).
2. **Save the VIN DATA using C-III plus (page 7).**
3. Remove the original TCU from the vehicle (page 9).
4. **Deactivate (unregister) the original TCU by calling INFINITI CONNECTION™ Call Center (page 22).**
5. **Activate (register) the replacement TCU by calling INFINITI CONNECTION™ Call Center (page 23).**
6. Install the replacement TCU into the vehicle (page 24).
7. Turn ON the replacement TCU using C-III plus (page 24).
8. **Write the VIN DATA using C-III plus (page 24).**

## SERVICE PROCEDURE

### Turn OFF the TCU

1. Connect the C-III plus VI to the vehicle.
2. Set the parking brake.
3. Turn the Ignition ON, but do not start the vehicle.
4. Launch C-III plus on the CONSULT PC.
5. Select **Diagnosis (One System)**.

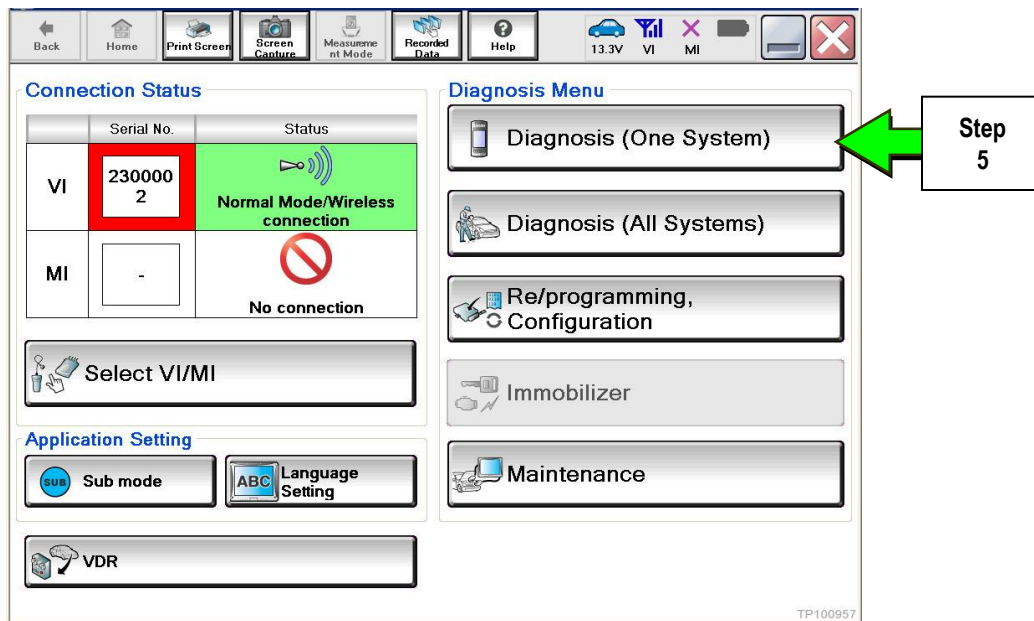


Figure 1

6. Select **TELEMATICS** on page 2 of the “All systems” list.

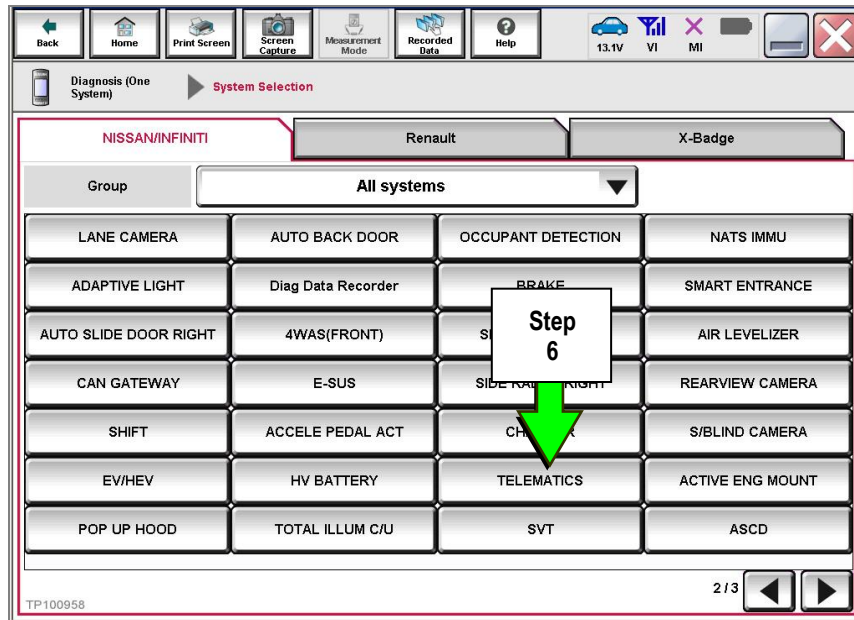


Figure 2

7. Select **Work support**.

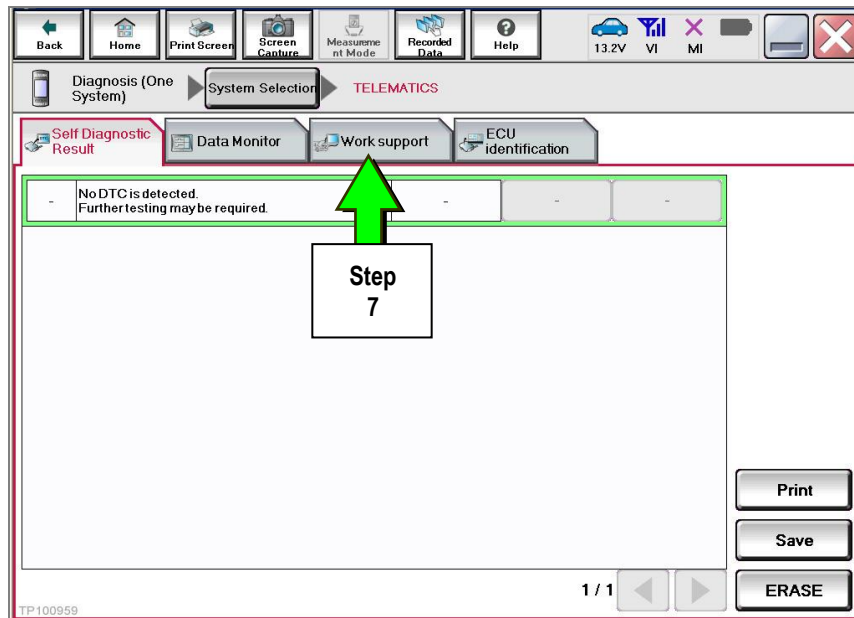


Figure 3

8. Select **TCU ACTIVATE SETTING**.

9. Select **Start**.

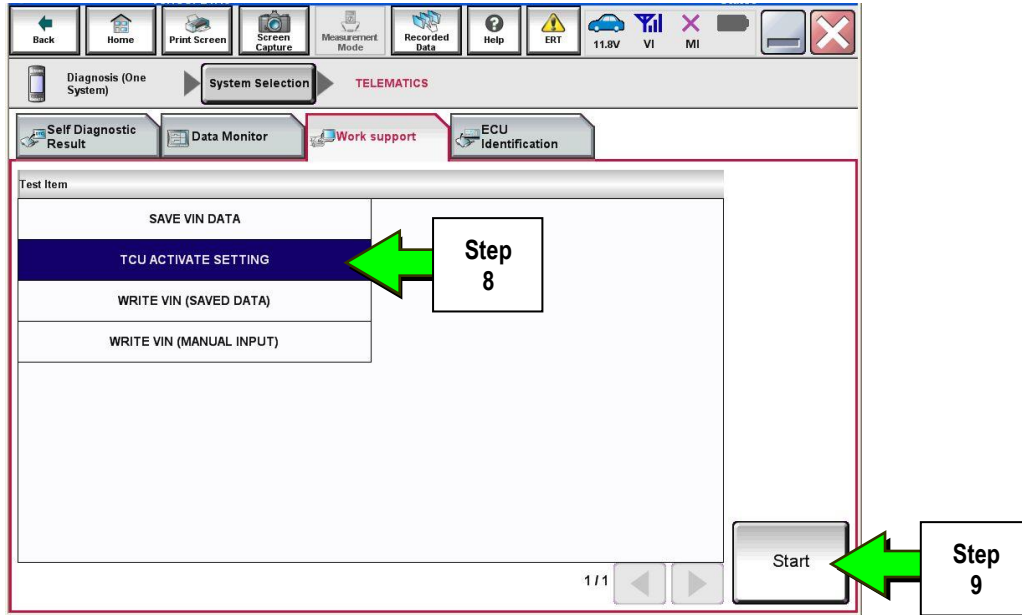


Figure 4

10. Select **Start**.

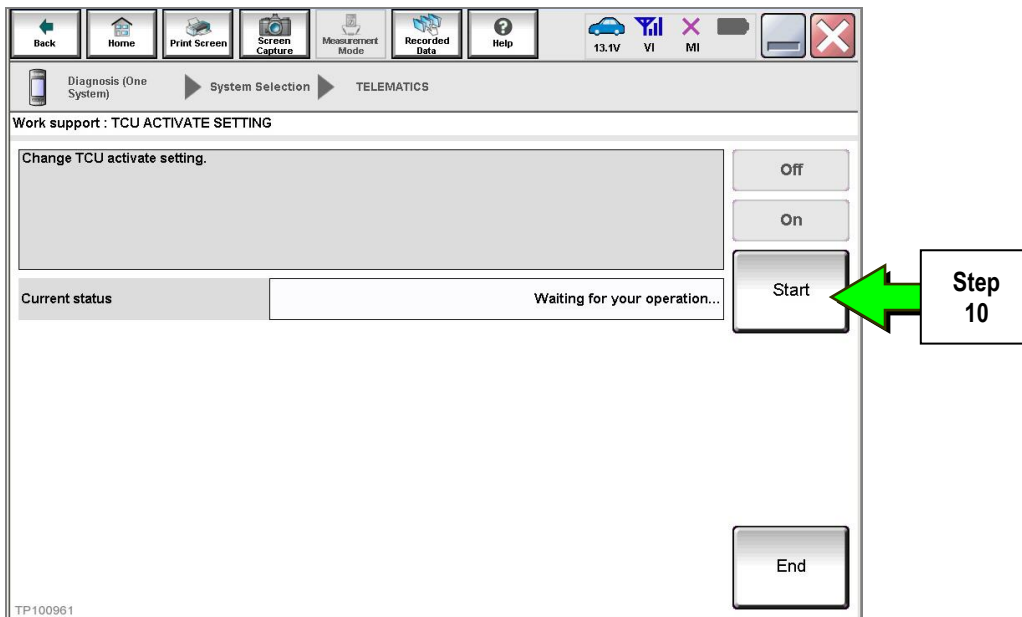


Figure 5



11. Select **Off** to turn OFF the TCU.

12. Select **End**.

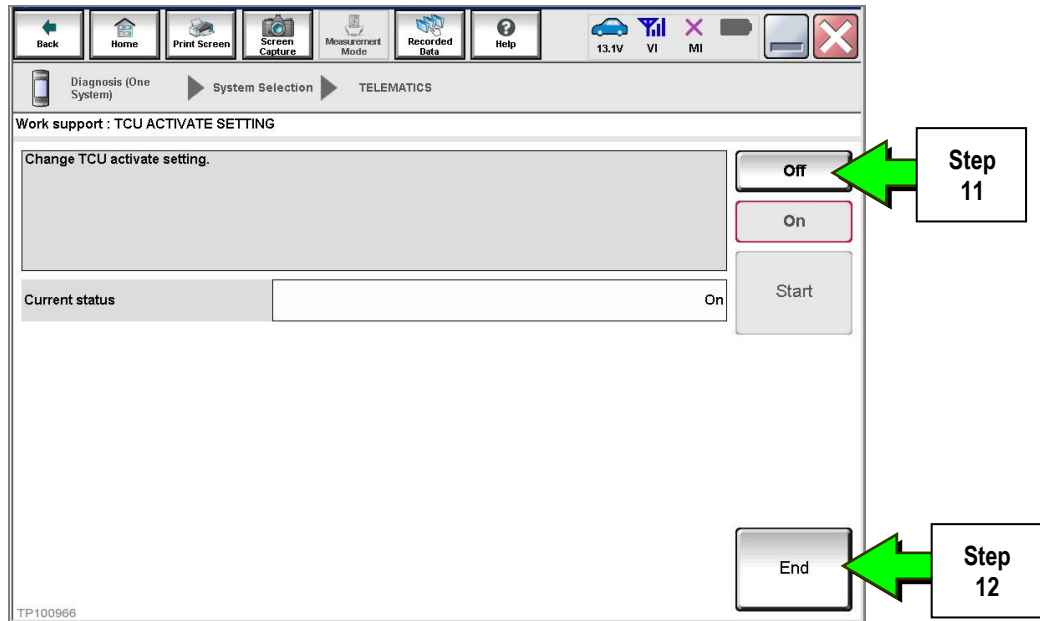


Figure 6

13. Select **Start**.

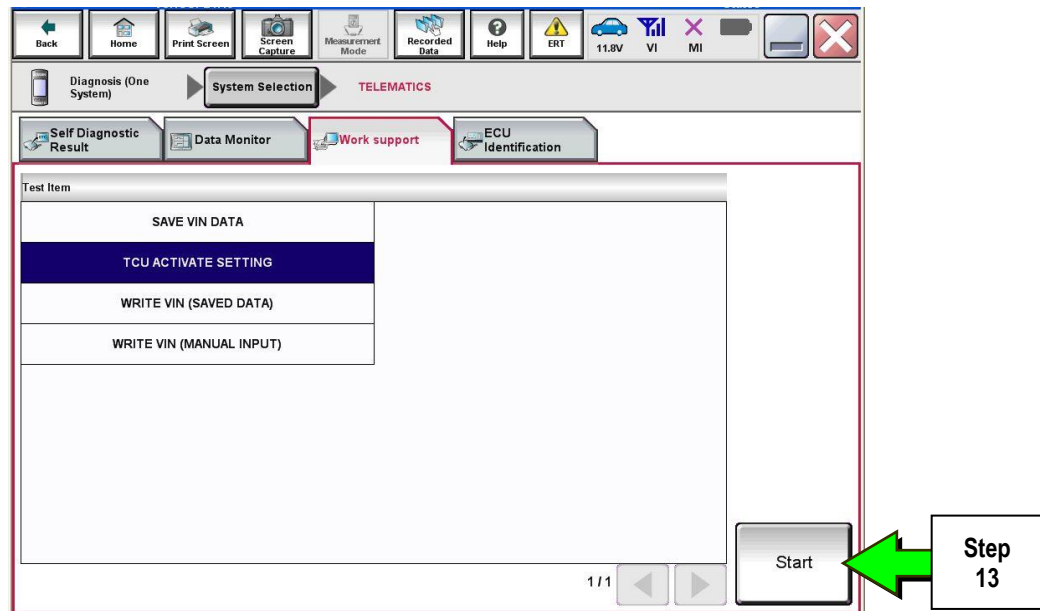


Figure 7

14. Select **Start**.

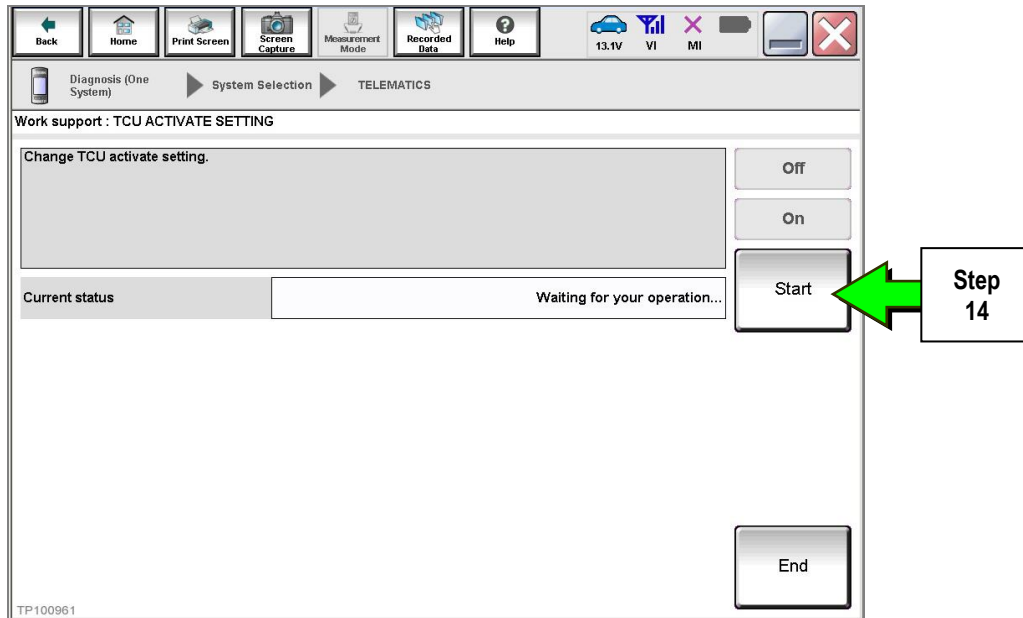


Figure 8

15. Confirm "**Off**" is displayed in the **Current status** field.

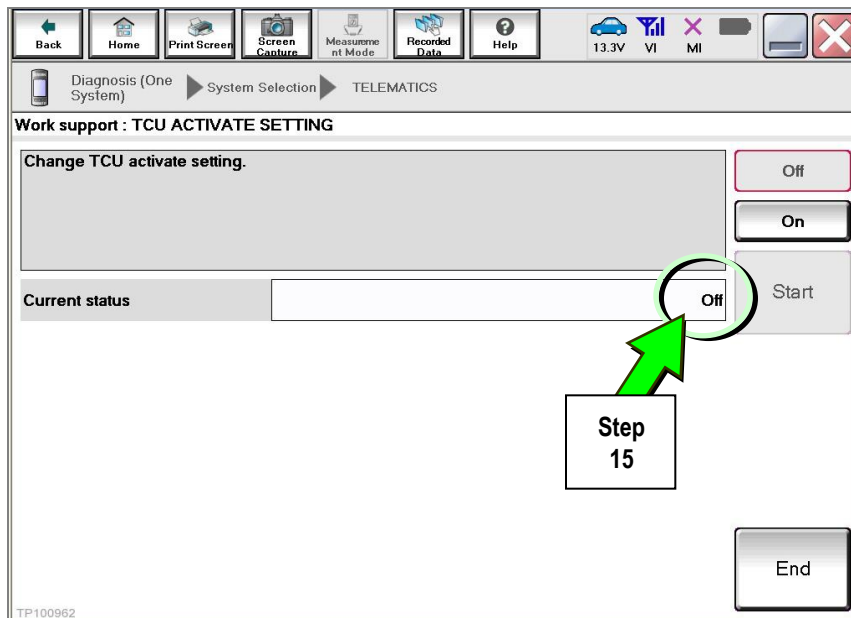


Figure 9

## Save VIN Data

1. Select **SAVE VIN DATA**.
2. Select **Start**.

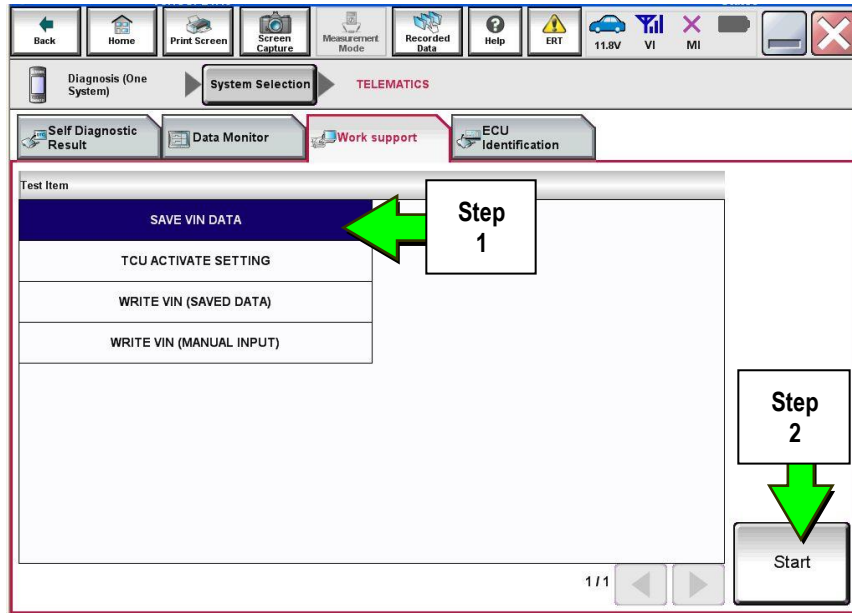


Figure 10

3. Select **Start**.

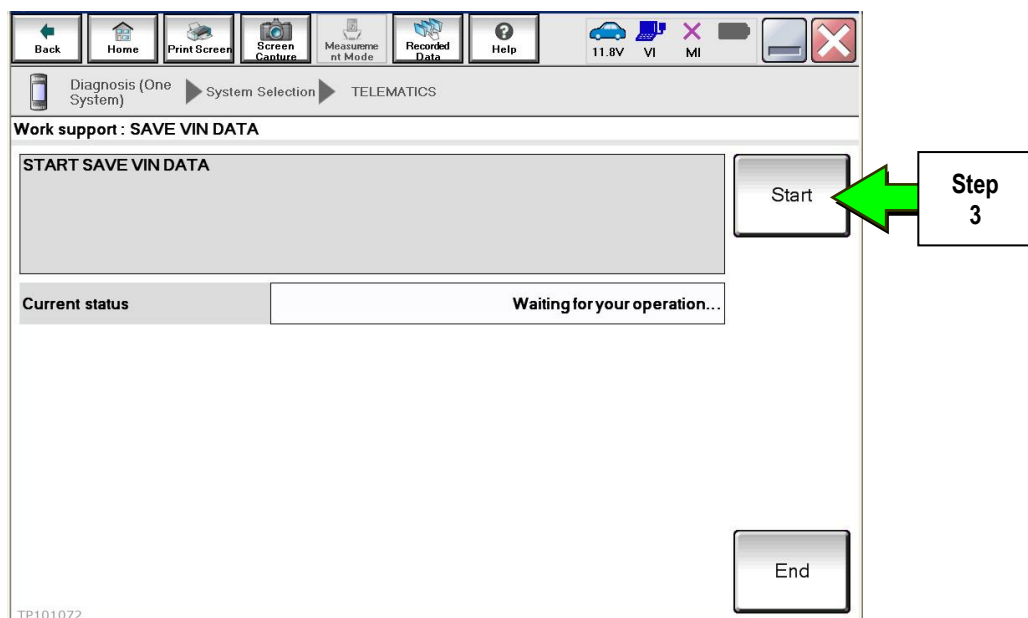


Figure 11

4. Select End.

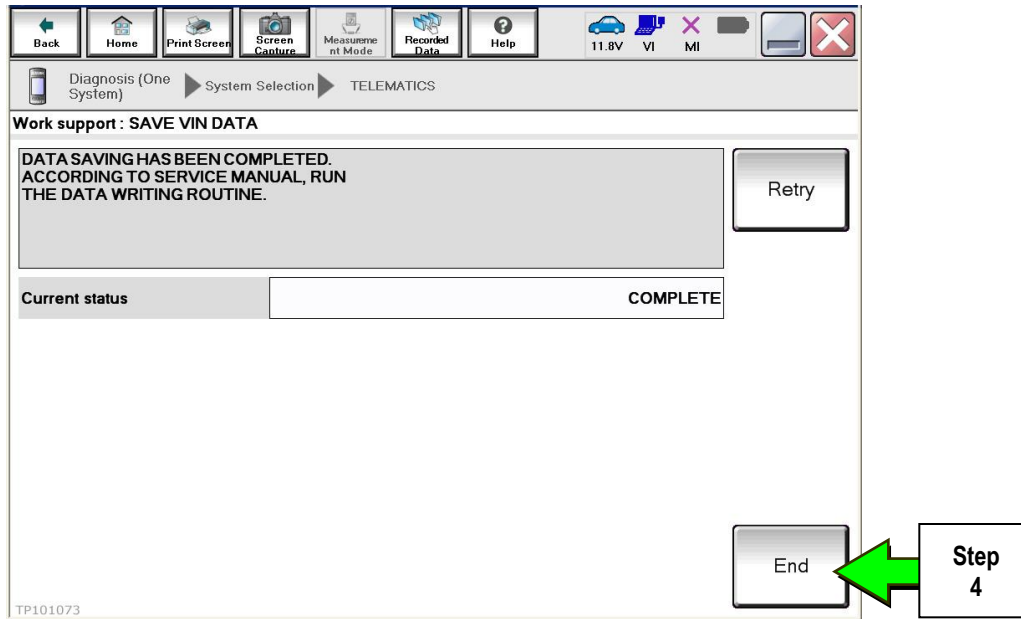


Figure 12

## Remove the TCU from the Vehicle.

1. Remove both left and right center console upper side finishers.

**NOTE:** Driver side shown In Figure 13 and 14. Passenger side similar.

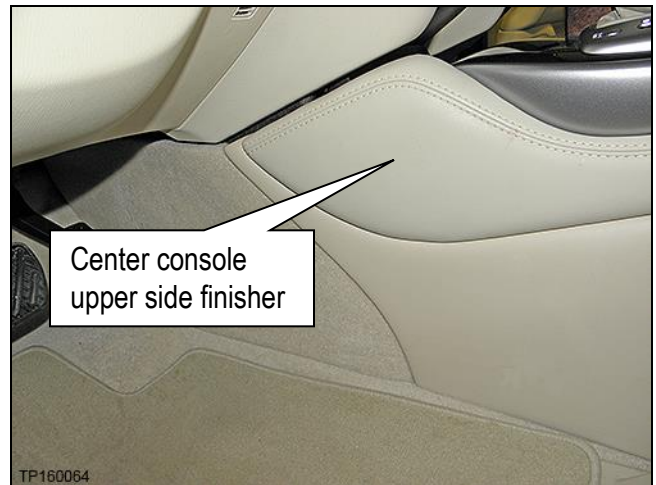


Figure 13

2. Confirm that the metal clips for the left and right upper center console side finisher are in place.
  - If the clips were detached, remove them from the center console and reattach to the upper center console side finishers.

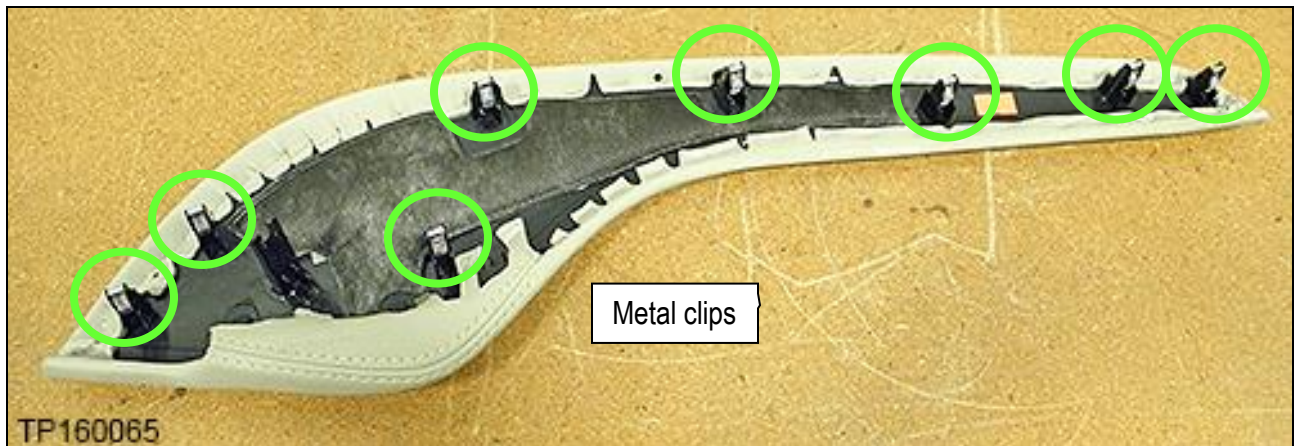


Figure 14

3. Remove both center console side finishers.

**NOTE:** Driver side shown in Figure 15.



Figure 15

4. Confirm that the plastic clips for the left and right center console side finisher are in place.
  - If the clips were detached, remove them from the center console and reattach to the center console side finishers.

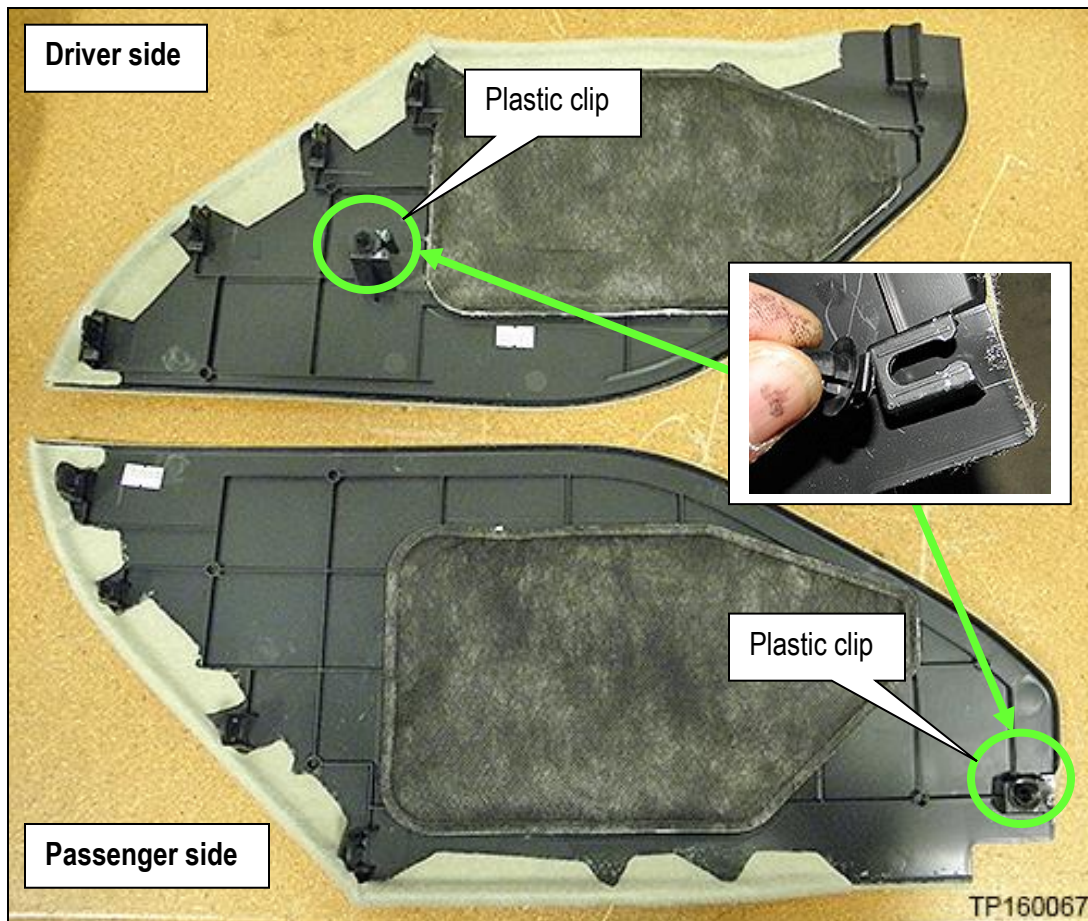


Figure 16

5. Remove the shift knob:



Figure 17

a. Pull shift boot collar down (Figure 18).

b. Remove retaining clip (Figure 18).

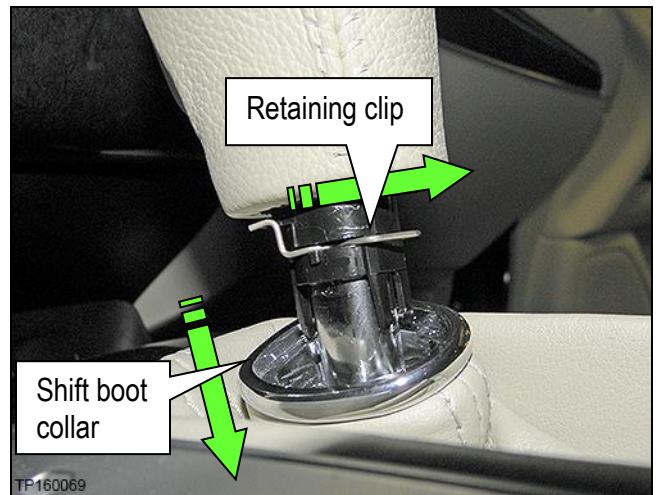


Figure 18

c. Replace retaining clip back onto shift knob (Figure 19).



Figure 19

6. Remove the left and right side screws that retain the shift selector finisher.
  - Four on driver's side (Figure 20).
  - Five on Passenger side (Figure 21).

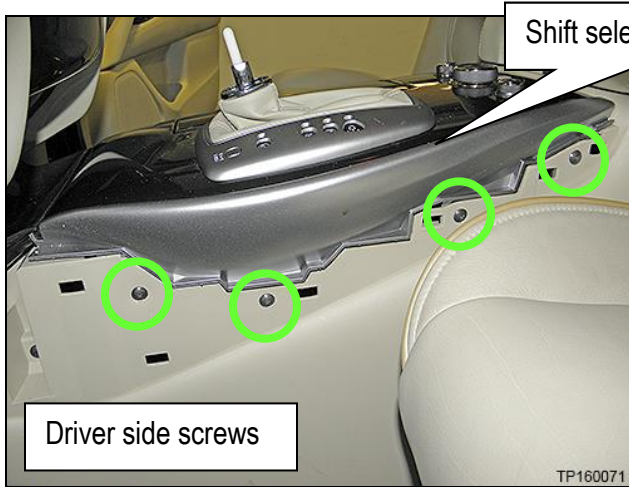


Figure 20

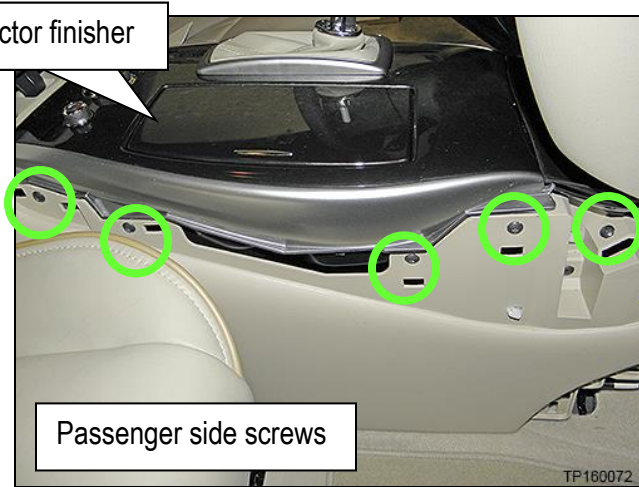


Figure 21

7. Remove one retaining screw and then unclip the front console tray from the center console (Figure 22).

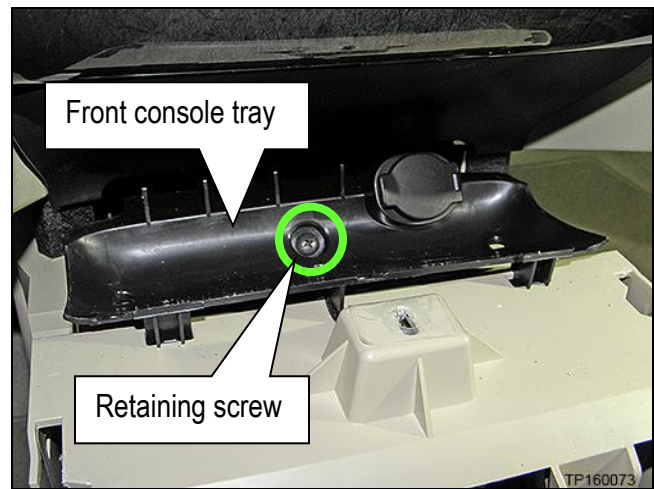


Figure 22

8. Disconnect the harness connector from the 12 volt power receptacle (Figure 23).
  - Leave harness attached to the center console.



Figure 23



9. Remove the shift selector finisher:
  - a. Place a clean shop towel over the front of the shift selector finisher (Figure 24).



Figure 24

- b. Lift the shift selector finisher at the rear.
  - c. While lifting the shift selector finisher, disconnect the four harness connectors exposed at the rear of the center console (Figure 25).
  - d. Separate the shift selector finisher from the center console.

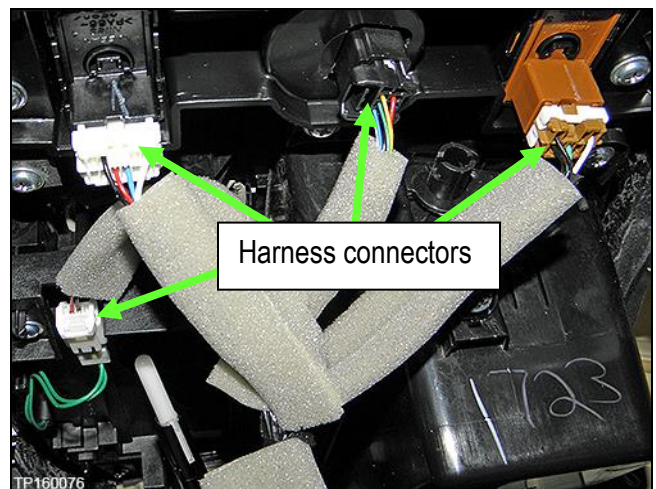


Figure 25

10. Remove the center console rear finisher:

- Six hidden clips (Figure 26).

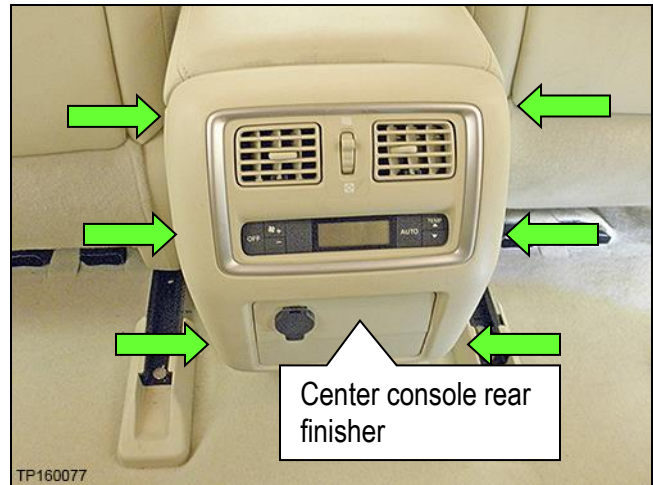


Figure 26

- Lift center console lid.
- Release six clips by gently pulling at the top of the center console rear finisher toward the rear of the vehicle.

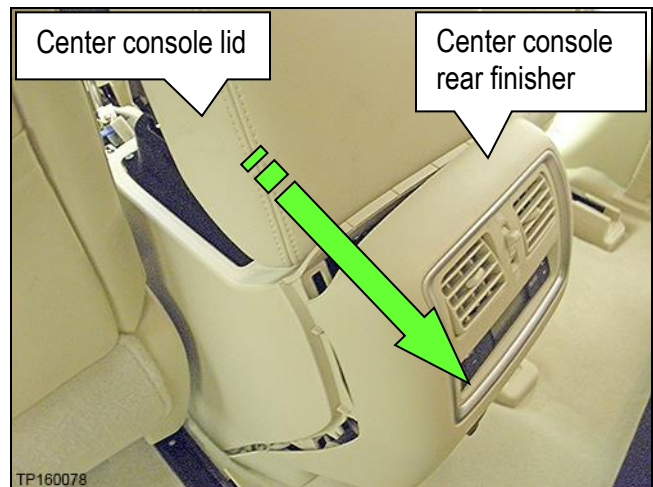


Figure 27

- Lay the center console rear finisher on the vehicle floor.
- Disconnect the two attached harness connectors (Figure 28).

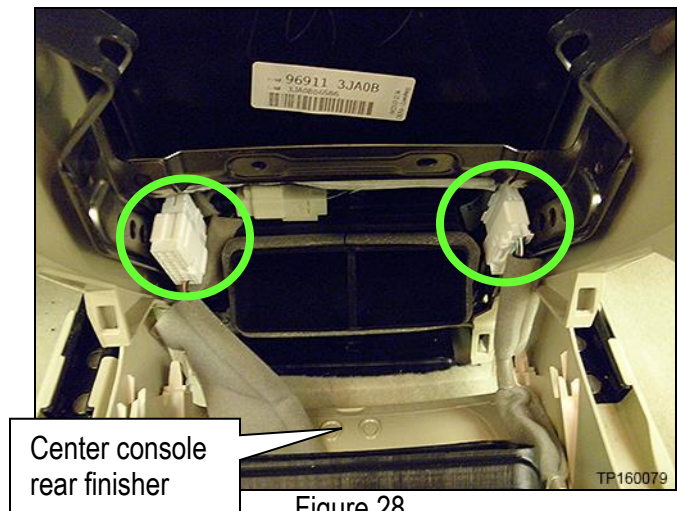


Figure 28

11. Remove the two mounting screws at the bottom rear of the center console (Figure 29).

- Driver's side shown. Passenger side similar.

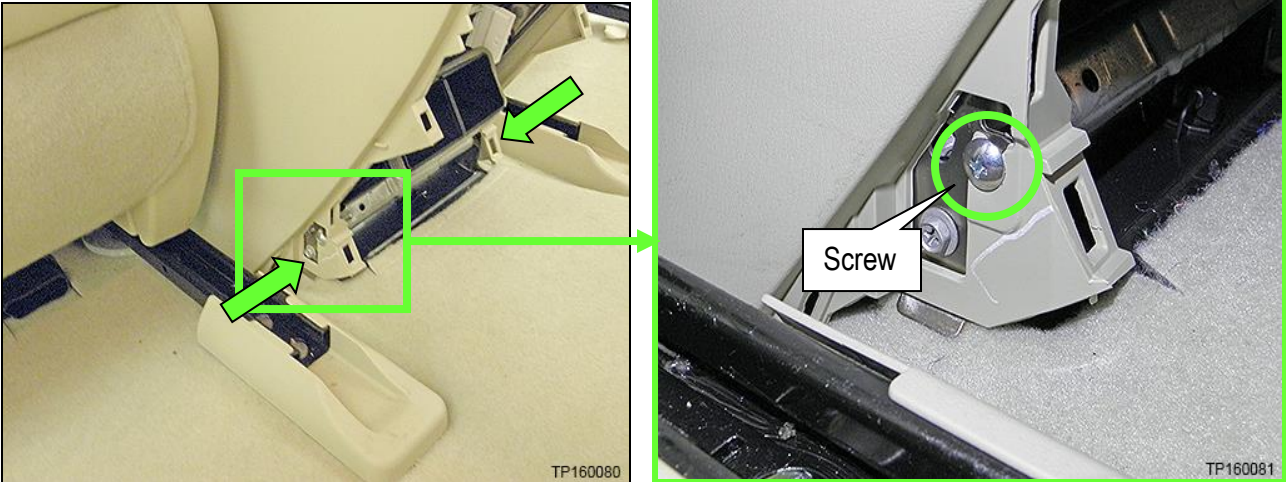


Figure 29

12. Remove one mounting screw from the driver's side and one from the passenger side of the center console (Figure 30)

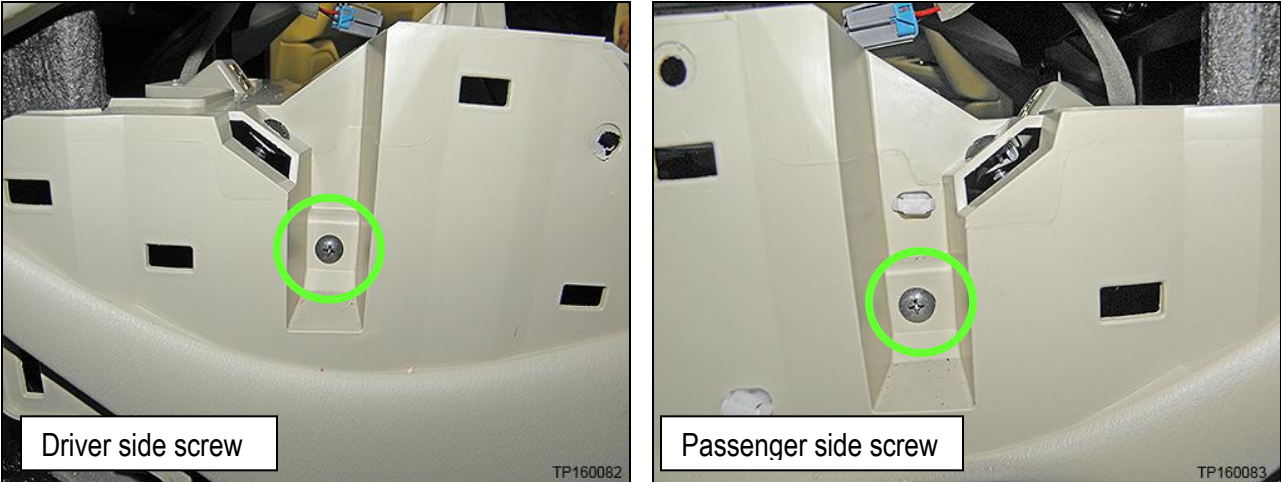


Figure 30

13. Remove the two screws to the left of the shifter.

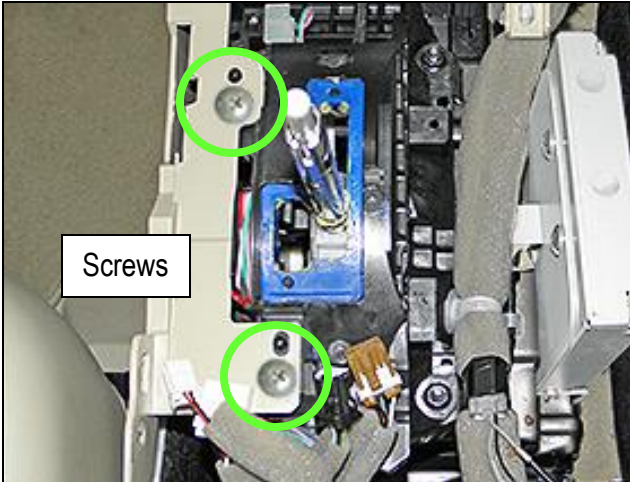


Figure 31

14. Disconnect the harness connectors on the passenger side center console.

- Do not unclip harnesses from center console.

**NOTE:** There may be three or four connectors depending on the vehicle options.

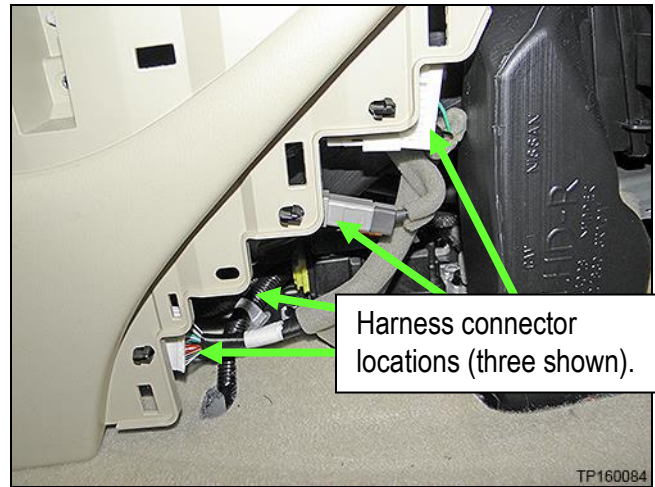


Figure 32

15. Unclip the harness from the shift selector assembly (Figure 33).

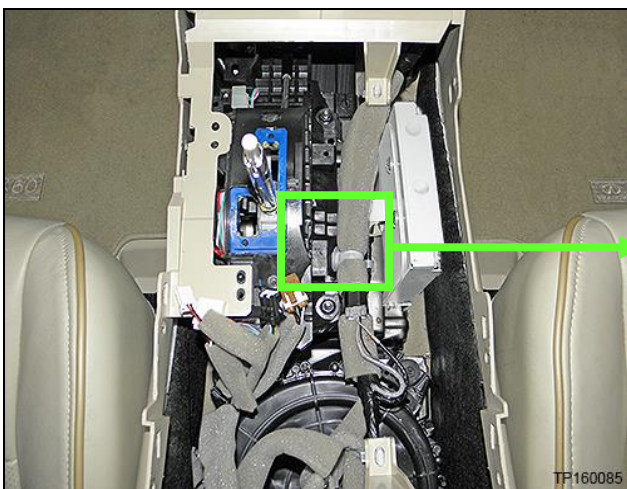


Figure 33

16. Remove the center console (Figure 34).

- a. Gently lift up,
- b. and then rearward.

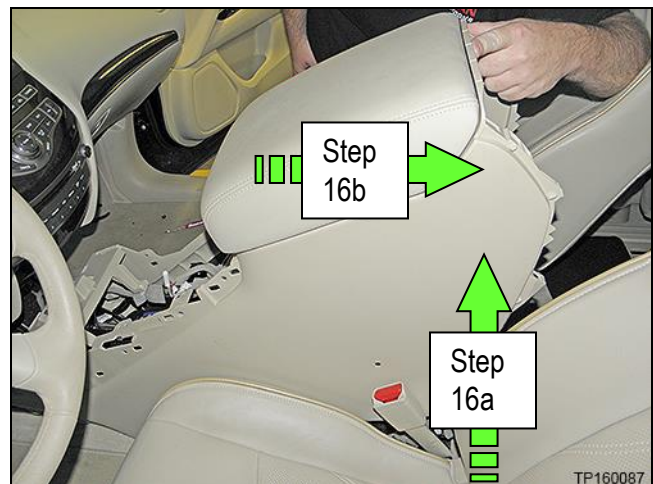


Figure 34

17. Remove the four nuts that attach the shift selector assembly to the center console brace (Figure 35).

**NOTE:** Top left nut is hidden in Figure 35.

- Reassembly torque to: 7 N•m (0.7 kg-m, 62 in-lb.)

18. Unclip the two harness clips shown in Figure 34 attached to the center console brace.

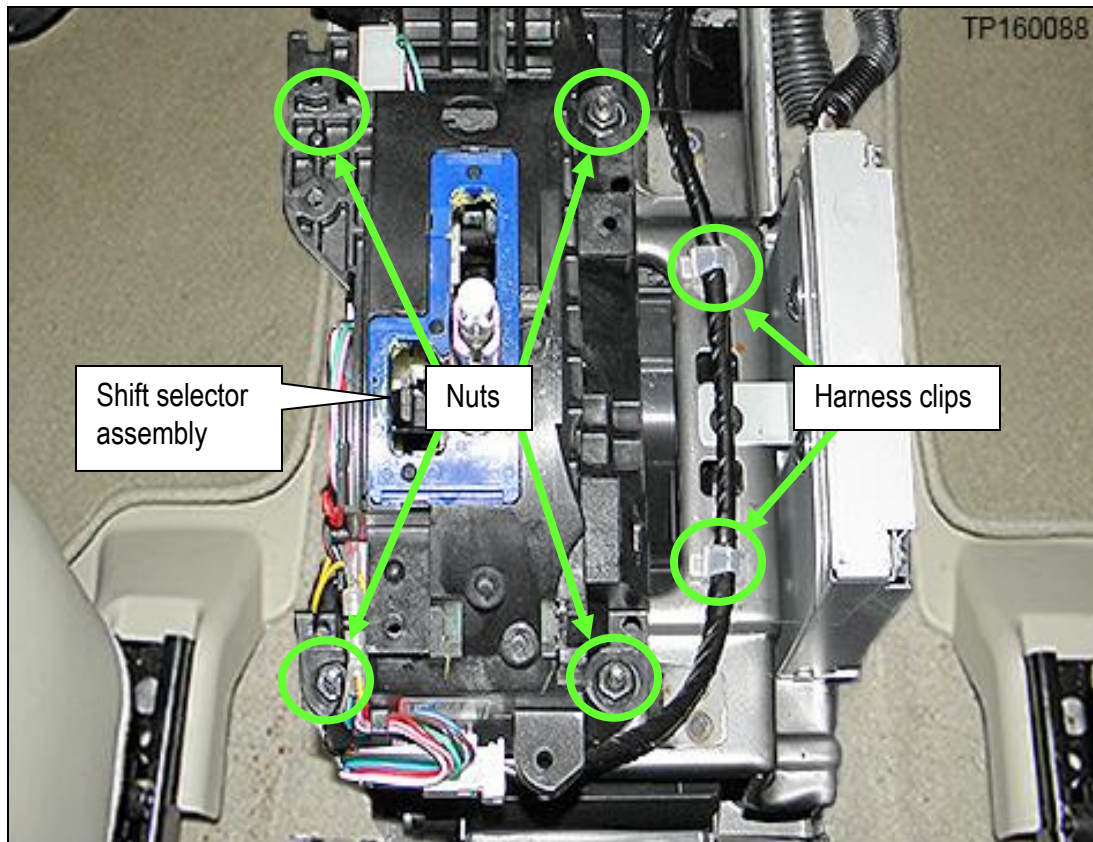


Figure 35

19. Unclip the three harness clips from the center console brace shown in Figure 36.

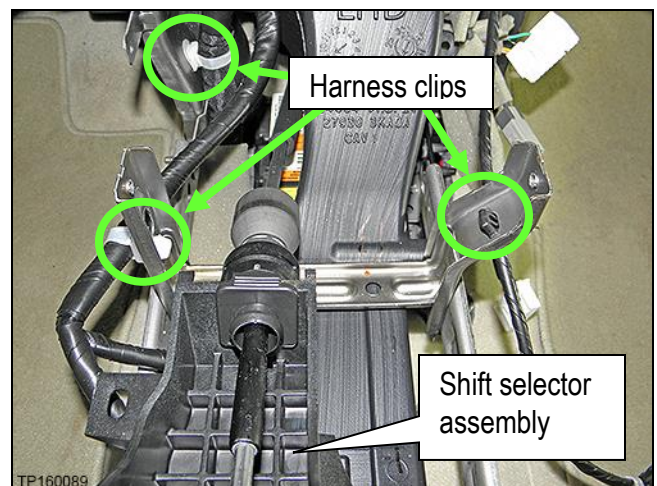


Figure 36

20. Lift the shift selector assembly away from the center console brace and lay it on the driver's side floor (Figure 37).

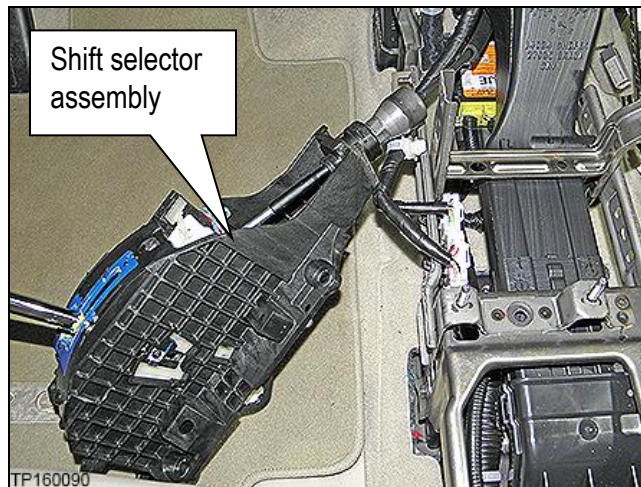


Figure 37

21. Unclip the two harness connectors shown in Figure 38 from the driver's side of the center console brace.

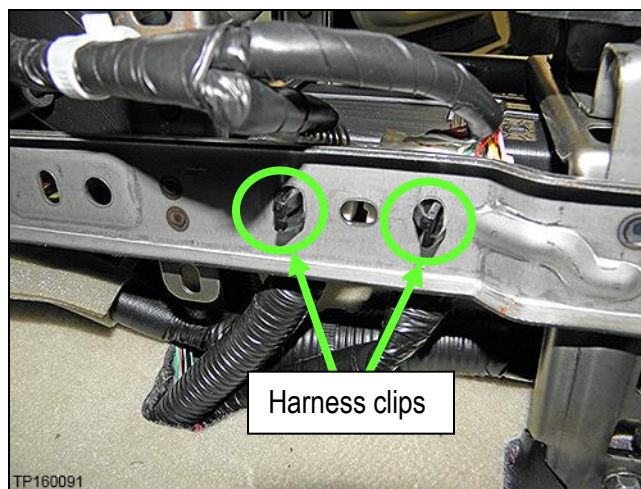


Figure 38

22. Unplug the two harness connectors that were unclipped in step 21 and shown in Figure 39.

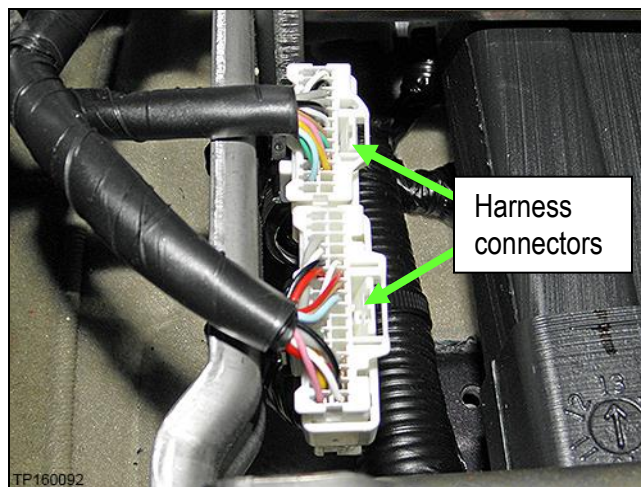


Figure 39

23. Remove the around view monitor control unit from the center console brace (Figure 40).
- Disconnect the harness connectors from the around view monitor control unit.
  - Remove one top screw (not shown) and two bottom screws.

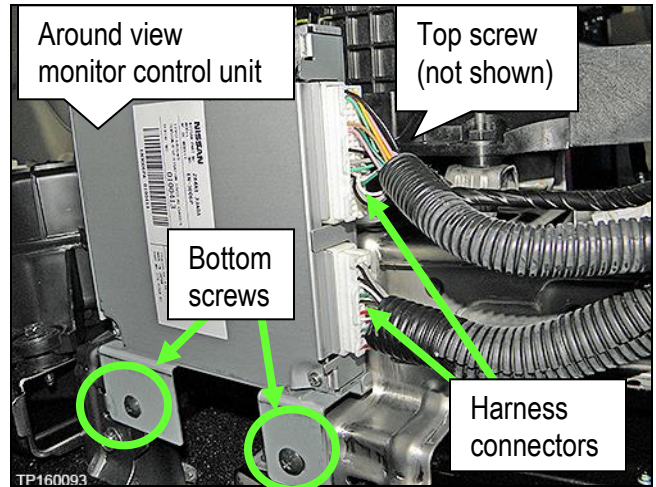


Figure 40

24. Remove the two bolts and one nut on the driver's side of the center console brace.
- Reassembly torque to: 7 N•m (0.7 kg-m, **62 in-lb.**)

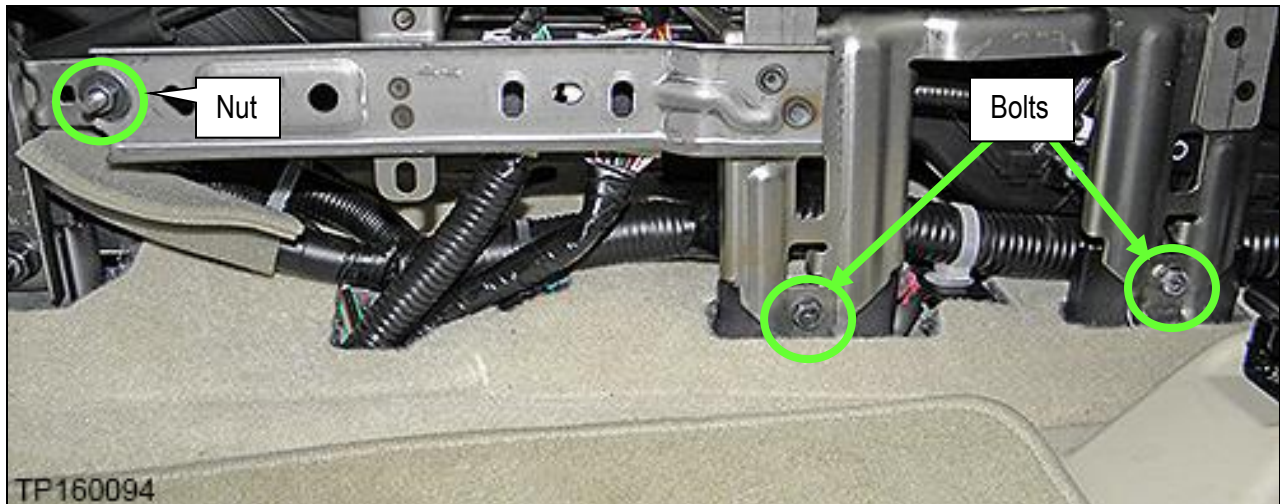


Figure 41

25. Remove the two bolts and one plastic clip on the passenger side of the center console brace.
- Reassembly torque to: 7 N•m (0.7 kg-m, **62 in-lb.**)

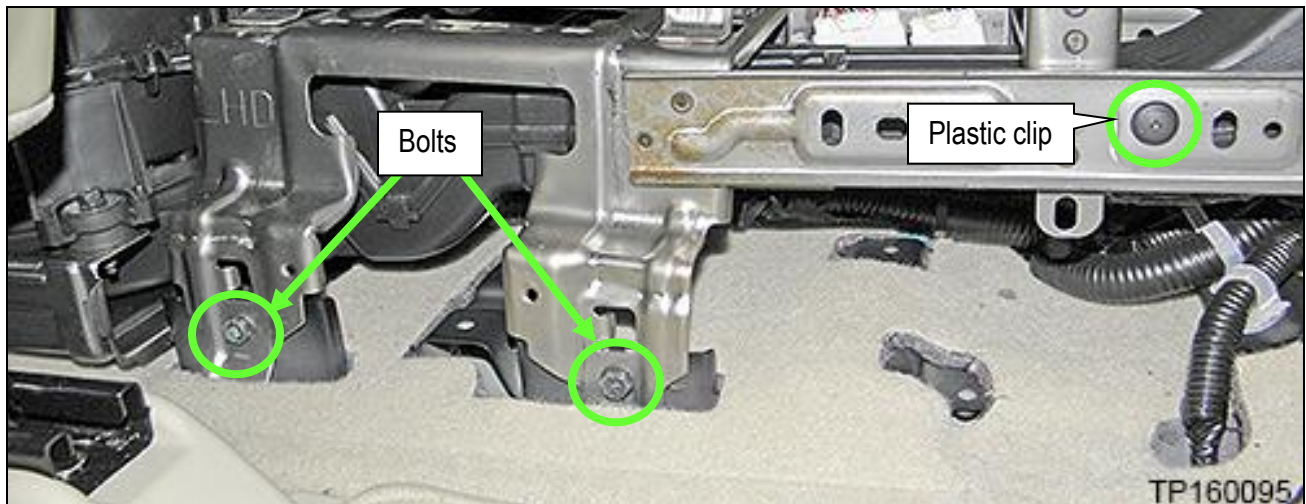


Figure 42

26. Lift the center console brace up at the rear and then remove.

**CAUTION:** The center console brace may have some sharp edges. Use care when removing it.

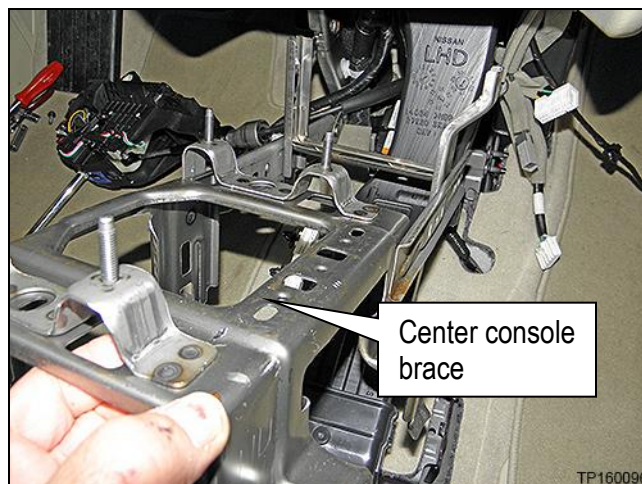


Figure 43

27. Push the adapter duct forward to detach from the rear blower unit assembly and then remove.

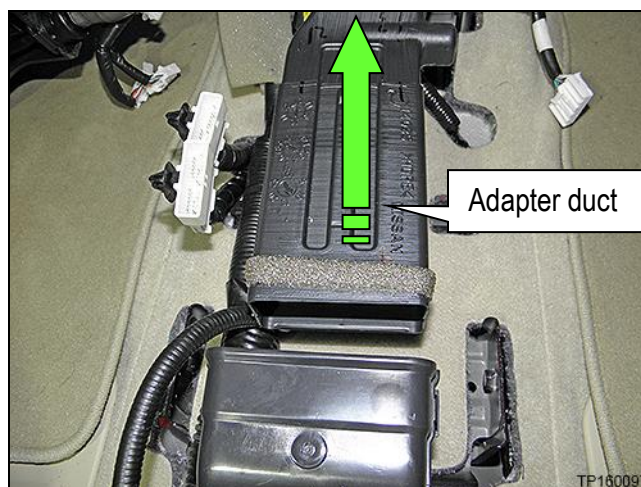


Figure 44



28. Unbolt the 3 bolts that retain the rear blower unit assembly (Figure 45) and then move it to gain access to the “Telematics Control Unit” (TCU).

**NOTE:** Do not disconnect harnesses to the rear blower unit assembly.

- Reassembly torque to:  
7 N•m (0.7 kg-m, 62 in-lb.)

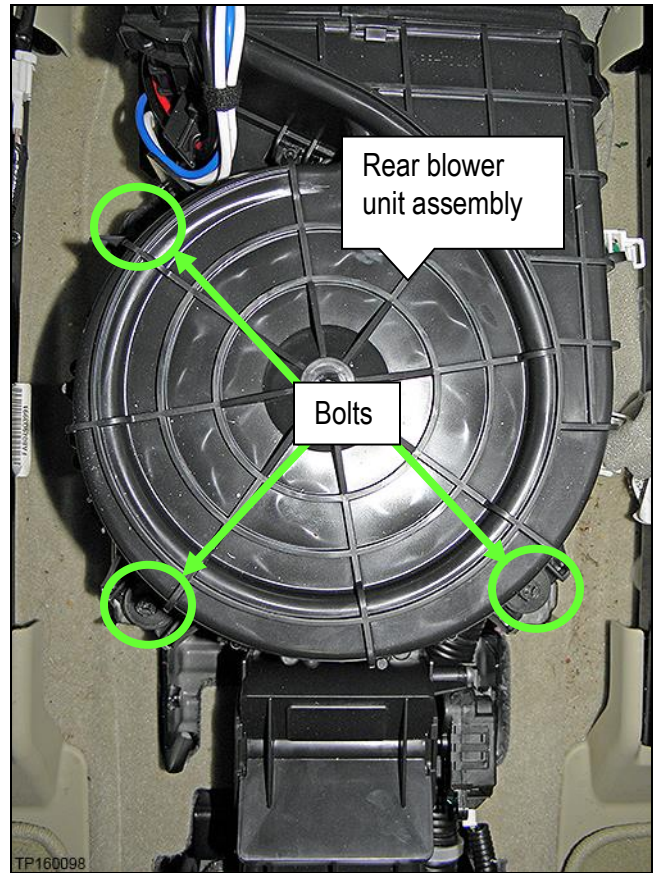


Figure 45

29. Disconnect the three harness connectors from the TCU (Figure 46).

30. Unclip the antenna support clip from the TCU bracket (Figure 46).

31. Unbolt the four bolts that attach the TCU to the vehicle floor (Figure 46)

- One bolt hidden in Figure 46.
- Reassembly torque to: 10.1 N•m (1.0 kg-m, 7 ft-lb.)

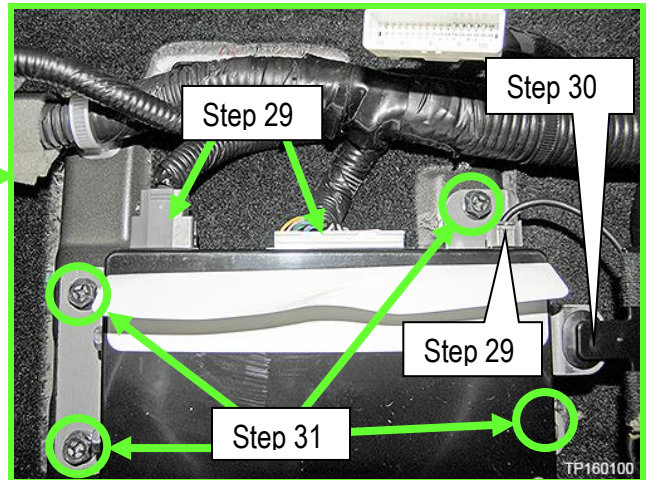
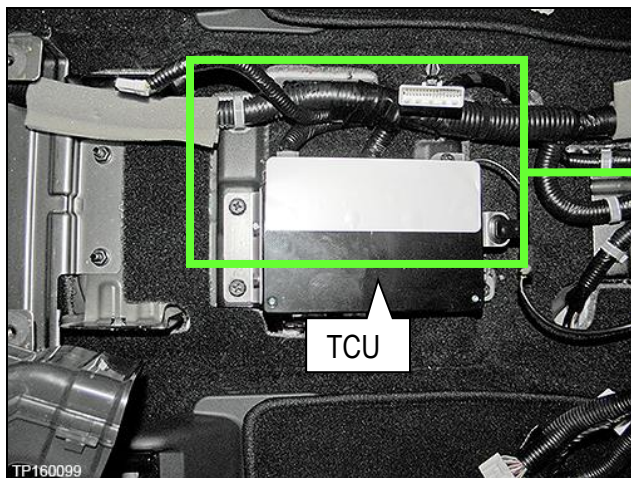


Figure 46

32. Transfer the brackets from the old TCU to the new one.

- a. Remove the two bolts that attach the front and rear TCU brackets; four total (Figure 47).
- b. Transfer the brackets to the new TCU and install bolts.
  - Reassembly torque to: 5.5 N•m (0.56 kg-m, **49 in-lb.**)

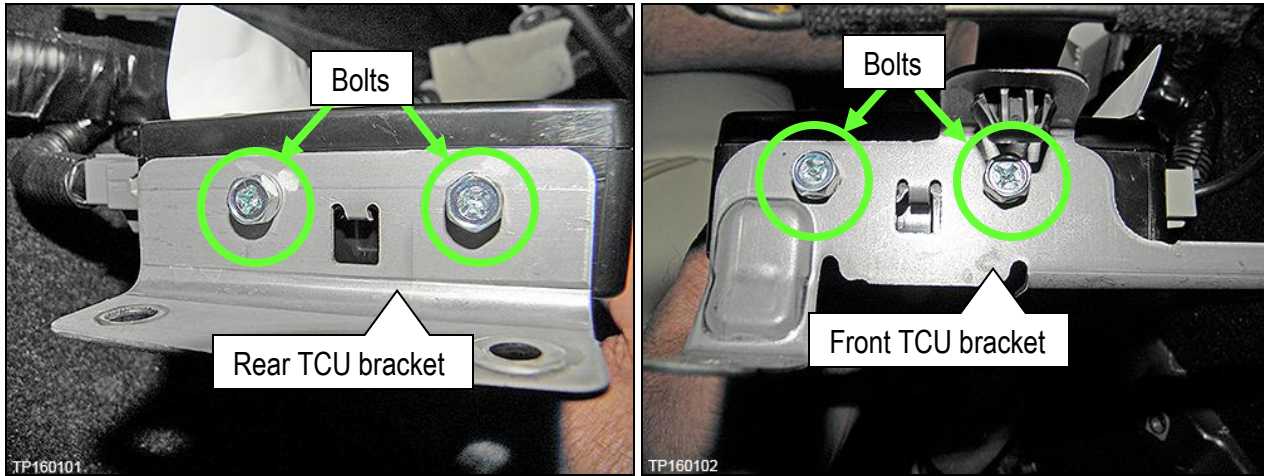


Figure 47

### Deactivate the Old TCU and Activate the new TCU

**Steps 1 and 2 below must be performed AFTER the original TCU is removed from the vehicle and BEFORE the replacement TCU is installed.**

1. Collect and have ready the following information:
  - VIN.
  - International Mobile Equipment Identity Number (IMEI) of the original TCU. This number is located on the TCU.
  - IMEI Number of the replacement TCU. This number is located on the TCU.
  - Serial Number of the replacement TCU. This number is located on the TCU.

### LABEL ON TCU



Figure 48

2. Call the INFINITI CONNECTION™ Call Center at 1-800-334-7858, press “1” and listen for additional applicable INFINITI retailer prompts to replace a TCU. (Hours of operation are listed at the bottom of the page.)

**NOTE:** The phone number shown above is for TCU activation and deactivation **ONLY**. The Support Center agent is unable to assist with matters unrelated to TCU activation and deactivation.

During this call:

- You will be asked for your name, dealership name, and all of the information collected in step 1.
- The Support Center agent will deactivate the original TCU and activate the replacement TCU.

**IMPORTANT:** Step 2 MUST be performed to activate the replacement TCU. If it is not performed the TCU will not be able to communicate with the Infiniti Connection Global Data Center.

**Infiniti Connection Call Center – Hours of Operation (Central Time Zone)**

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

Special Holiday Hours:

Closed Thanksgiving, Christmas, and New Years Day

Christmas Eve: 7AM – 7PM

New Years Eve: 7AM – 7PM

## Install Replacement TCU

- Install the new TCU into the vehicle and reassemble the center console in the reverse order of disassembly.

## Turn TCU ON

- Perform steps 1-15 of **Turn OFF the TCU** procedure, starting on page 2, to turn the TCU ON and then confirm the **Current status** field shows “On”.

## Write VIN Data

1. Select **WRITE VIN (SAVED DATA)**.
2. Select **Start**.

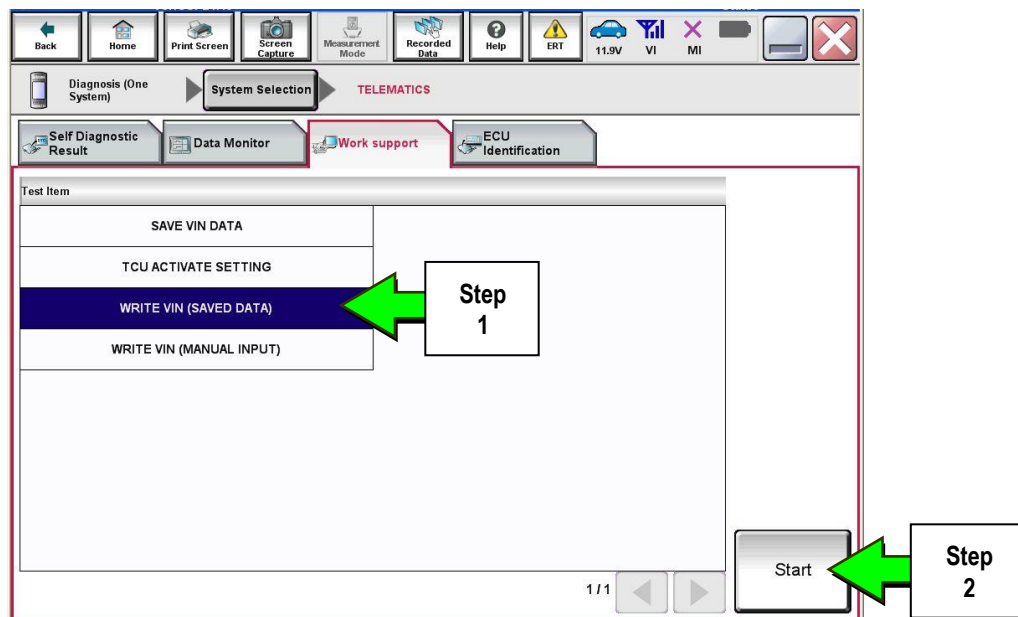


Figure 49

3. Select **Start**.

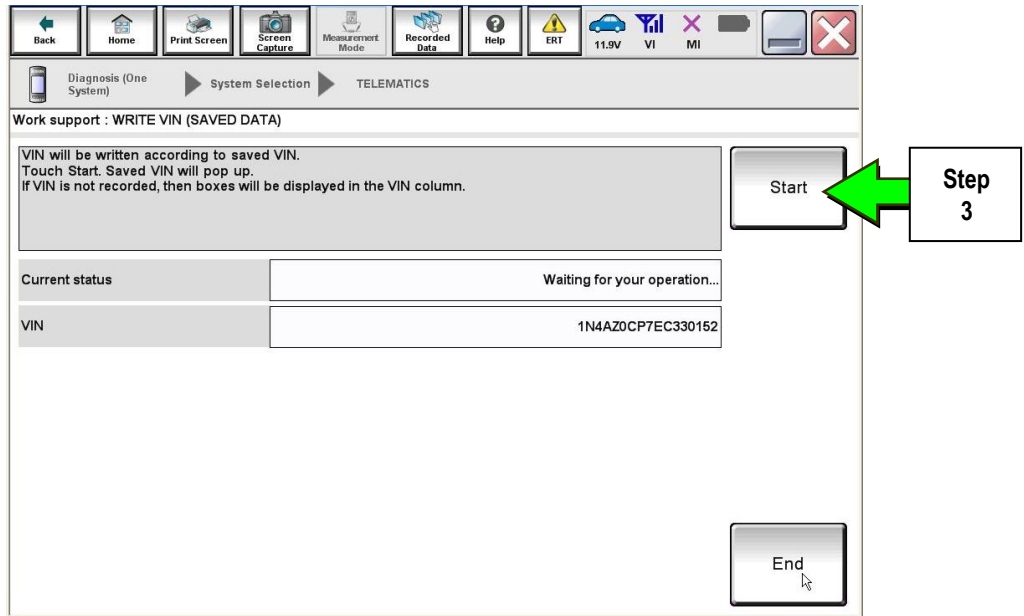


Figure 50

4. Select **End**.

**IMPORTANT:** Wait at least 2 minutes after the ignition is turned ON before checking for DTCs. If DTCs are checked prior to this a U1000 may be stored.

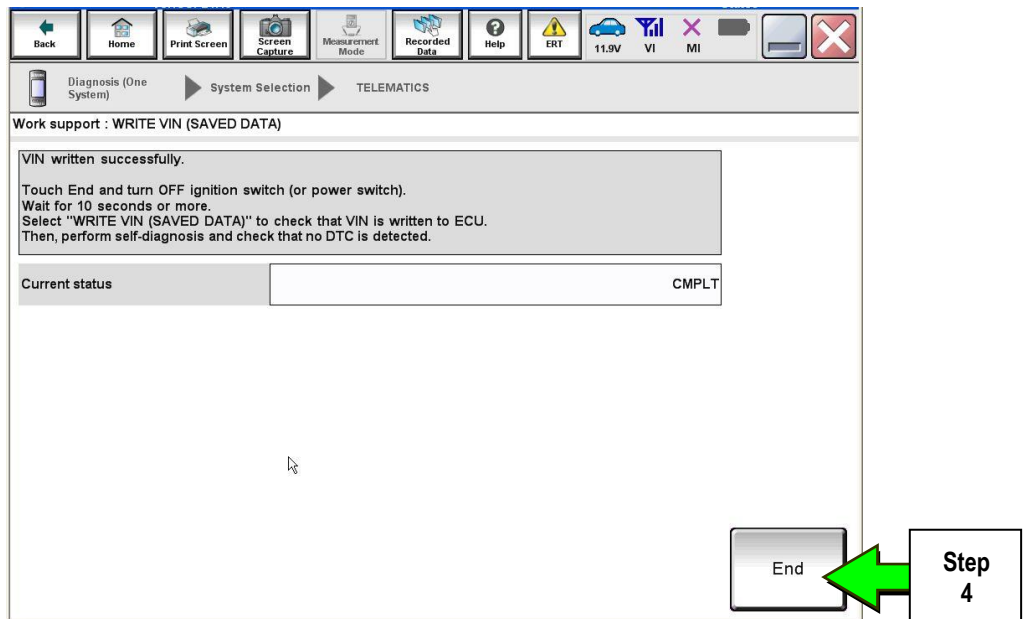


Figure 51

**PARTS INFORMATION**

Description	PART NUMBER	Quantity
Telematics Control Unit	283B0-3JA5A	1

**CLAIMS INFORMATION**

Submit a Campaign (CM) line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PC454	Replace Telematics Control Unit	PC4542	1.1 hrs.





## PC454 – Q70 Telematics Control Unit Replacement

**IMPORTANT:** Those steps in **RED** below, under Campaign Overview, **MUST** be performed in the order listed for the new TCU to operate correctly.

### Campaign Overview:

1. Turn OFF the original TCU using CONSULT-III plus (C-III plus) (page 2).
2. Save the VIN DATA using C-III plus (page 7).
3. Remove the original TCU from the vehicle (page 8).
4. Deactivate (unregister) the original TCU by calling INFINITI CONNECTION™ Call Center (page 9).
5. Activate (register) the replacement TCU by calling INFINITI CONNECTION™ Call Center (page 9).
6. Install the replacement TCU in the vehicle (page 10).
7. Turn ON the replacement TCU using C-III plus (page 10).
8. Write the VIN DATA using C-III plus (page 10).

## SERVICE PROCEDURE

### Turn OFF the TCU

1. Connect the C-III plus VI to the vehicle.
2. Set the parking brake.
3. Turn the Ignition ON, but do not start the vehicle.
4. Launch C-III plus on the CONSULT PC.
5. Select **Diagnosis (One System)**.

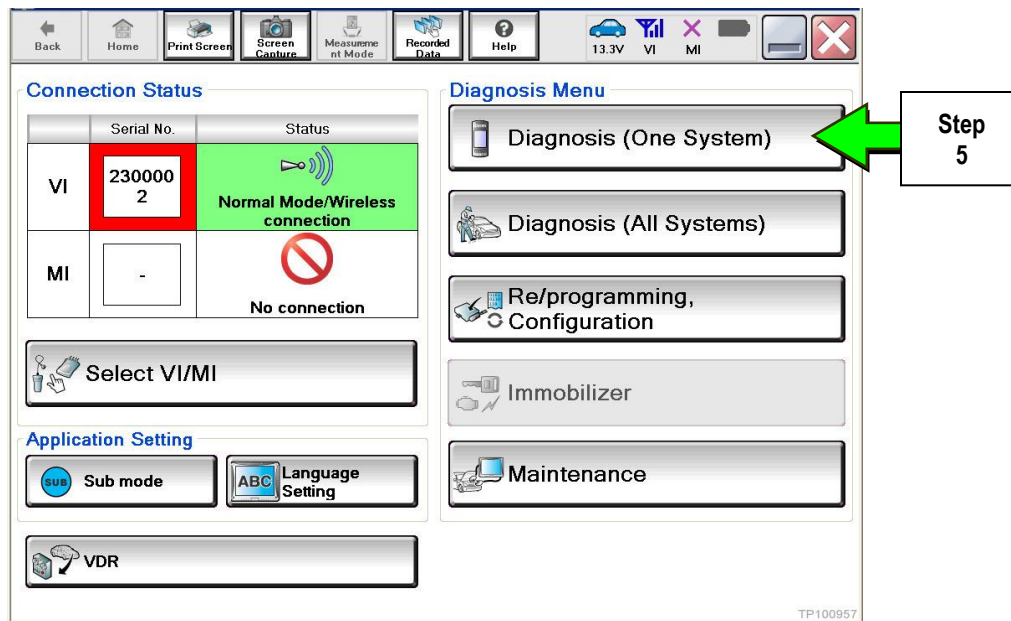


Figure 1



6. Select **TELEMATICS** on page 2 of the “All systems” list.

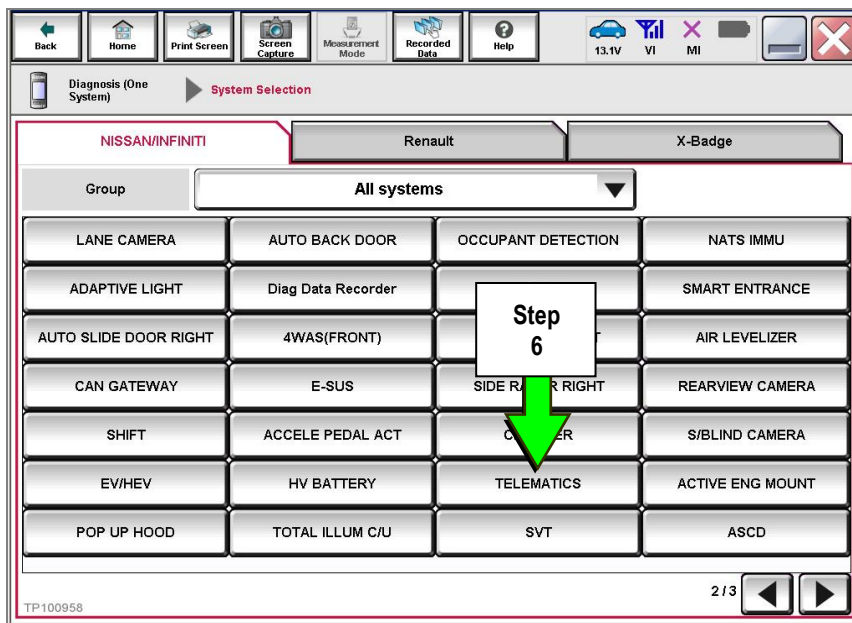


Figure 2

7. Select **Work support**.

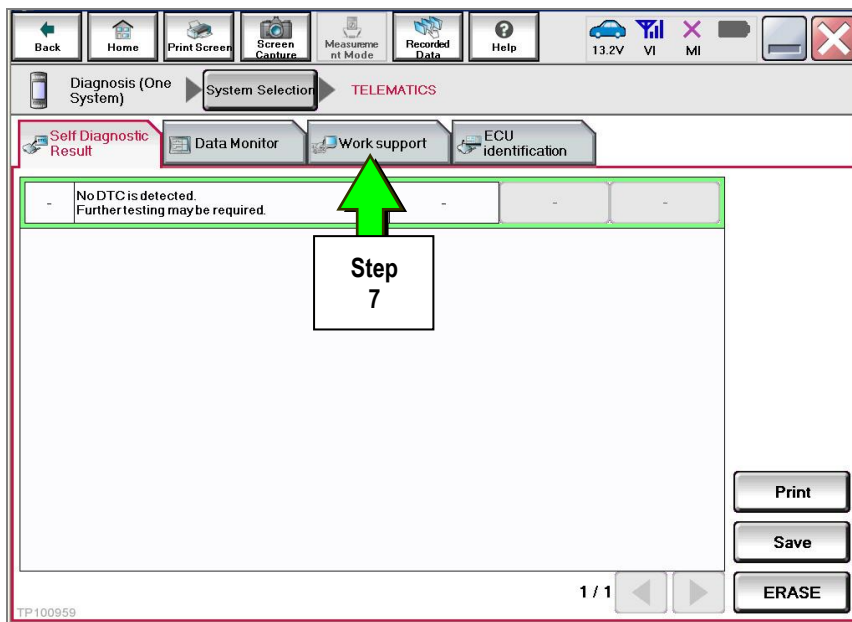


Figure 3

8. Select **TCU ACTIVATE SETTING**.

9. Select **Start**.

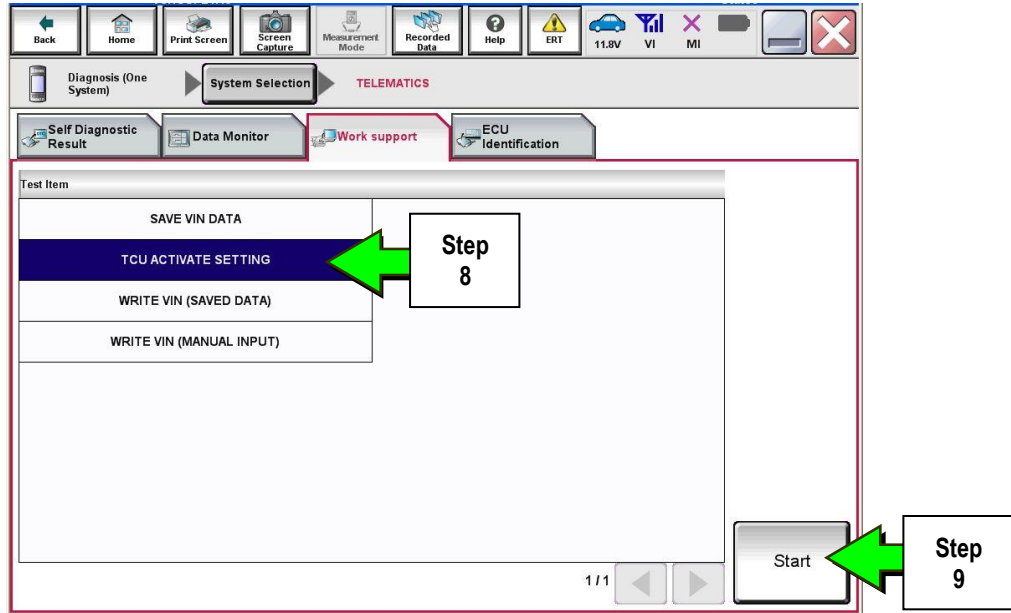


Figure 4

10. Select **Start**.

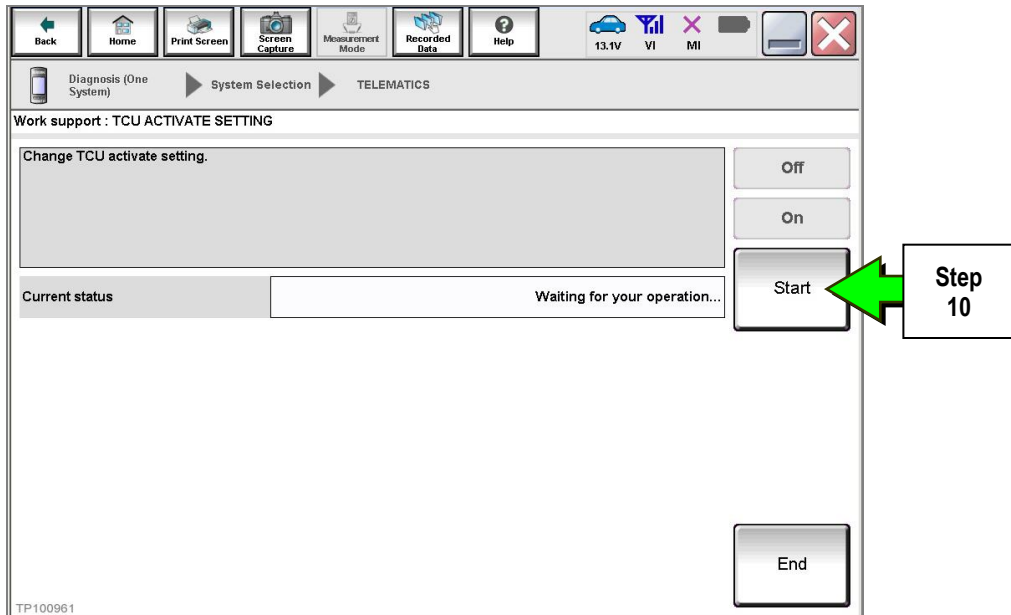


Figure 5

11. Select **Off** to turn OFF the TCU.

12. Select **End**.

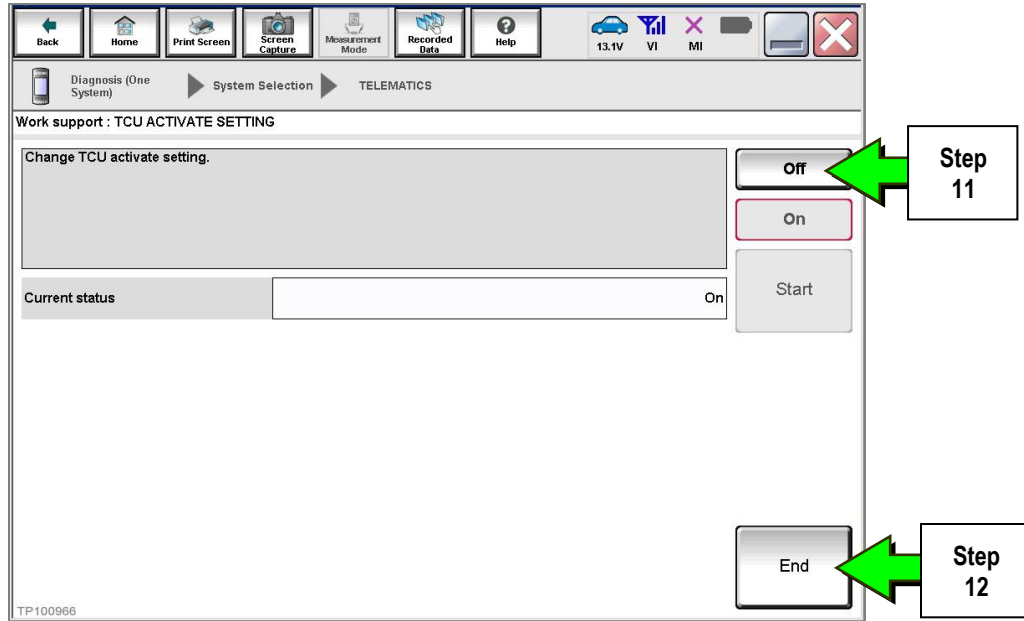


Figure 6

13. Select **Start**.

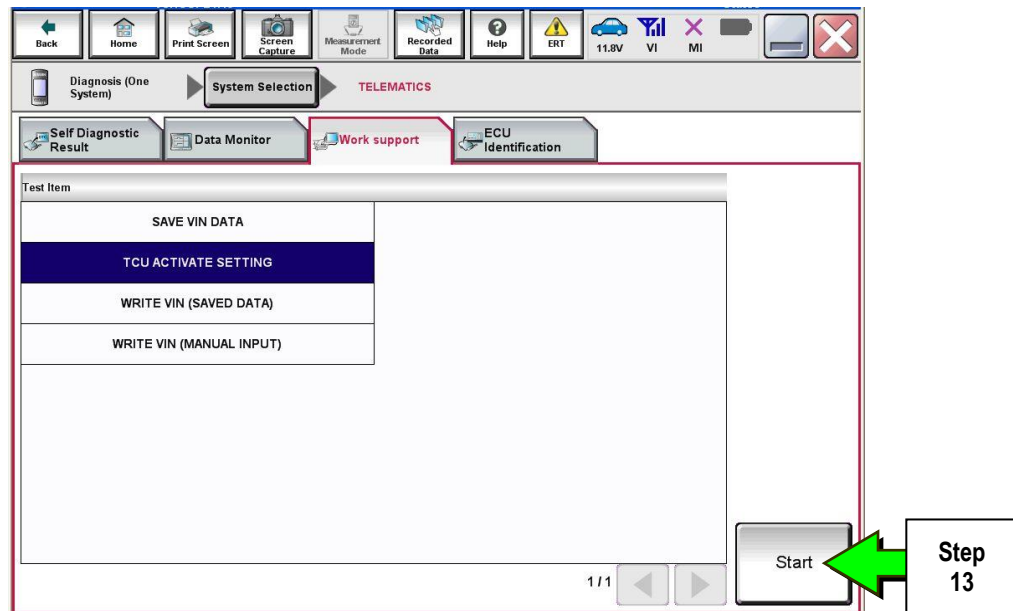


Figure 7

14. Select **Start**.

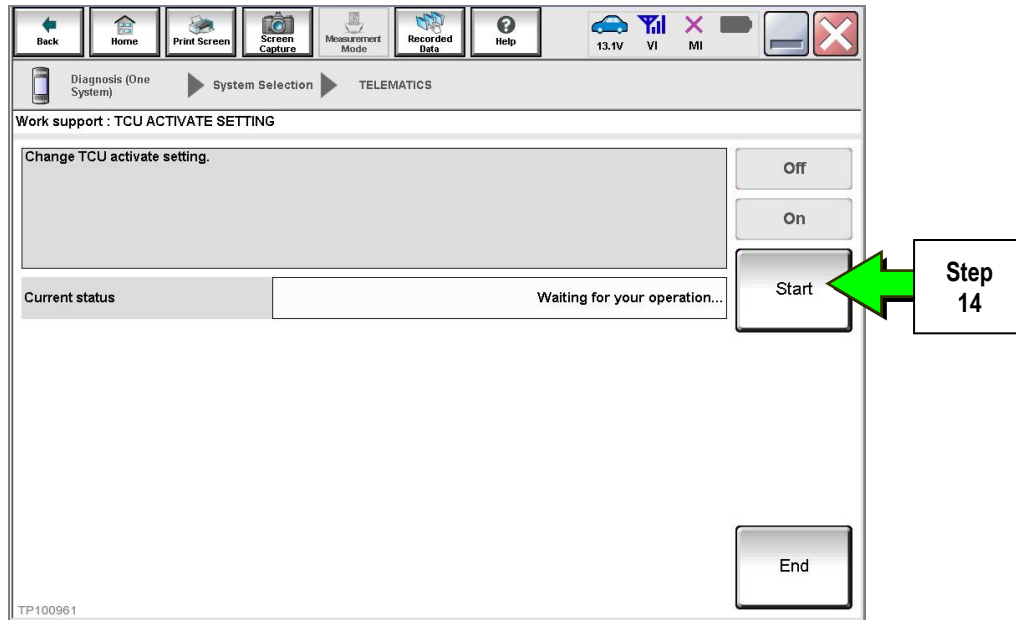


Figure 8

15. Confirm "**Off**" is displayed in the **Current status** field.

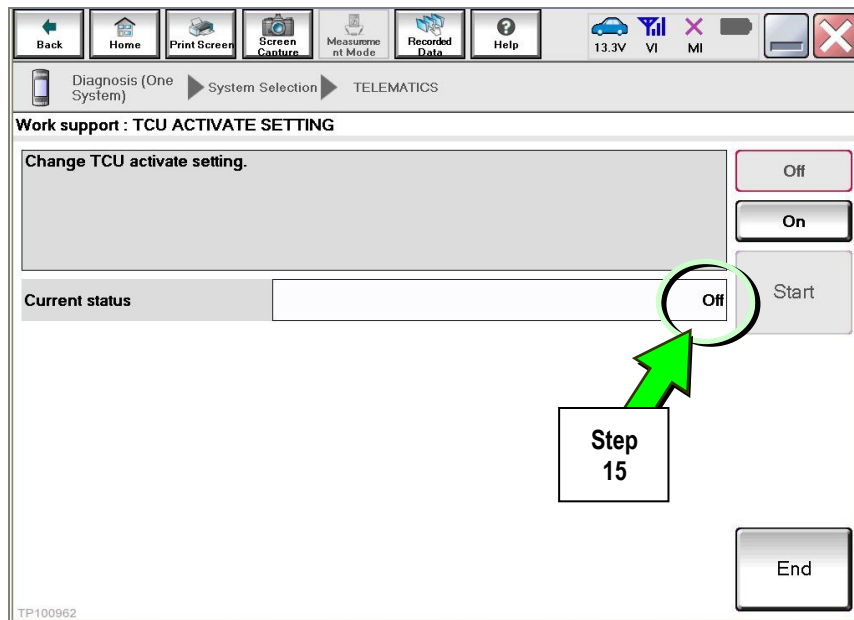


Figure 9

## Save VIN Data

1. Select **SAVE VIN DATA**.
2. Select **Start**.

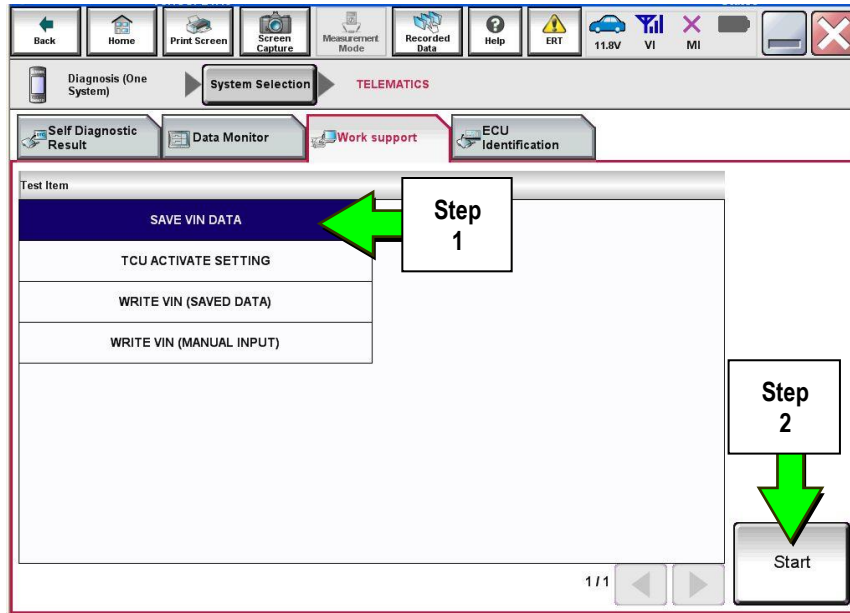


Figure 10

3. Select **Start**.

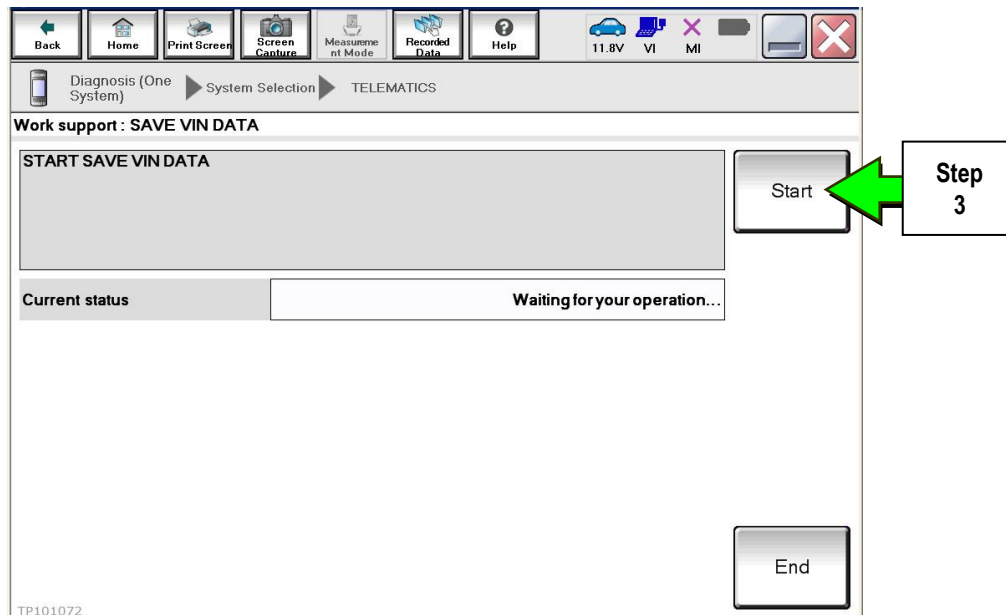


Figure 11

4. Select End.

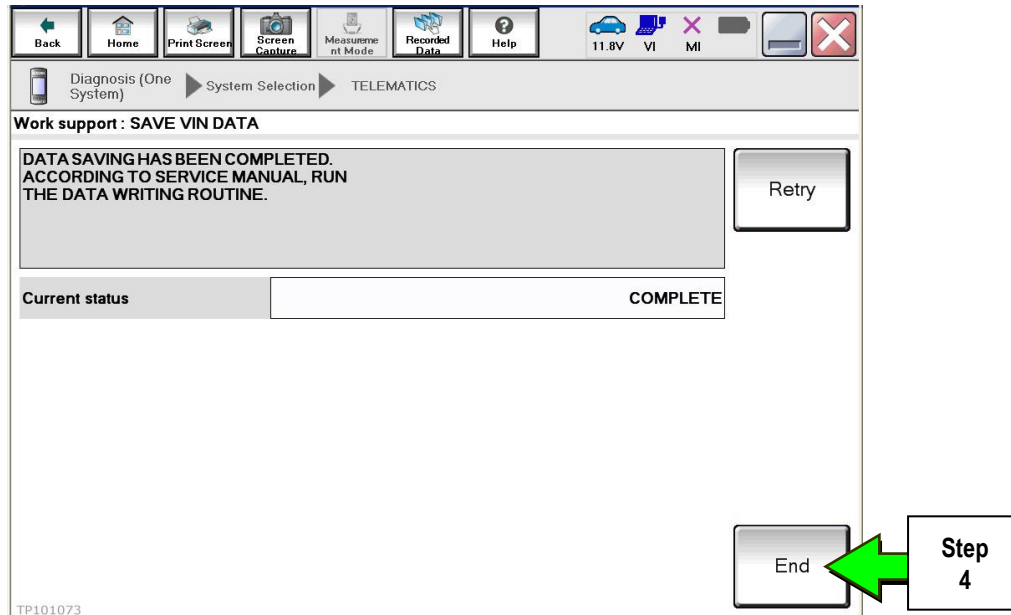


Figure 12

Remove the TCU from the Vehicle.

1. Remove the instrument lower cover.
  - a. Pull downward and disengage fixing pawl and metal clips.
  - b. Pull back instrument lower cover.
  - c. Disconnect foot lamp RH harness connector and TCU harness connector.

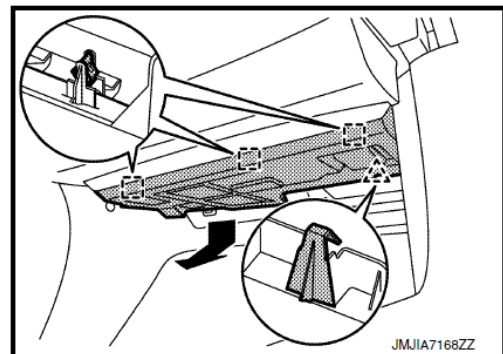
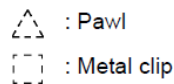
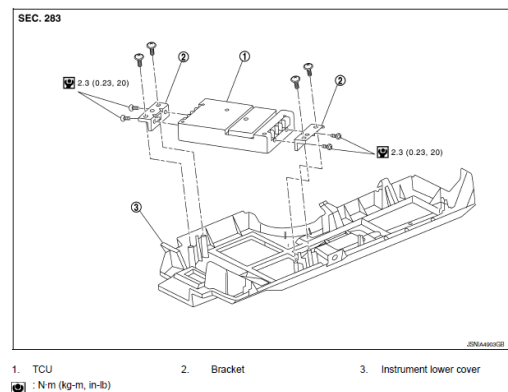


Figure 13

2. Remove the mounting screw and disconnect the connector, and then remove them together with the bracket from instrument lower cover.
3. Remove the bracket mounting screw and remove the bracket from TCU.



1. TCU  
2. Bracket  
3. Instrument lower cover  
☑ : N·m (kg-m, in-lb)

Figure 14

## Deactivate the Old TCU and then Activate the new TCU

**IMPORTANT:** Steps 1 and 2 below must be performed AFTER the original TCU is removed from the vehicle and BEFORE the replacement TCU is installed.

1. Collect and have ready the following information:
  - VIN.
  - International Mobile Equipment Identity Number (IMEI) of the original TCU. This number is located on the TCU.
  - IMEI Number of the replacement TCU. This number is located on the TCU.
  - Serial Number of the replacement TCU. This number is located on the TCU.

### LABEL ON TCU



Figure 15

2. Call the INFINITI CONNECTION™ Call Center at 1-800-334-7858, press “1” and listen for additional applicable INFINITI retailer prompts to replace a TCU. (Hours of operation are listed at the bottom of the page.)

**NOTE:** The phone number shown above is for TCU activation and deactivation **ONLY**. The Support Center agent is unable to assist with matters unrelated to TCU activation and deactivation.

During this call:

- You will be asked for your name, dealership name, and all of the information collected in step 1.
- The Support Center agent will deactivate the original TCU and activate the replacement TCU.

**IMPORTANT:** Step 2 MUST be performed to activate the replacement TCU. If it is not performed the TCU will not be able to communicate with the Infiniti Connection Global Data Center.

#### Infiniti Connection Call Center – Hours of Operation (Central Time Zone)

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

Special Holiday Hours:

Closed Thanksgiving, Christmas, and New Years Day

Christmas Eve: 7AM – 7PM

New Years Eve: 7AM – 7PM

## Install Replacement TCU

- Perform steps 1-3 of **Remove the TCU from the Vehicle** procedure on page 8, in reverse order, to install.

## Turn TCU ON

- Perform steps 1-15 of **Turn OFF the TCU** procedure, starting on page 2, to turn the TCU ON and then confirm the **Current status** field shows “On”.

## Write VIN Data

1. Select **WRITE VIN (SAVED DATA)**.
2. Select **Start**.

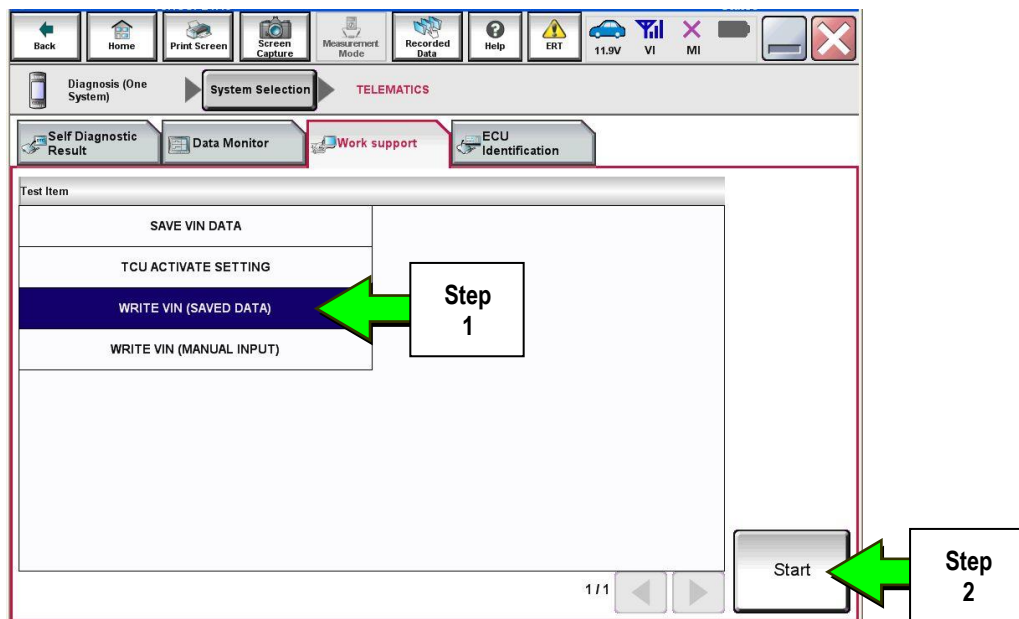


Figure 16



3. Select **Start**.

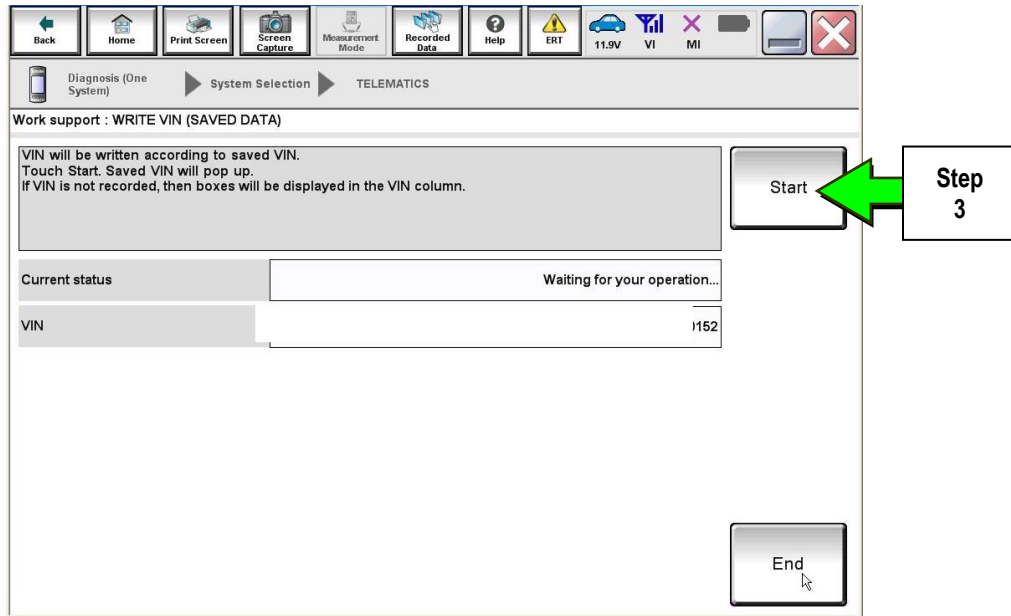


Figure 17

4. Select **End**.

**IMPORTANT:** Wait at least 2 minutes after the ignition is turned ON before checking for DTCs. If DTCs are checked prior to this a U1000 may be stored.

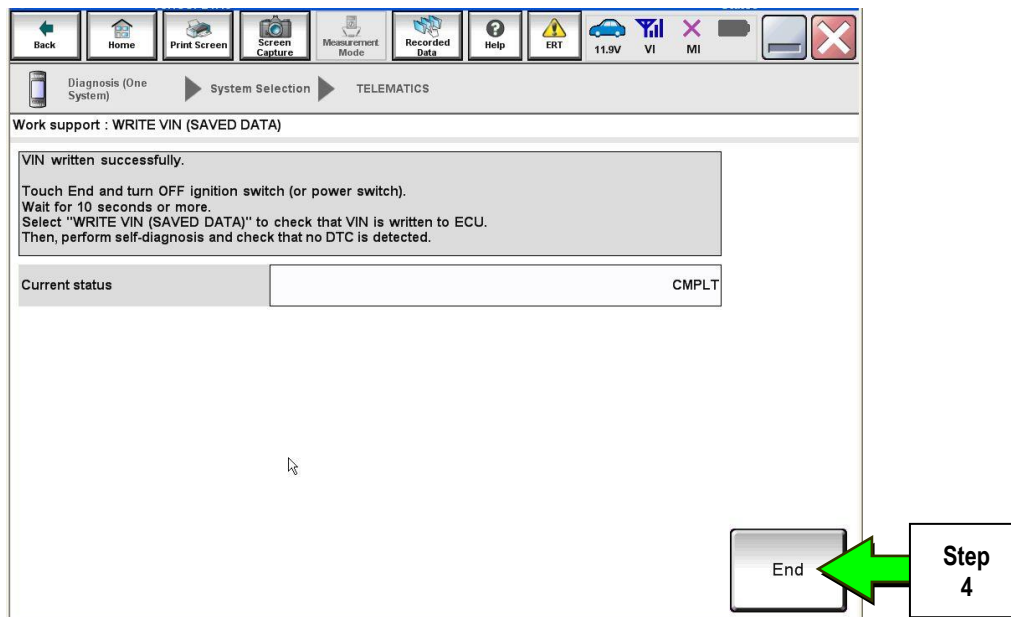


Figure 18

**PARTS INFORMATION**

Description	PART NUMBER	Quantity
Telematics Control Unit	283B0-3JA5A	1

**CLAIMS INFORMATION**

Submit a Campaign (CM) line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PC454	Replace Telematics Control Unit	PC4541	0.6 hrs.





## PC454 – QX80 Telematics Control Unit Replacement

**IMPORTANT:** Those steps in **RED** below, under Campaign Overview, **MUST** be performed in the order listed for the new TCU to operate correctly.

### Campaign Overview:

1. Turn OFF the original TCU using CONSULT-III plus (C-III plus) (Page 2).
2. Save the VIN DATA using C-III plus (Page 7).
3. Remove the original TCU from the vehicle (Page 8).
4. Deactivate (unregister) the original TCU by calling INFINITI CONNECTION™ Call Center (Page 10).
5. Activate (register) the replacement TCU by calling INFINITI CONNECTION™ Call Center (Page 10).
6. Install the replacement TCU in the vehicle (Page 11).
7. Turn ON the replacement TCU using C-III plus (Page 11).
8. Write the VIN DATA using C-III plus (Page 11).

## SERVICE PROCEDURE

### Turn OFF the TCU

1. Connect the C-III plus VI to the vehicle.
2. Set the parking brake.
3. Turn the Ignition ON, but do not start the vehicle.
4. Launch C-III plus on the CONSULT PC.
5. Select **Diagnosis (One System)**.

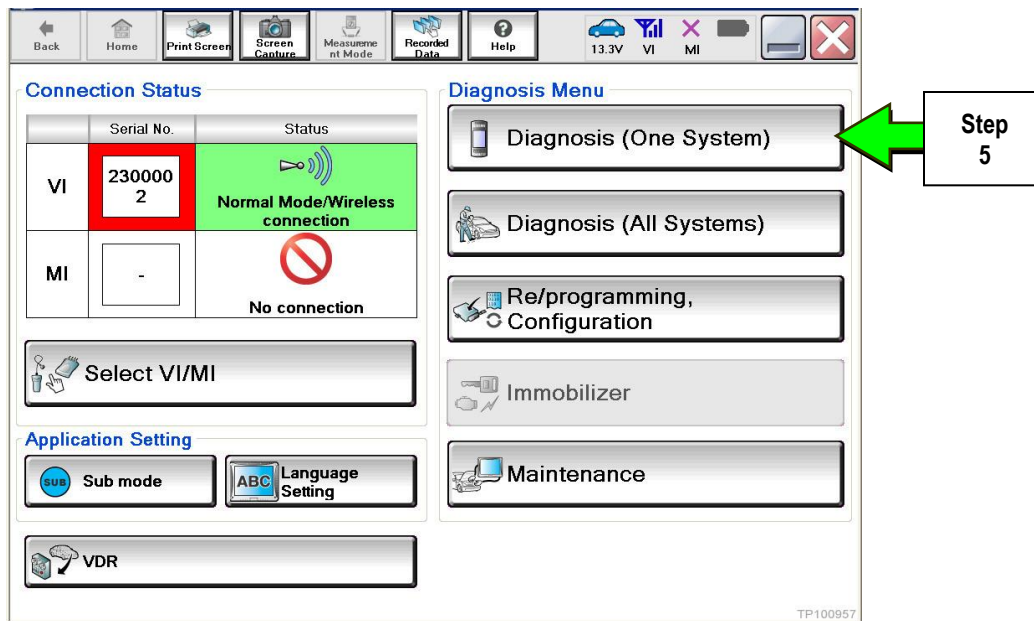


Figure 1

6. Select **TELEMATICS** on page 2 of the “All systems” list.

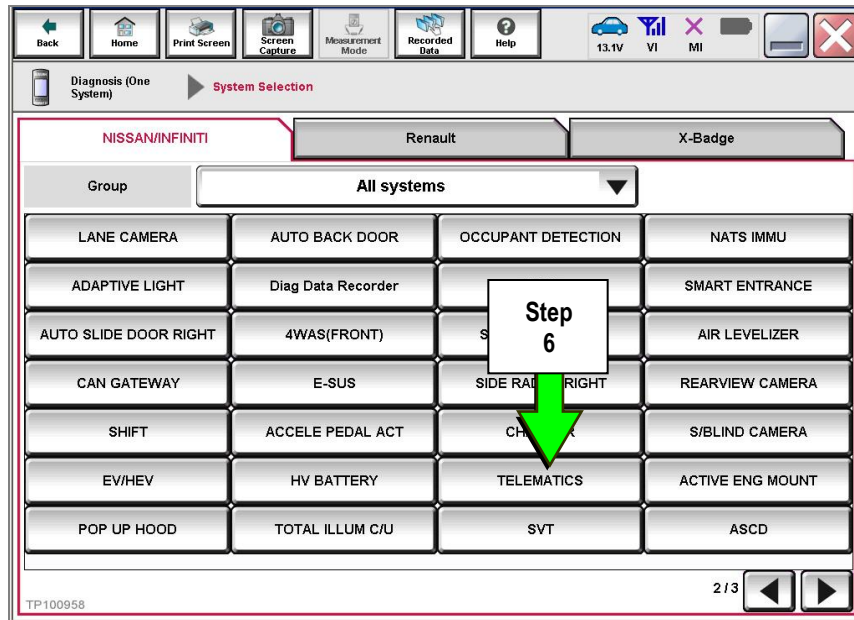


Figure 2

7. Select **Work support**.

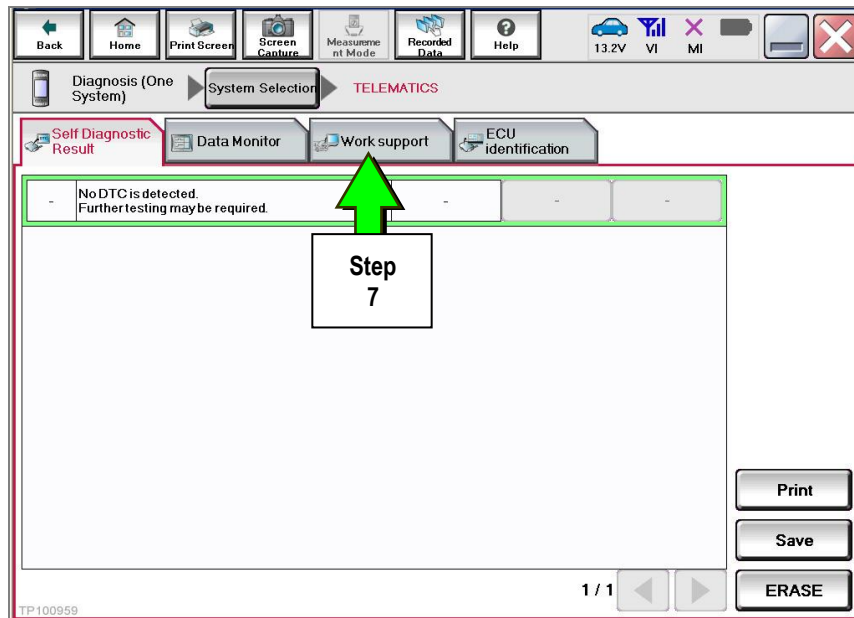


Figure 3

8. Select **TCU ACTIVATE SETTING**.

9. Select **Start**.

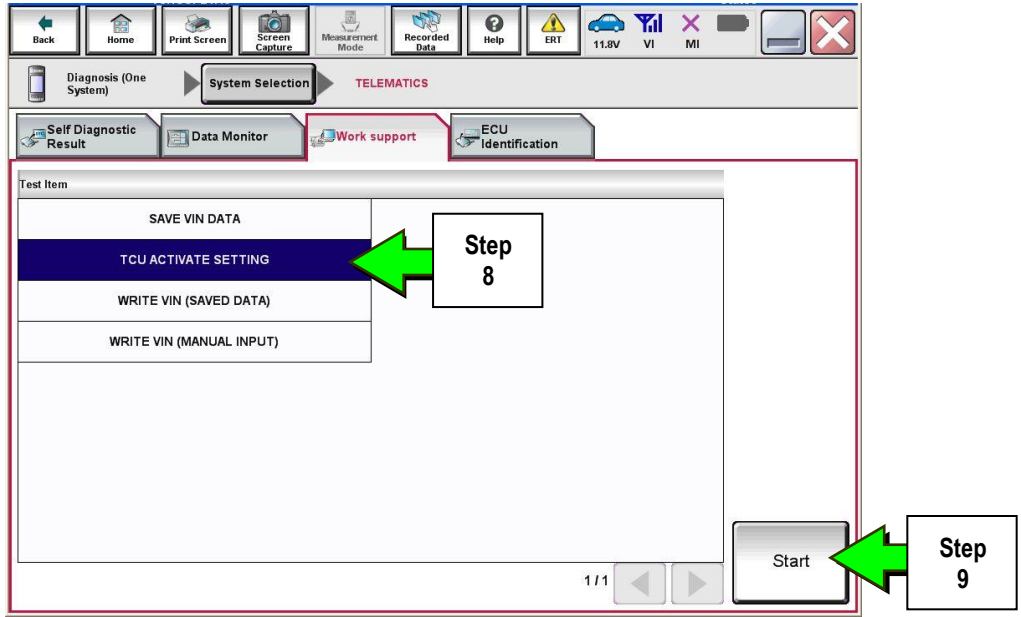


Figure 4

10. Select **Start**.

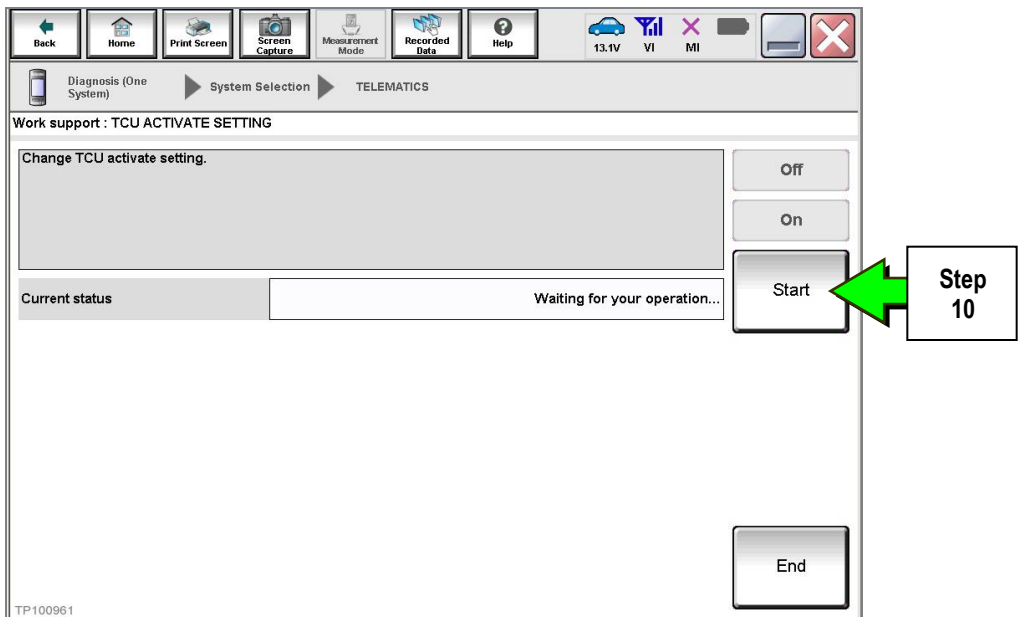


Figure 5

11. Select **Off** to turn OFF the TCU.

12. Select **End**.

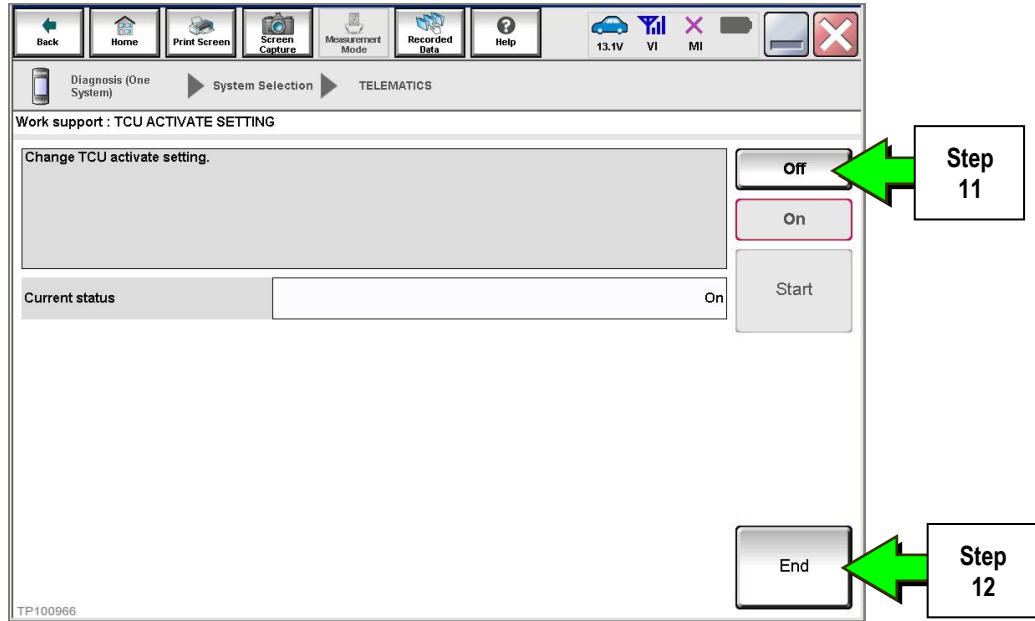


Figure 6

13. Select **Start**.

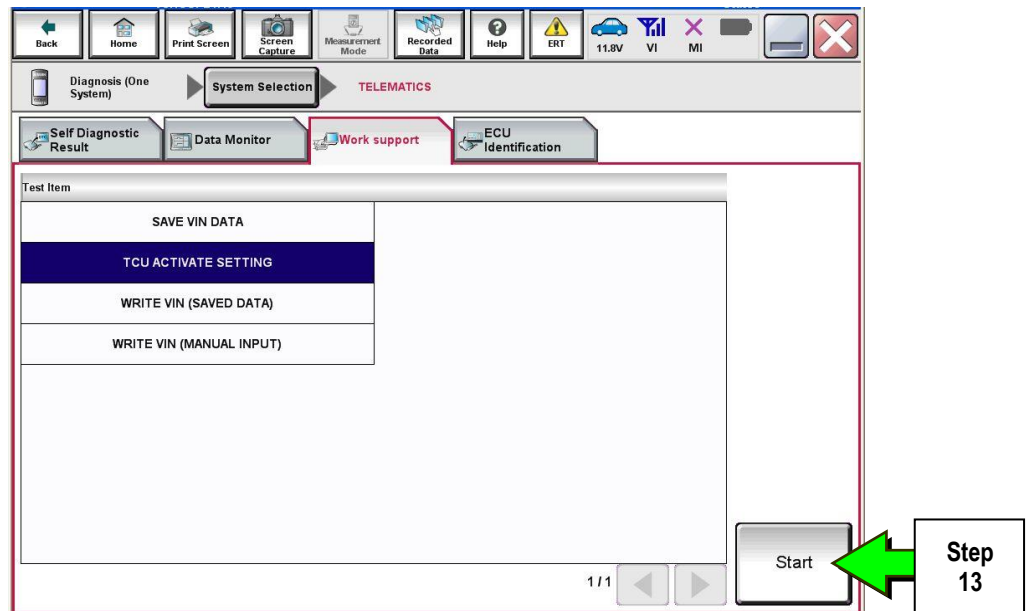


Figure 7

14. Select **Start**.

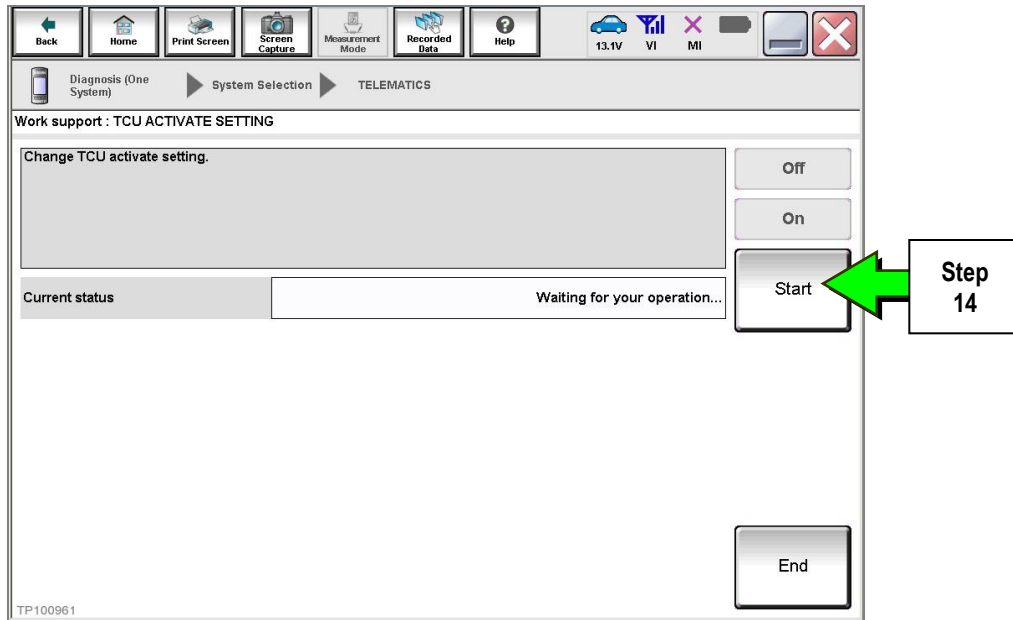


Figure 8

15. Confirm "**Off**" is displayed in the **Current status** field.

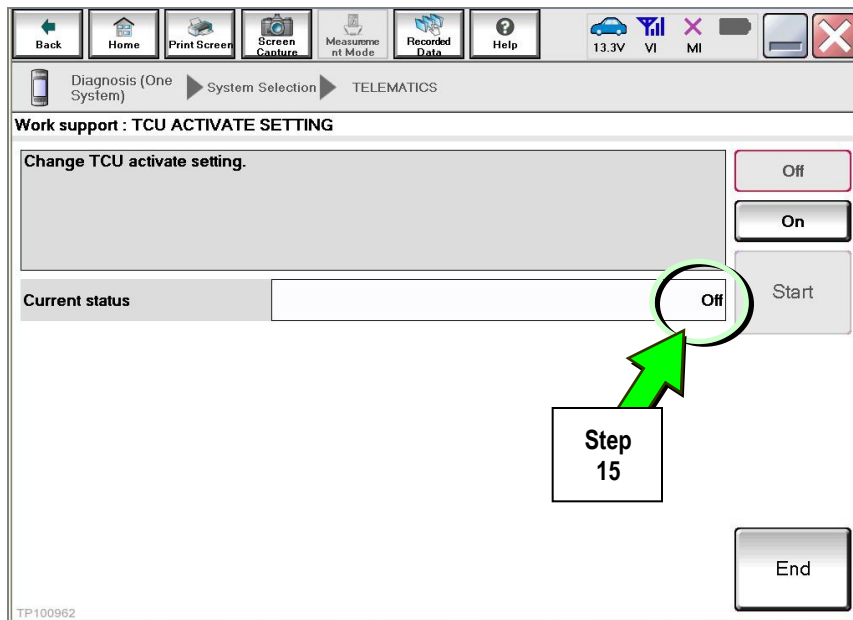


Figure 9



## Save VIN Data

1. Select **SAVE VIN DATA**.
2. Select **Start**.

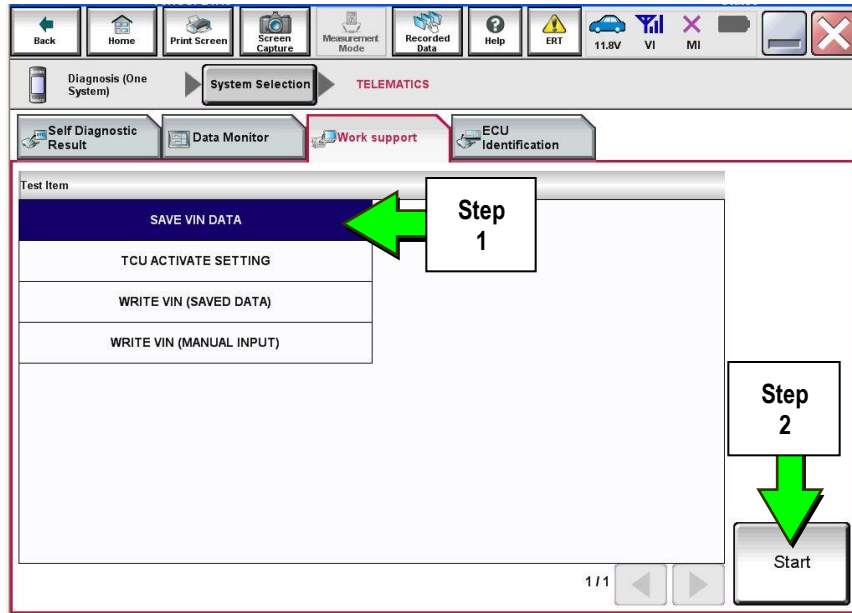


Figure 10

3. Select **Start**.

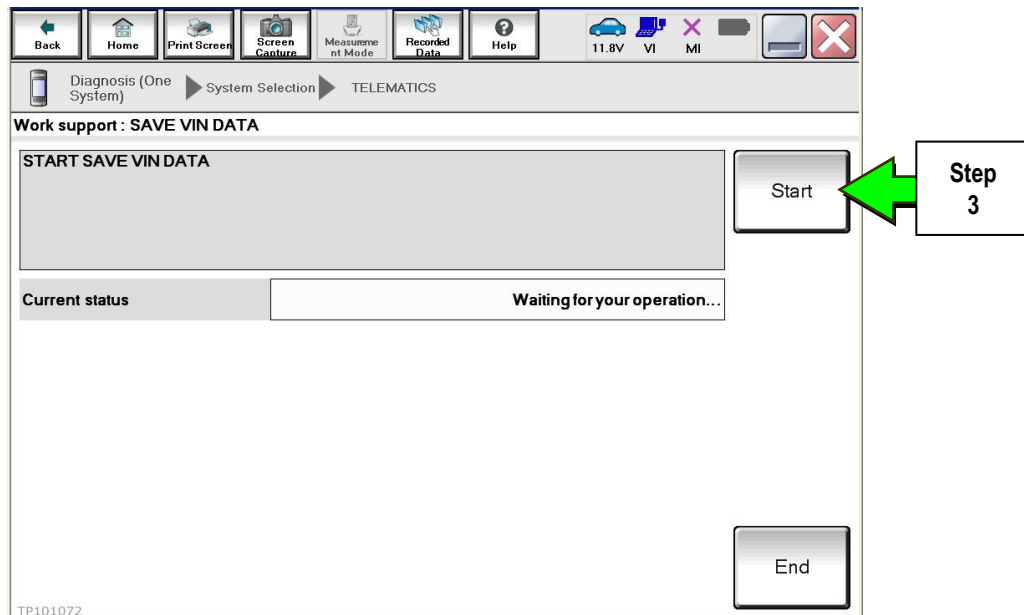


Figure 11

4. Select End.

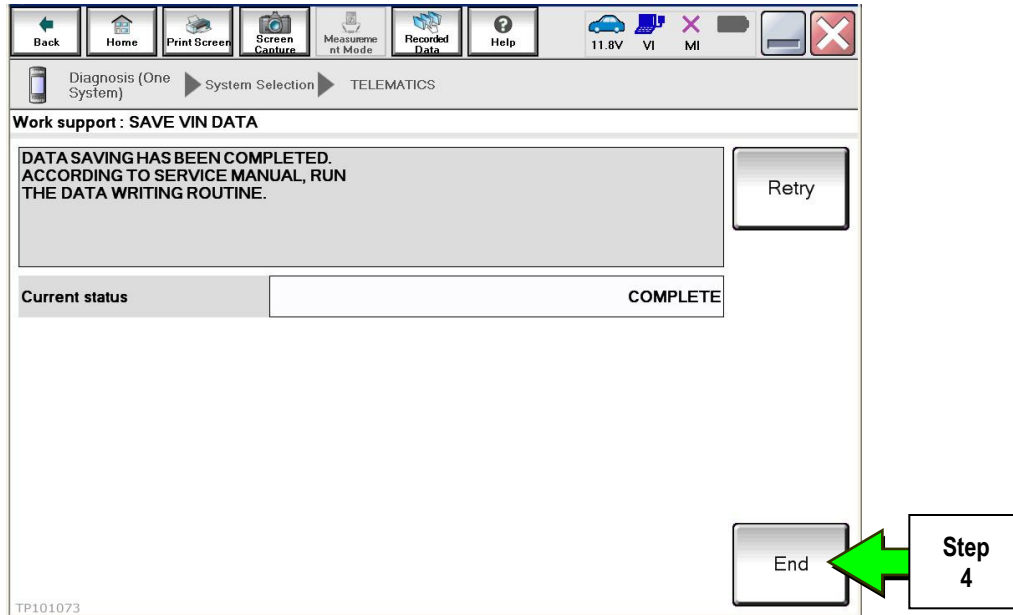


Figure 12

**Remove the TCU from the Vehicle.**

1. Remove instrument lower cover.
  - a. Pull disengaged pawls downward.
  - b. Pull back instrument lower cover.
  - c. Disconnect harness connectors.

△ : Pawl

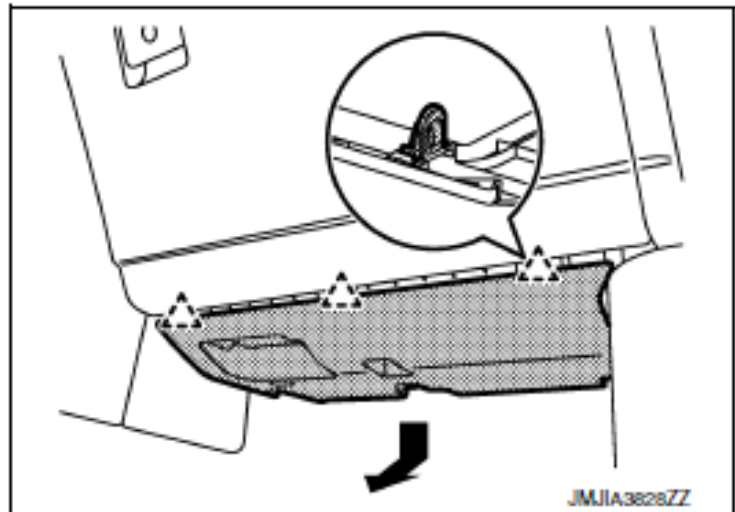




Figure 13

2. Remove glove box assembly.
  - a. Remove glove box assembly fixing screws (A).
  - b. Open glove box lid.
  - c. Remove glove box assembly fixing screws (B).
  - d. Pull back glove box assembly.
  - e. Disconnect harness connector.

 : Pawl  
 : Metal clip

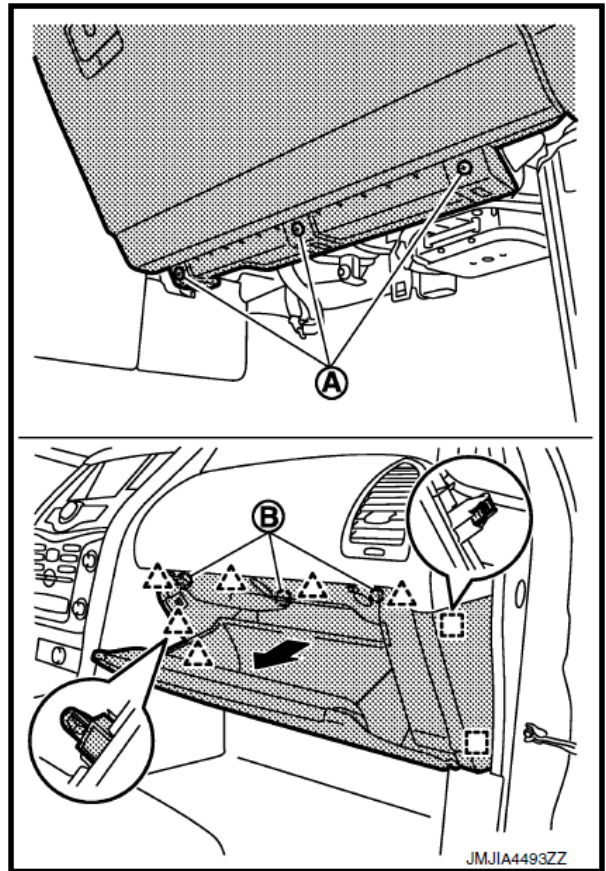
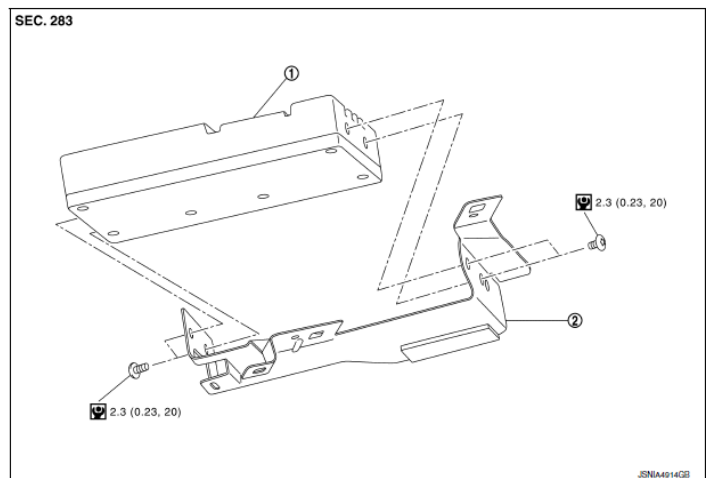



Figure 14

3. Remove the vehicle mounting bolts and disconnect the connector, and then remove them together with the bracket.
4. Remove the bracket mounting screw and remove the bracket from TCU.



1. TCU  
 : N·m (kg-m, in-lb)

2. Bracket

Figure 15

## Deactivate the Old TCU and then Activate the new TCU

**IMPORTANT:** Steps 1 and 2 below must be performed AFTER the original TCU is removed from the vehicle and BEFORE the replacement TCU is installed.

1. Collect and have ready the following information:
  - VIN.
  - International Mobile Equipment Identity Number (IMEI) of the original TCU. This number is located on the TCU.
  - IMEI Number of the replacement TCU. This number is located on the TCU.
  - Serial Number of the replacement TCU. This number is located on the TCU.

### LABEL ON TCU



Figure 16

2. Call the INFINITI CONNECTION™ Call Center at 1-800-334-7858, press “1” and listen for additional applicable INFINITI retailer prompts to replace a TCU. (Hours of operation are listed at the bottom of the page.)

**NOTE:** The phone number shown above is for TCU activation and deactivation **ONLY**. The Support Center agent is unable to assist with matters unrelated to TCU activation and deactivation.

During this call:

- You will be asked for your name, dealership name, and all of the information collected in step 1.
- The Support Center agent will deactivate the original TCU and activate the replacement TCU.

**IMPORTANT:** Step 2 **MUST** be performed to activate the replacement TCU. If it is not performed the TCU will not be able to communicate with the Infiniti Connection Global Data Center.

#### Infiniti Connection Call Center – Hours of Operation (Central Time Zone)

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

Special Holiday Hours:

Closed Thanksgiving, Christmas, and New Years Day

Christmas Eve: 7AM – 7PM

New Years Eve: 7AM – 7PM

## Install Replacement TCU

- Perform steps 1-4 of **Remove the TCU from the Vehicle** procedure starting on page 8, in reverse order, to install.

## Turn TCU ON

- Perform steps 1-15 of **Turn OFF the TCU** procedure, starting on page 2, to turn the TCU ON and then confirm the **Current status** field shows “On”.

## Write VIN Data

1. Select **WRITE VIN (SAVED DATA)**.
2. Select **Start**.

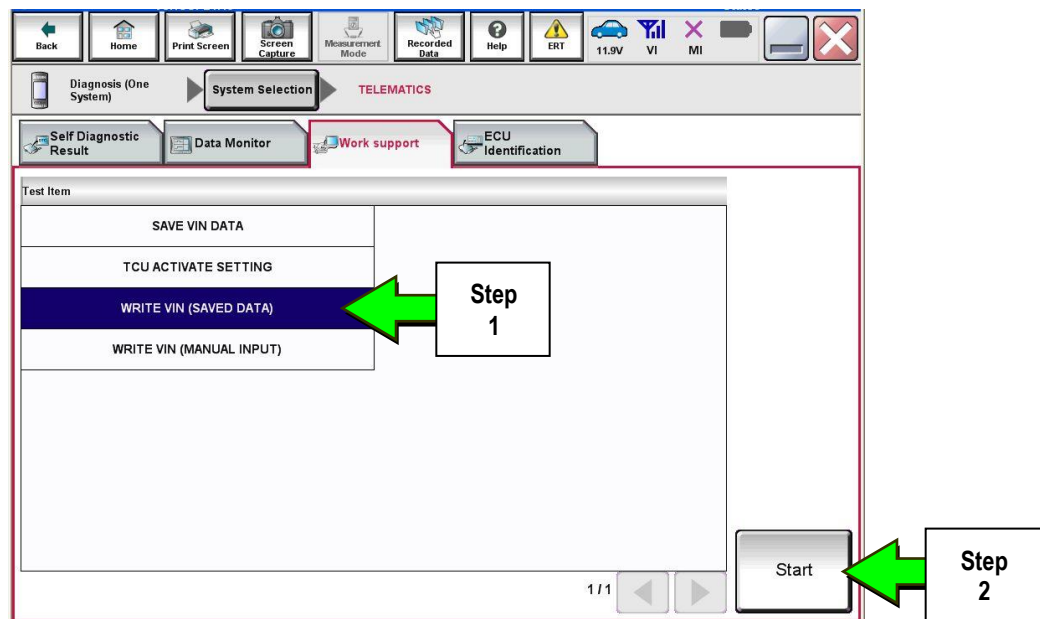


Figure 17

3. Select **Start**.

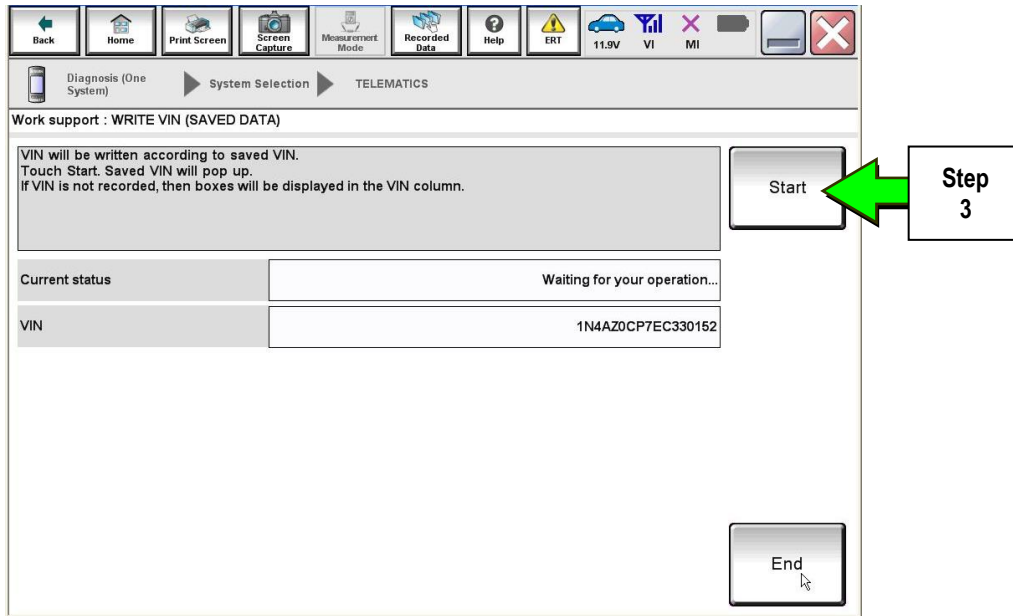


Figure 18

4. Select **End**.

**IMPORTANT:** Wait at least 2 minutes after the ignition is turned ON before checking for DTCs. If DTCs are checked prior to this a U1000 may be stored.

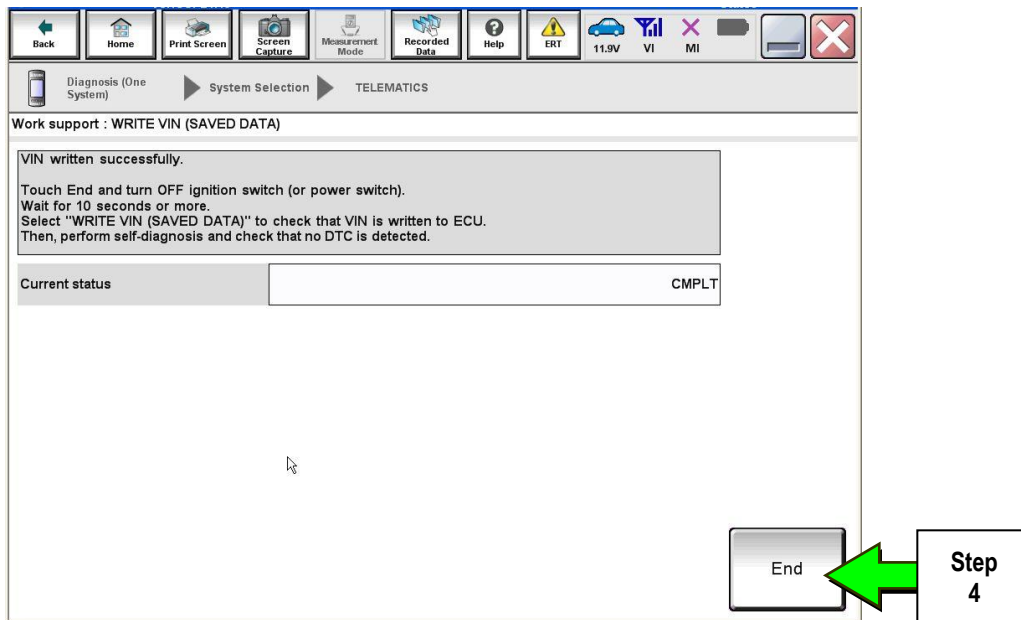


Figure 19

**PARTS INFORMATION**

Description	PART NUMBER	Quantity
Telematics Control Unit	283B0-3JA5A	1

**CLAIMS INFORMATION**

Submit a Campaign (CM) line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PC454	Replace Telematics Control Unit	PC4543	1.1 hrs.