

Aftersales Retailer Support Telematics Control Unit Retailer Service Action

Reference: PC454 Date: June 29, 2016

Attention: Retailer Principal, Sales, Parts and Service Managers

UPDATE June 29, 2016

The announcement has been revised to clarify this activity <u>is not</u> an official stop sale.

- **Retailers may sell vehicles that have not been upgraded.** • Please refer to additional Q&A supplied in this document
 - Please refer to additional Q&A supplied in this docume
- Please discard earlier versions of this bulletin.

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

*****Retailer Announcement****

On February 26th, 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 are requested to install a 3G-compatible Telematics Control Unit in vehicles affected by this service action prior to retail to ensure client satisfaction.

*****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. Is this a stop sale?

A. No. Infiniti requested retailers to upgrade the Telematics Control Unit on vehicles identified by PC454 to ensure clients were able to access their complimentary trial for Infiniti Connection[™]. Affected vehicles may be sold without the TCU upgrade, but retailers should request clients purchasing the vehicle to return to the retailer at their convenience to have the TCU upgraded at no cost. This will enable clients to experience all the features available with the Infiniti Connection[™] service, including Automatic Collision Notification and Emergency Calling.

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[™] 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 **<u>not</u>** 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 – 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 3).
- 2. Save the VIN DATA using C-III plus (page 8).
- 3. Remove the original TCU from the vehicle (page 9).
- 4. <u>Deactivate (unregister) the original TCU</u> by calling INFINITI CONNECTION™ Call Center (page 10).
- 5. <u>Activate (register) the replacement TCU</u> 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).

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Figure 1

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

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ADAPTIVE LIGHT	Diag Data Recorder		SMART ENTRANCE			
AUTO SLIDE DOOR RIGHT	4WAS(FRONT)		AIR LEVELIZER			
CAN GATEWAY	E-SUS	SIDE RAI RIGHT	REARVIEW CAMERA			
SHIFT	ACCELE PEDAL ACT	CH	S/BLIND CAMERA			
EV/HEV	HV BATTERY	TELEMATICS	ACTIVE ENG MOUNT			
POP UP HOOD TOTAL ILLUM C/U SVT ASCD						
TP100958			2/3			

Figure 2

7. Select Work support.

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Result Data Monitor	
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Step	
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TP100959	

Figure 3

8. Select TCU ACTIVATE SETTING.

9. Select Start.



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.

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TP100961			End				
	Figure 8						

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

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1. Select SAVE VIN DATA.

2. Select Start.

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Self Diagnostic Data Monitor Work support FCU Identification	
Test Item SAVE VIN DATA Step 1	
WRITE VIN (SAVED DATA) WRITE VIN (MANUAL INPUT)	
	Step 2
1/1	Start
Figure 10	

3. Select Start.



Figure 11

4. Select End.

Back Home Print Screen	reen dure Measureme Recorded Data						
Diagnosis (One System Selection TELEMATICS							
Work support : SAVE VIN DATA							
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Current status		COMPLETE					
TP101073		End	Step 4				
	Figure 12						

Remove the TCU from the Vehicle.

• Refer to the Electronic Service Manual (ESM), section **AV – Audio, Visual & Navigation System** for removal information.

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

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

TYPE NUMBER: GNOV1	_3NA0
IC ID: 2807E – GNOV1 FCC ID: LHJGNOV1 Model no: ADN025146110 HW: 2514 SW: 06.12	MARKET SYMBOL
IMEI: 35219904000XXXX Serial no: 9900XXXX	B
Onfinental 3	Assembled in Mexico 26.Apr.2010

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Figure 13

2. Call the INFINITI CONNECTION[™] Call Center at 1-800-334-7858, press "4" and listen for additional applicable INFINITI retailer prompts. (Hours of operation are listed at the bottom of the page.)

NOTE: The phone number shown above is for TCU activation and deactivation **ONLY**. <u>The Support Center</u> 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

• Refer to the ESM, section AV – Audio, Visual & Navigation System for installation information.

Turn TCU ON

• Perform steps 1-15 of **Turn OFF the TCU** procedure, starting on page 3, to <u>turn the TCU ON</u> and then confirm the **Current status** field shows "**On**".

Write VIN Data

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

Image: Back Image: Back	
Diagnosis (One System) System Selection TELEMATICS	
Self Diagnostic Data Monitor	
Test Item	
SAVE VIN DATA	
TCU ACTIVATE SETTING	
WRITE VIN (SAVED DATA)	
WRITE VIN (MANUAL INPUT)	
	Char
1/1 Start	

Figure 14

3. Select Start.

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Diagnosis (One System) System Se	TELEMATICS	
Work support : WRITE VIN (SAVED DAT	A)	
VIN will be written according to saved Touch Start. Saved VIN will pop up. If VIN is not recorded, then boxes will b	i VIN. be displayed in the VIN column.	Start Step 3
Current status	Waiting fo	or your operation
VIN		:
		End
	Figure 15	

4. Select End.

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

Back Horne Print Screen	reen pture Mode Recorded Data Pter	ERT 41.9V VI	× • 📄 🔀	
Diagnosis (One System) System Se	election TELEMATICS			
Work support : WRITE VIN (SAVED DAT	A)			
VIN written successfully. Touch End and turn OFF ignition swit Wait for 10 seconds or more. Select "WRITE VIN (SAVED DATA)" to Then, perform self-diagnosis and chect	ch (or power switch). check that VIN is written to ECU. k that no DTC is detected.			
Current status		с	MPLT	
	R			
			End	Step 4

Figure 16

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 – 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 3).
- 2. Save the VIN DATA using C-III plus (page 8).
- 3. Remove the original TCU from the vehicle (page 10).
- 4. <u>Deactivate (unregister) the original TCU</u> by calling INFINITI CONNECTION™ Call Center (page 23).
- 5. <u>Activate (register) the replacement TCU</u> by calling INFINITI CONNECTION™ Call Center (page 24).
- 6. Install the replacement TCU into the vehicle (page 25).
- 7. Turn ON the replacement TCU using C-III plus (page 25).
- 8. Write the VIN DATA using C-III plus (page 25).

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).

Back Home Print Screen Canture Measurement	
Connection Status Serial No. Status	Diagnosis Menu Diagnosis (One System)
VI 230000 2 Normal Mode/Wireless connection	5 Tiagnosis (All Systems)
MI - No connection	Re/programming,
Select VI/MI	
Application Setting Sub mode Sub mode	Maintenance
VDR	TP10067

Figure 1

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

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Group All systems			
LANE CAMERA	AUTO BACK DOOR	OCCUPANT DETECTION	NATS IMMU
ADAPTIVE LIGHT	Diag Data Recorder	BRAKE SMART ENTRANC	
AUTO SLIDE DOOR RIGHT	4WAS(FRONT)	s Step	
CAN GATEWAY	E-SUS	SIDE KALL KIGHT	REARVIEW CAMERA
SHIFT	ACCELE PEDAL ACT	CH	S/BLIND CAMERA
EV/HEV	HV BATTERY	TELEMATICS	ACTIVE ENG MOUNT
POP UP HOOD	TOTAL ILLUM C/U	SVT	ASCD
TP100958			2/3

Figure 2

7. Select Work support.

Image: Back Image: Back	
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- No DTC is detected. Further testing may be required.]
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Figure 3

8. Select TCU ACTIVATE SETTING.

9. Select Start.



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.

Back Home Print Screen	creen apture Mose Recorded Bata	□		
Diagnosis (One System) System S	election TELEMATICS			
Work support : TCU ACTIVATE SETTIN	G			
Change TCU activate setting.			Off	
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TP100961			End	
12	Figure 8			

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

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Change TCU activate setting.			Off
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Current status			Off Start
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11-100302	Figure 9		
	i iguio J		

1. Select SAVE VIN DATA.

2. Select Start.

Back Print Screen Screen Memory Medic Print Screen Memory Medic Diagnosis (One System) System Selection TELEMATICS TELEMATICS			
Self Diagnostic Data Monitor			
Test Item SAVE VIN DATA Step			
WRITE VIN (SAVED DATA) WRITE VIN (MANUAL INPUT)			
	Step		
	Start		
1/1			
Figure 10			

3. Select Start.

Back Home Print Screet Sc Diagnosis (One System Sc	ireen Measureme nt Mode Recorded Data Pelp Help 11.8V VI MI Stection TELEMATICS	
Work support : SAVE VIN DATA	r	
START SAVE VIN DATA		Start Step 3
Current status	Waiting for your operation	
TP101072		End
	Elevine 11	

Figure 11

4. Select End.



Figure 12

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

Remove both center console side finishers.
 NOTE: Driver side shown in 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



Figure 17

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

5. Remove the shift knob:

b. Remove retaining clip (Figure 18).



Figure 18





c. Replace retaining clip back onto shift knob (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

7. Remove one retaining screw and then unclip the front console tray from the center console

(Figure 22).

Figure 21



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



Figure 26



Figure 27

- 10. Remove the center console rear finisher:
 - Six hidden clips (Figure 26).

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

- c. Lay the center console rear finisher on the vehicle floor.
- d. Disconnect the two attached harnesses 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



Figure 31

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

- 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



Figure 38





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

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

- 23. Remove the around view monitor control unit from the center console brace (Figure 40).
 - a. Disconnect the harness connectors from the around view monitor control unit.
 - b. 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.





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



Figure 44

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

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 (o.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 <u>AFTER</u> the original TCU is removed from the vehicle and <u>BEFORE</u> the replacement TCU is installed.

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

	LABEL ON TCU	
	283B0_3NA0	TP10096
	IC ID: 2807E – GNOV1 FCC ID: LHJGNOV1	
	Model no: ADNU25146110 HW: 2514 SW: 06.12	
	IMEI: 35219904000XXXX Serial no: 9900XXXX B	
	Ontinental Assembled in Mexico 26.Apr.2010	
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Figure 48

2. Call the INFINITI CONNECTION[™] Call Center at 1-800-334-7858, press "4" and listen for additional applicable INFINITI retailer prompts. (Hours of operation are listed at the bottom of the page.)

NOTE: The phone number shown above is for TCU activation and deactivation **ONLY**. <u>The Support Center</u> 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 3, 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.

Image: Back Image: Back
Diagnosis (One System) System Selection TELEMATICS
Self Diagnostic Data Monitor
Test Item
SAVE VIN DATA
WRITE VIN (SAVED DATA)
WRITE VIN (MANUAL INPUT)

Figure 49

3. Select Start.

Back Binne Print Screen	creen purue Massacement Recorded FRI C VI MI	
Diagnosis (One System) System So	election TELEMATICS	
Work support : WRITE VIN (SAVED DAT	FA)	
VIN will be written according to saved Touch Start. Saved VIN will pop up. If VIN is not recorded, then boxes will I	d VIN. be displayed in the VIN column.	эр
Current status	Waiting for your operation	
VIN	1N4AZ0CP7EC330152	
	End R	
	Figure 50	

4. Select End.

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

Back Home Print Screen	reen Moessuremert Mode Bat	
Diagnosis (One System) System Se	tection TELEMATICS	
Work support : WRITE VIN (SAVED DAT	A)	
VIN written successfully. Touch End and turn OFF ignition swit Wait for 10 seconds or more. Select "WRITE VIN (SAVED DATA)" to Then, perform self-diagnosis and chec	ch (or power switch). check that VIN is written to ECU. k that no DTC is detected.	
Current status		CMPLT
	12	
		End Step

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 – 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).
- 2. Save the VIN DATA using C-III plus.
- 3. Remove the original TCU from the vehicle.
- 4. <u>Deactivate (unregister) the original TCU</u> by calling INFINITI CONNECTION™ Call Center.
- 5. <u>Activate (register) the replacement TCU</u> by calling INFINITI CONNECTION™ Call Center.
- 6. Install the replacement TCU in the vehicle.
- 7. Turn ON the replacement TCU using C-III plus.
- 8. Write the VIN DATA using C-III plus.

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).

e Back	filme Home	erint Screen	Screen Canture	Measureme nt Mode	Record Data	led H	e lp	13	⊇ 1 3.3∨ V	il '	Х I м			\mathbf{X}				
Conne	ction St	atus				Diag	nosis N	lenu	(_		4		
2	Serial N	lo.	Stat	tus			Diag	nosi	s (0ı	ne	Sys	stem)	ł	\langle		Ste	р
VI	23000 2	No	conne))) le/Wireles: ction	S		Diag	nosi	s (Al	I S'	yste	ems))					
М	-		0)		[]Wa			•		-							
			No conr	nection		5	Re/p Conf	rogr igur	amm ation	ing],							
800	Select	VI/MI					Immo	biliz	zer									
Applica	ation Set Sub mode	ting	ABC Lan	guage ing			Main	tena	ance									
	VDR																	
													Т	P10095	7			

Figure 1

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

Back Home Print Screen	Screen Capture Massrement Recor Mode States	ed Pelp 13.1V	YI X — _ X				
NISSAN/INFINITI Renault X-Badge							
Group	All system	s 🔻					
LANE CAMERA	AUTO BACK DOOR	OCCUPANT DETECTION	NATS IMMU				
ADAPTIVE LIGHT	Diag Data Recorder		SMART ENTRANCE				
AUTO SLIDE DOOR RIGHT	4WAS(FRONT)		AIR LEVELIZER				
CAN GATEWAY	E-SUS	SIDE RAL RIGHT	REARVIEW CAMERA				
SHIFT	ACCELE PEDAL ACT	CH	S/BLIND CAMERA				
EV/HEV	HV BATTERY	TELEMATICS	ACTIVE ENG MOUNT				
POP UP HOOD	TOTAL ILLUM C/U	SVT	ASCD				
TP100958			2/3				

Figure 2

7. Select Work support.

Image: Second Back Image:	K 💻 🥅 🔀
Diagnosis (One System Selection TELEMATICS	
Result Data Monitor	
No DTC is detected. Further testing may be required.	
Step	
7	
	Print
	Save
1/1	ERASE
TP100959	

Figure 3

8. Select TCU ACTIVATE SETTING.

9. Select Start.



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.

Back Rome Print Screen Capture Mossu	remert Recorded Data	(13.1V VI MI					
Diagnosis (One System) System Selection TELEMATICS							
Work support : TCU ACTIVATE SETTING							
Change TCU activate setting.			Off				
			On	r			
Current status	Ŷ	Vaiting for your operation	Start	Step 14			
TP100961			End				
	Figure 8						

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

Back Back Print Screen	reen nt Mode	Image: Weight of the second	1 🗙 💻 🧫 🔀
Diagnosis (One System S System)			
Work support : TCU ACTIVATE S	ETTING		
Change TCU activate setting.			Off
			On
Current status			Off Start
		5	
		Step 15	
			End
TP100962			
I. T. TRADAN	Figure 9		
	i iguic J		

1. Select SAVE VIN DATA.

2. Select Start.

Back Print Screen Screen Mode Screen Print Screen <t< th=""><th></th></t<>	
Self Diagnostic Data Monitor Work support FCU Identification	
Test Item SAVE VIN DATA Step 1	
WRITE VIN (SAVED DATA) WRITE VIN (MANUAL INPUT)	
	Step 2
1/1	Start
Figure 10	

3. Select Start.



Figure 11

4. Select End.

Back Home Print Screen	reen dure Measureme Recorded Data						
Diagnosis (One System Selection TELEMATICS							
Work support : SAVE VIN DATA							
DATA SAVING HAS BEEN COMP ACCORDING TO SERVICE MAN THE DATA WRITING ROUTINE.	PLETED. UAL, RUN	Retry					
Current status		COMPLETE					
TP101073		End	Step 4				
	Figure 12						

Remove the TCU from the Vehicle.

• Refer to the Electronic Service Manual (ESM), section **AV – Audio, Visual & Navigation System** for removal information.

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

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

TYPE NUMBER: GNOV1	_3NA0
IC ID: 2807E – GNOV1 FCC ID: LHJGNOV1 Model no: ADN025146110 HW: 2514 SW: 06.12	MARKET SYMBOL
IMEI: 35219904000XXXX Serial no: 9900XXXX	B
Onfinental 3	Assembled in Mexico 26.Apr.2010

I ADEL ON TOU

Figure 13

2. Call the INFINITI CONNECTION[™] Call Center at 1-800-334-7858, press "4" and listen for additional applicable INFINITI retailer prompts. (Hours of operation are listed at the bottom of the page.)

NOTE: The phone number shown above is for TCU activation and deactivation **ONLY**. <u>The Support Center</u> 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.

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Install Replacement TCU

• Refer to the ESM, section AV – Audio, Visual & Navigation System for installation information.

Turn TCU ON

• Perform steps 1-15 of **Turn OFF the TCU** procedure, starting on page 3, to <u>turn the TCU ON</u> and then confirm the **Current status** field shows "**On**".

Write VIN Data

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

Image: Back Image: Back	
Diagnosis (One System) System Selection TELEMATICS	
Self Diagnostic Data Monitor	
Test Item	
SAVE VIN DATA	
TCU ACTIVATE SETTING	
WRITE VIN (SAVED DATA)	
WRITE VIN (MANUAL INPUT)	
	Char
1/1 Start	

Figure 14

3. Select Start.

Back Image: Constraint of the sector of the se	Keren Memarement Recorded Help K. KI X III X IIII X	
Diagnosis (One System) System S	election TELEMATICS	
Work support : WRITE VIN (SAVED DAT	TA)	
VIN will be written according to save Touch Start. Saved VIN will pop up. If VIN is not recorded, then boxes will	d VIN. be displayed in the VIN column.	
Current status	Waiting for your operation	
VIN	1N4AZ0CP7EC330152	
	End R	
	Figure 15	

4. Select End.

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

Back Home Print Screen	reen pture Mode Recorded H	Image: Belp Image: Belp	× • • • •	j
Diagnosis (One System) System Se	election TELEMATICS			
Work support : WRITE VIN (SAVED DAT	A)			-
VIN written successfully. Touch End and turn OFF ignition swit Wait for 10 seconds or more. Select "WRITE VIN (SAVED DATA)" to Then, perform self-diagnosis and chec	ch (or power switch). check that VIN is written to ECU. k that no DTC is detected.			
Current status			CMPLT	
	l≩			
			End	Step 4

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.
