

Classification:

EL12-013h

Reference:

ITB12-011h

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 Date:

September 28, 2017

## TELEMATICS SERVICE INFORMATION

This bulletin has been amended. Information for several 2018 models has been added. 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)  
 2014-2018 Q50 and Q50 Hybrid (V37)  
 2014-2018 Q70 and Q70 Hybrid (Y51)  
 2014-2017 QX60 and QX60 Hybrid (L50)  
 2018 QX60 (L50)  
 2014-2017 QX80 (Z62)  
 2017-2018 Q60 (V37)  
 2017-2018 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 retailer 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)**.

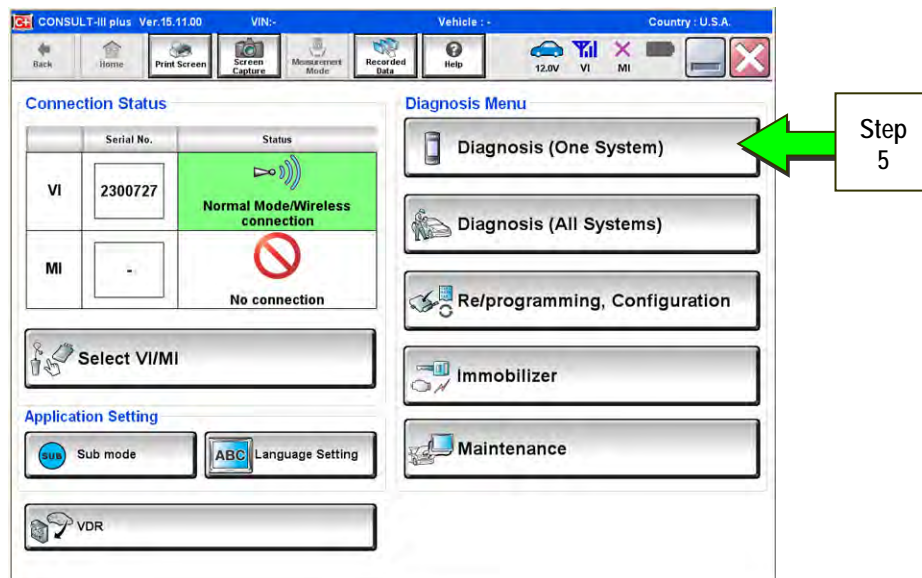


Figure 1

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

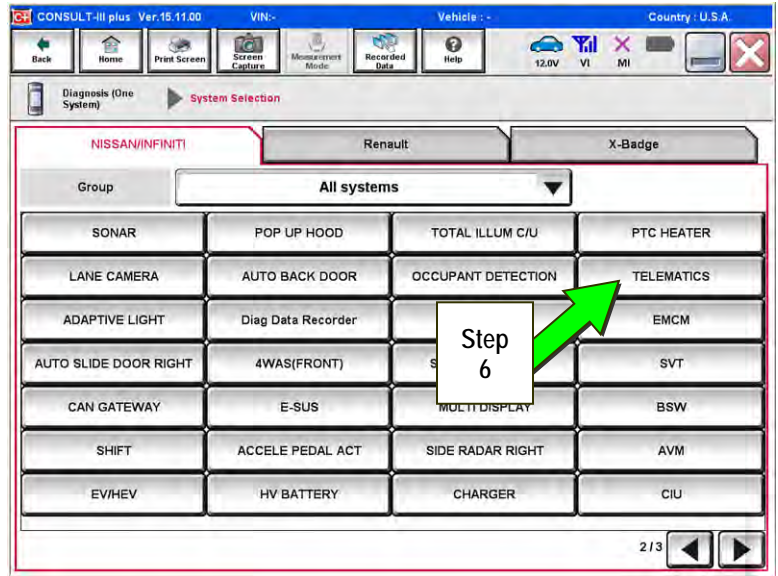


Figure 2

7. Select Work Support.

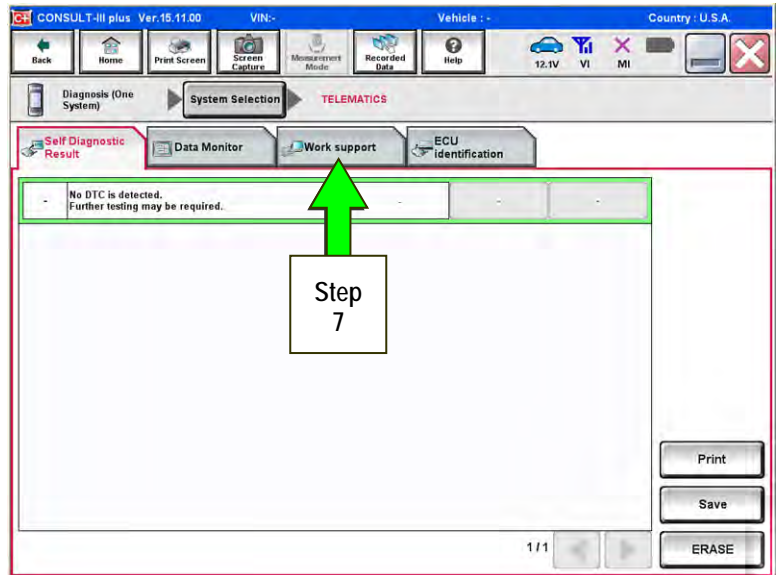


Figure 3

8. Select TCU Activate Setting.

9. Select Start.

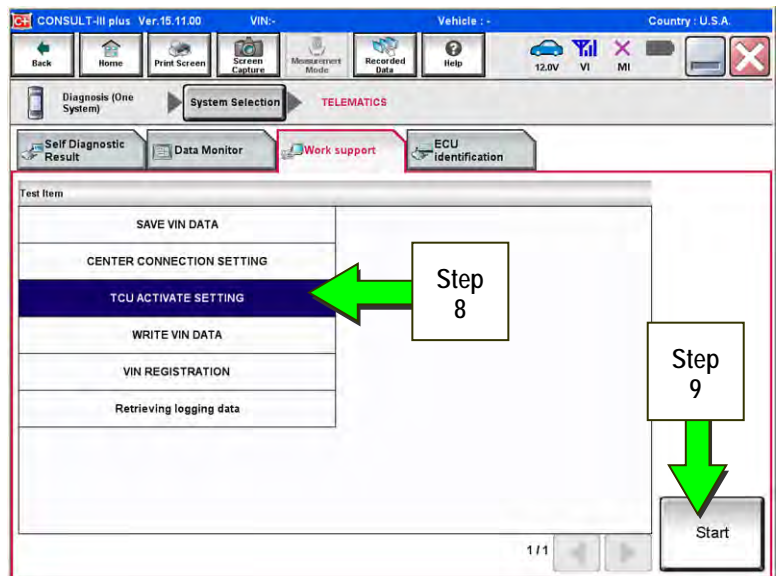


Figure 4

10. Select **Start**.

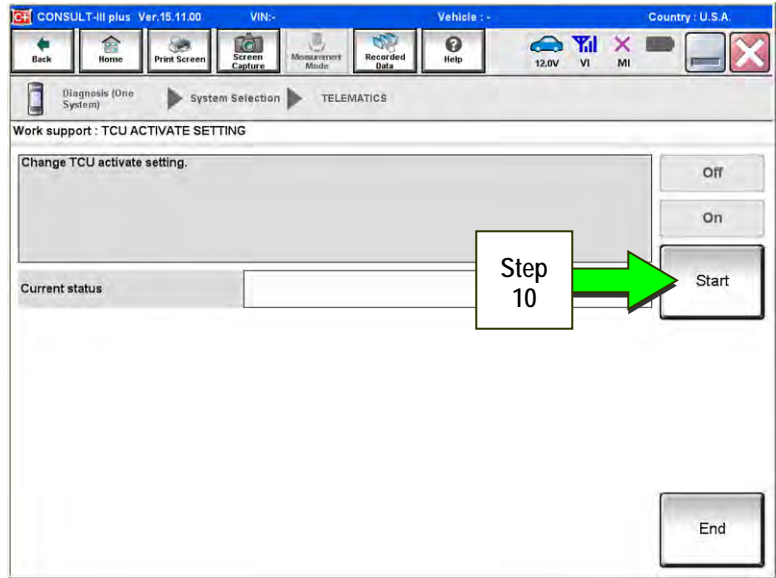


Figure 5

11. Select **ON** to turn ON the TCU.

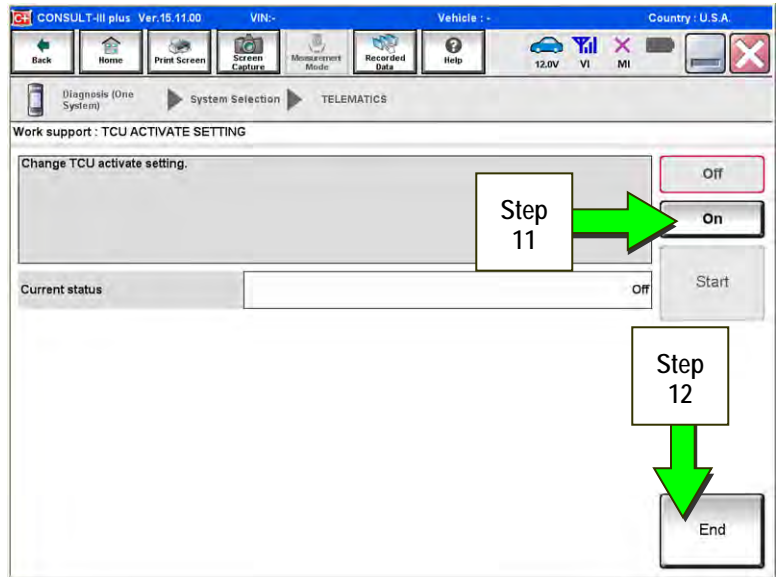


Figure 6

12. Select **END**.

13. Select **Start**.

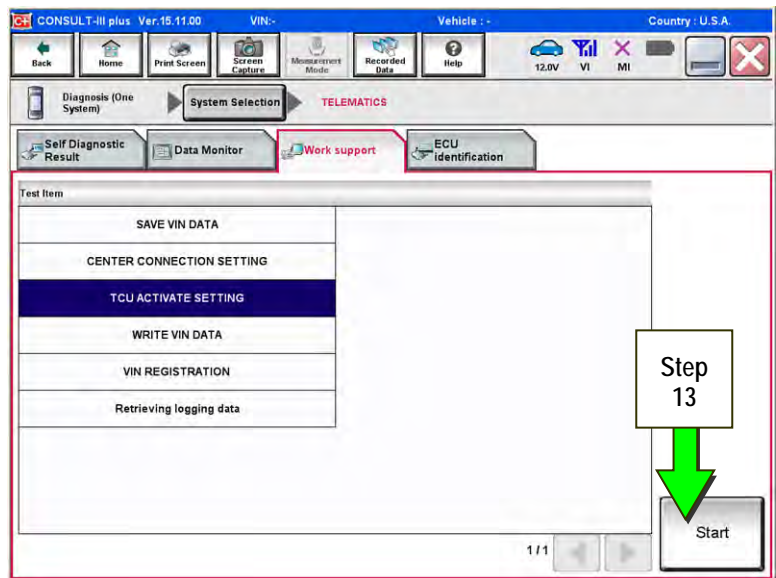


Figure 7

14. Select **Start**.

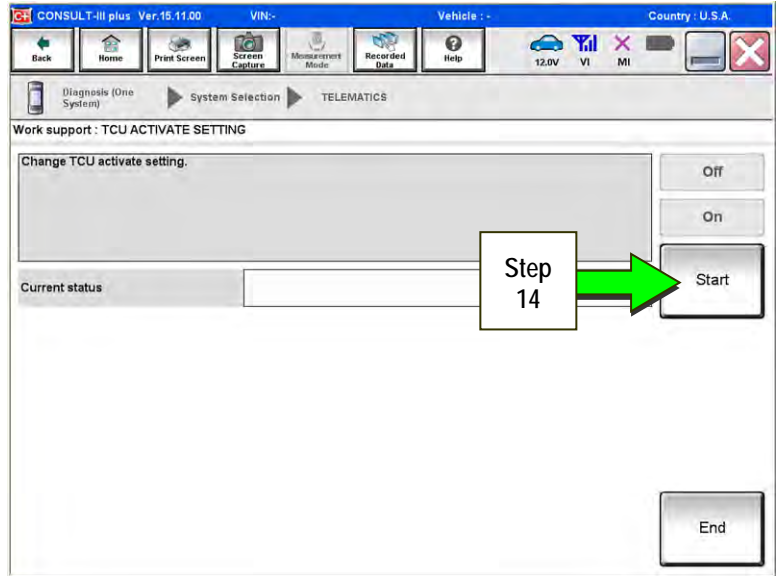


Figure 8

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

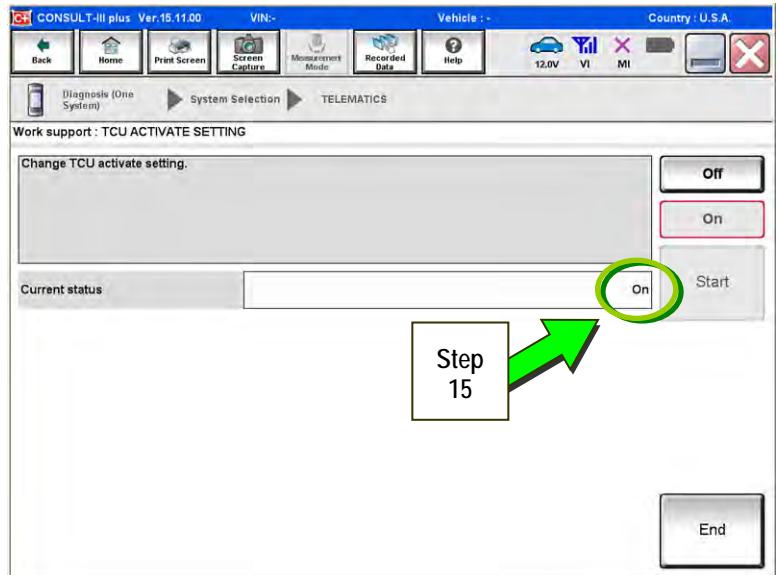


Figure 9

## When a TCU Needs To Be Replaced

### NOTE:

- For 2016-2018 Q50, 2017-2018 Q60, and 2017-2018 QX60 with remote engine start (button on key fob): You MUST 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 MUST 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**.

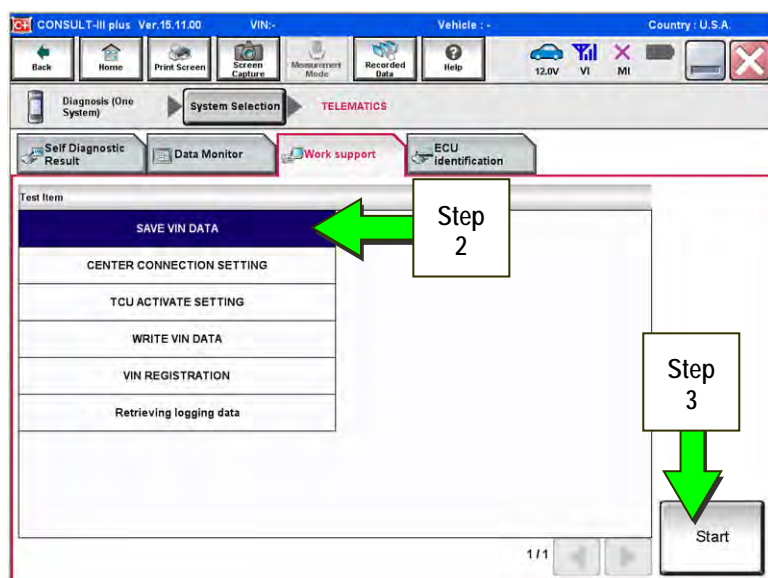


Figure 10

4. Select **START**.

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

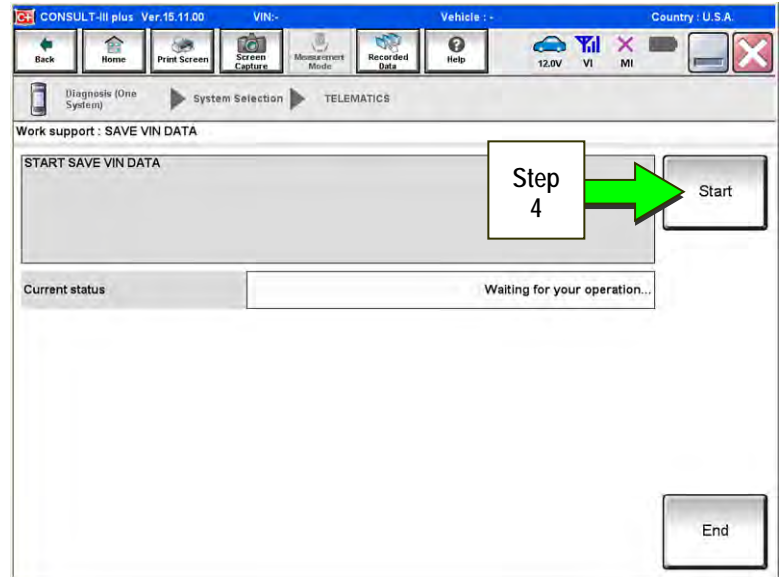


Figure 11

5. Select **End**.

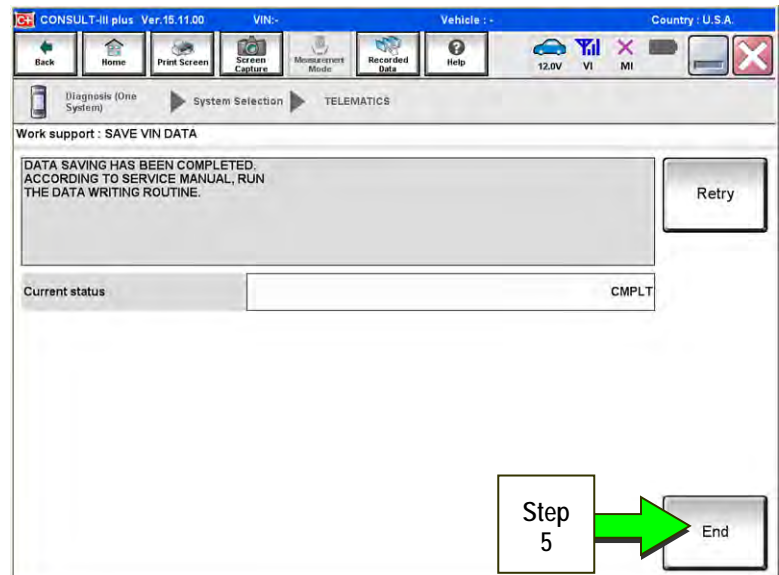


Figure 12

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 AFTER the original TCU is removed from the vehicle and BEFORE 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 original TCU. This number is located on the TCU.
- c) IMEI Number of the replacement TCU. This number is located on the TCU.
- d) Serial Number of the replacement TCU. This number is located on the TCU.

### LABEL ON TCU

Examples of IMEI and Serial Number on TCU Label

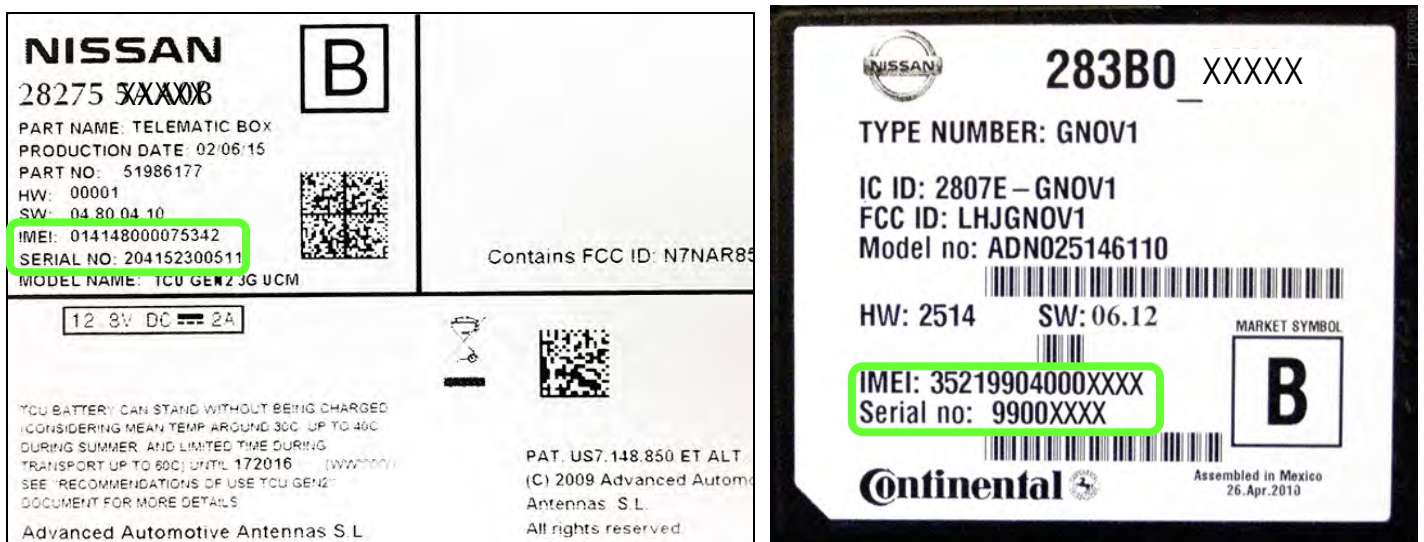


Figure 13

- 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).

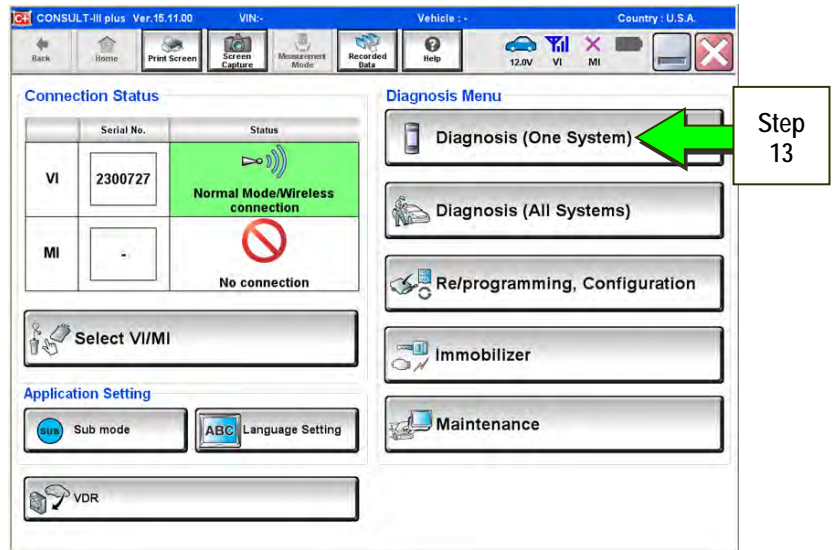


Figure 14

14. Select Telematics.

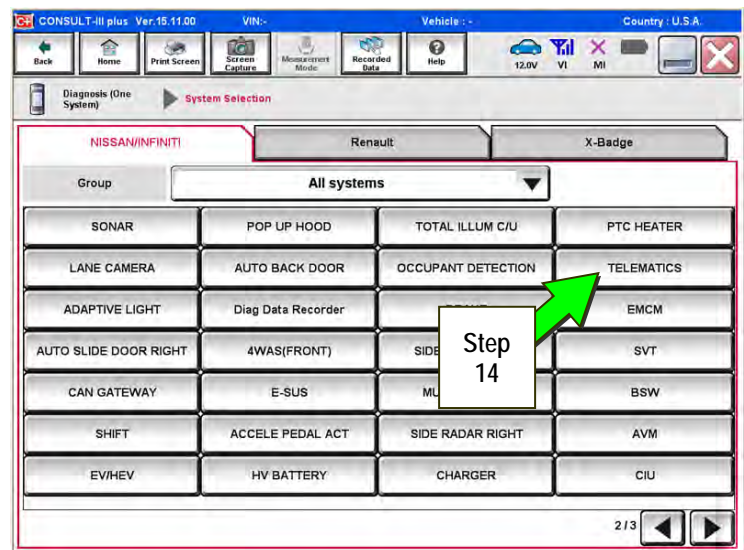


Figure 15

15. Select Work Support.

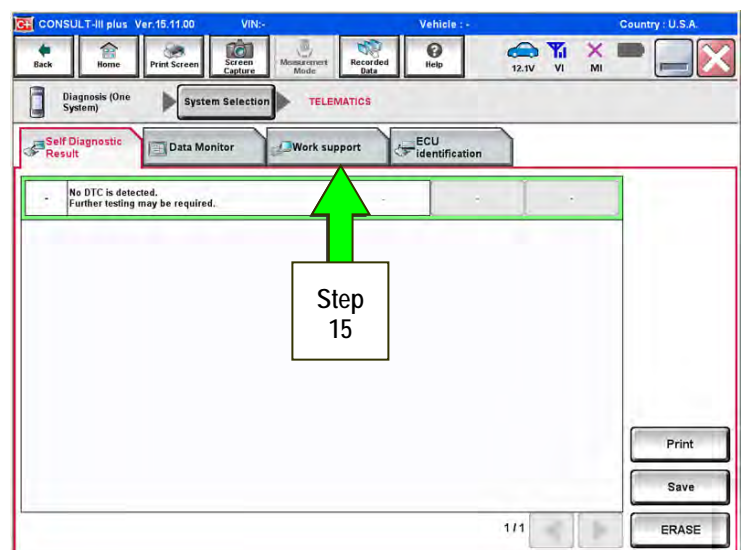


Figure 16

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**.

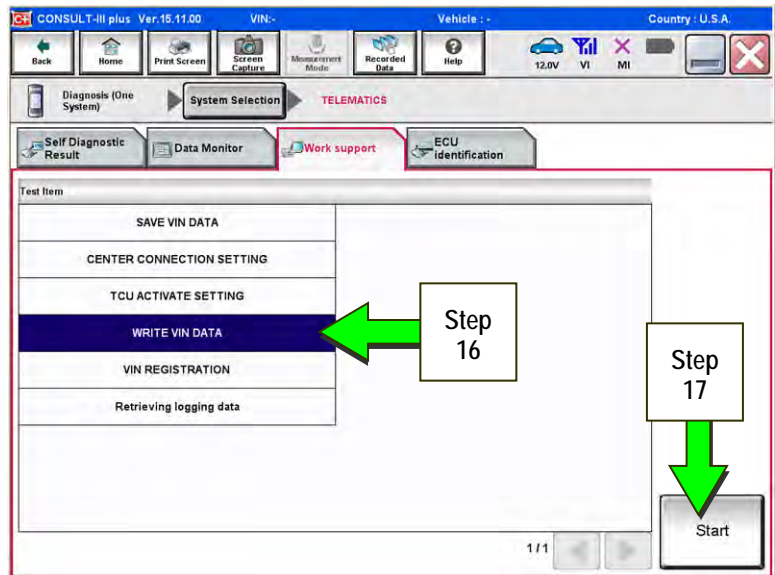


Figure 17

18. Select **Start**.

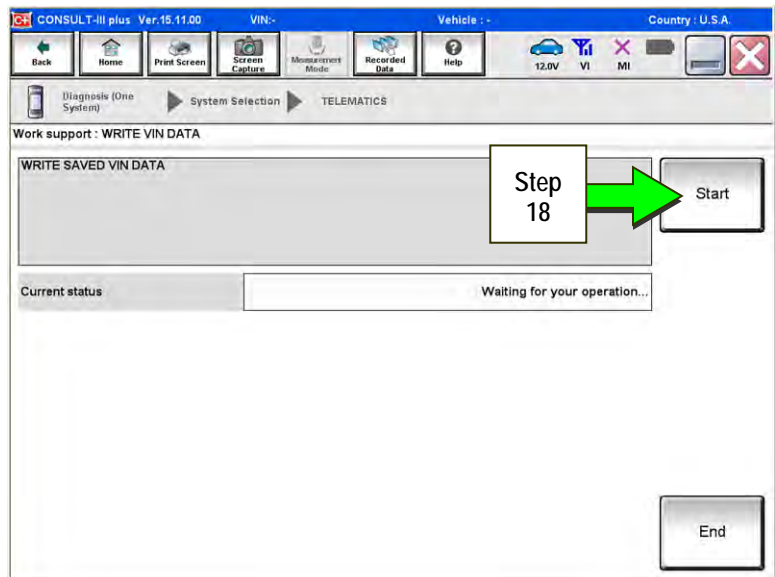


Figure 18

19. Select **End**.

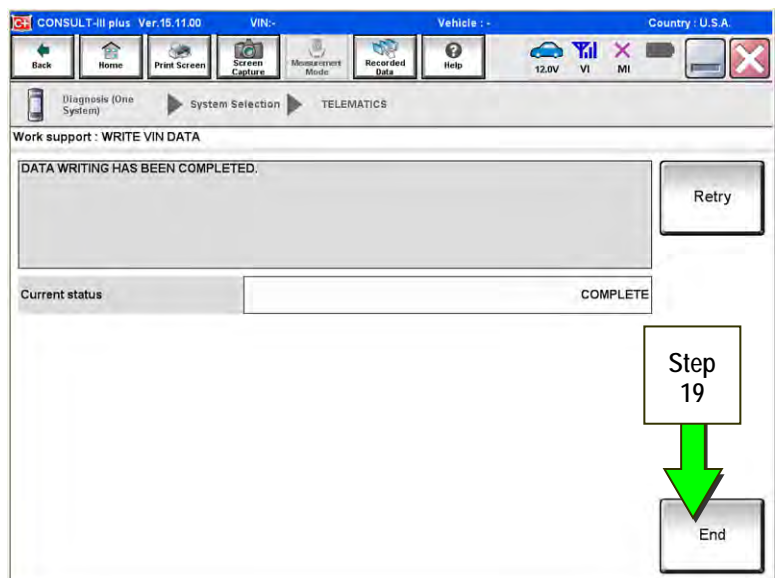


Figure 19

20. Is the vehicle you are working on a 2016-2018 Q50 or Q50 Hybrid, 2017-2018 Q60, 2017-2018 QX30, or 2018 Q70 or Q70 Hybrid?

**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 2016-2018 Q50, 2017-2018 Q60, and 2017-2018 QX60 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**.

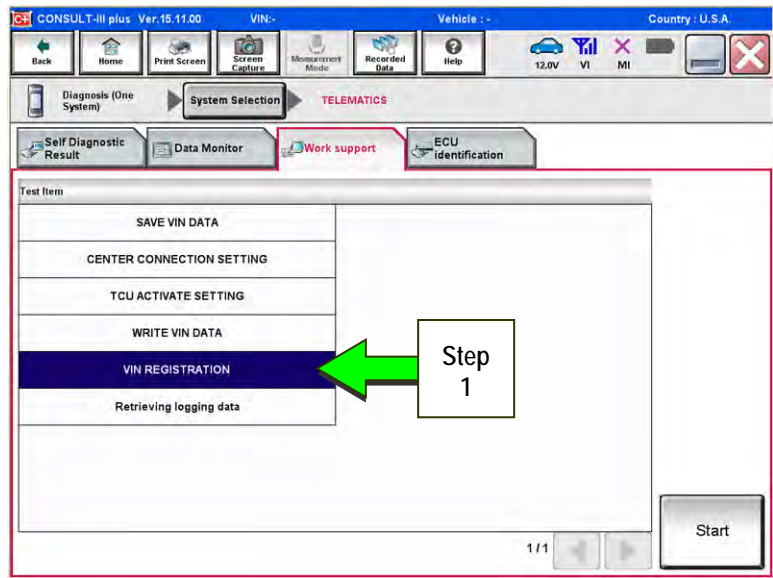


Figure 20

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.

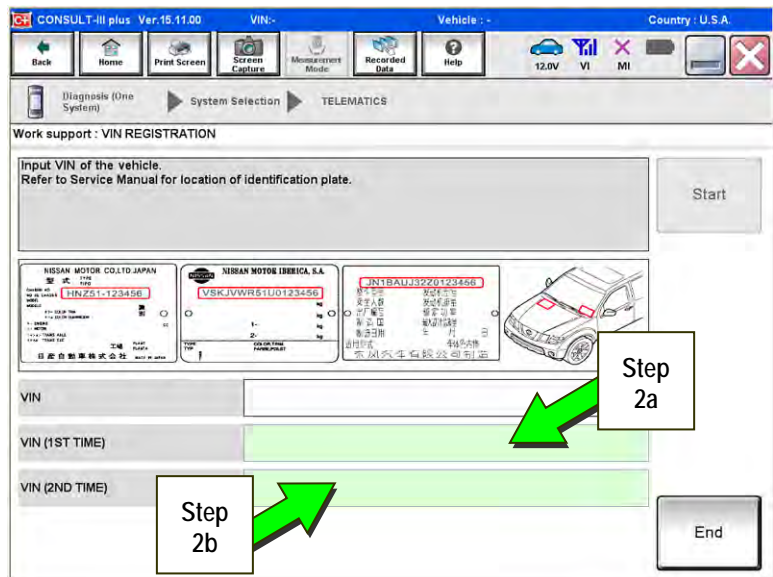


Figure 21

c) Select **Start**.

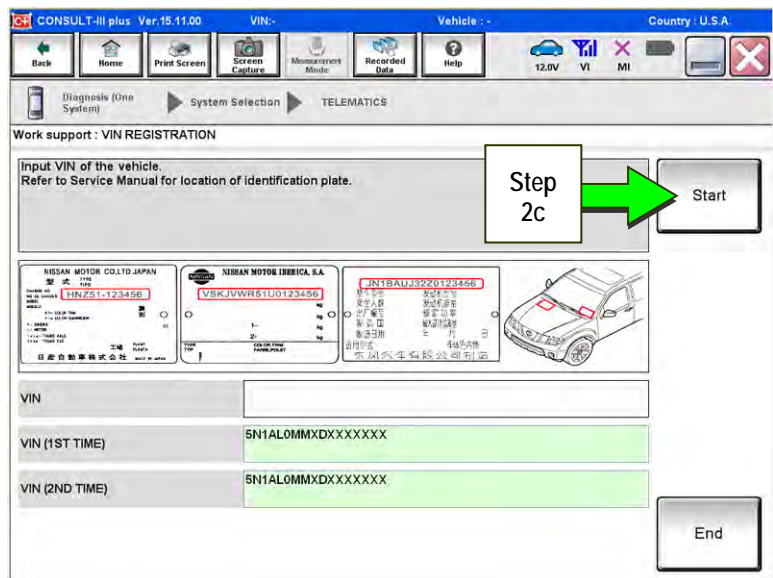


Figure 22

3. Select End.

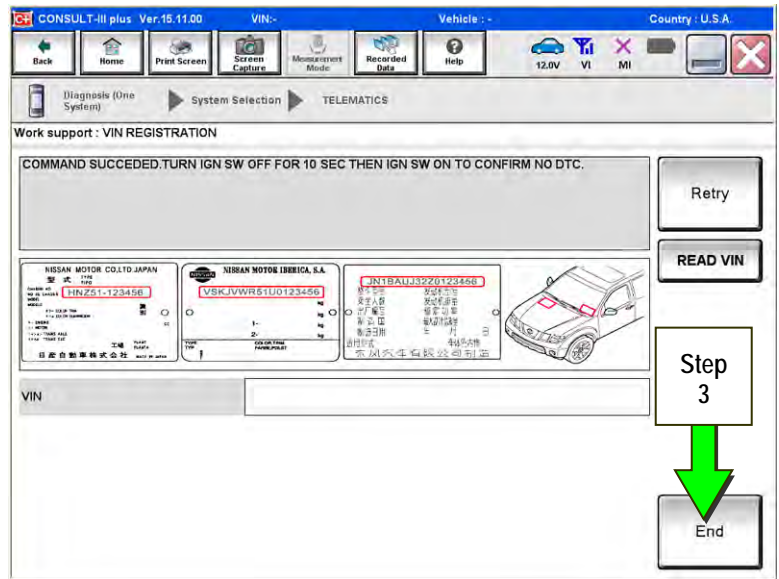


Figure 23

4. Return to step 21 on page 11.

Manual TCU Configuration (2016-2018 Q50 or Q50 Hybrid, 2017-2018 Q60, 2017-2018 QX30, or 2018 Q70 or Q70 Hybrid 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**.

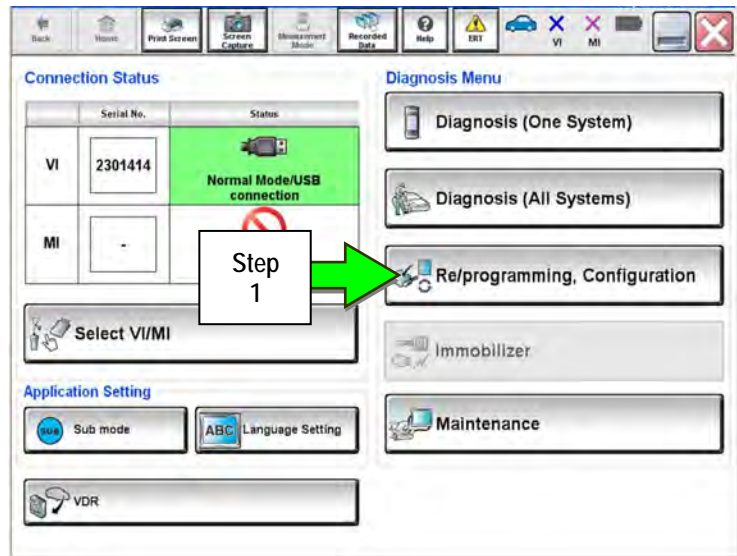


Figure 24

5. Select **TELEMATICS**.

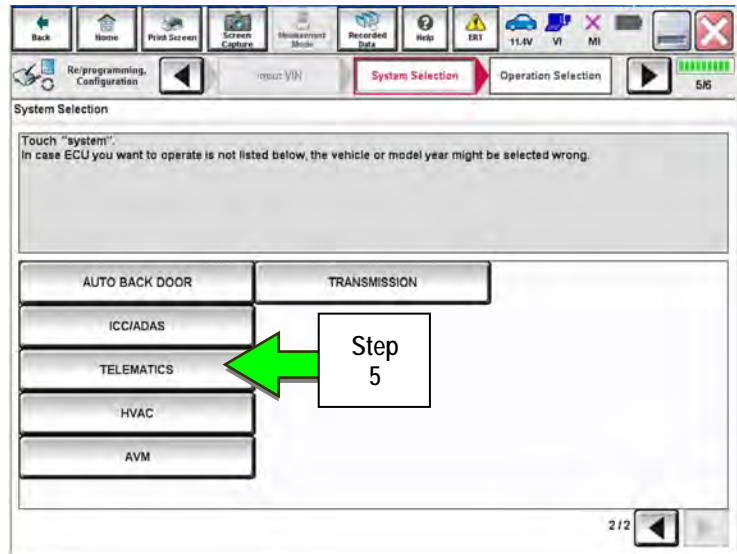


Figure 25

6. Select **After ECU Replacement**.

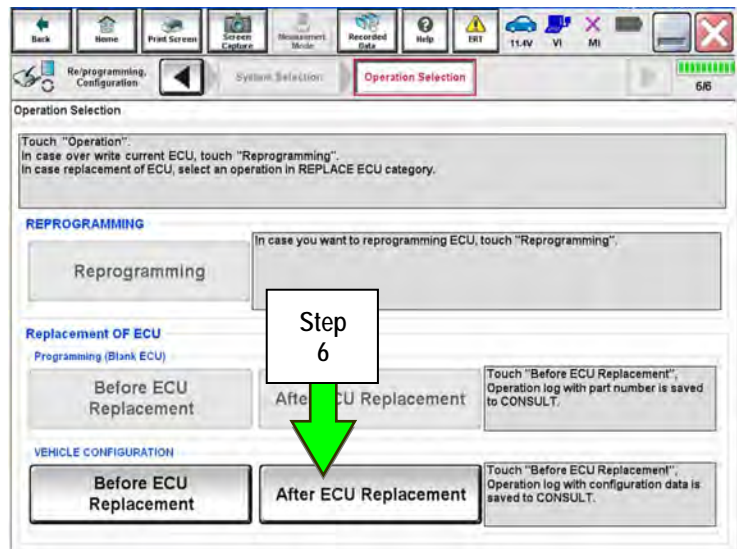


Figure 26

7. Select Manual selection.

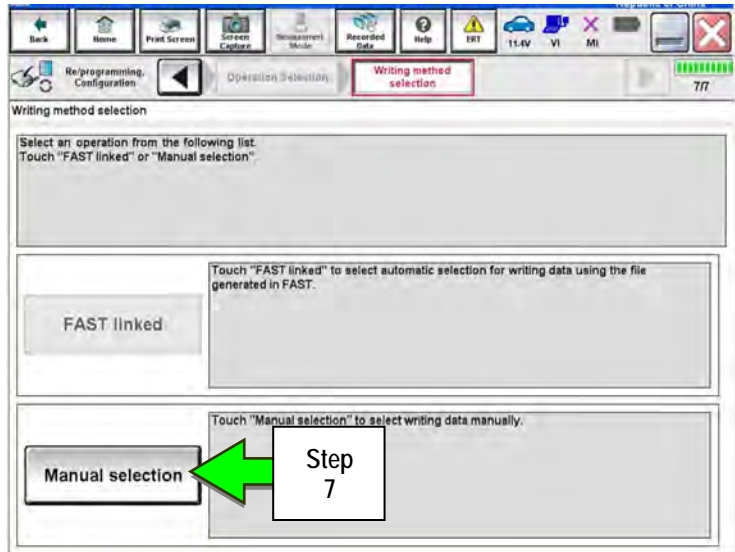


Figure 27

8. Select the applicable Type ID:

For 2016-2018 Q50 and Q50 Hybrid:

28277-1HK0A

For 2017-2018 QX30:

28277-5DA2A

For 2017-2018 Q60:

28277-5CA2A

For 2018 Q70 and Q70 Hybrid:

28277-5UV0A

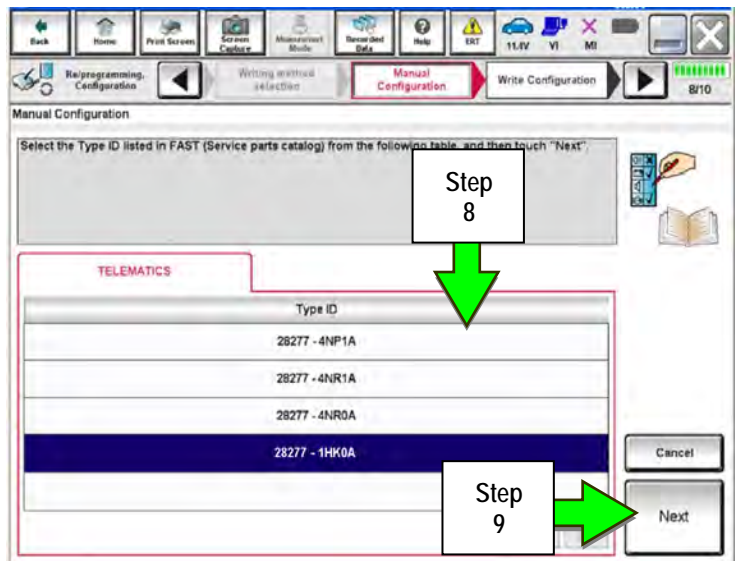


Figure 28

9. Select Next.

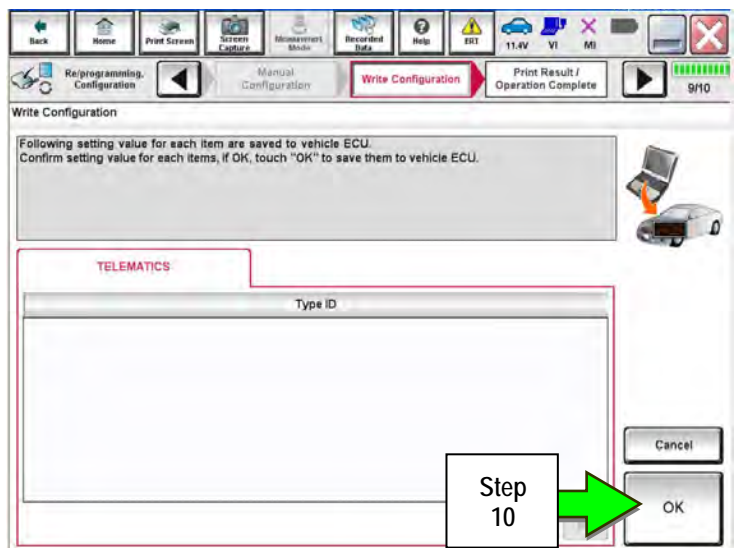


Figure 29

10. Select OK.

11. Return to step 21 on page 11.