

Classification:

EL17-004

Reference:

ITB17-007

Date:

February 16, 2017

CLIENT SATISFACTION INITIATIVE 2G TELEMATICS HARDWARE REPLACEMENT

APPLIED VEHICLES:	2014-2015 Q50 (V37)	2014-2016 QX60 Hybrid (L50)
	2014-2015 Q50 Hybrid (V37)	2013 QX56 (Z62)
	2014-2016 Q70 (Y51)	2014-2016 QX80 (Z62)
	2014-2016 Q70 Hybrid (Y51)	2013 M37/56 (Y51)
	2013 JX35 (L50)	2013 M35 Hybrid (Y51)
	2014-2016 QX60 (L50)	

With navigation only

SERVICE INFORMATION

On February 26, 2016 Infiniti announced that it was sending a reminder notification to clients affected by AT&T's planned discontinuation of the 2G cellular network. In June 2016, Infiniti communicated instructions to retailers to update new vehicles in their inventory with 3G compatible telematics control units.

At this time, Infiniti is beginning the process of making 3G compatible hardware available to owners of affected vehicles as identified above. This upgrade may require an owner to make a co-payment in order to receive the 3G hardware update. Please refer to the Claims Information below to determine if an owner co-pay is required. This client satisfaction initiative includes both the hardware upgrade and a complimentary one-year subscription to Infiniti Connection Plus telematics service; this does not apply to PC454 (see page 2 for details).

You MUST use Service Comm to confirm bulletin Applicability.

NOTE:

- Vehicle eligibility will be viewed on the second page of Service Comm. This activity is not displayed on the main page of Service Comm because it is optional for customers to participate.
- Vehicles without Navigation are ineligible as they are not equipped with TCUs.

Retailer's Responsibility

It is the retailer's responsibility to check SERVICE COMM using the appropriate Service Comm I.D. for the status on each vehicle falling within the range of this client satisfaction initiative which for any reason enters the service department. If a vehicle subject to this client satisfaction activity was part of a retailer trade, the letter associated with that vehicle should be forwarded to the appropriate retailer for upgrade completion.

CO-PAY INFORMATION

MODEL	MODEL YEAR	CO-PAY AMOUNT	SERVICE COMM I.D.
M37, M56, JX35, QX56	2013	\$299	PC451
Q50, Q70, QX60, QX80	2014		
Q50, Q70, QX60, QX80	2015-2016*	\$149	PC452
		\$0	PC454**

* Only certain 2016 model year vehicles are affected (2016 Q50 are all equipped with 3G TCUs from the factory).

** PC454 applies to new vehicle inventory service action released June 29, 2016.

Infiniti Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Infiniti retailer to determine if this applies to your vehicle.

SERVICE PROCEDURE

- Verify if vehicle is affected by this client satisfaction initiative using SERVICE - COMM I.D. (REF) **PC451 and PC452 or PC454**.
 - PC451 and PC452 will be found on the second page of SERVICE - COMM (Examples shown in Figure A and Figure B).
 - PC454 will be found on the main page of SERVICE - COMM.

Examples only of SERVICE - COMM page 2

Figure A

- If the vehicle is affected by this client satisfaction initiative, note which new part number, shown in the PARTS INFORMATION below, will be used and then proceed to step 3.

IMPORTANT: TCUs are model specific and cannot be interchanged.

PARTS INFORMATION

Model	Description	New Part Number	Quantity
Q50/Q50 Hybrid	TCU	283B0-3JA7A	1
2014-2016 Q70 / Q70 Hybrid 2014-2016 QX60 / QX60 Hybrid 2014-2016 QX80 2013 M37/56 2013 M35 Hybrid 2013 JX35 2013 QX56	TCU	283B0-3JA6A	1

3. The notice for PC451 and PC452 on page 2 of Service Comm is not VIN specific and does not disappear after a vehicle has been upgraded.

- Service Consultants should verify if the vehicle is still eligible for an upgrade, before informing a client, with one of the following methods:

- Check vehicle service history for previous repair (PC451, PC452, or PC454).

Or

- For the **QX60**, **Q70**, and **QX80** check the TCU ID number on the vehicle information screen and confirm if a 2G or a 3G TCU is installed as follows:

- a. Press the hard button labeled **Setting/Info**.
- b. Press the "**Others**" soft button on the center display screen.
- c. Press the "**Infiniti Connection**" soft button.
- d. Press "**Unit ID information**".
- e. If TCU ID starts with "2021-1" it is a 3G device.
- f. If TCU ID starts with "2021-0" it is a 2G device.

NOTE: If the TCU ID begins with something other than 202**, it is a 3G TCU and does not require an update.

- For the **Q50** check the TCU ID number on the vehicle information screen and confirm if a 2G or a 3G TCU is installed as follows:

- a. Press the soft (on-screen) button labeled **Setting**.
- b. Press the ">" soft button on the center display screen.
- c. Press the "**In-Touch Services**" soft button on the center display screen.
- d. Press "**Unit ID information**".
- e. If TCU ID starts with "2021-1" it is a 3G device.
- f. If TCU ID starts with "2021-0" it is a 2G device.

NOTE: If the TCU ID begins with something other than 202**, it is a 3G TCU and does not require an update.

4. If applicable, retailers should ensure clients are informed of this 3G upgrade option when bringing their vehicle in for service **and that clients understand a co-pay may be involved.**

Proceed to the next page.

5. Retailers must obtain client approval in advance of the upgrade being performed. If client approves, update the vehicle using the procedure included with this announcement.

NOTE: PC454 applies to new vehicle inventory service action released June 29, 2016. Please refer to the 3rd. bullet (●) below for additional details.

- If a client elects to have a 3G compatible Telematics Control Unit installed, the retailer is responsible for collecting the co-pay from the client.
 - Upon completion of the installation of the 3G hardware, retailers will file a warranty claim for the parts and labor.
 - Retailers will initially be paid for the full amount of the claim.
 - Infiniti will subsequently debit the retailers Non Vehicle Account for the amount of the co-pay they collected from the client.
 - Retailers will be able to view debits on their monthly Retailer Claims Status Reports.
 - PC454 applies to vehicles that were subject to the retailer service action, but were retailed before the update was performed. PC454 will display on the main page of Service Comm.
 - These vehicles will not require a client co-pay nor will retailers receive a claims debit. These owners will only receive a six (6) month Infiniti Connection Plus complimentary trial upon installation of the 3G hardware; they will not receive the complimentary one (1) year subscription to Infiniti Connection Plus telematics services included on PC451 & PC452.
 - Retailers should still acquire client approval to install the 3G compatible Telematics Control Unit prior to performing the update.
 - Retailers should continue to perform PC454 on applicable vehicles in their inventory.
6. For PC451 and PC452, clients must confirm their participation in the complimentary one (1) year Infiniti Connection Plus subscription on the Infiniti Owner Portal after installation of the 3G compatible hardware.
 - Please provide clients with a copy of the login instructions provided with this announcement. If possible, retailers should assist clients with this process.
 7. If it is verified that the vehicle is eligible for an updated TCU and the client approves, proceed to the model specific procedure.
 - M37, M35 Hybrid, M56, Q70 & Q70 Hybrid Telematics Control Unit Replacement on page 5.
 - JX35, QX60 & QX60 Hybrid Telematics Control Unit Replacement on page 17.
 - QX56 & QX80 Telematics Control Unit Replacement on page 43.
 - Q50 & Q50 Hybrid Telematics Control Unit Replacement on page 56.

M37, M35 Hybrid, M56, Q70 & Q70 Hybrid Telematics Control Unit Replacement

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

Client Service Initiative Overview:

1. Turn OFF the original TCU using CONSULT-III plus (C-III plus) (page 6).
2. **Save the VIN DATA using C-III plus (page 11).**
3. Remove the original TCU from the vehicle (page 12).
4. **Deactivate (unregister) the original TCU by calling INFINITI CONNECTION™ Call Center (page 13).**
5. **Activate (register) the replacement TCU by calling INFINITI CONNECTION™ Call Center (page 13).**
6. Install the replacement TCU in the vehicle (page 14).
7. Turn ON the replacement TCU using C-III plus (page 14).
8. **Write the VIN DATA using C-III plus (page 14).**

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)**.

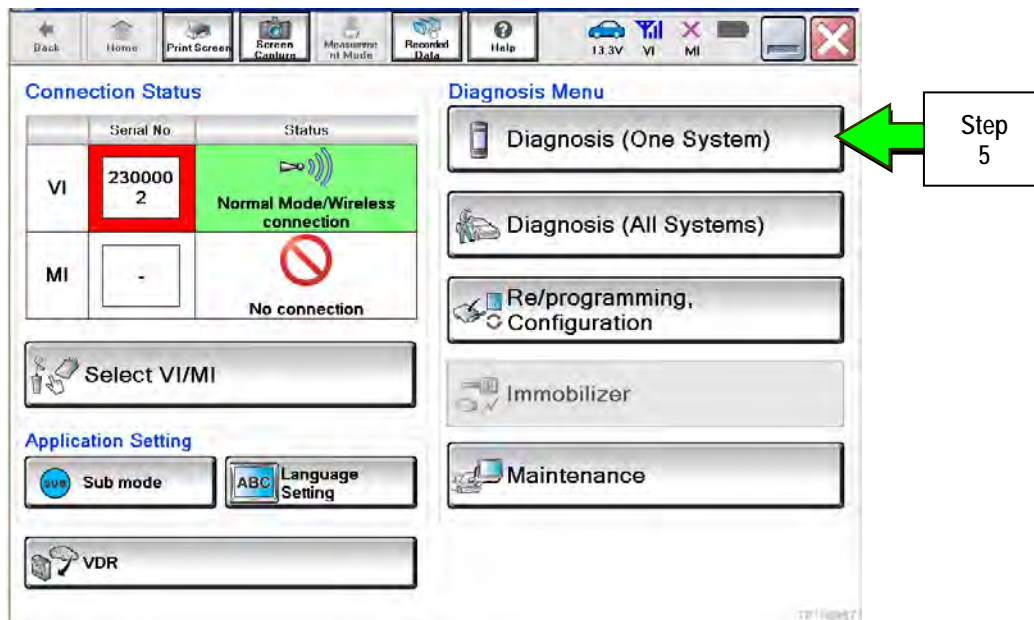


Figure 1A

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

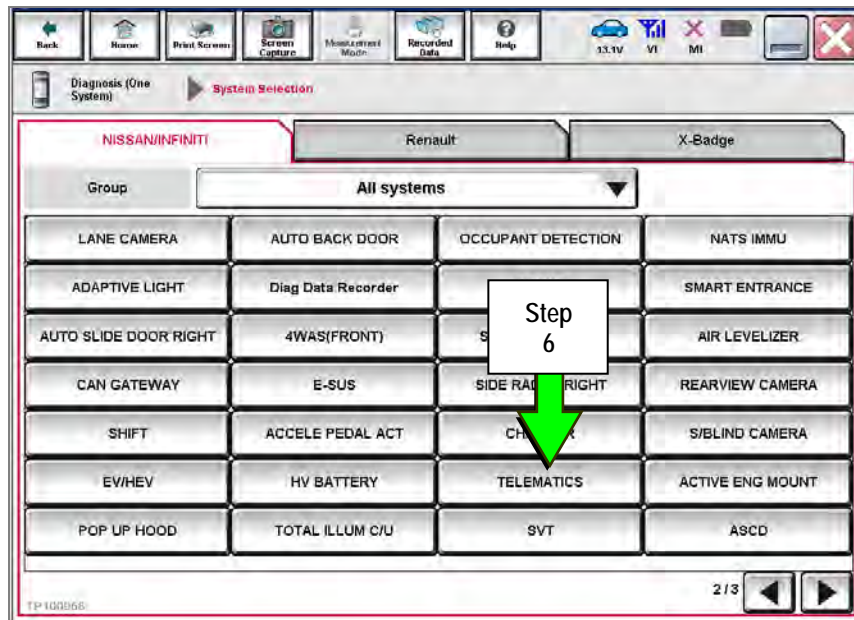


Figure 2A

7. Select **Work support**.

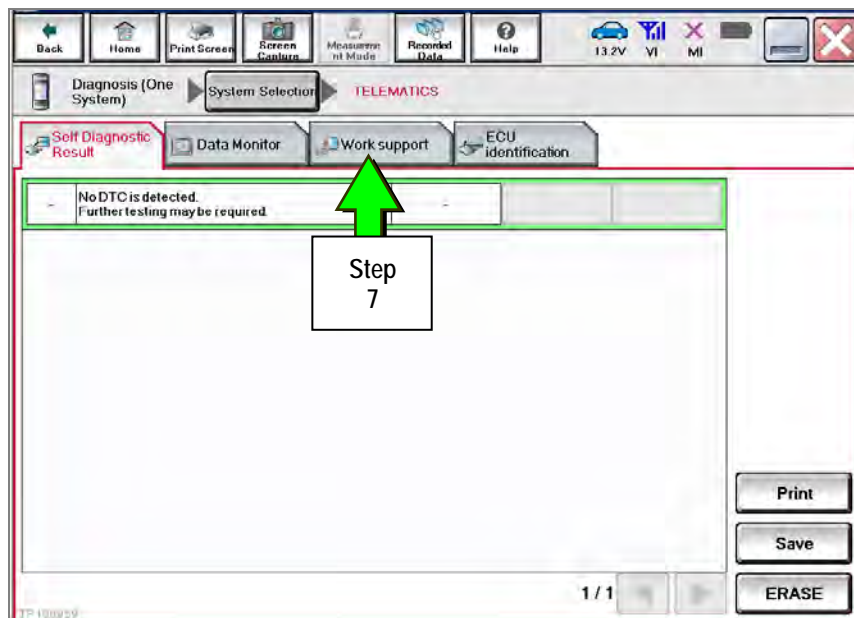


Figure 3A

8. Select TCU ACTIVATE SETTING.

9. Select **Start**.

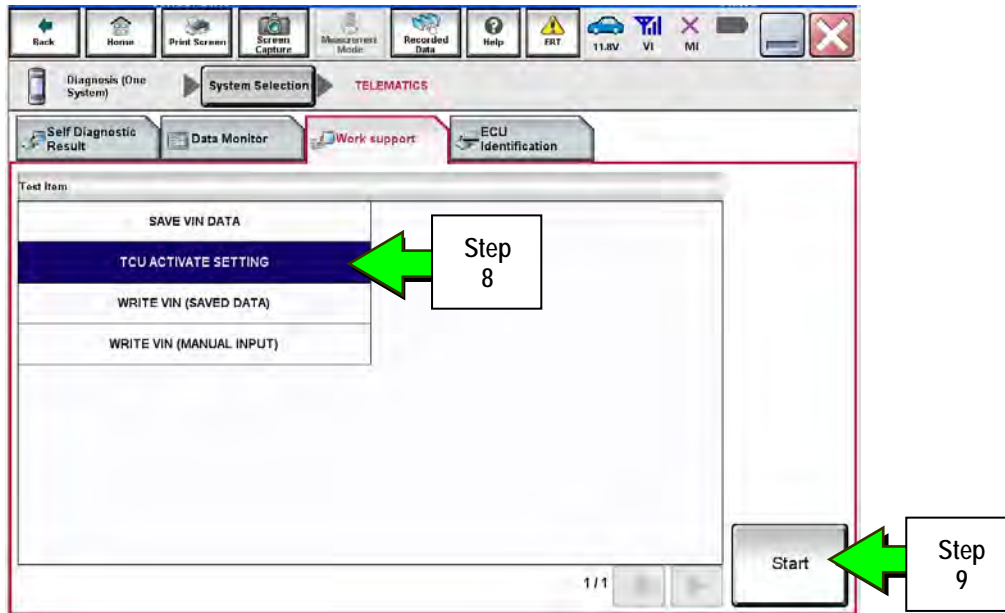


Figure 4A

10. Select **Start**.

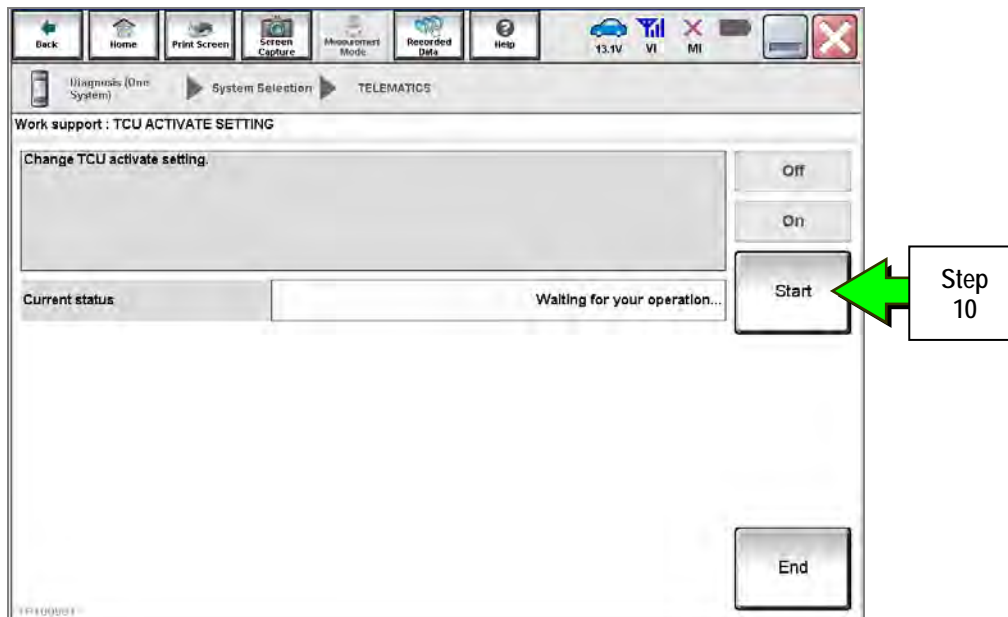


Figure 5A

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

12. Select **End**.

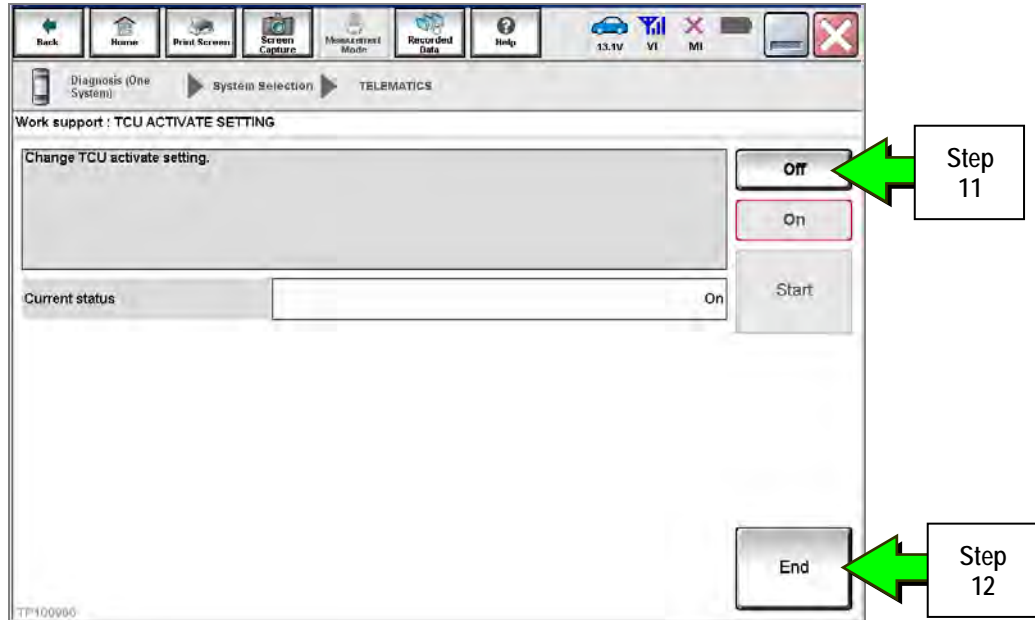


Figure 6A

13. Select **Start**.

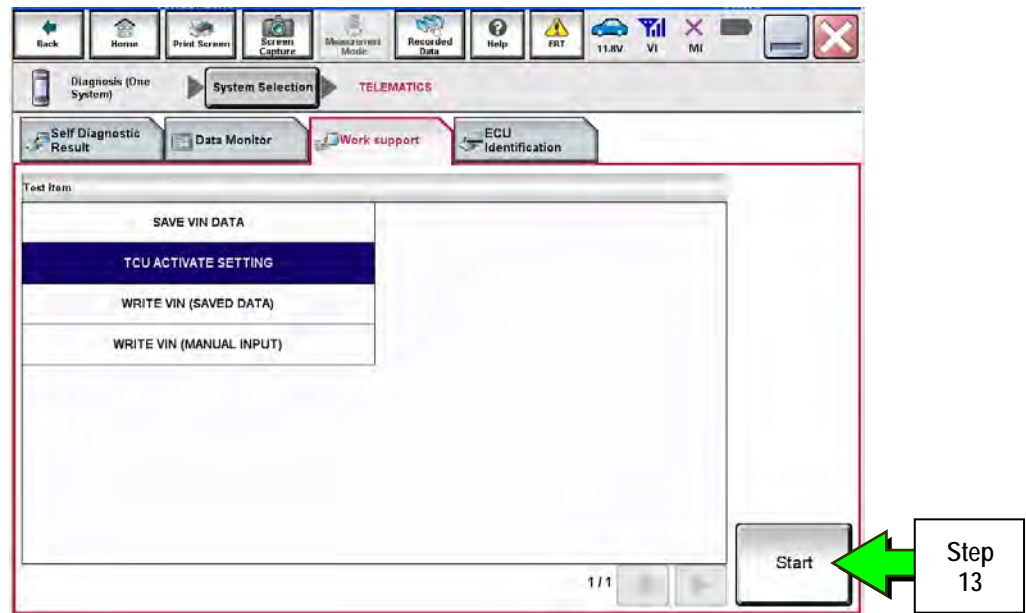


Figure 7A

14. Select **Start**.

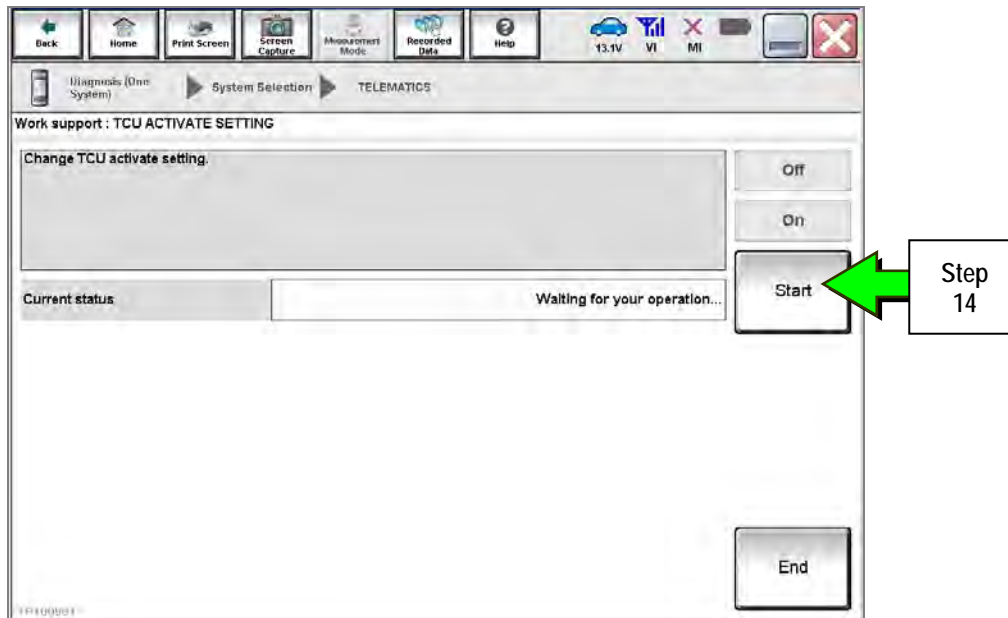


Figure 8A

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

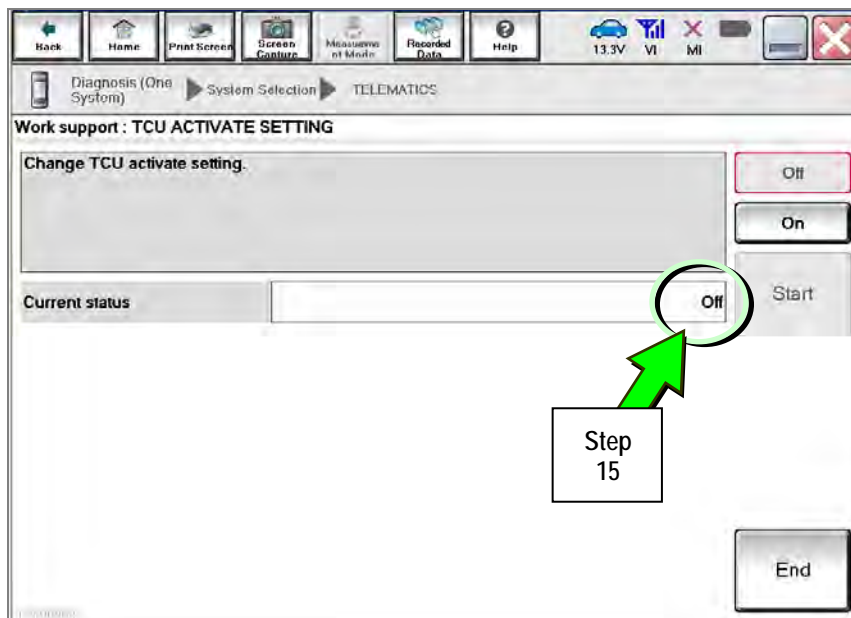


Figure 9A

Save VIN Data

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

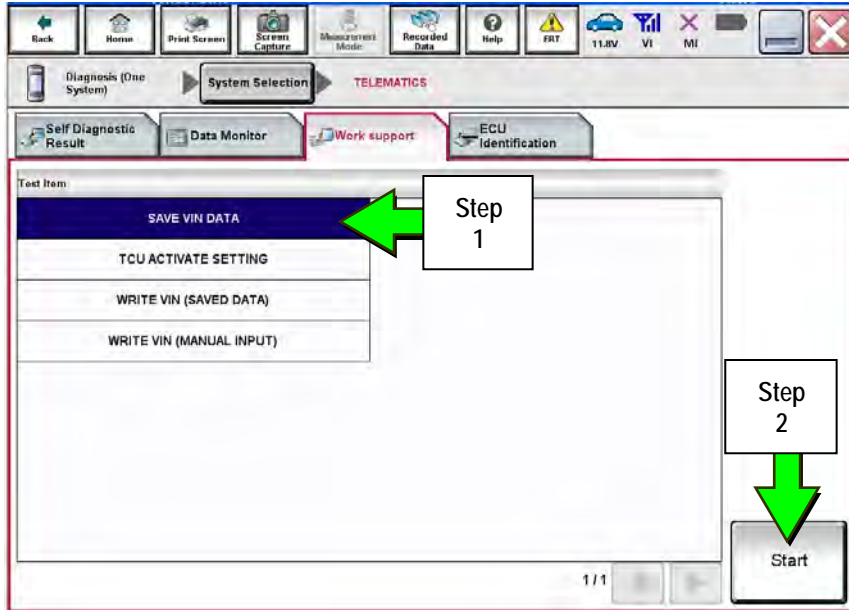


Figure 10A

3. Select **Start**.

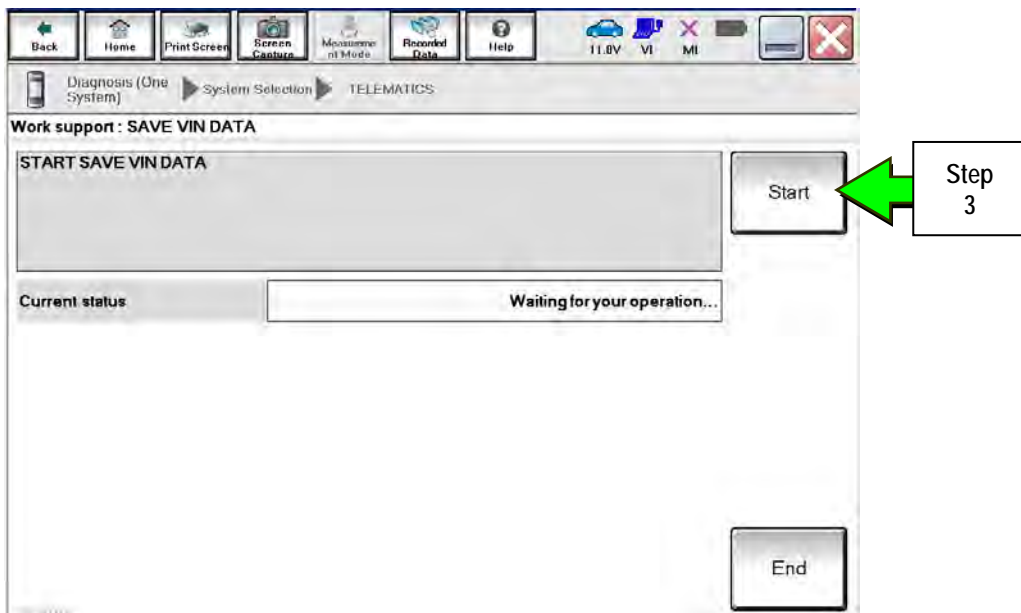


Figure 11A

4. Select **End**.

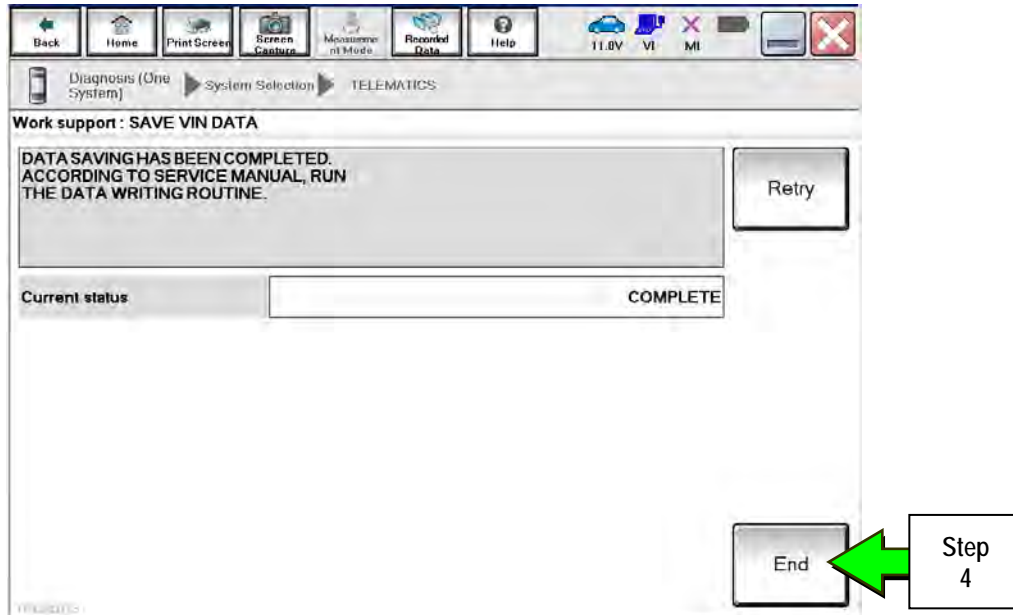


Figure 12A

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.

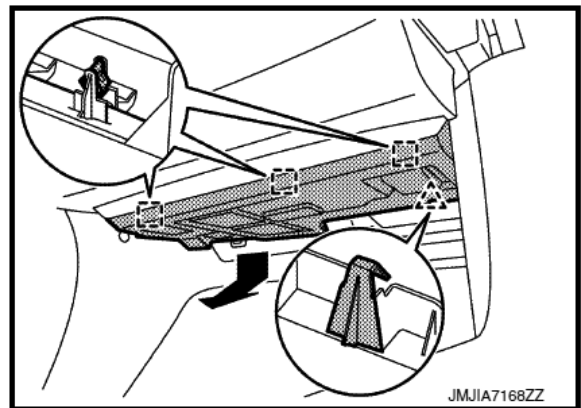
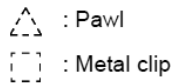
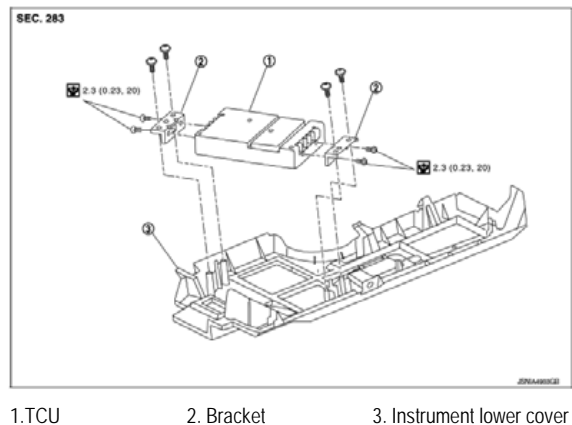


Figure 13A

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.
 - Reassembly torque:
 2.3 N•m (0.23 kg-m, 20 in-lb.)



1. TCU 2. Bracket 3. Instrument lower cover

Figure 14A

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 15A

2. Call the INFINITI CONNECTION™ Call Center at 1-800-334-7858, press "1" 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**. 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 Year's Day

Christmas Eve: 7AM – 7PM

New Year's Eve: 7AM – 7PM

Install Replacement TCU

1. Install the replacement TCU into the vehicle and reassemble in the reverse order of disassembly.

Turn TCU ON

1. Perform steps 1-15 of **Turn OFF the TCU** procedure, starting on page 6, to turn the TCU ON and then confirm the **Current status** field shows "On".

IMPORTANT Leave the vehicle ignition ON until the Telematics icon turns white and is not crossed out as shown in Figure 16A.

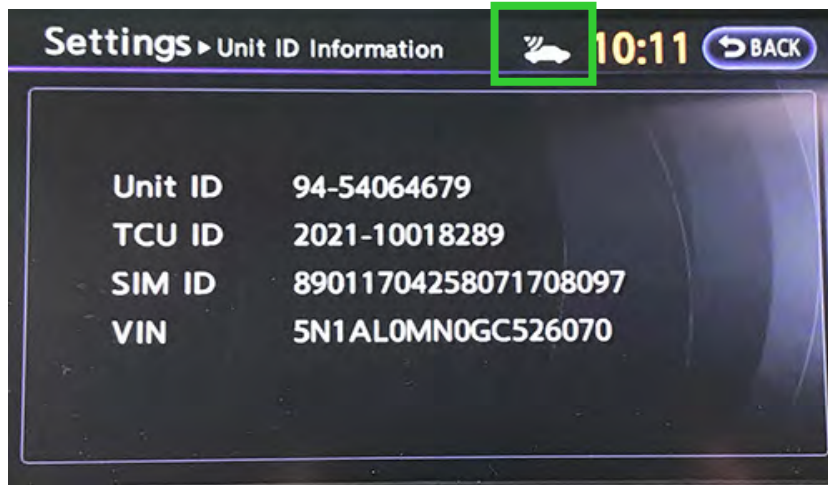


Figure 16A

Write VIN Data

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

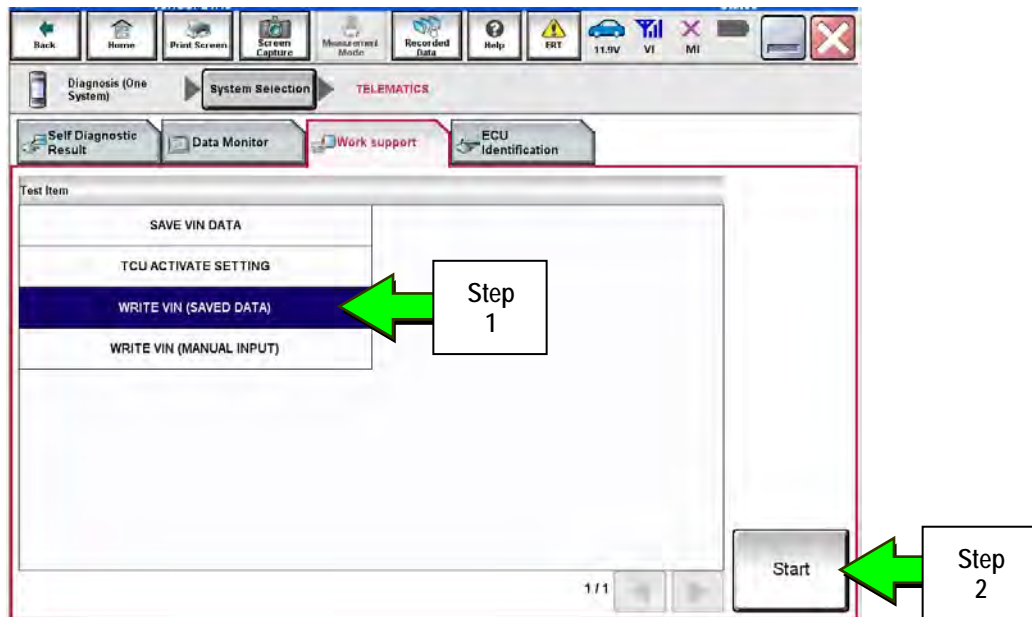


Figure 17A

3. Select **Start**.

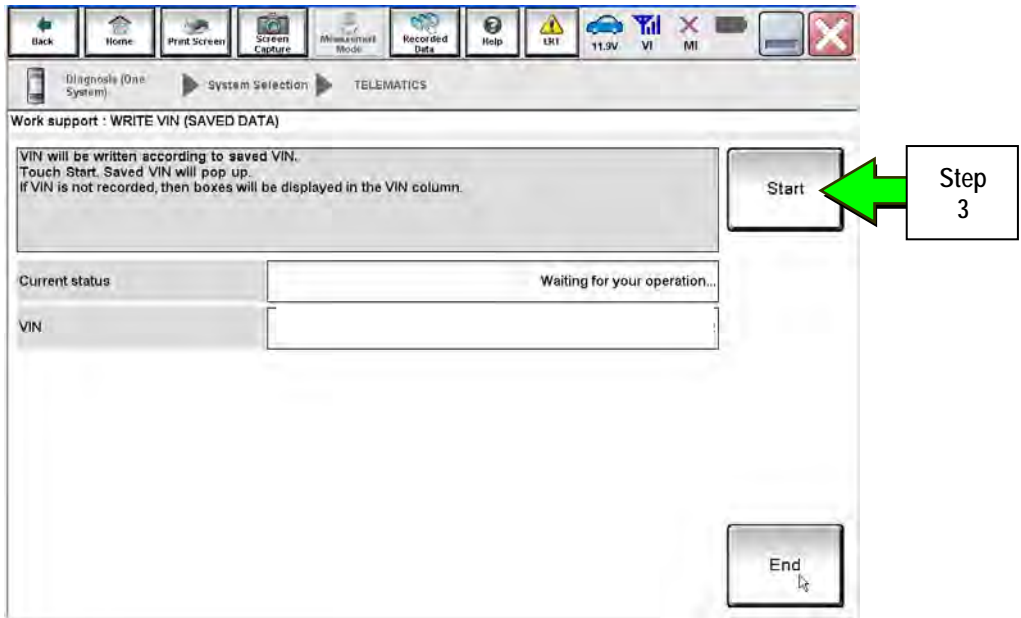


Figure 18A

4. Select **End**.

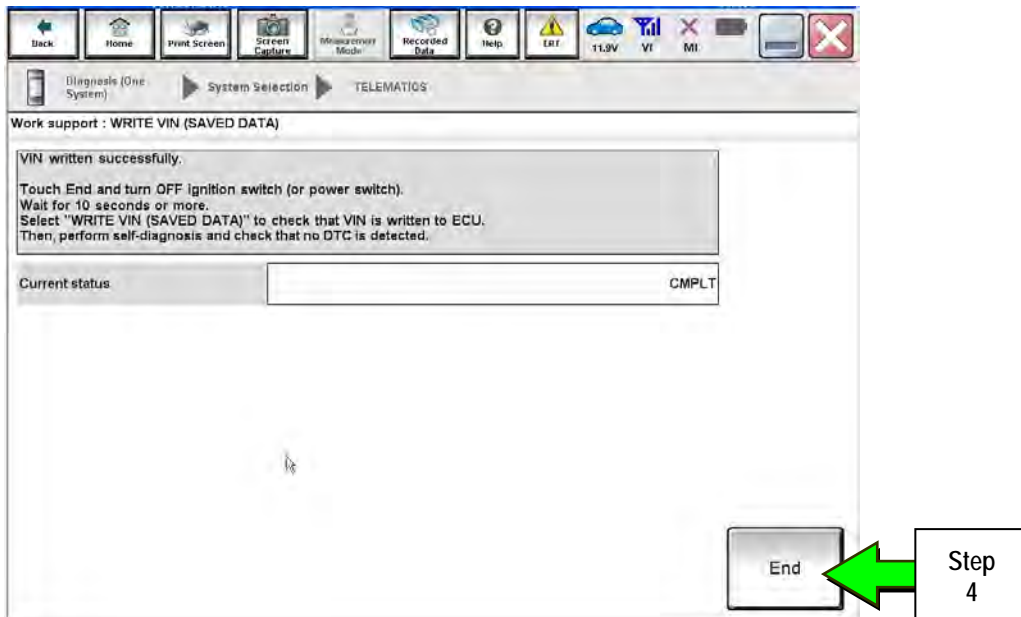


Figure 19A

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.
- After writing VIN to new TCU, confirm SOS light on overhead console is illuminated solid.

Infiniti Owner Portal Login and Infiniti Connection Subscription Confirmation Instructions:

Owners must follow these instructions to confirm their participation in the complimentary trial for Infiniti Connection Plus telematics service.

- a. Log onto the Infiniti Owner Portal, if not already enrolled, the client will need to create an account and add their vehicle to their personal garage, then click on the Infiniti Connection button.
 - The client will be directed to the Infiniti Connection web portal where they should click the “Enroll Now” button.
- b. The primary subscriber tab will open and be pre-populated if the client was previously enrolled in Infiniti Connection, otherwise, the client will need to enter their information and click “Next”.
- c. The Package Selection page will appear where the complimentary 12-month Infiniti Connection Plus package information will be pre-populated. No credit card is required to continue, but the client may elect to automatically renew after the complimentary subscription by providing payment information, then click “Next”.
- d. The client will be presented with their selection summary and asked to confirm the Terms & Conditions of participation. This will complete the confirmation and services will be active.
- e. If the client has not already done so, assist the client in downloading the Infiniti Connection companion app from either the App Store or Google Play.
- f. For assistance with this process, you and your clients can contact Infiniti Owner Services at 1- 855-444-7244.

5. Procedure is complete.

JX35, QX60 & QX60 Hybrid Telematics Control Unit Replacement

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

Client Service Initiative Overview:

1. Turn OFF the original TCU using CONSULT-III plus (C-III plus) (page 18).
2. **Save the VIN DATA using C-III plus (page 23).**
3. Remove the original TCU from the vehicle (page 24).
4. **Deactivate (unregister) the original TCU by calling INFINITI CONNECTION™ Call Center (page 39).**
5. **Activate (register) the replacement TCU by calling INFINITI CONNECTION™ Call Center (page 39).**
6. Install the replacement TCU in the vehicle (page 40).
7. Turn ON the replacement TCU using C-III plus (page 40).
8. **Write the VIN DATA using C-III plus (page 40).**

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)**.

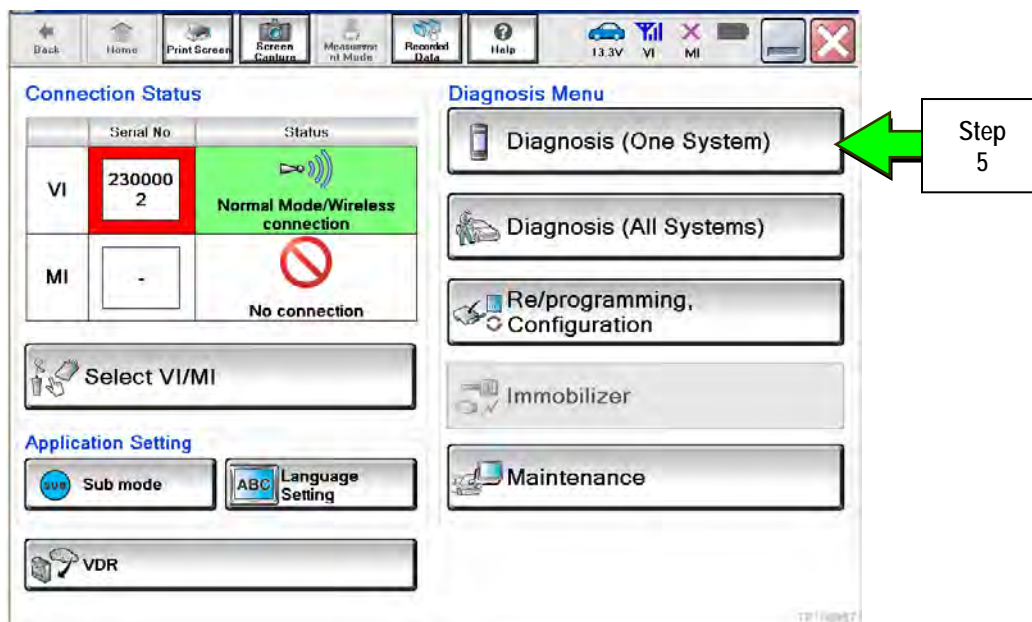


Figure 1B

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

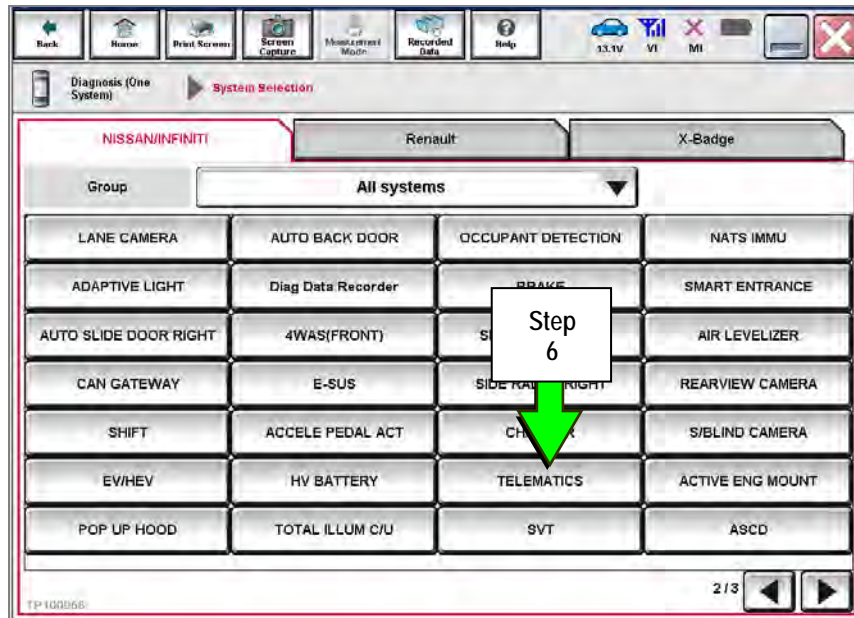


Figure 2B

7. Select **Work support**.

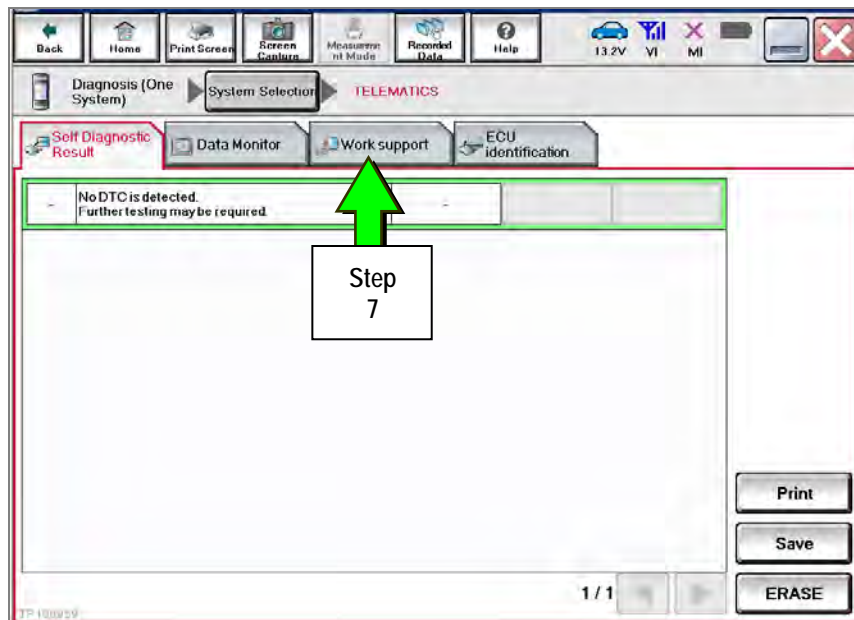


Figure 3B

8. Select TCU ACTIVATE SETTING.

9. Select Start.

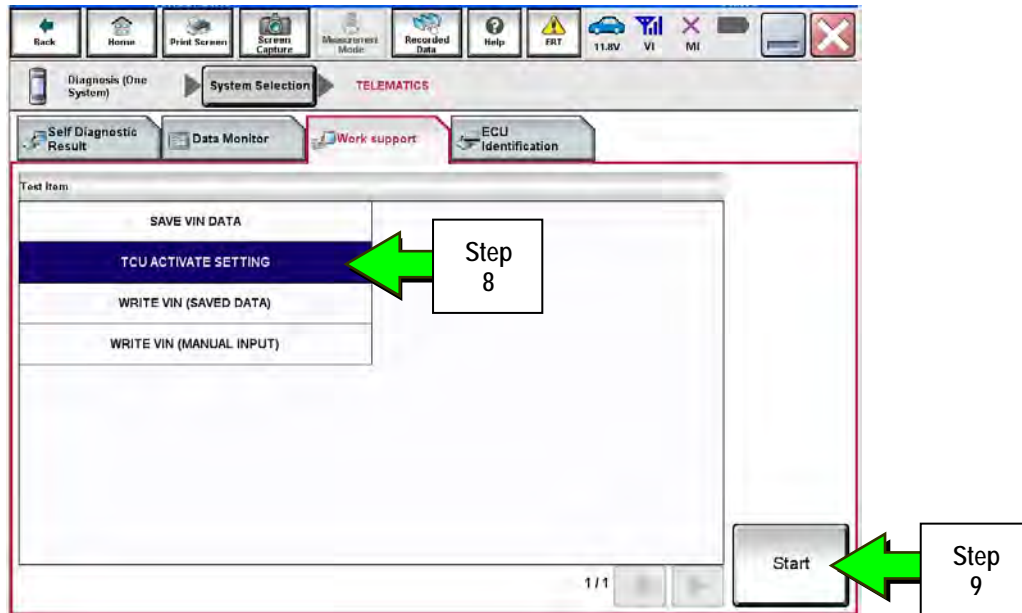


Figure 4B

10. Select Start.

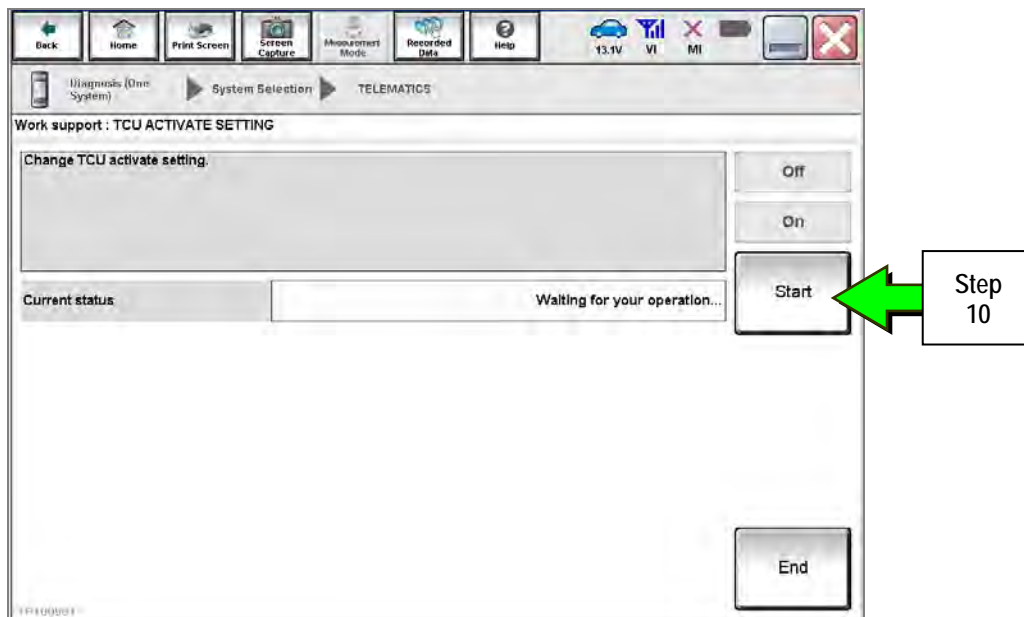


Figure 5B

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

12. Select **End**.

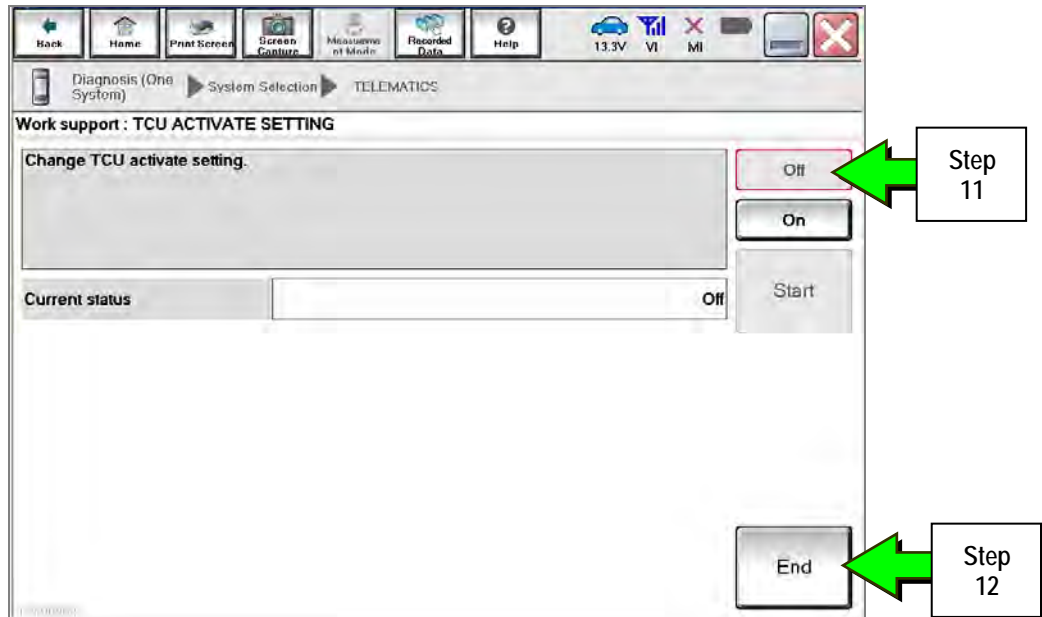


Figure 6B

13. Select **Start**.

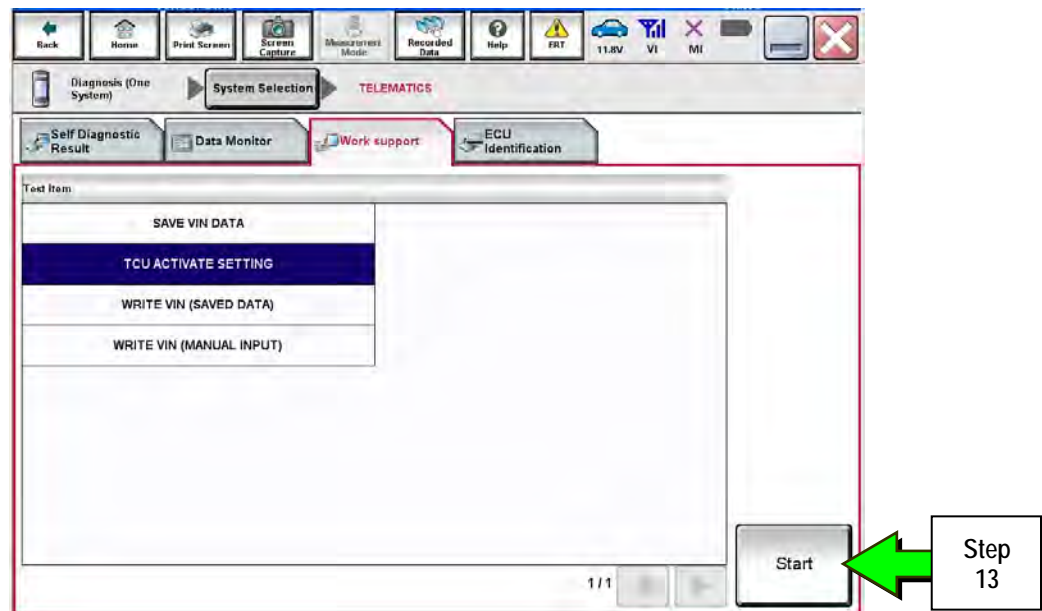


Figure 7B

14. Select **Start**.

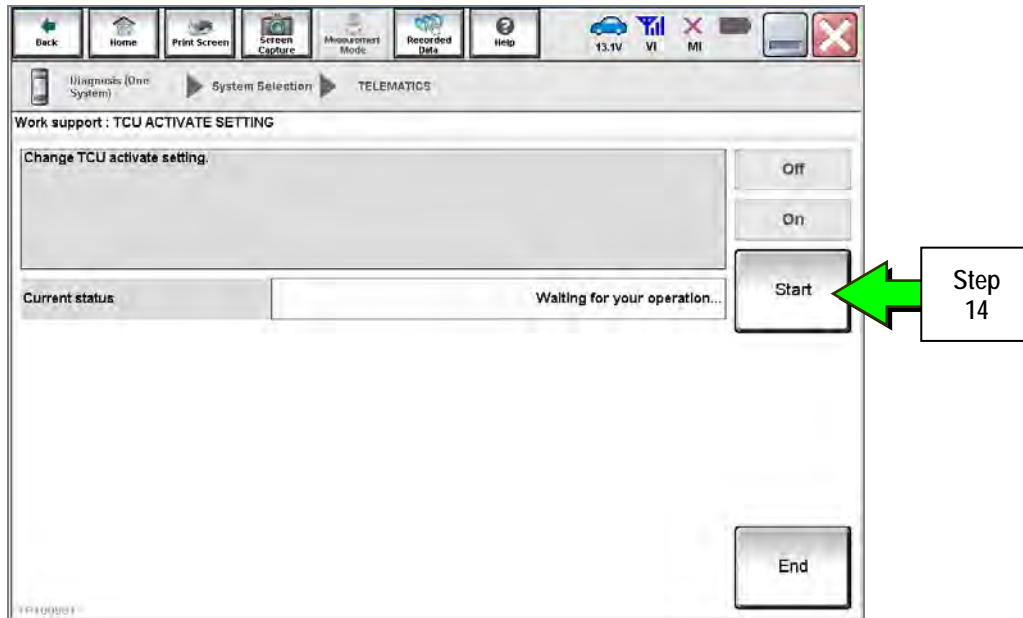


Figure 8B

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

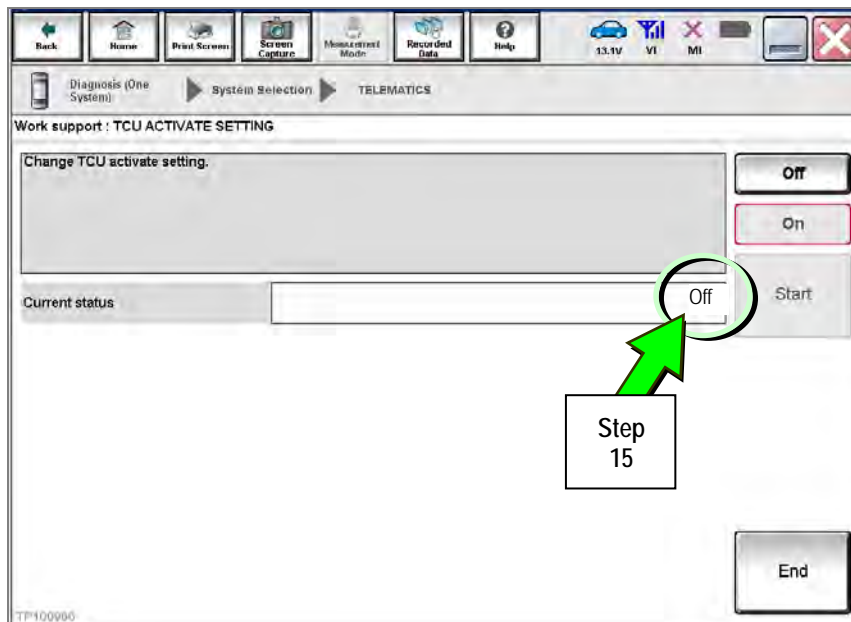


Figure 9B

Save VIN Data

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

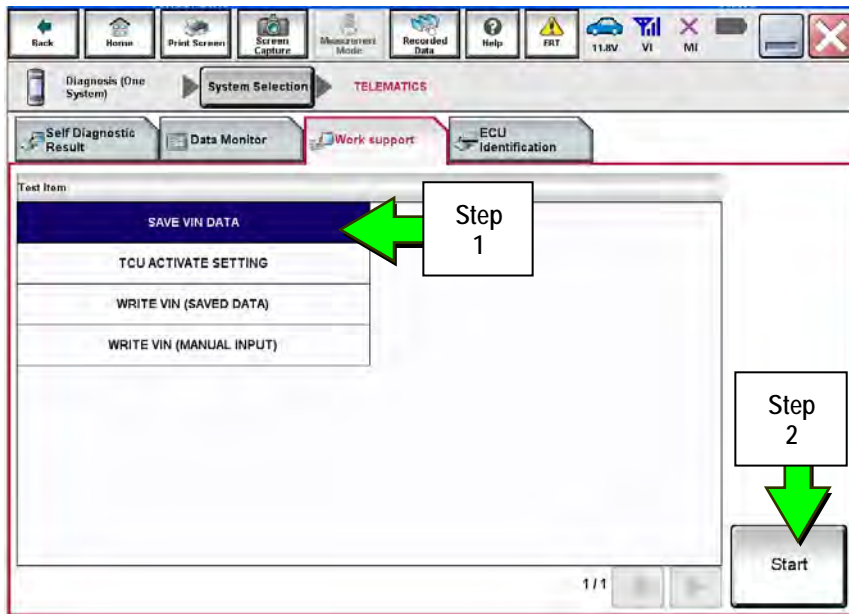


Figure 10B

3. Select **Start**.

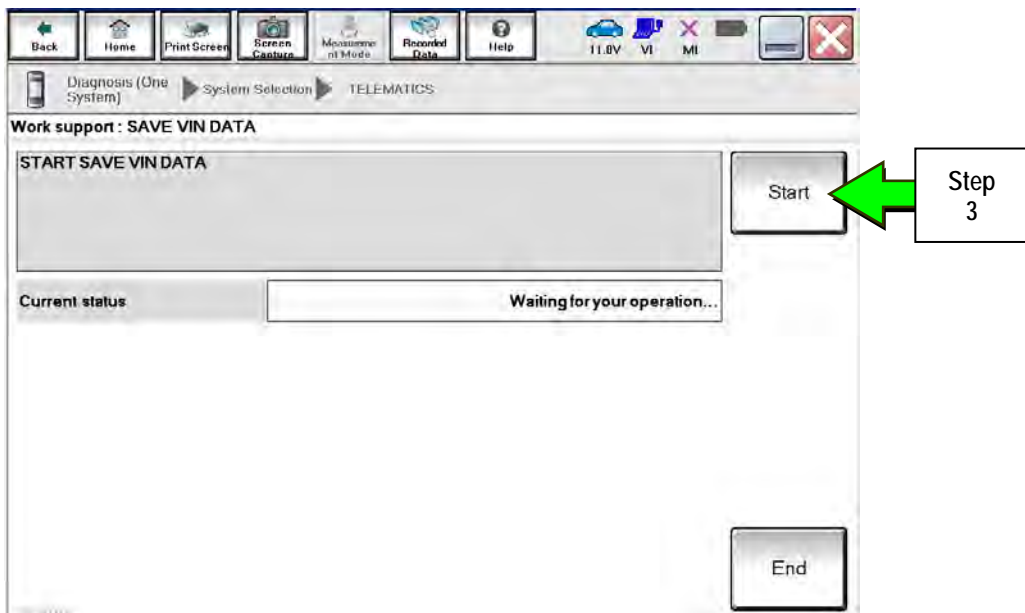


Figure 11B

4. Select **End**.

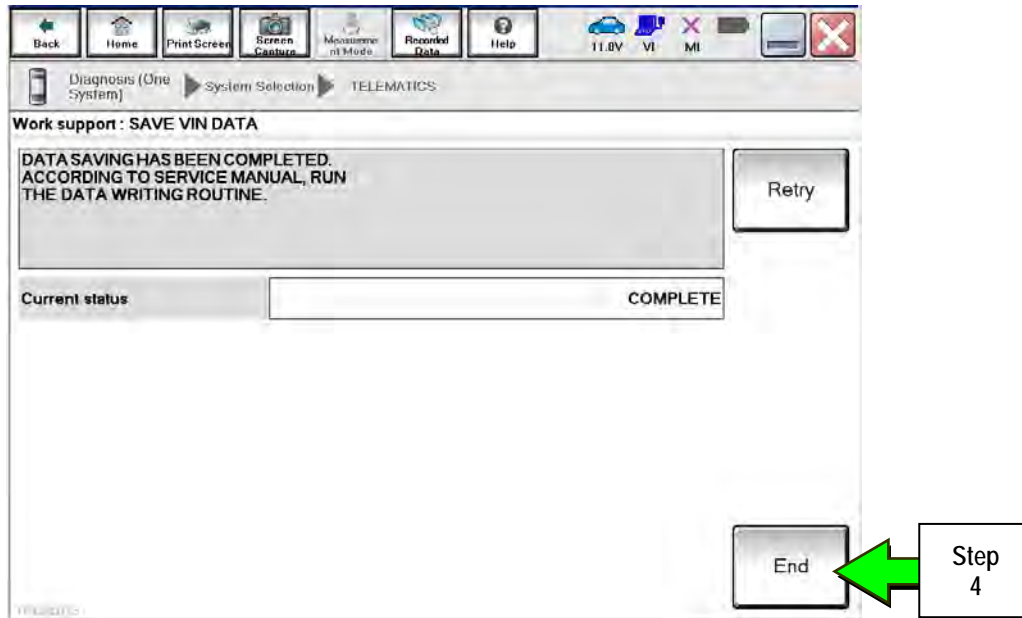


Figure 12B

Remove the TCU from the Vehicle

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

NOTE: Driver side shown in Figure 13B and 14B. Passenger side similar.

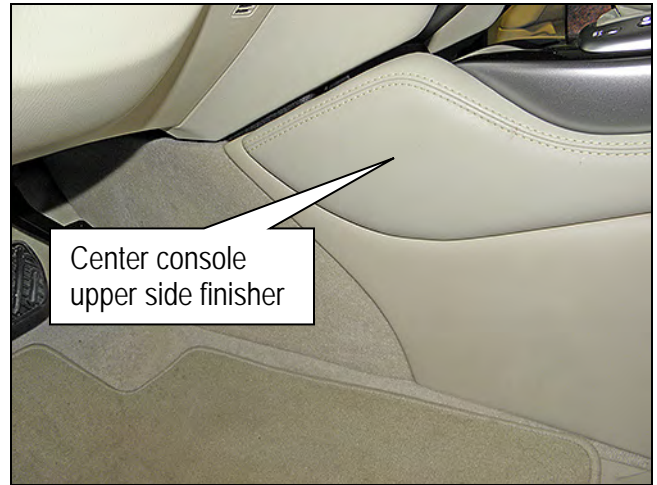


Figure 13B

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.

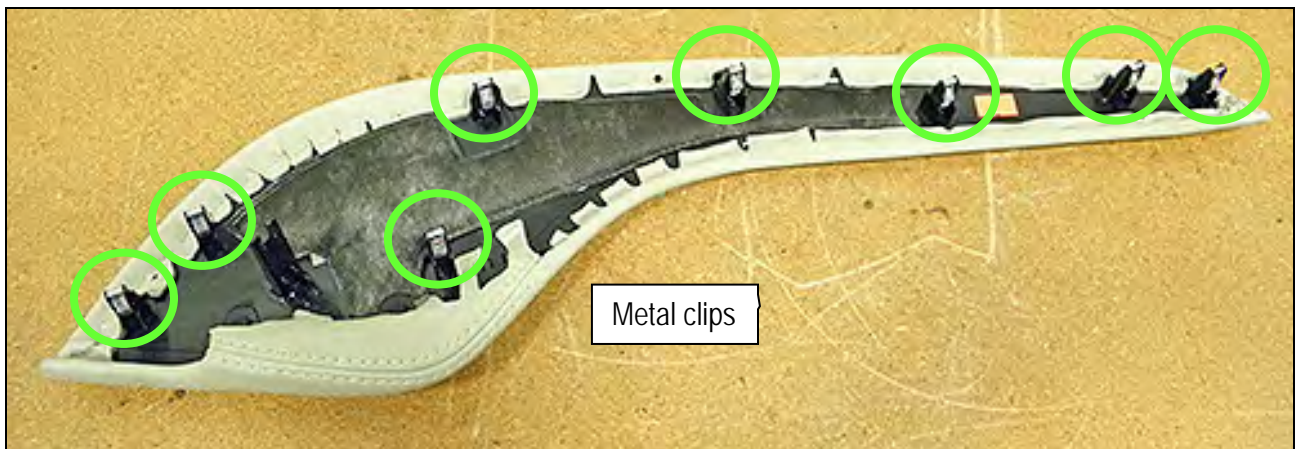


Figure 14B

3. Remove both center console side finishers.
NOTE: Driver side shown in Figure 15B.

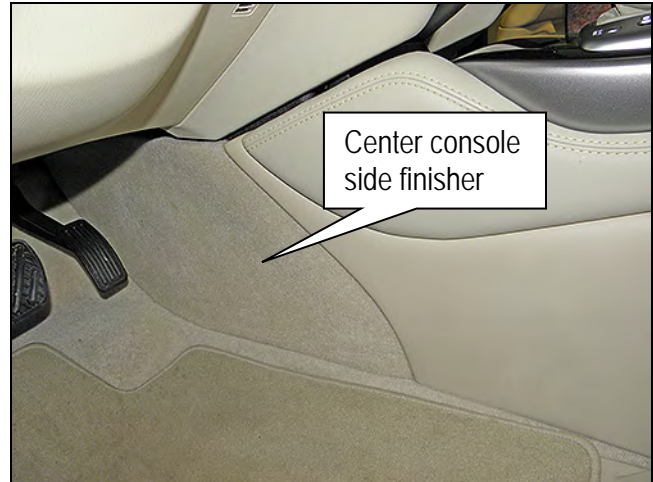


Figure 15B

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.

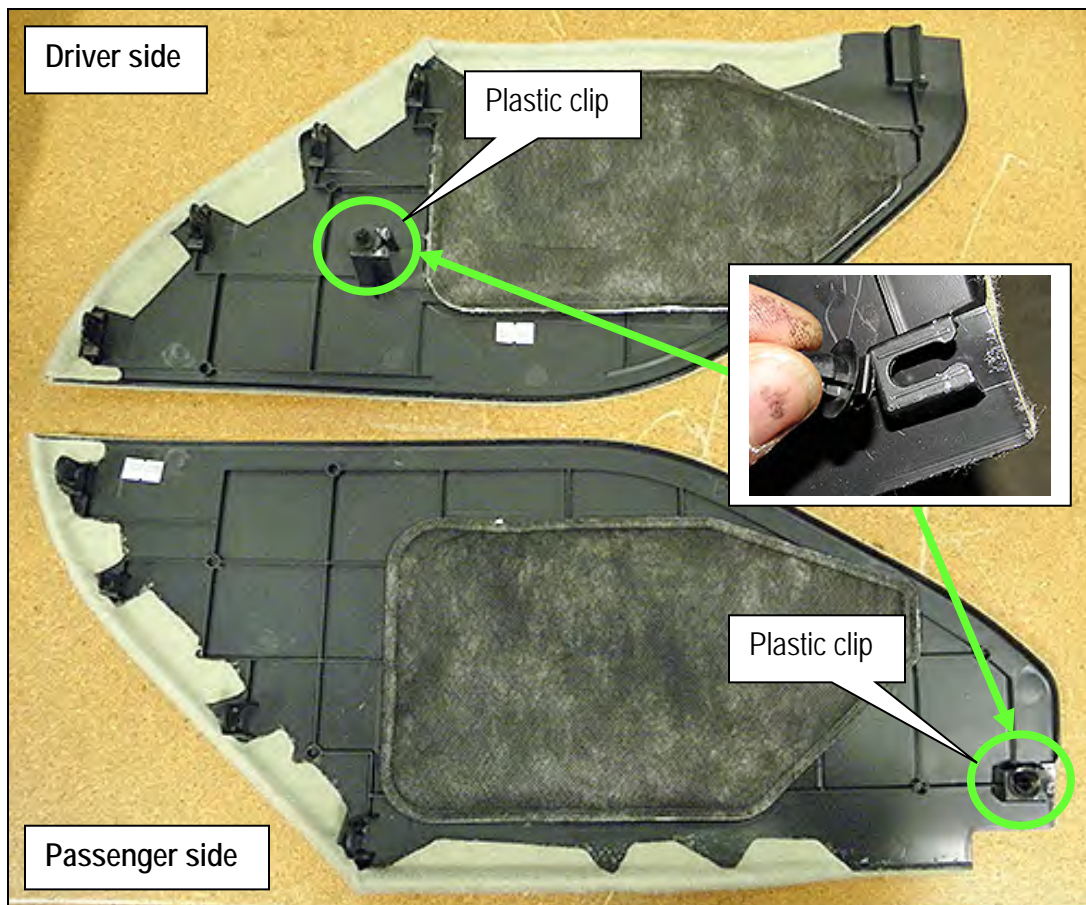


Figure 16B

5. Remove the shift knob:



Figure 17B

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

b. Remove retaining clip (Figure 18B).

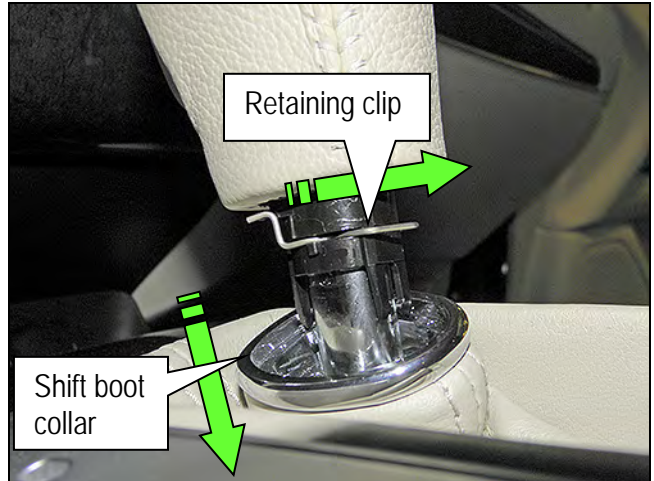


Figure 18B

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

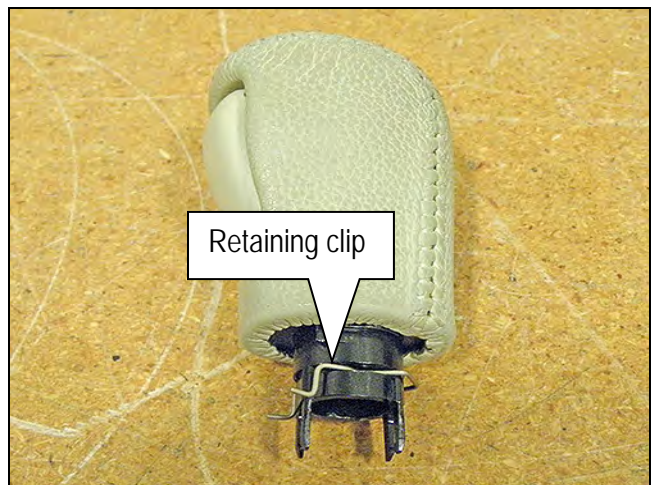


Figure 19B

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

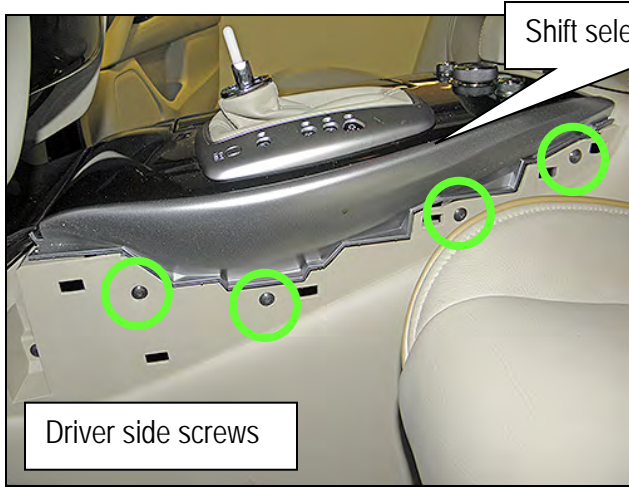


Figure 20B

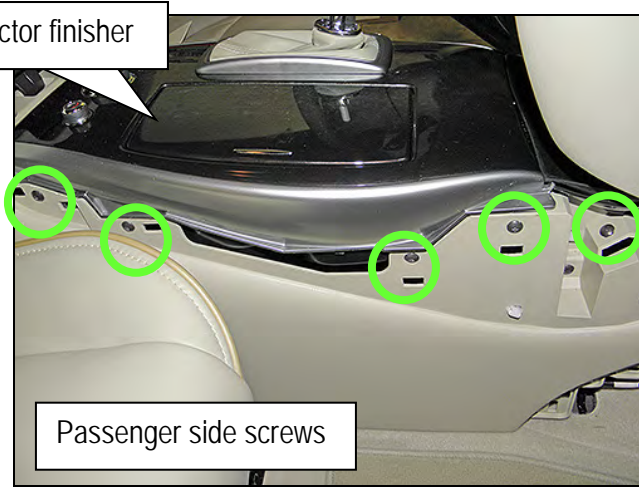


Figure 21B

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

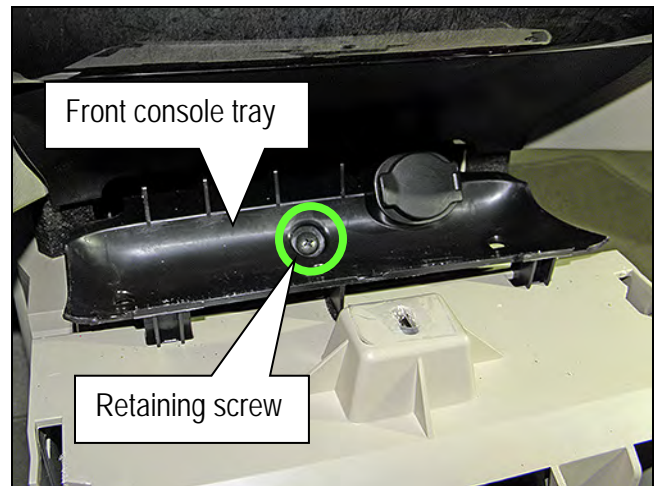


Figure 22B

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



Figure 23B

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



Figure 24B

- 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 25B).
 - d. Separate the shift selector finisher from the center console.

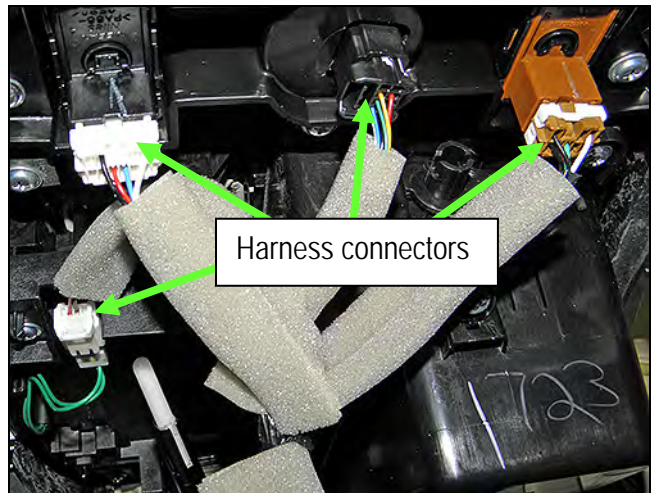


Figure 25B

10. Remove the center console rear finisher:

- Six hidden clips (Figure 26B).

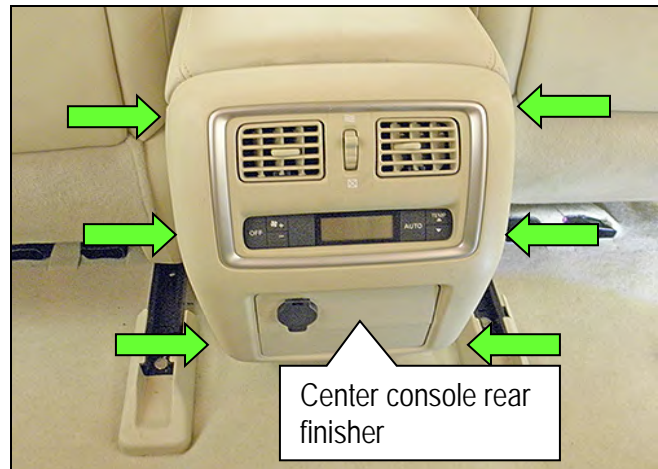


Figure 26B

- 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.

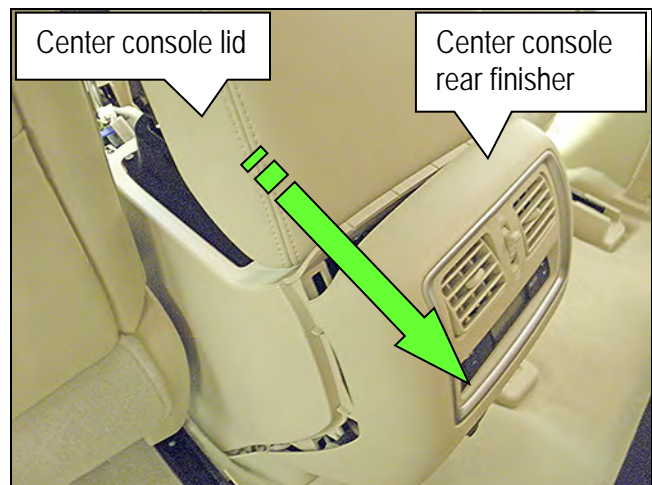


Figure 27B

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

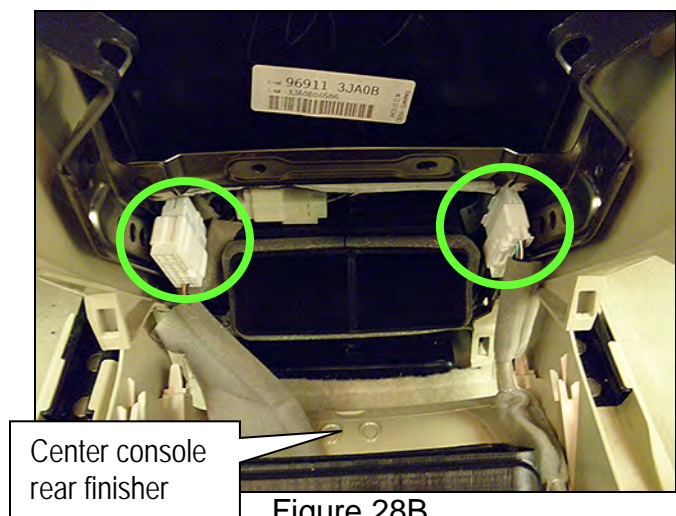


Figure 28B

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

- Driver's side shown. Passenger side similar.
- Reassembly torque: 5.5 N•m (0.56 kg-m, 49 in-lb.)

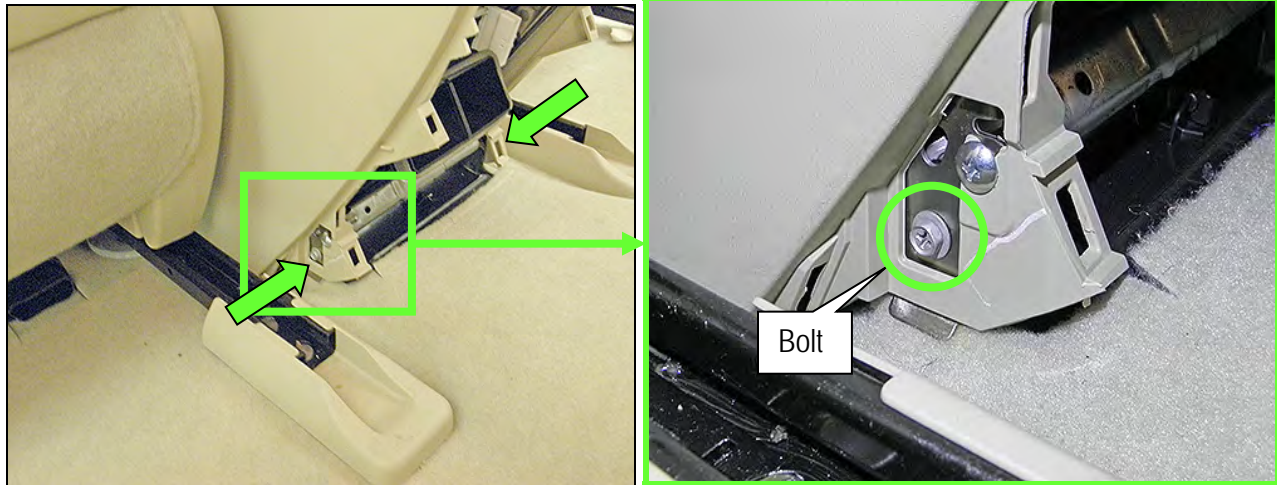


Figure 29B

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

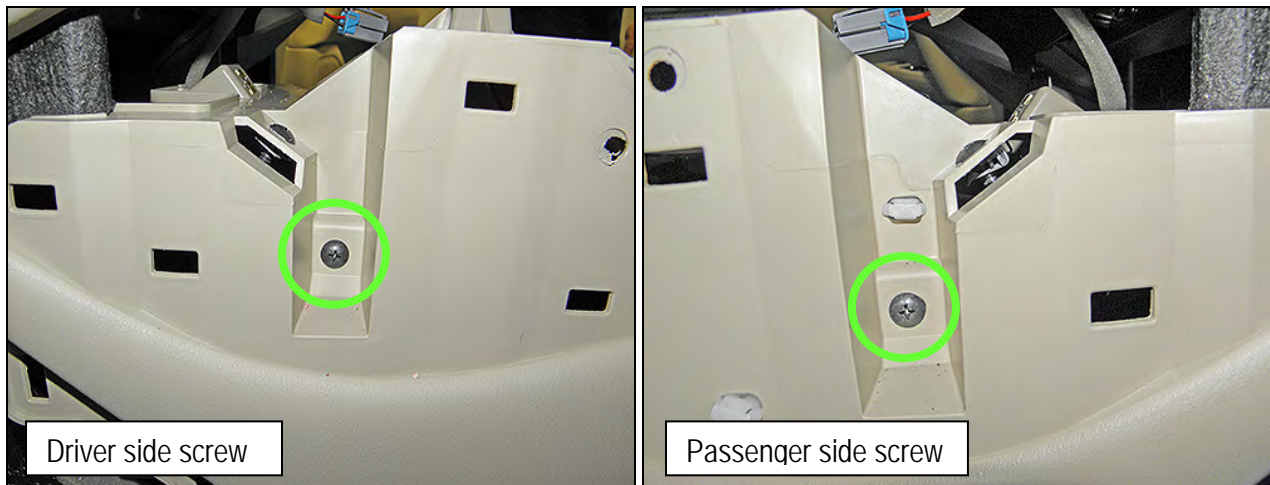


Figure 30B

13. Disconnect the three harness connectors on the passenger side center console.

- Do not unclip harnesses from center console.

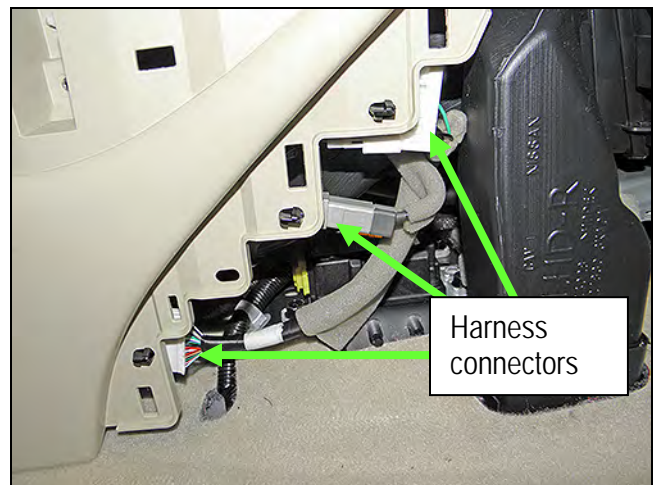


Figure 31B

14. Unclip the harness from the shift selector assembly (Figure 32B).

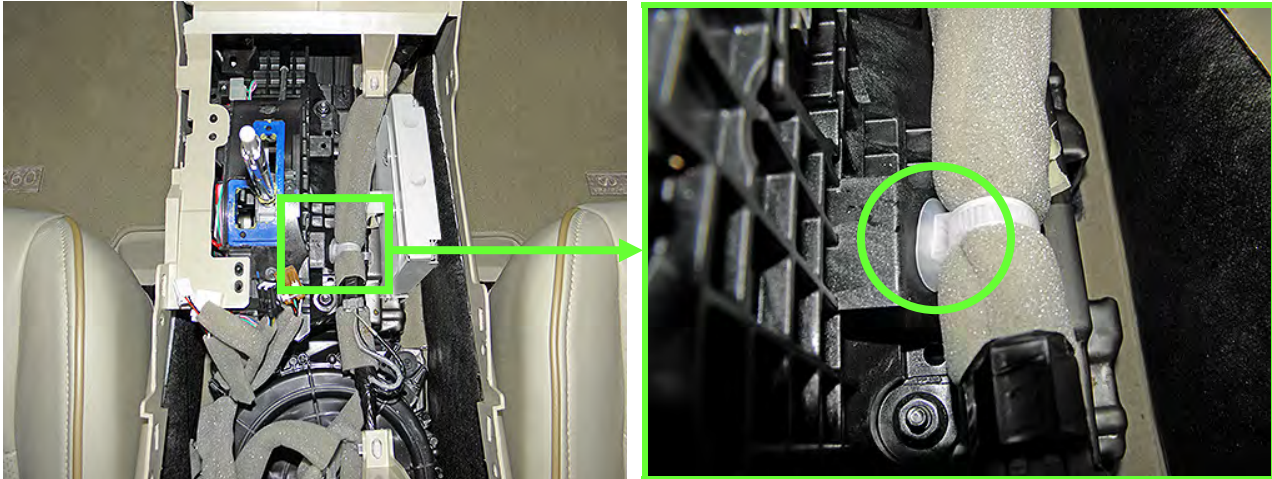


Figure 32B

15. Remove the center console (Figure 33B).

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

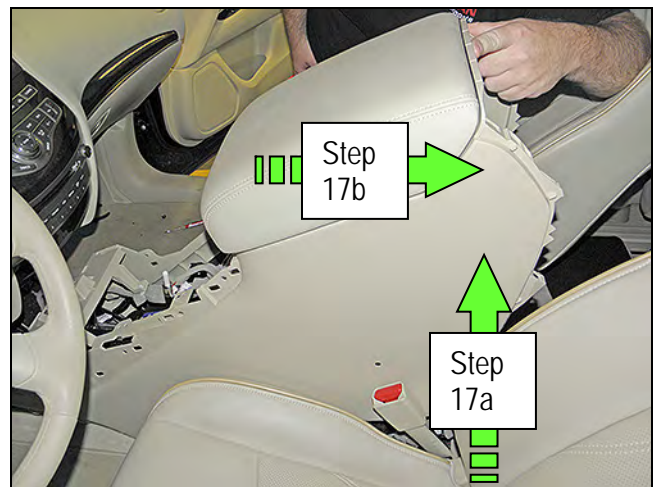


Figure 33B

16. Remove the four nuts that attach the shift selector assembly to the center console brace (Figure 34B).

NOTE: Top left nut is hidden in Figure 34B.

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

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

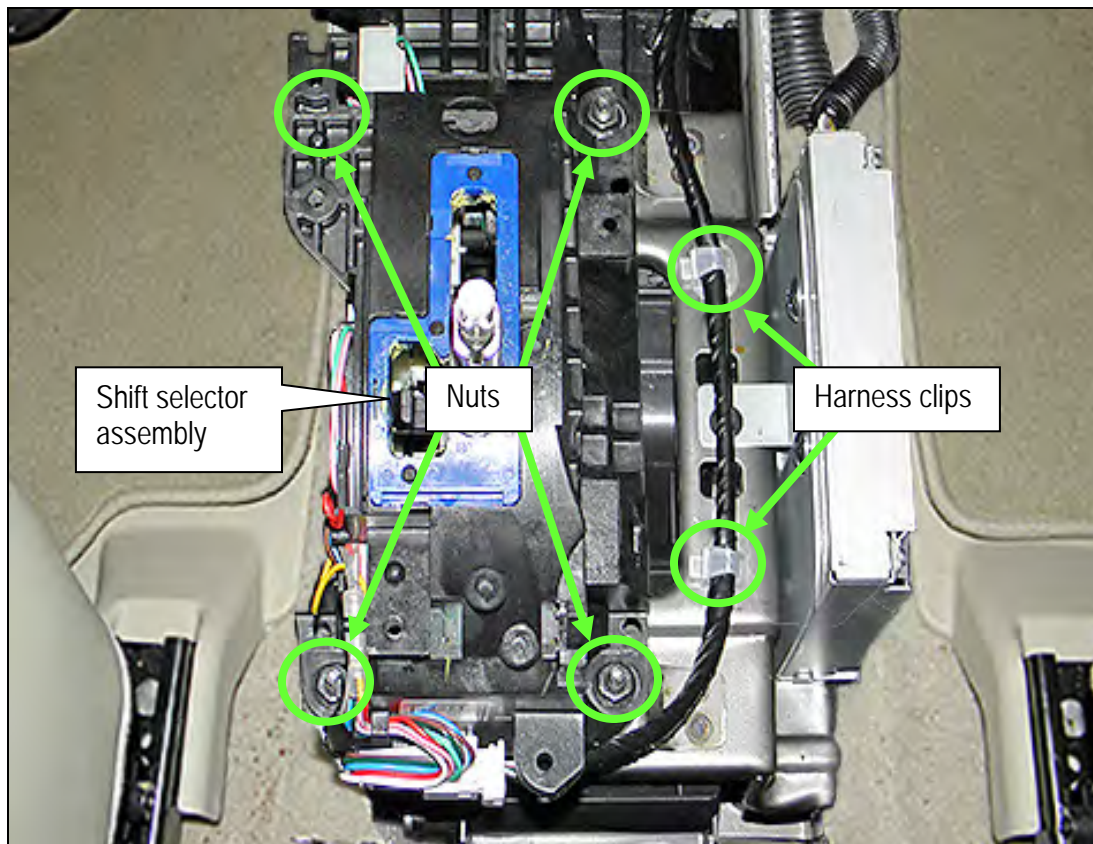


Figure 34B

18. Unclip the three harness clips from the center console brace shown in Figure 35B.

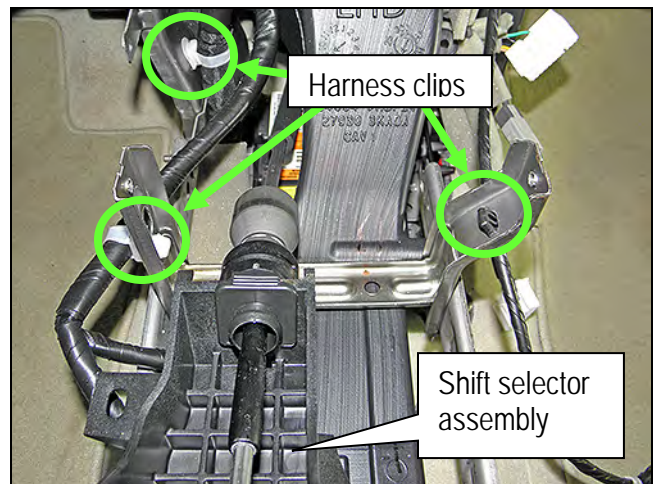


Figure 35B

19. Lift the shift selector assembly away from the center console brace and lay it on the driver's side floor (Figure 36B).

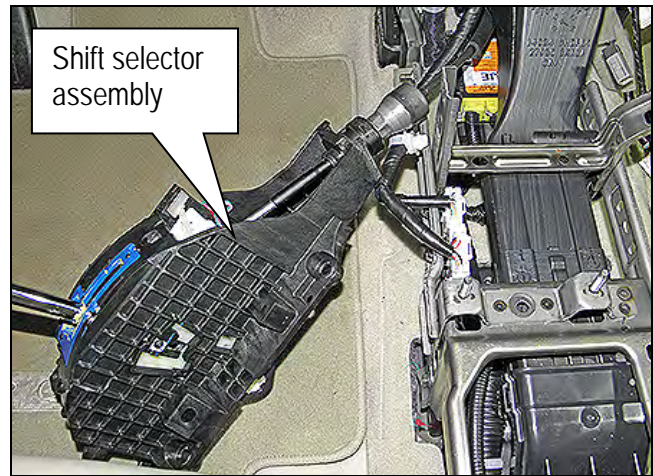


Figure 36B

20. Unclip the two harness connectors shown in Figure 37B from the driver's side of the center console brace.

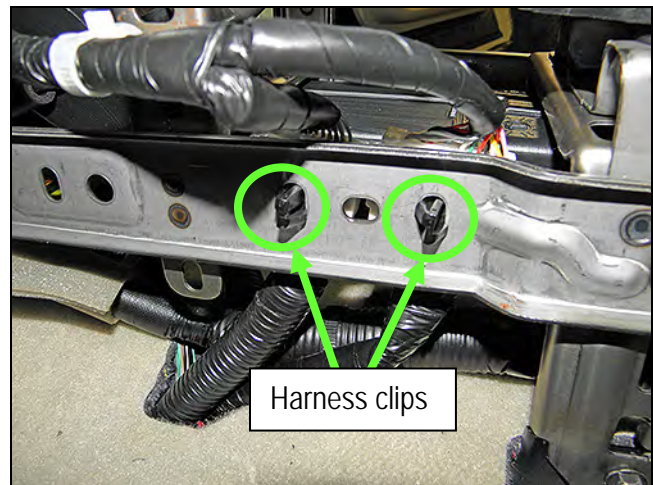


Figure 37B

21. Unplug the two harness connectors that were unclipped in step 22B and shown in Figure 38B.

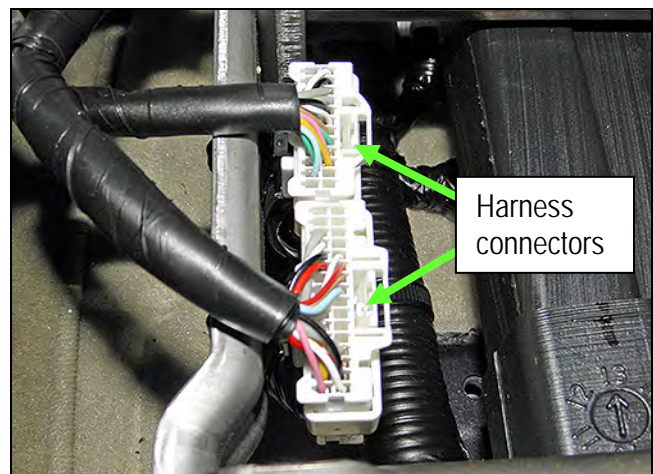


Figure 38B

22. Remove the around view monitor control unit from the center console brace (Figure 39B).
 - a. Disconnect the harness connectors from the around view monitor control unit.
 - b. Remove one top screw (not shown) and two bottom screws.

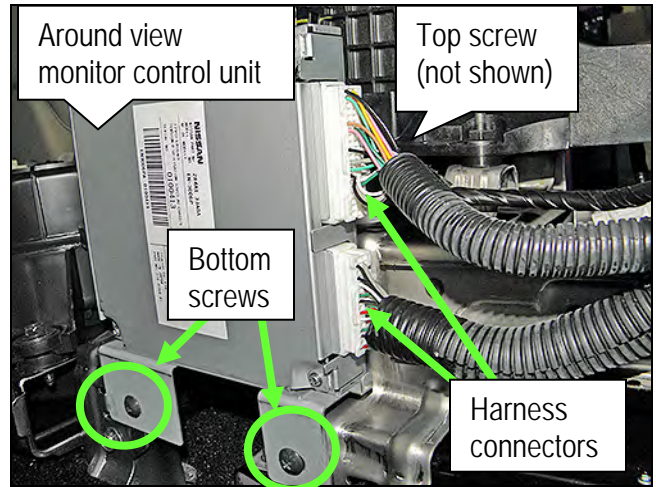


Figure 39B

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

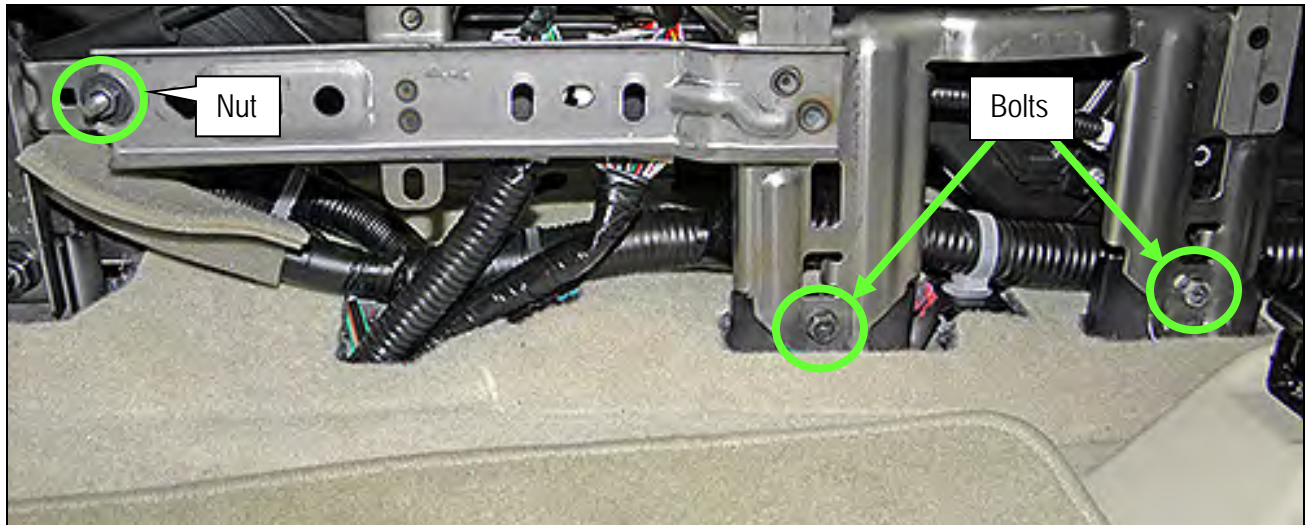


Figure 40B

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

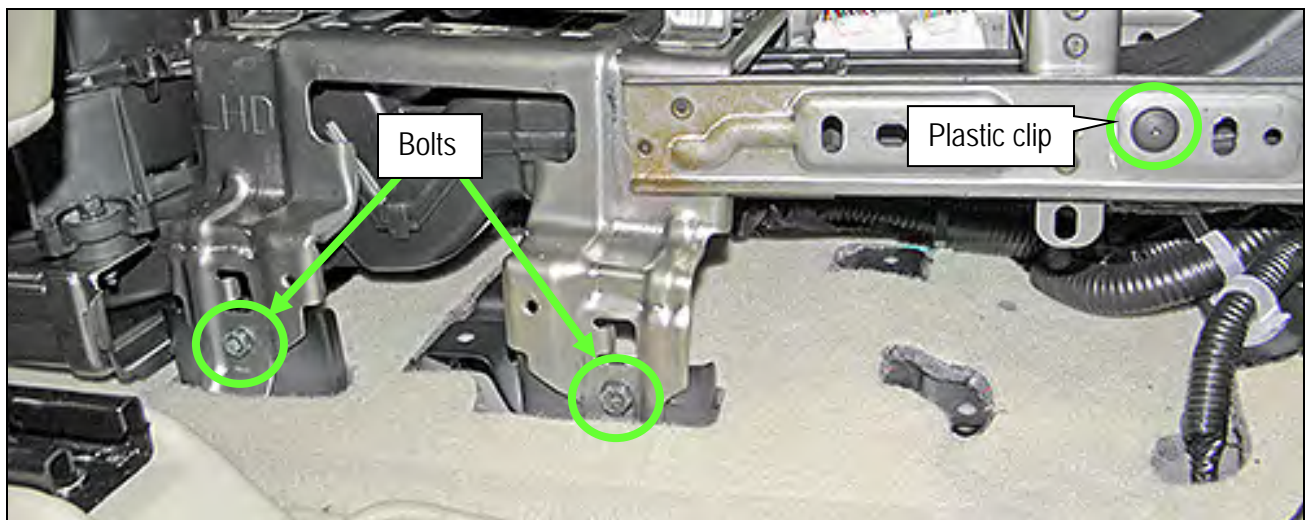


Figure 41B

25. 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.

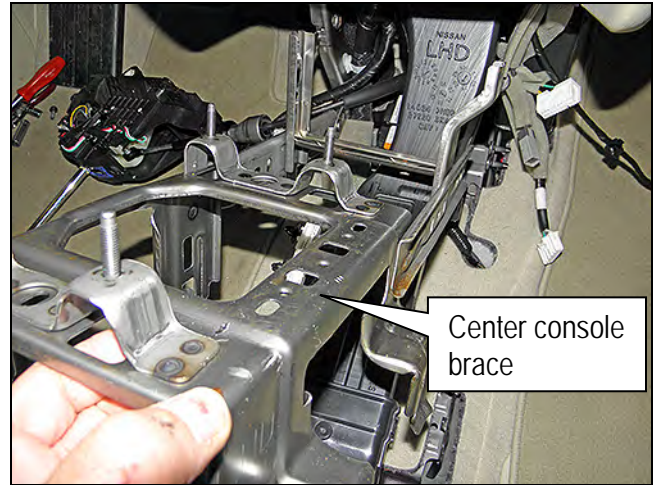


Figure 42B

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

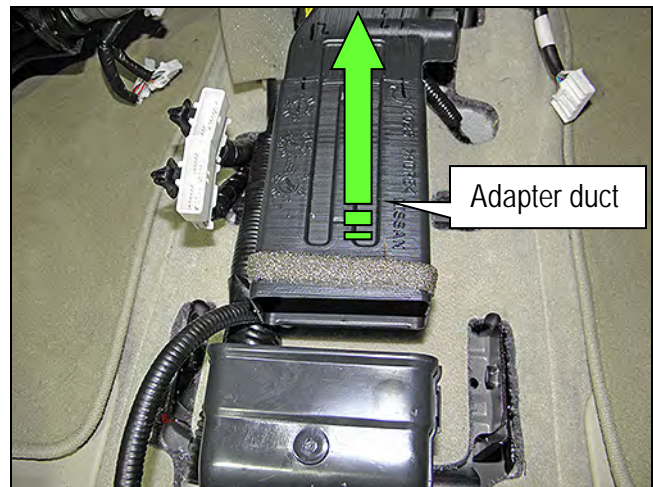


Figure 43B

27. Unbolt the 3 bolts that retain the rear blower unit assembly (Figure 44B) 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:
7 N•m (0.7 kg-m, 62 in-lb.)

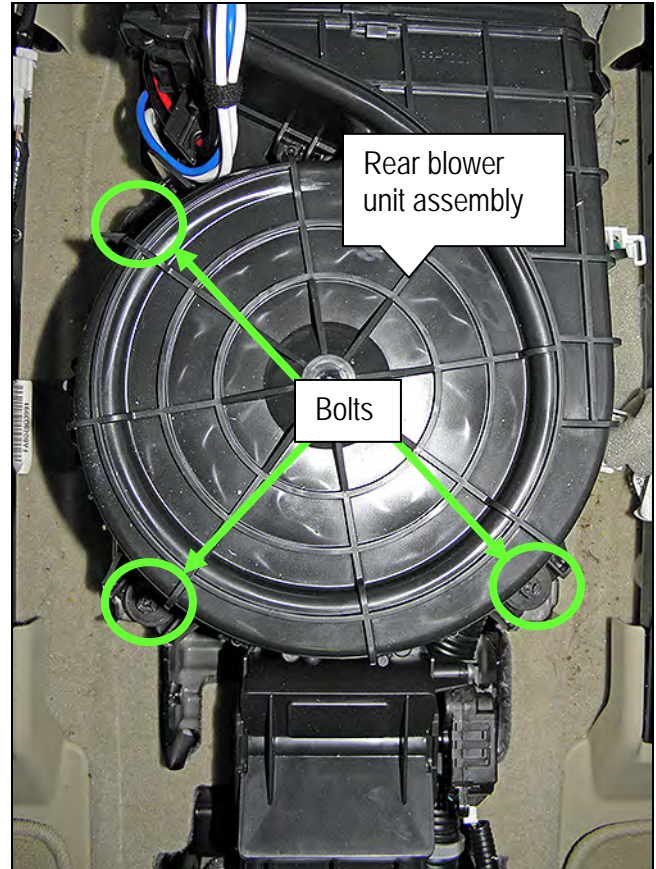


Figure 44B

28. Disconnect the three harness connectors from the TCU (Figure 45B).

29. Unclip the antenna support clip from the TCU bracket (Figure 45B).

30. Unbolt the four bolts that attach the TCU to the vehicle floor (Figure 45B)

- One bolt hidden in Figure 45B.
- Reassembly torque: 10.1 N•m (1.0 kg-m, 7 ft-lb.)

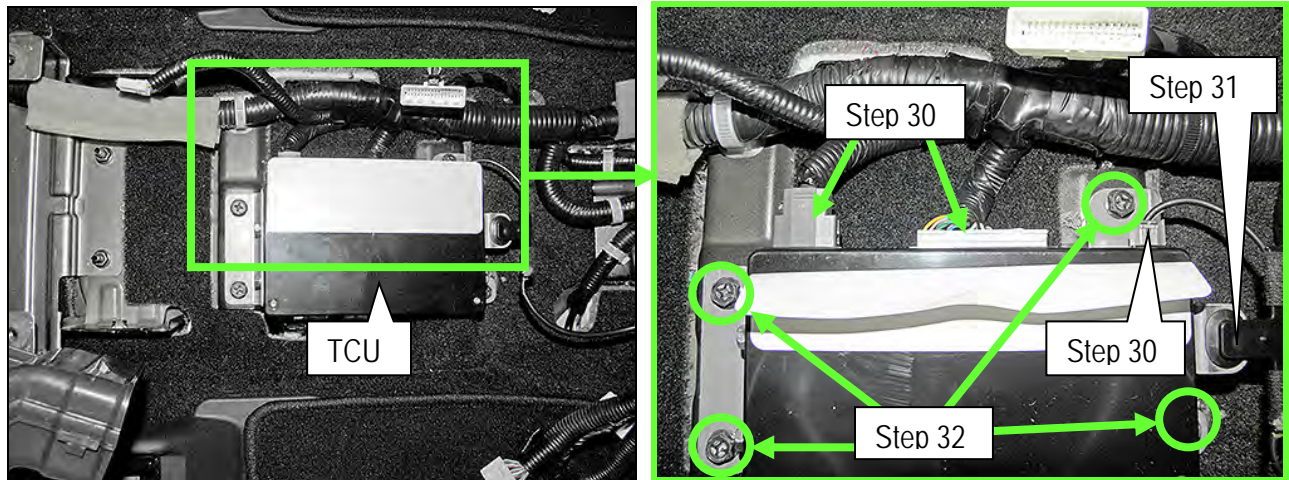


Figure 45B

31. 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 46B).
- b. Transfer the brackets to the new TCU and install bolts.
 - Reassembly torque: 5.5 N•m (0.56 kg-m, 49 in-lb.)

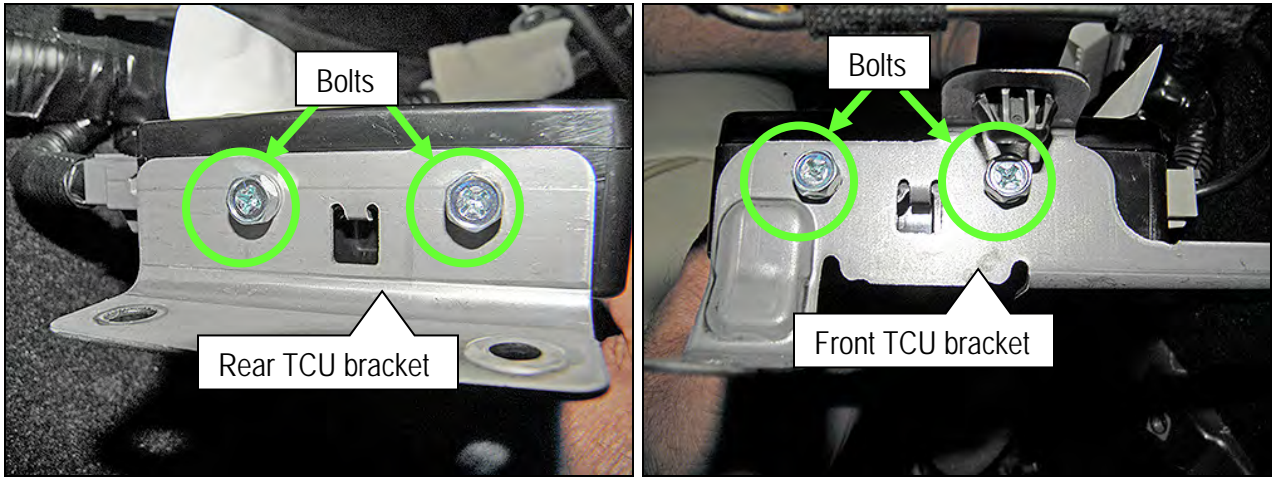


Figure 46B

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 47B

2. Call the INFINITI CONNECTION™ Call Center at 1-800-334-7858, press "1" 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**. 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 Year's Day

Christmas Eve: 7AM – 7PM

New Year's Eve: 7AM – 7PM

Install Replacement TCU

1. Install the replacement TCU into the vehicle and reassemble in the reverse order of disassembly.

Turn TCU ON

1. Perform steps 1-15 of **Turn OFF the TCU** procedure, starting on page 18, to turn the TCU ON and then confirm the **Current status** field shows "On".

IMPORTANT Leave the vehicle ignition ON until the Telematics icon turns white and is not crossed out as shown in Figure 48B.

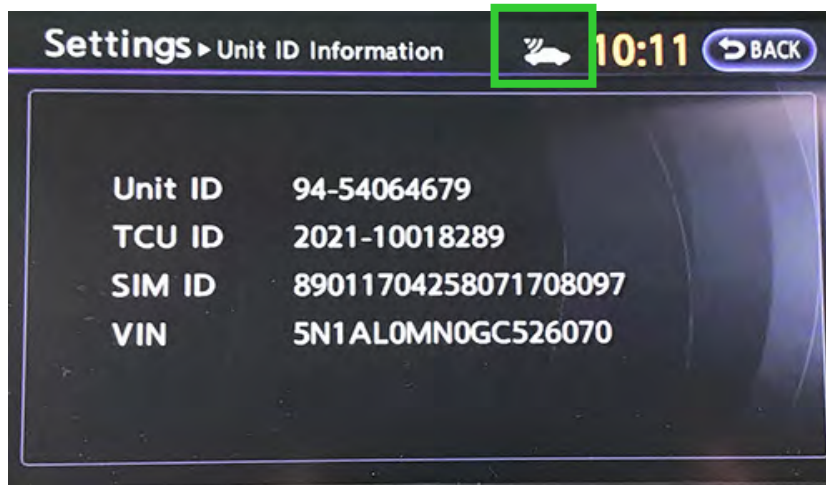


Figure 48B

Write VIN Data

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

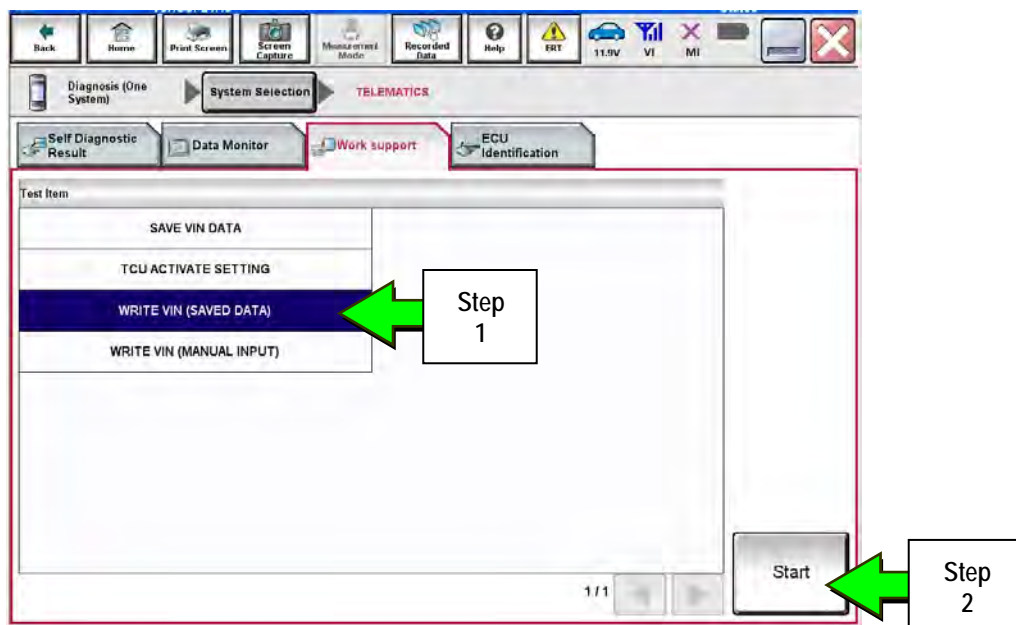


Figure 49B

3. Select **Start**.

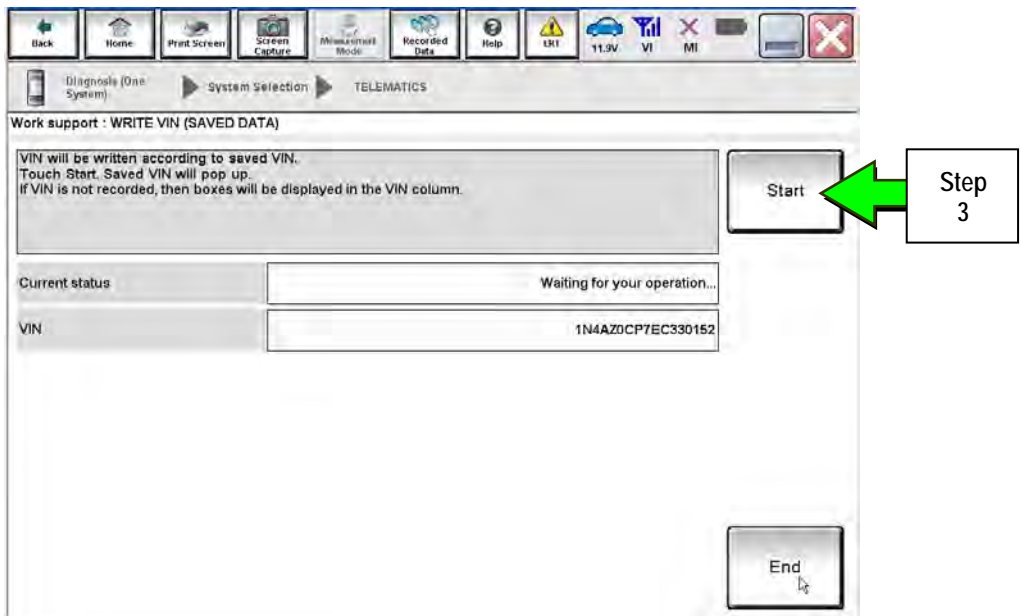


Figure 50B

4. Select **End**.

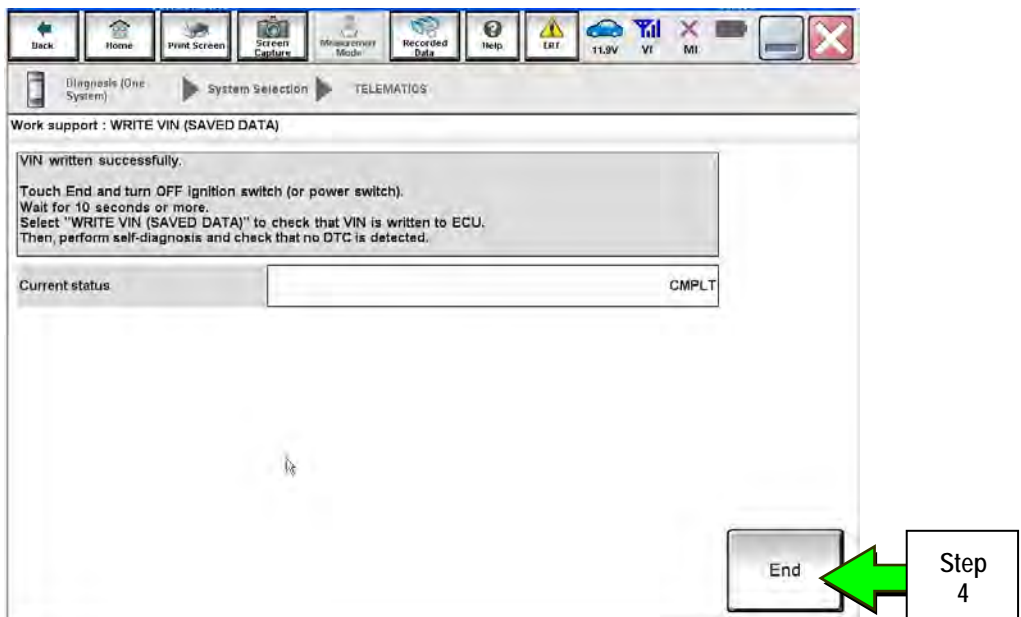


Figure 51B

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.
- After writing VIN to new TCU, confirm SOS light on overhead console is illuminated solid.

Infiniti Owner Portal Login and Infiniti Connection Subscription Confirmation Instructions:

Owners must follow these instructions to confirm their participation in the complimentary trial for Infiniti Connection Plus telematics service.

- a. Log onto the Infiniti Owner Portal, if not already enrolled, the client will need to create an account and add their vehicle to their personal garage, then click on the Infiniti Connection button.
 - The client will be directed to the Infiniti Connection web portal where they should click the “Enroll Now” button.
 - b. The primary subscriber tab will open and be pre-populated if the client was previously enrolled in Infiniti Connection, otherwise, the client will need to enter their information and click “Next”.
 - c. The Package Selection page will appear where the complimentary 12-month Infiniti Connection Plus package information will be pre-populated. No credit card is required to continue, but the client may elect to automatically renew after the complimentary subscription by providing payment information, then click “Next”.
 - d. The client will be presented with their selection summary and asked to confirm the Terms & Conditions of participation. This will complete the confirmation and services will be active.
 - e. If the client has not already done so, assist the client in downloading the Infiniti Connection companion app from either the App Store or Google Play.
 - f. For assistance with this process, you and your clients can contact Infiniti Owner Services at 1- 855-444-7244.
5. Procedure is complete.

QX56 & QX80 Telematics Control Unit Replacement

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

Client Service Initiative Overview:

1. Turn OFF the original TCU using CONSULT-III plus (C-III plus) (page 44).
2. **Save the VIN DATA using C-III plus (page 49).**
3. Remove the original TCU from the vehicle (page 50).
4. **Deactivate (unregister) the original TCU by calling INFINITI CONNECTION™ Call Center (page 52).**
5. **Activate (register) the replacement TCU by calling INFINITI CONNECTION™ Call Center (page 52).**
6. Install the replacement TCU in the vehicle (page 53).
7. Turn ON the replacement TCU using C-III plus (page 53).
8. **Write the VIN DATA using C-III plus (page 53).**

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)**.

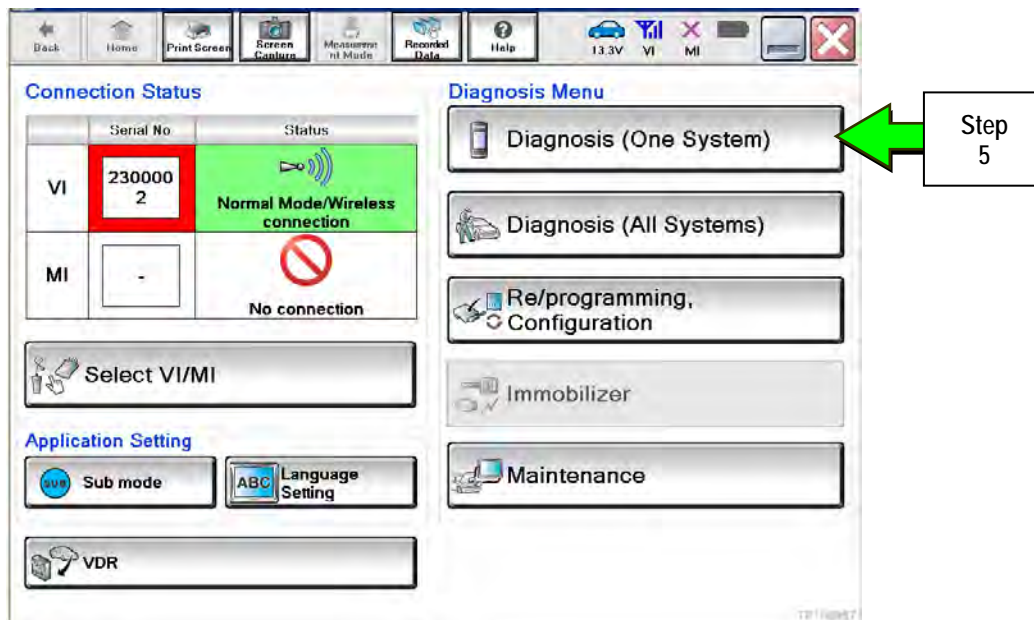


Figure 1C

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

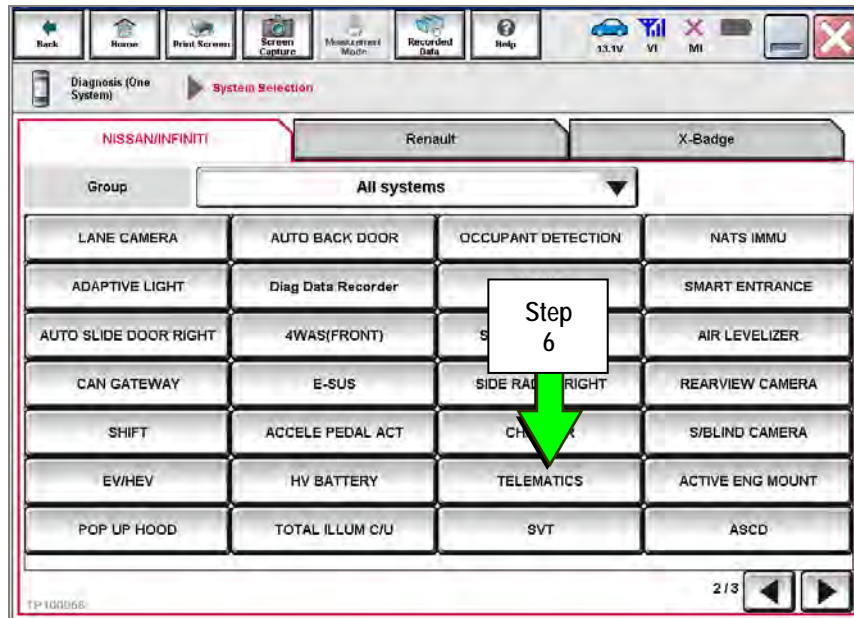


Figure 2C

7. Select **Work support**.

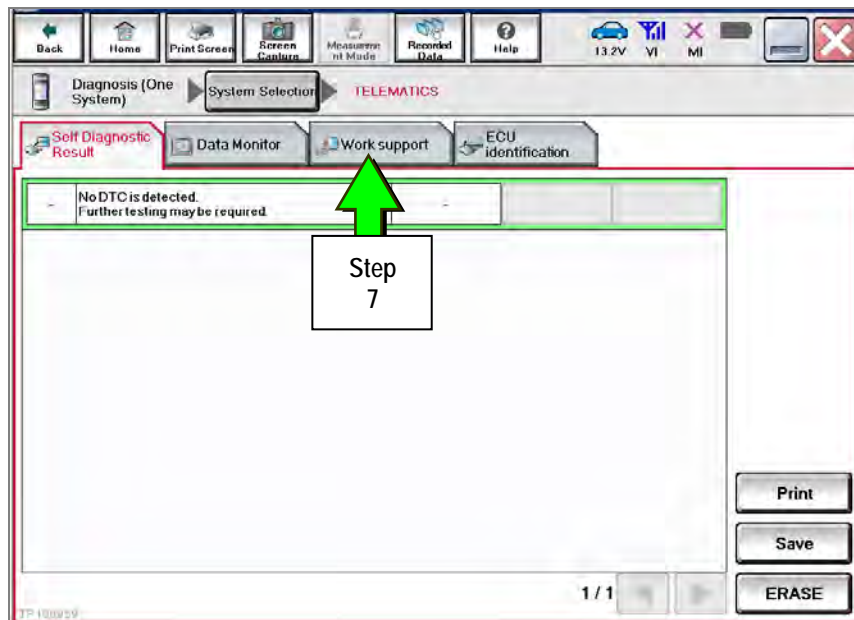


Figure 3C

8. Select TCU ACTIVATE SETTING.

9. Select **Start**.

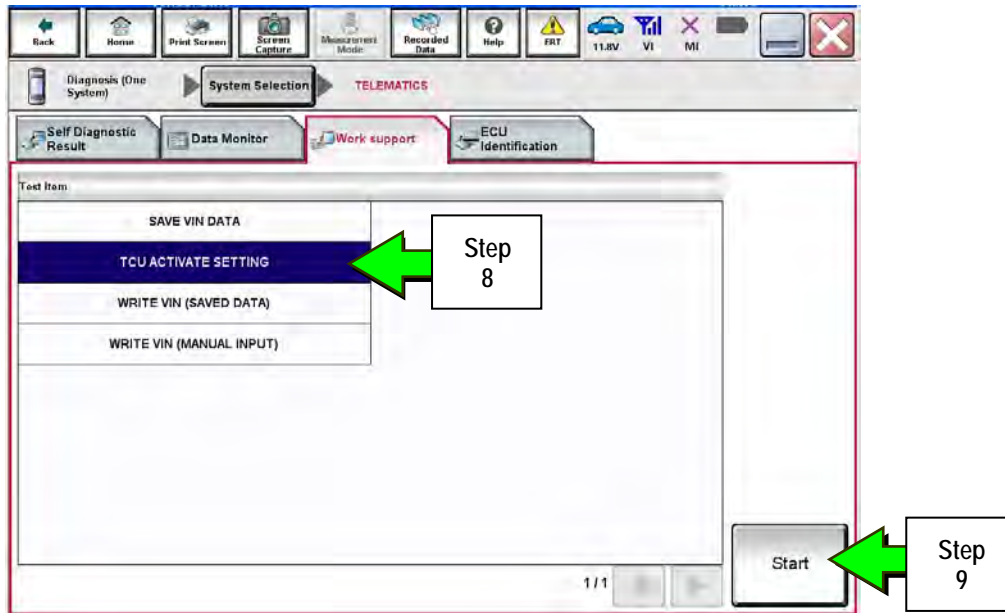


Figure 4C

10. Select **Start**.

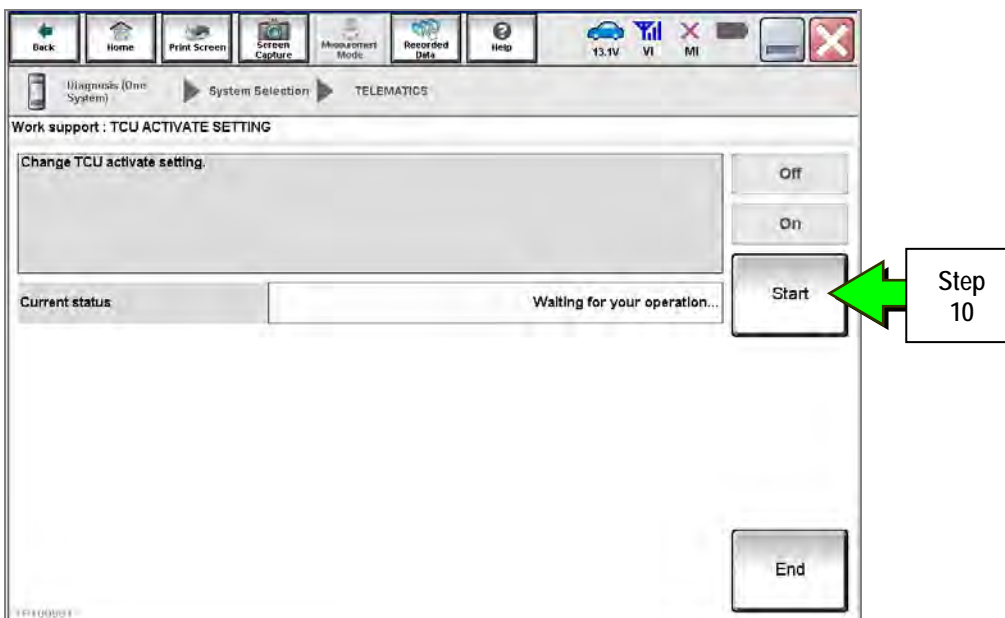


Figure 5C

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

12. Select **End**.

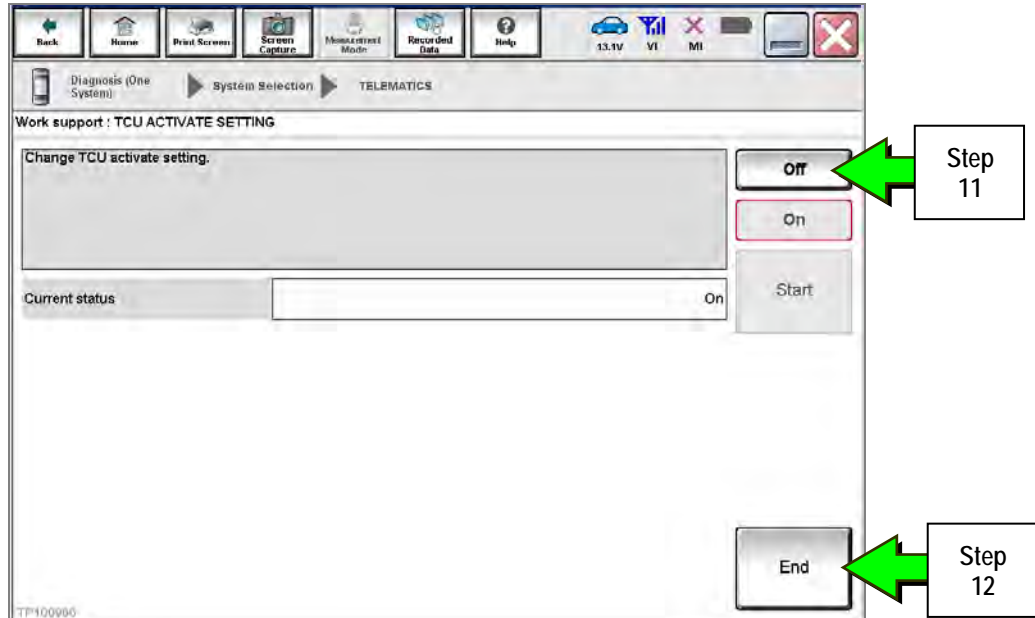


Figure 6C

13. Select **Start**.

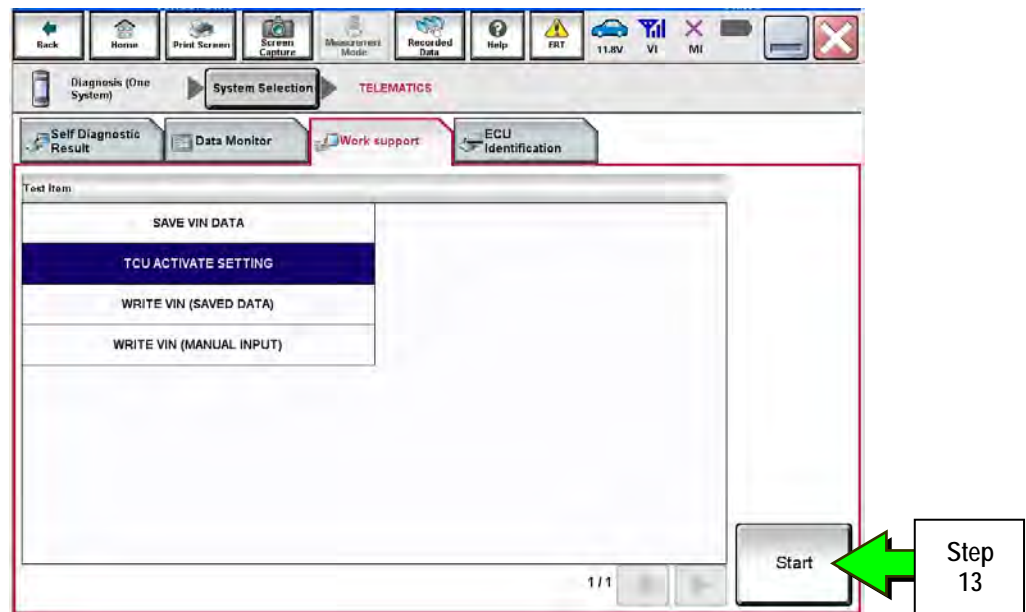


Figure 7C

14. Select **Start**.

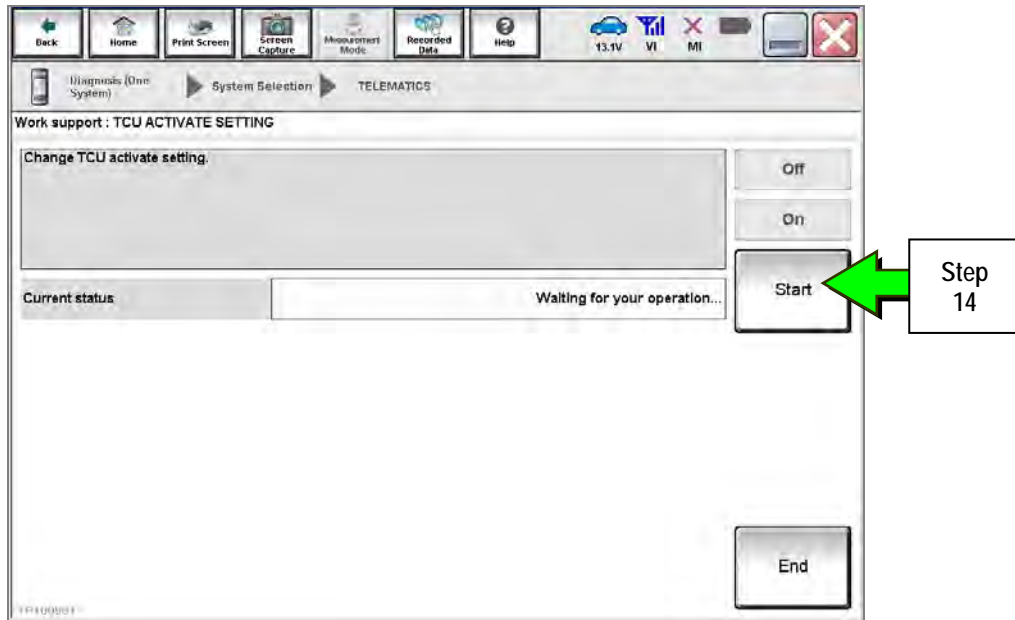


Figure 8C

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

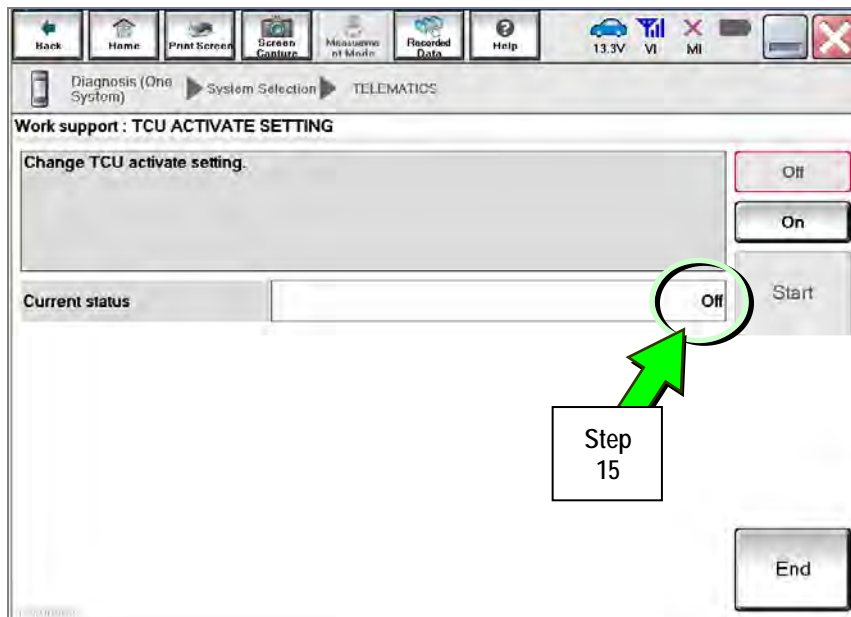


Figure 9C

Save VIN Data

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

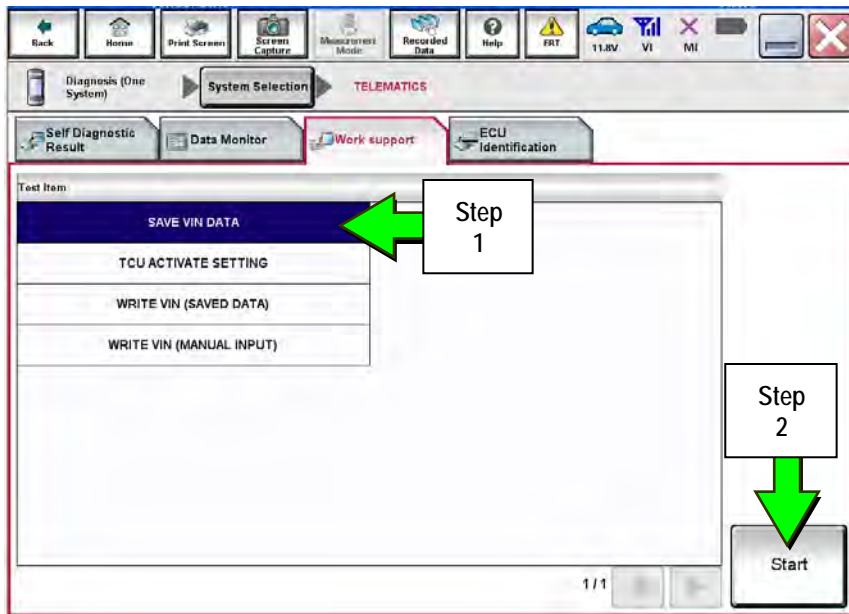


Figure 10C

3. Select **Start**.

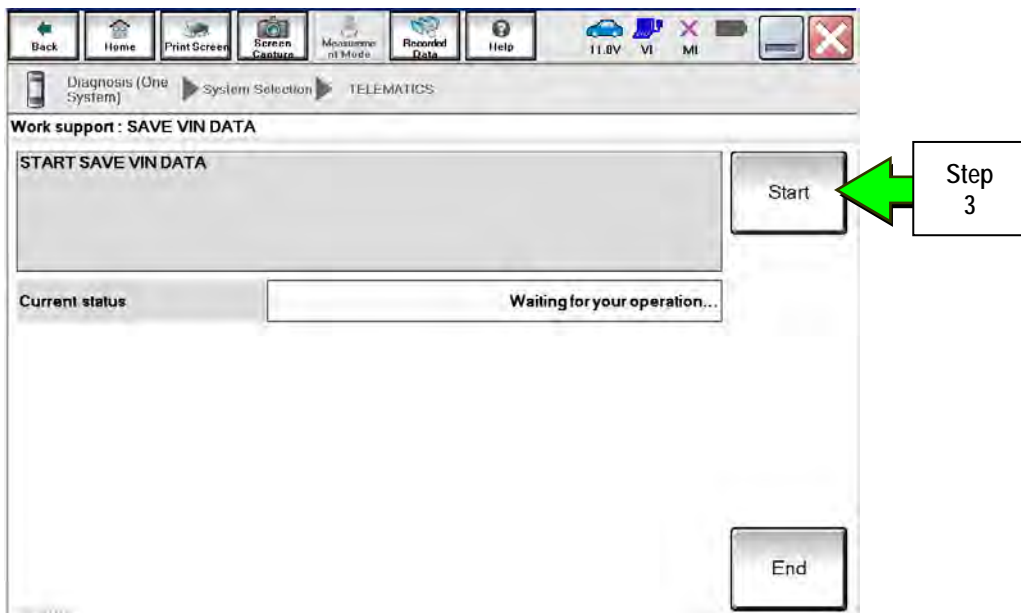


Figure 11C

4. Select **End**.

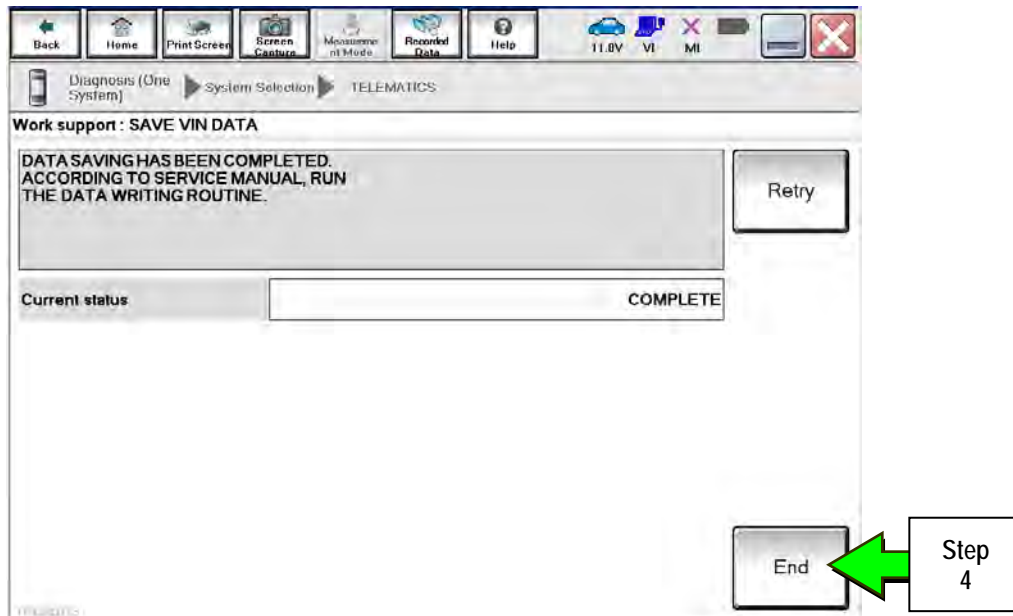



Figure 12C

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

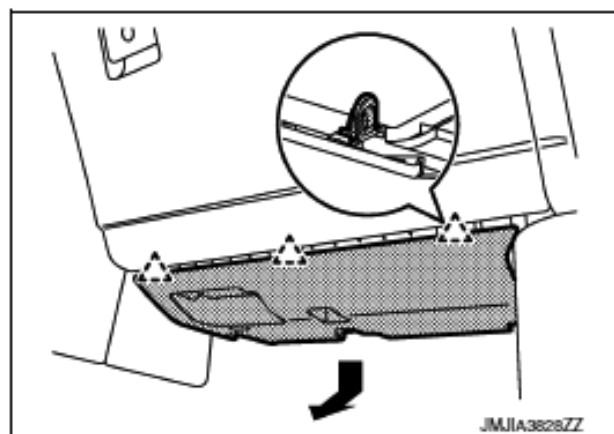




Figure 13C

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

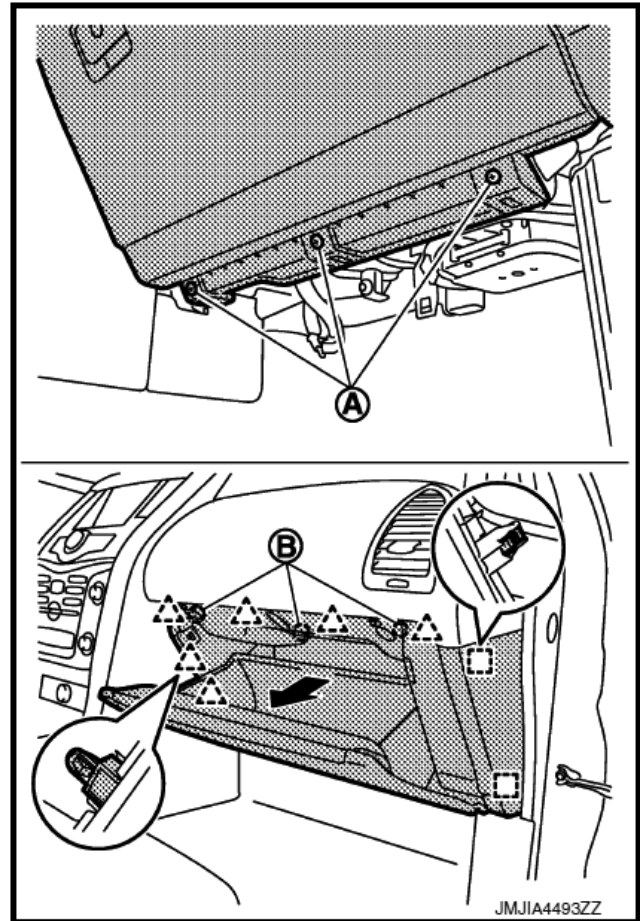
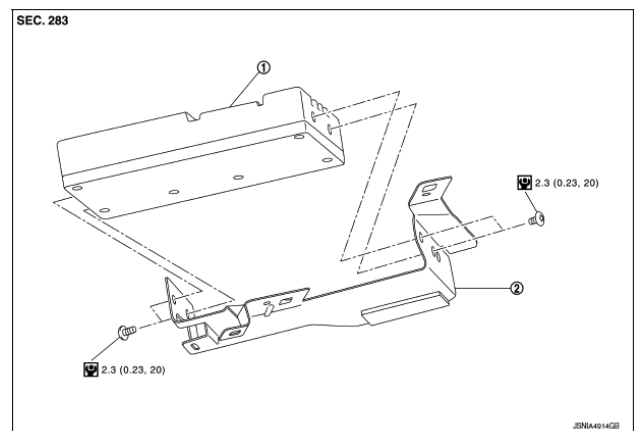


Figure 14C

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.
 - Reassembly torque:
2.3 N•m (0.23 kg-m, 20 in-lb.)



1. TCU 2. Bracket

Figure 15C

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 16C

2. Call the INFINITI CONNECTION™ Call Center at 1-800-334-7858, press “1” 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**. 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 Year's Day

Christmas Eve: 7AM – 7PM

New Year's Eve: 7AM – 7PM

Install Replacement TCU

1. Install the replacement TCU into the vehicle and reassemble in the reverse order of disassembly.

Turn TCU ON

1. Perform steps 1-15 of **Turn OFF the TCU** procedure, starting on page 44, to turn the TCU ON and then confirm the **Current status** field shows "On".

IMPORTANT Leave the vehicle ignition ON until the Telematics icon turns white and is not crossed out as shown in Figure 17C.

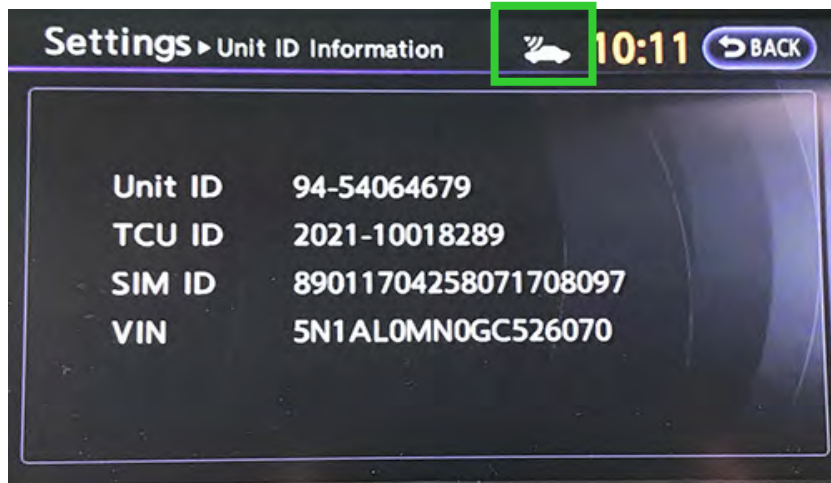


Figure 17C

Write VIN Data

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

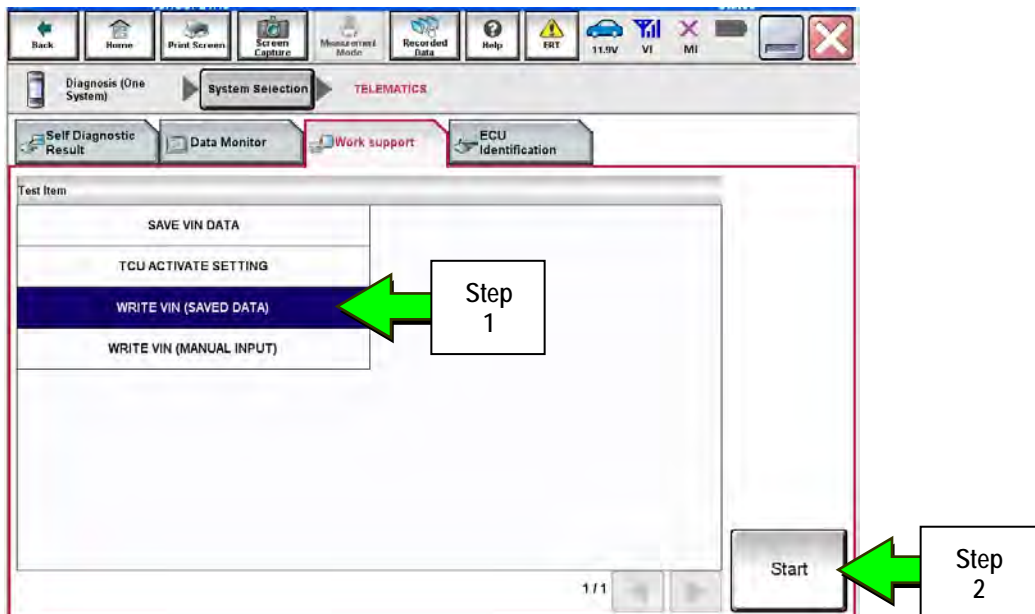


Figure 18C

3. Select **Start**.

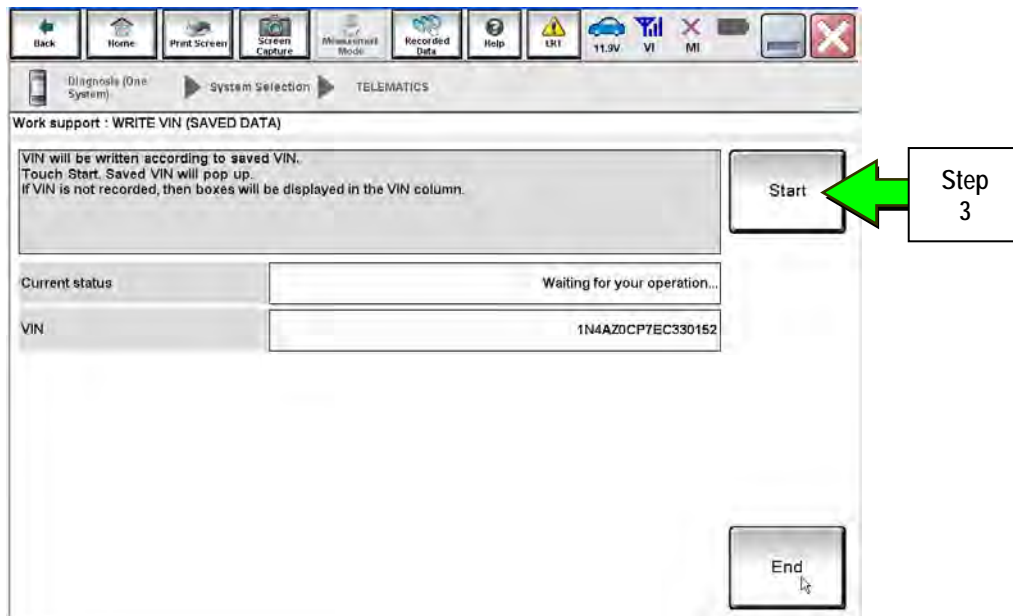


Figure 19C

4. Select **End**.

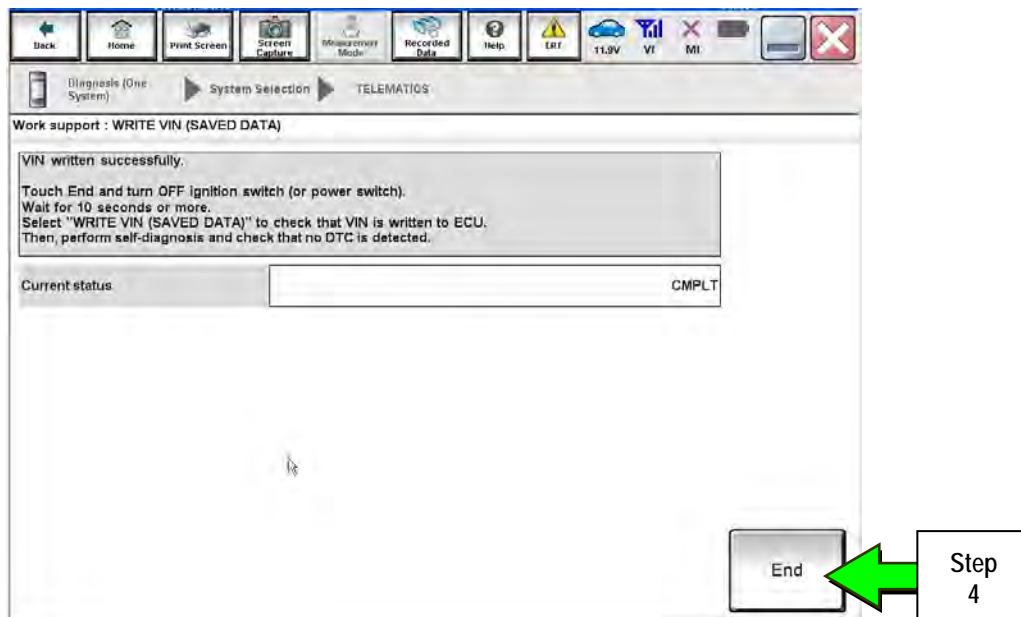


Figure 20C

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.
- After writing VIN to new TCU, confirm SOS light on overhead console is illuminated solid.

Infiniti Owner Portal Login and Infiniti Connection Subscription Confirmation Instructions:

Owners must follow these instructions to confirm their participation in the complimentary trial for Infiniti Connection Plus telematics service.

- a. Log onto the Infiniti Owner Portal, if not already enrolled, the client will need to create an account and add their vehicle to their personal garage, then click on the Infiniti Connection button.
 - The client will be directed to the Infiniti Connection web portal where they should click the “Enroll Now” button.
 - b. The primary subscriber tab will open and be pre-populated if the client was previously enrolled in Infiniti Connection, otherwise, the client will need to enter their information and click “Next”.
 - c. The Package Selection page will appear where the complimentary 12-month Infiniti Connection Plus package information will be pre-populated. No credit card is required to continue, but the client may elect to automatically renew after the complimentary subscription by providing payment information, then click “Next”.
 - d. The client will be presented with their selection summary and asked to confirm the Terms & Conditions of participation. This will complete the confirmation and services will be active.
 - e. If the client has not already done so, assist the client in downloading the Infiniti Connection companion app from either the App Store or Google Play.
 - f. For assistance with this process, you and your clients can contact Infiniti Owner Services at 1- 855-444-7244.
5. Procedure is complete.

Q50 & Q50 Hybrid Telematics Control Unit Replacement

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

Client Service Initiative Overview:

1. Turn OFF the original TCU using CONSULT-III plus (C-III plus) (page 57).
2. **Save the VIN DATA using C-III plus (page 62).**
3. Remove the original TCU from the vehicle (page 64).
4. **Deactivate (unregister) the original TCU by calling INFINITI CONNECTION™ Call Center (page 72).**
5. **Activate (register) the replacement TCU by calling INFINITI CONNECTION™ Call Center (page 72).**
6. Install the replacement TCU in the vehicle (page 73).
7. Turn ON the replacement TCU using C-III plus (page 73).
8. **Write the VIN DATA using C-III plus (page 73).**

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)**.

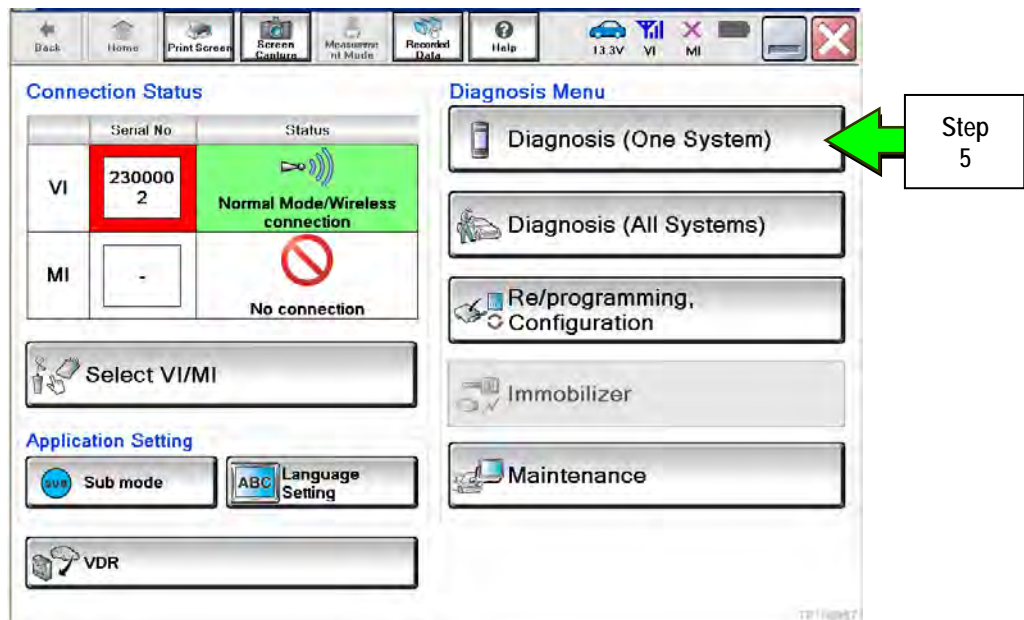


Figure 1D

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

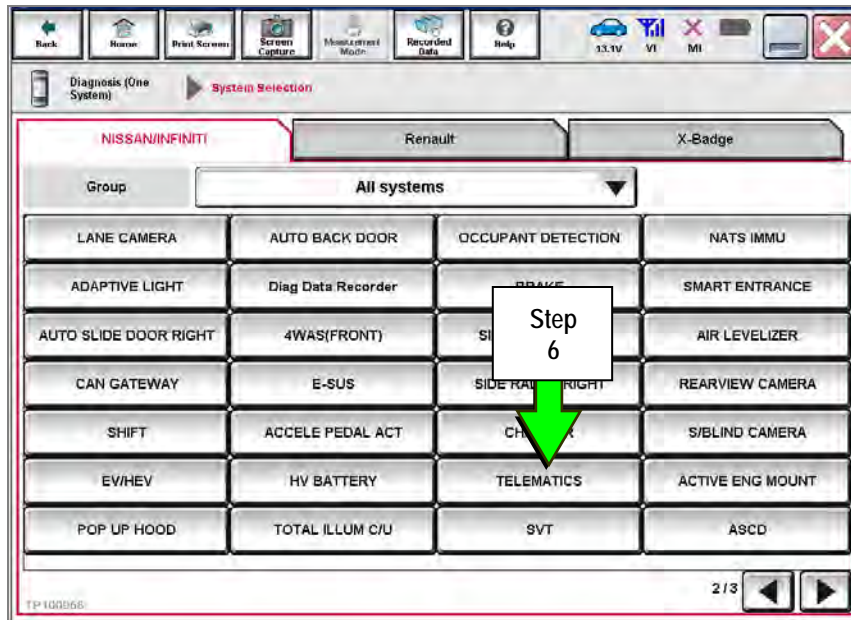


Figure 2D

- 7. Select **Work support**.

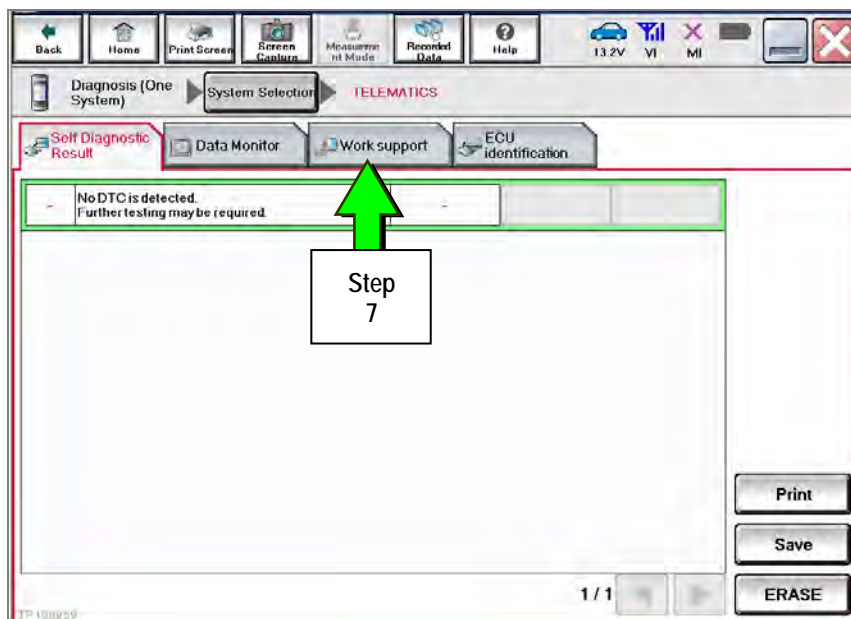


Figure 3D

- 8. Select TCU ACTIVATE SETTING.
- 9. Select Start.

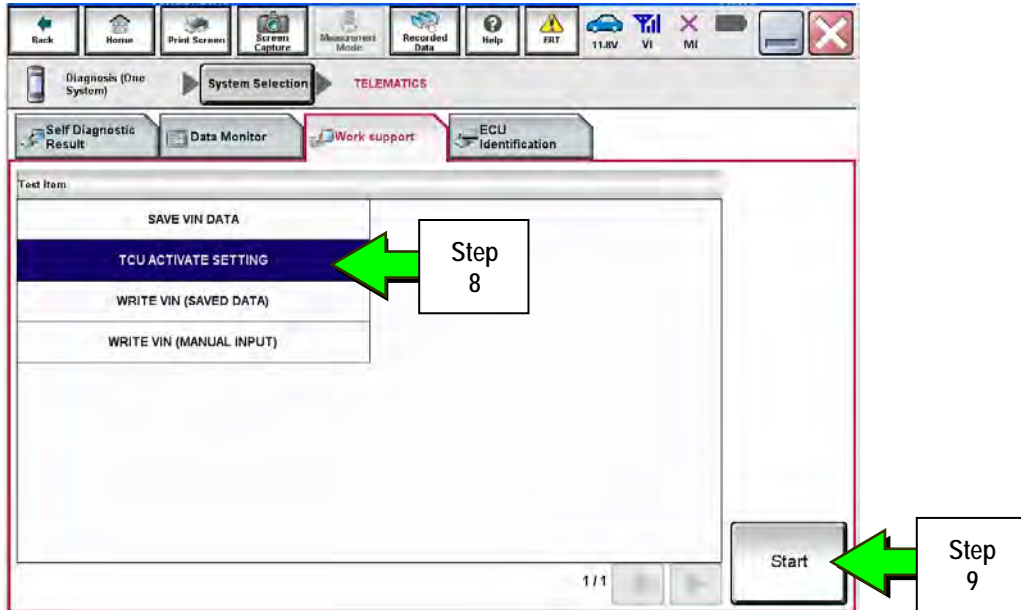


Figure 4D

- 10. Select Start.

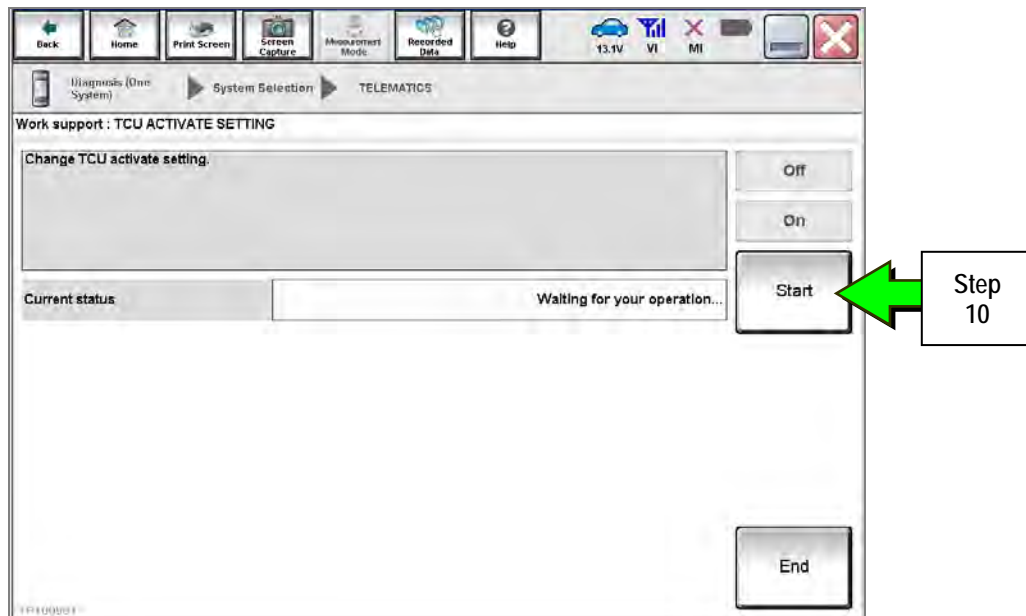


Figure 5D

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

12. Select **End**.

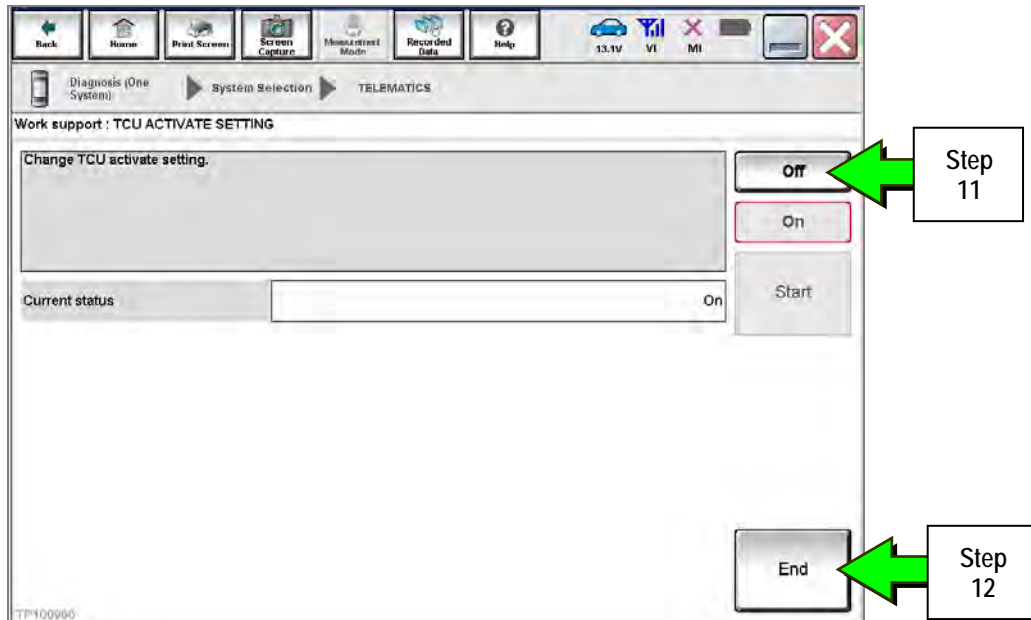


Figure 6D

13. Select **Start**.

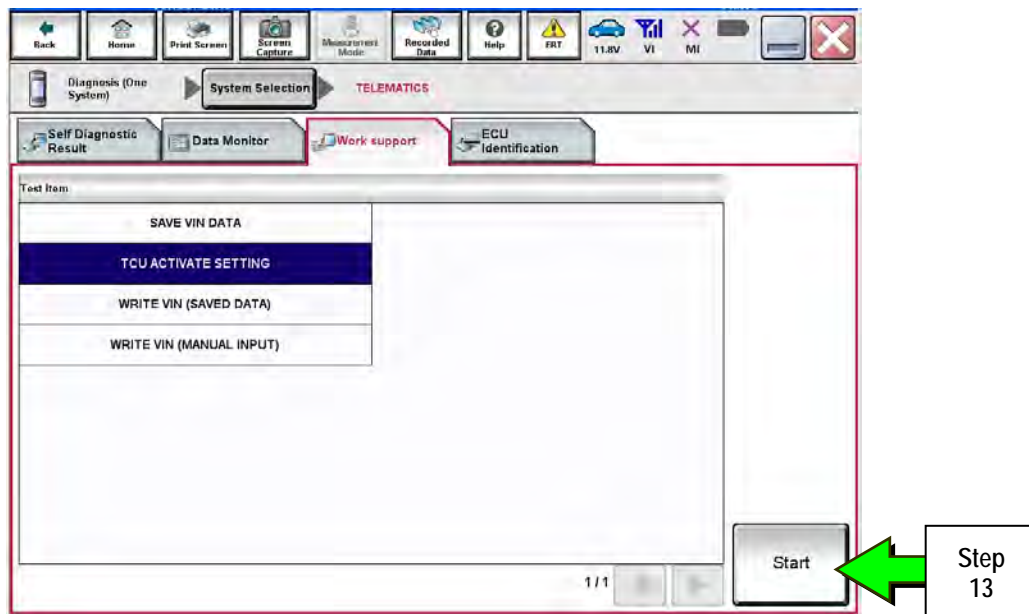


Figure 7D

14. Select **Start**.

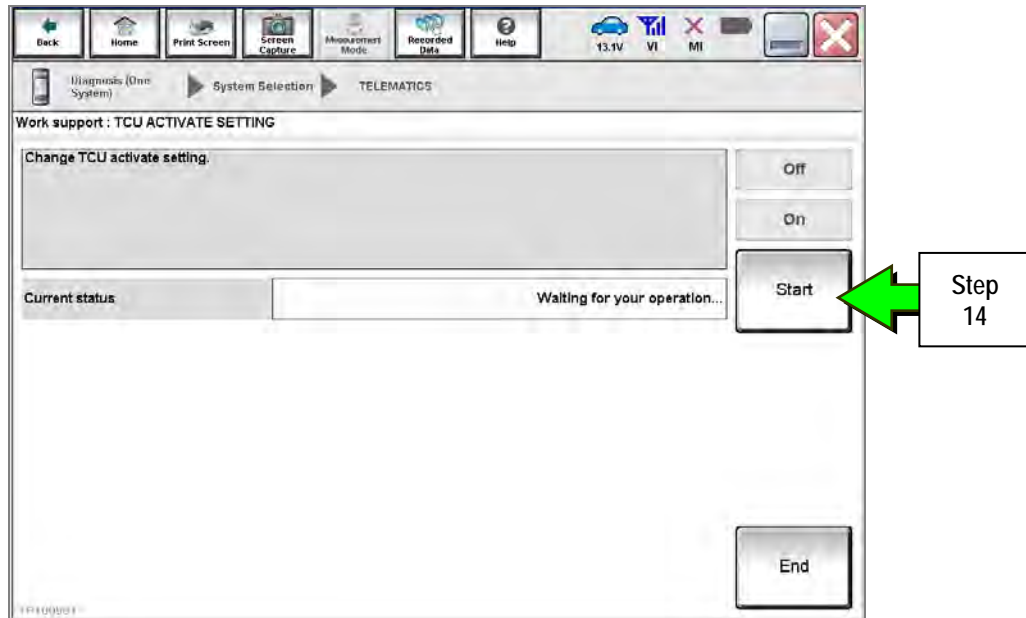


Figure 8D

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

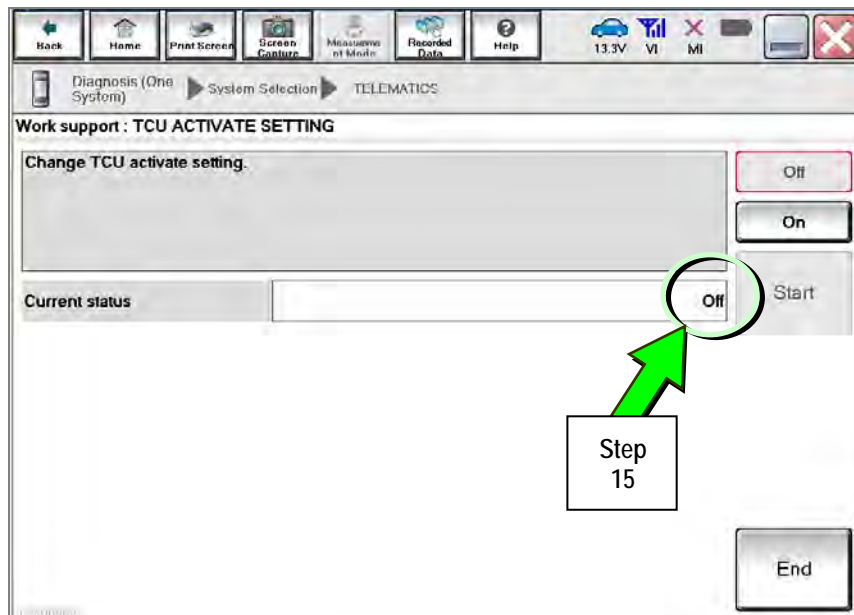


Figure 9D

Save VIN Data

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

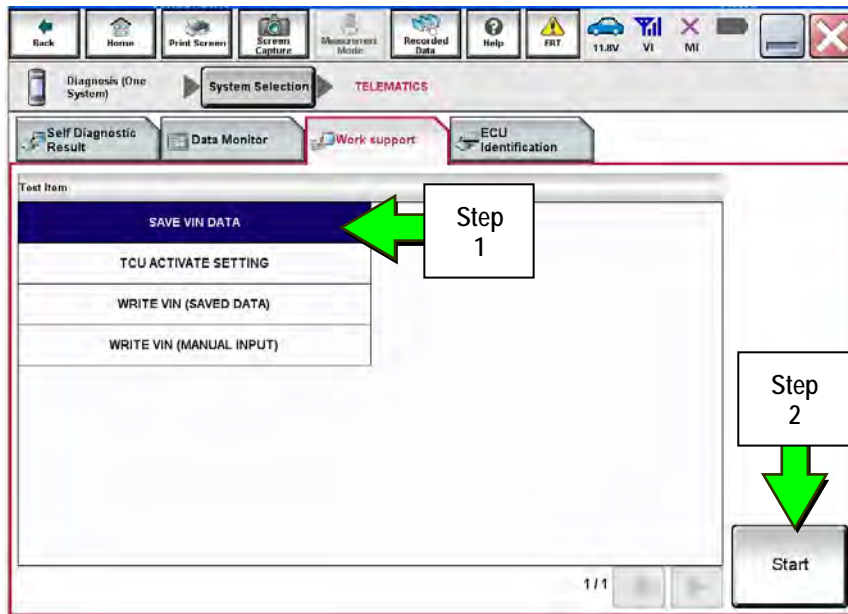


Figure 10D

3. Select **Start**.

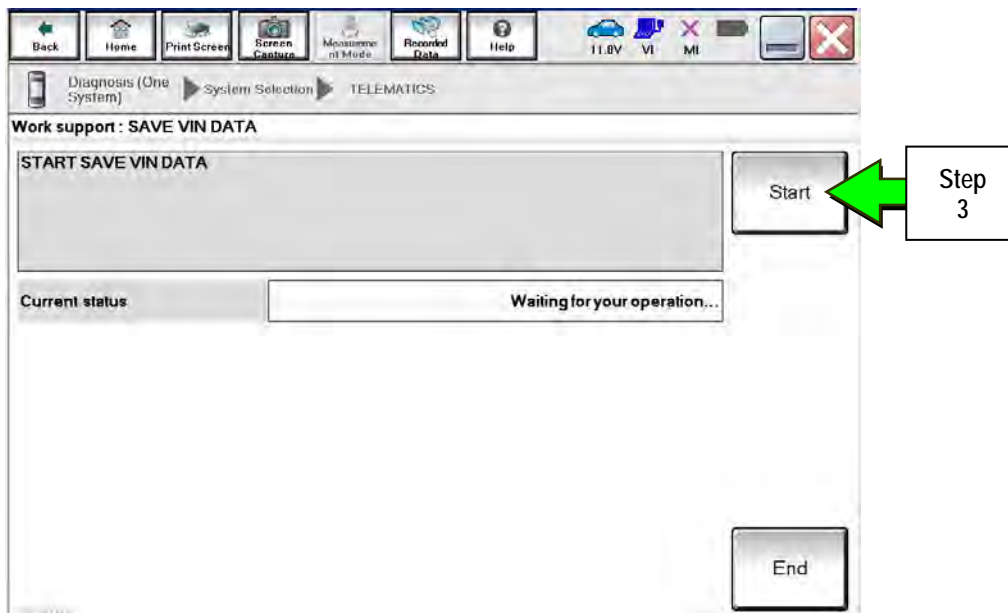


Figure 11D

4. Select **End**.

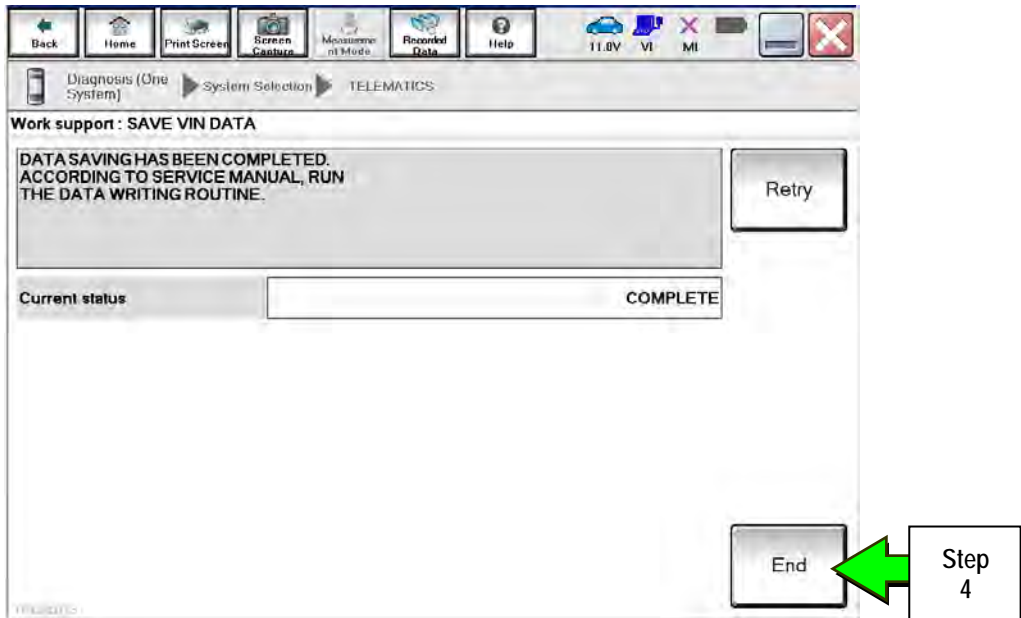


Figure 12D

Remove the TCU from the Vehicle.

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

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



Figure 13D

2. Confirm that the metal 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 14D

3. With the Parking brake set, place the shift selector into "neutral" (N).

4. Remove the shift knob as follows:

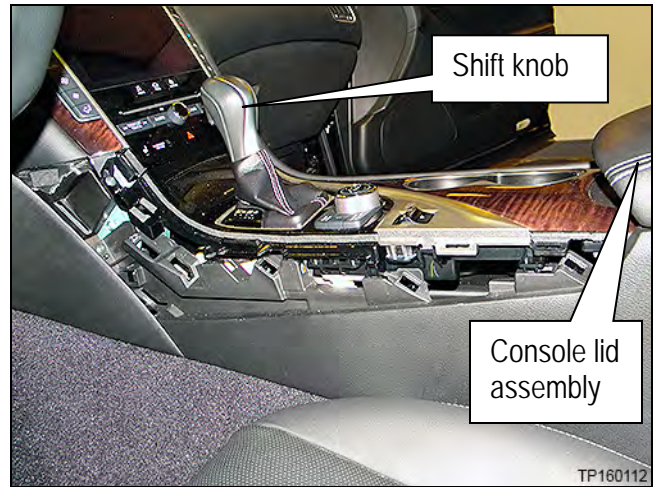


Figure 15D

a. Pull the shift boot collar down (Figure 16D).

b. Remove the retaining clip (Figure 16D).

c. Replace the retaining clip back onto shift knob.

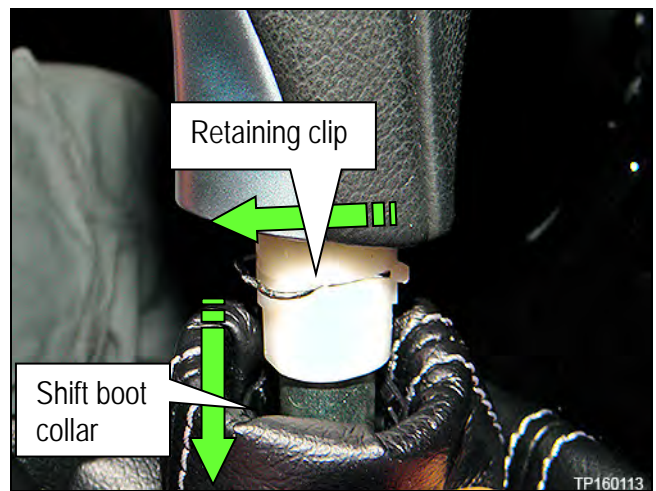


Figure 16D

5. Remove the console upper finisher as follows:

- a. Raise the console lid assembly (partially shown in Figure 15D).

NOTE: Figure 17D is shown with the console lid assembly raised.



Figure 17D

- b. Lift the console upper finisher at the rear to start to unclip it from the center console assembly.
- c. Work forward to detach each clip and remove the console upper finisher.



Figure 18D

6. Remove the two screws (Figure 19D) that retain the console finisher assembly (Figure 20D on page 67) that are to the left and the right of the seat heater buttons, under the audio controls.



Figure 19D

7. Remove the console finisher assembly from center console assembly as follows:
 - a. Lift the rear of the console finisher assembly gently with equal pressure, as shown in Figure 20D, to detach all clips.
 - b. Lift the console finisher assembly off of the shift selector.

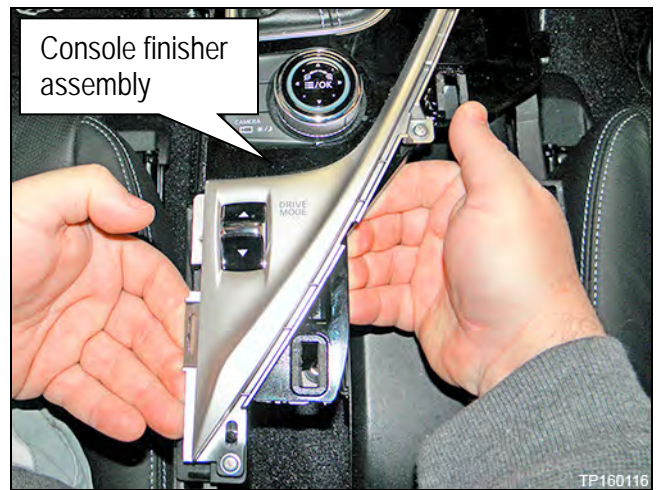


Figure 20D

- c. Disconnect all harnesses attached to the console finisher assembly (Figure 21D).
- d. Disconnect the harness from the console finisher assembly to shift selector assembly (Figure 21D).

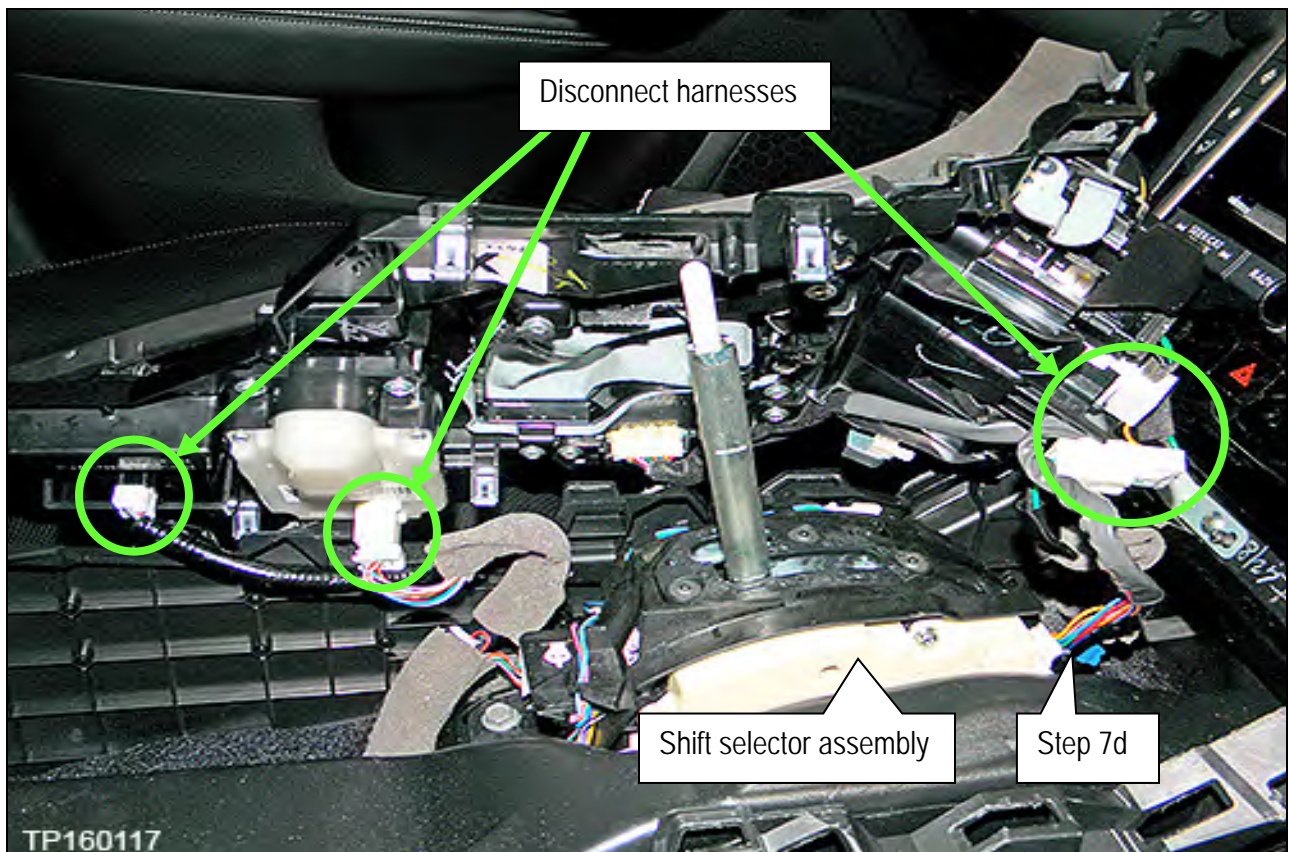
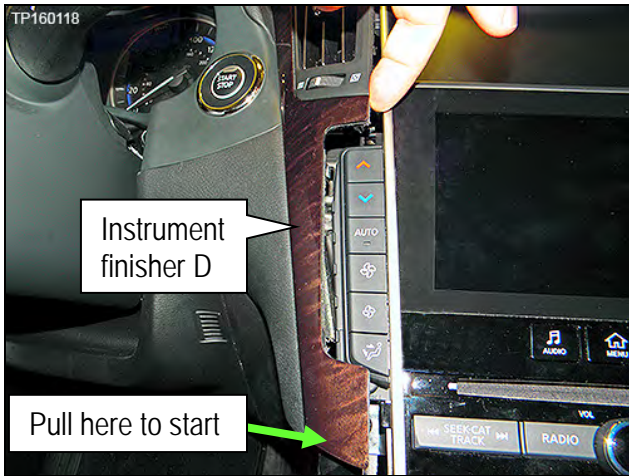
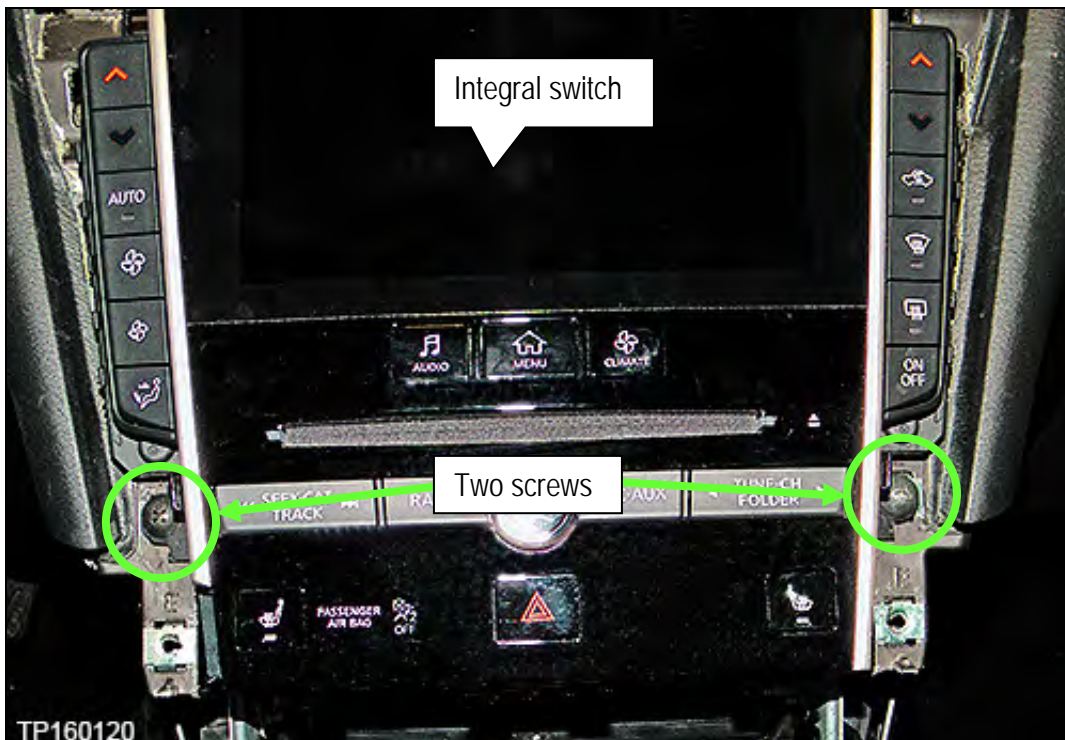


Figure 21D

8. Remove the instrument finisher C (Figure 23D) and instrument finisher D (Figure 22D):
 - a. Gently detach the bottom of each instrument finisher (“Pull here to start” in Figure 22D and 23D) by pulling toward the rear of the vehicle.
 - Only pull far enough to unclip from the instrument panel.
 - b. Open a gap between the instrument finisher and the instrument panel so that enough space is present to allow a finger to be inserted into the gap just below the vents (Figure 22D).
 - c. Remove both instrument finishers one at a time.



9. Remove the integral switch (Figure 24D) as follows:
 - a. Remove the two screws at the bottom of the integral switch (Figure 24D).



- b. Pull the integral switch away from the instrument panel at the bottom and then down to detach upper clip (Figure 25D).



Figure 25D

- c. Disconnect the three harness connectors (Figure 26D) attached to the integral switch.

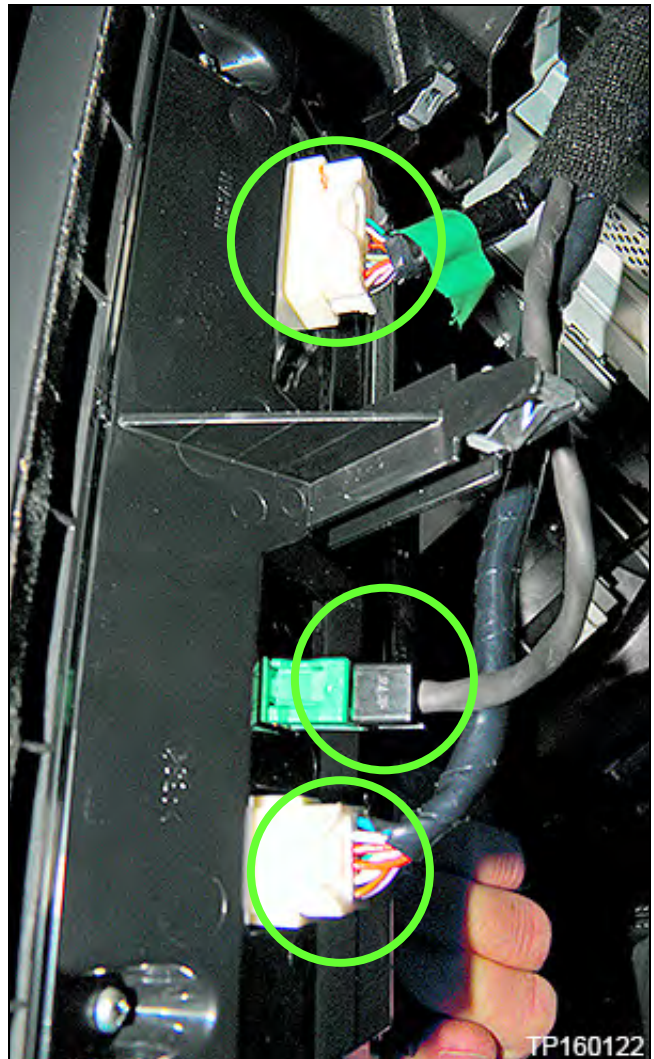


Figure 26D

10. Remove the A/V & NAVI control unit assembly (Figure 27D):

- a. Remove the four screws that attach the A/V & NAVI control unit assembly to the instrument panel.

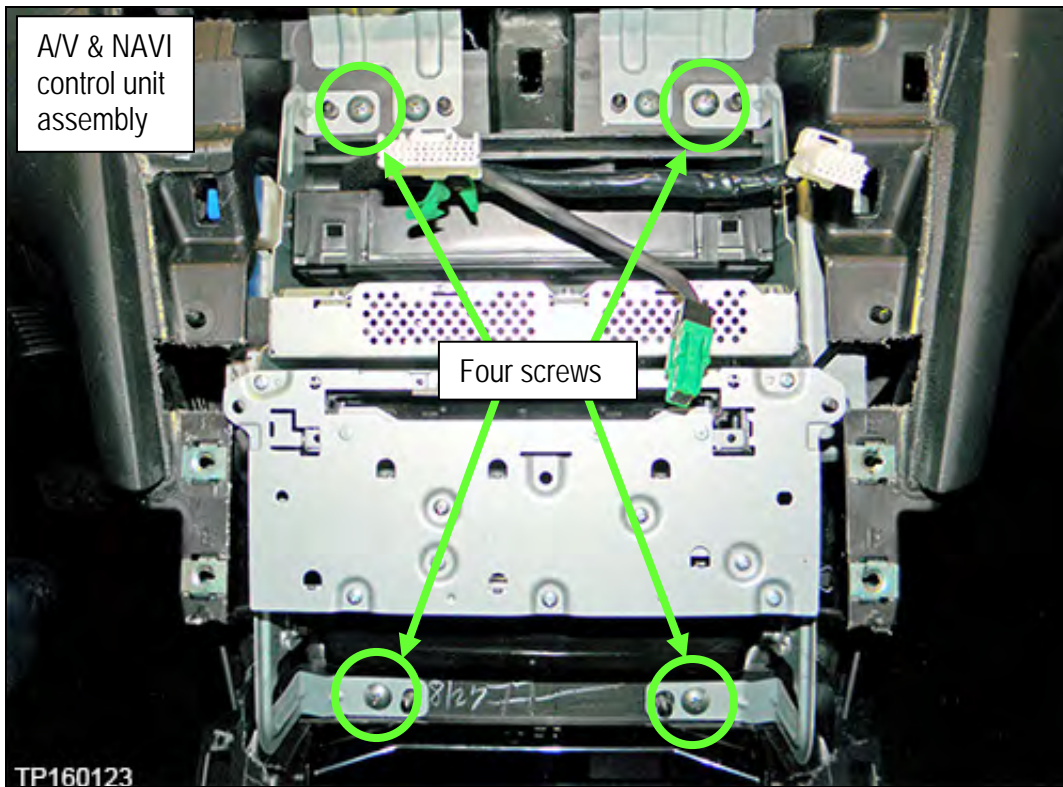


Figure 27D

- b. Pull the A/V & NAVI control unit assembly straight back to gain access to attached harness connectors.
- c. Disconnect all harness connectors from the rear of the A/V & NAVI control unit assembly.

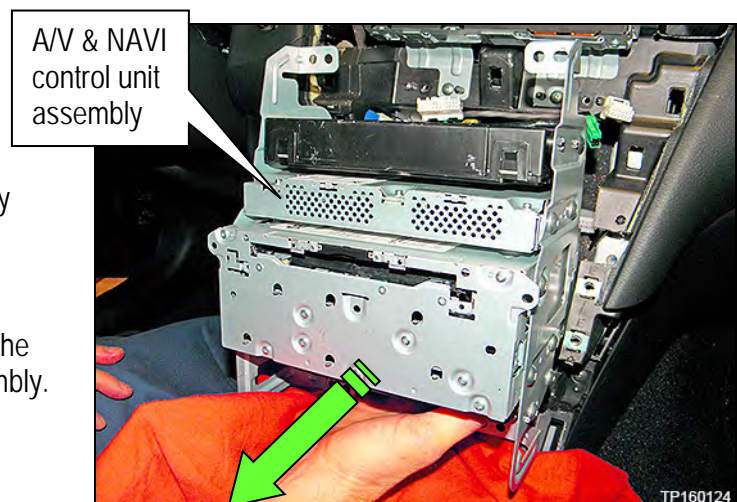


Figure 28D

11. Remove four T20 screws and remove the TCU from the A/V & NAVI control unit assembly (Figure 29D).

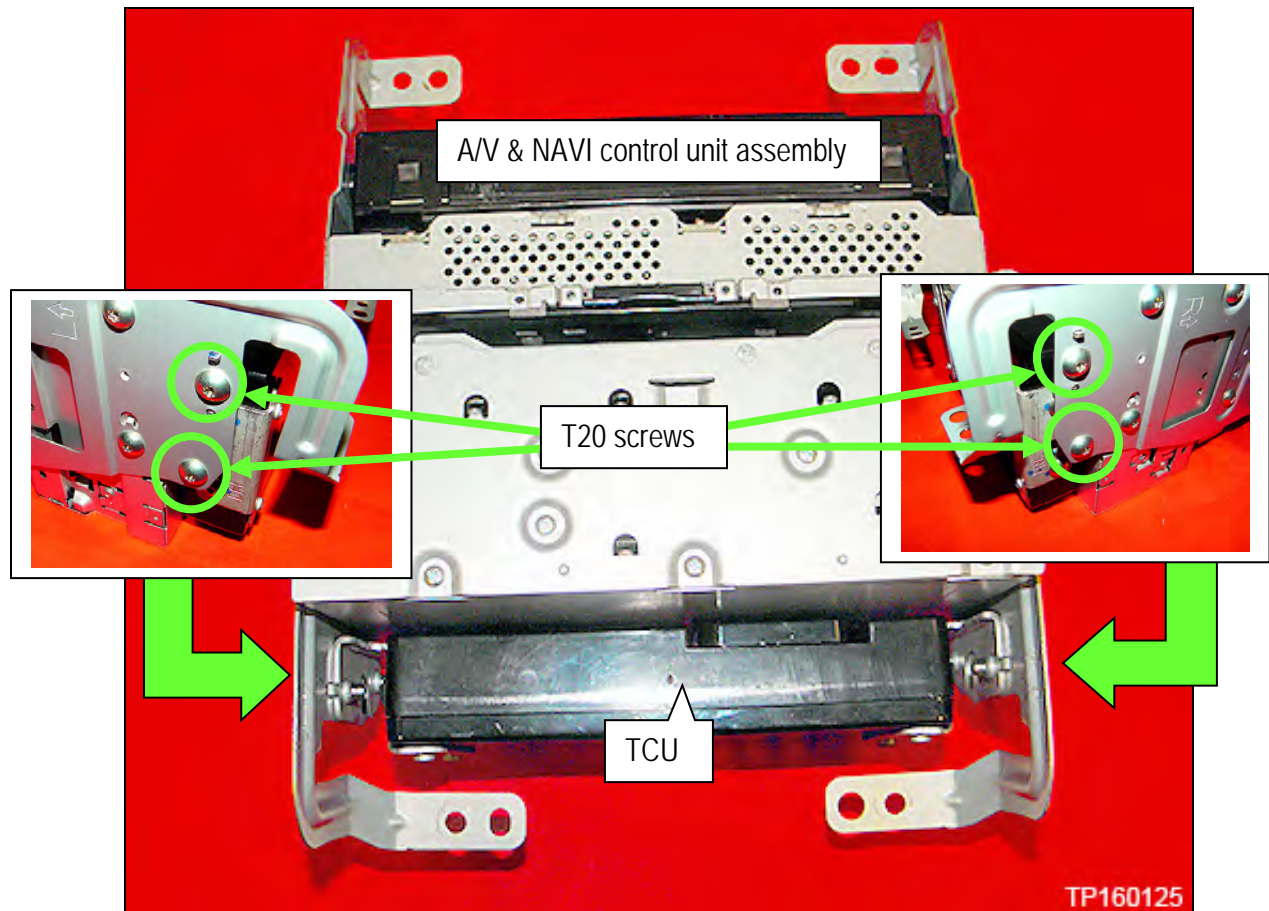


Figure 29D

12. Remove the two brackets from the original TCU and transfer to the new TCU (Figure 30D).

- Each bracket is attached by two T20 screws.
- The brackets are left and right specific, transfer one side at a time.
- One side shown in Figure 30D. The other side is similar.

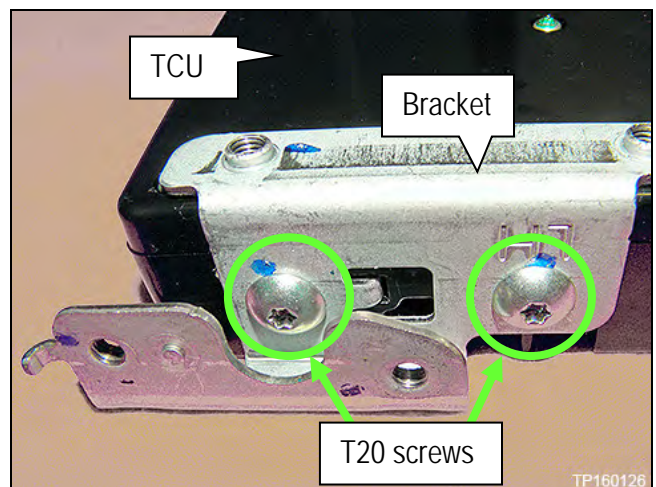


Figure 30D

Proceed to "Deactivate the Old TCU and Activate the new TCU" on the next page.

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 31D

2. Call the INFINITI CONNECTION™ Call Center at 1-800-334-7858, press “1” 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**. 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 Year's Day

Christmas Eve: 7AM – 7PM

New Year's Eve: 7AM – 7PM

Install Replacement TCU

1. Install the replacement TCU into the vehicle and reassemble in the reverse order of disassembly.

Turn TCU ON

1. Perform steps 1-15 of **Turn OFF the TCU** procedure, starting on page 57, to turn the TCU ON and then confirm the **Current status** field shows "On".

IMPORTANT Leave the vehicle ignition ON until the Telematics icon turns white and is not crossed out as shown in Figure 32D.

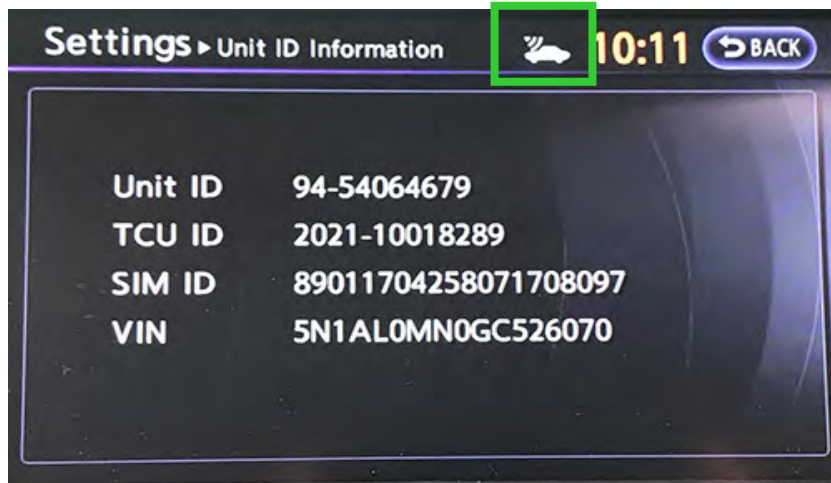


Figure 32D

Write VIN Data

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

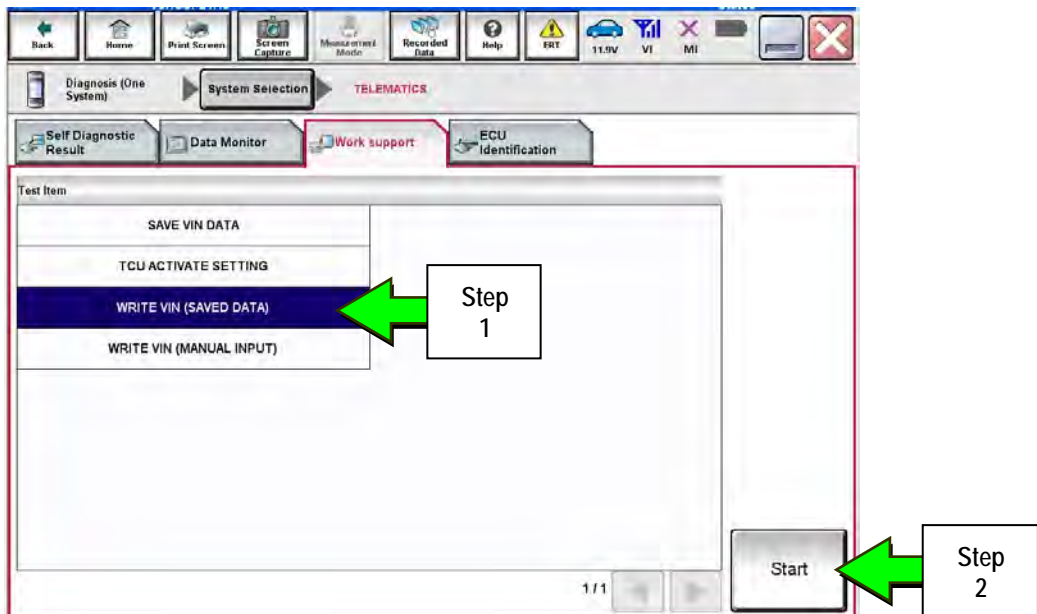


Figure 33D

3. Select **Start**.

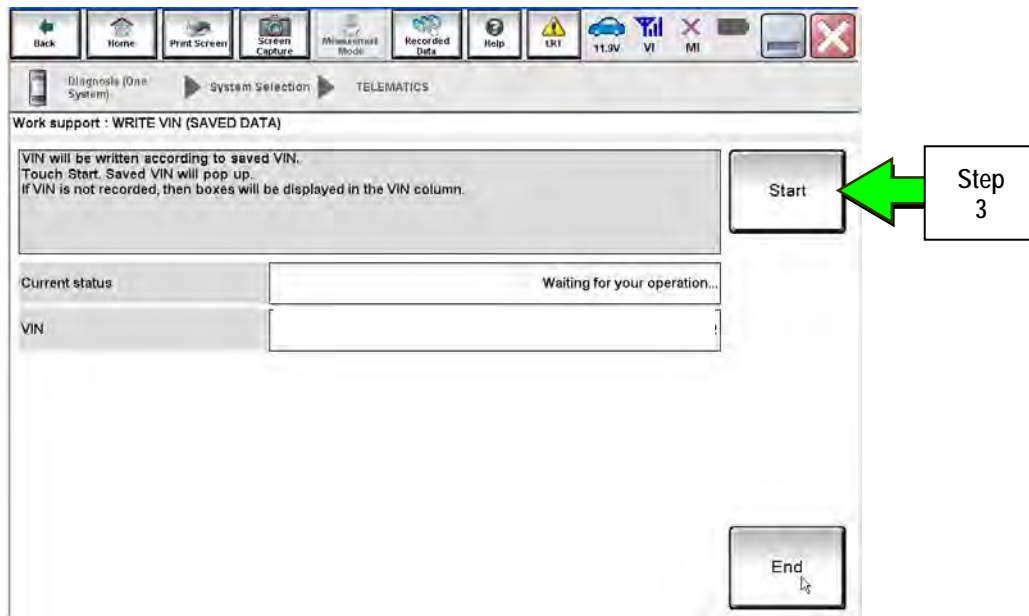


Figure 34D

4. Select **End**.

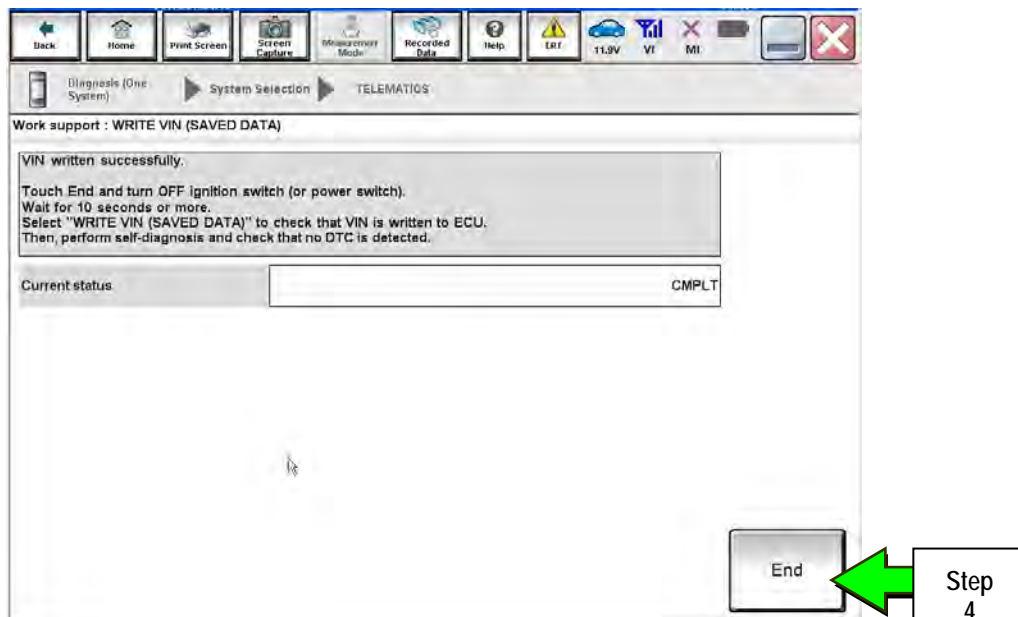


Figure 35D

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.
- After writing VIN to new TCU, confirm SOS light on overhead console is illuminated solid.

Infiniti Owner Portal Login and Infiniti Connection Subscription Confirmation Instructions:

Owners must follow these instructions to confirm their participation in the complimentary trial for Infiniti Connection Plus telematics service.

- a. Log onto the Infiniti Owner Portal, if not already enrolled, the client will need to create an account and add their vehicle to their personal garage, then click on the Infiniti Connection button.
 - The client will be directed to the Infiniti Connection web portal where they should click the “Enroll Now” button.
- b. The primary subscriber tab will open and be pre-populated if the client was previously enrolled in Infiniti Connection, otherwise, the client will need to enter their information and click “Next”.
- c. The Package Selection page will appear where the complimentary 12-month Infiniti Connection Plus package information will be pre-populated. No credit card is required to continue, but the client may elect to automatically renew after the complimentary subscription by providing payment information, then click “Next”.
- d. The client will be presented with their selection summary and asked to confirm the Terms & Conditions of participation. This will complete the confirmation and services will be active.
- e. If the client has not already done so, assist the client in downloading the Infiniti Connection companion app from either the App Store or Google Play.
- f. For assistance with this process, you and your clients can contact Infiniti Owner Services at 1- 855-444-7244.

5. Procedure is complete.

CLAIMS INFORMATION

Submit a CM line claim using the following claims coding:

M37, M56, and Q70

SERVICE COMM ("CM")	DESCRIPTION	OP CODE	FRT
PC451	Replace Telematics Control Unit (\$299 Co-Pay)	PC4511	0.6 hrs.
PC452	Replace Telematics Control Unit (\$149 Co-Pay)	PC4521	0.6 hrs.
PC454	Replace Telematics Control Unit (Dealer Action Unit – No Co-Pay)	PC4541	0.6 hrs.

JX35 and QX60

SERVICE COMM ("CM")	DESCRIPTION	OP CODE	FRT
PC451	Replace Telematics Control Unit (\$299 Co-Pay)	PC4512	1.1 hrs.
PC452	Replace Telematics Control Unit (\$149 Co-Pay)	PC4522	1.1 hrs.
PC454	Replace Telematics Control Unit (Dealer Action Unit – No Co-Pay)	PC4542	1.1 hrs.

QX56 and QX80

SERVICE COMM ("CM")	DESCRIPTION	OP CODE	FRT
PC451	Replace Telematics Control Unit (\$299 Co-Pay)	PC4513	1.1 hrs.
PC452	Replace Telematics Control Unit (\$149 Co-Pay)	PC4523	1.1 hrs.
PC454	Replace Telematics Control Unit (Dealer Action Unit – No Co-Pay)	PC4543	1.1 hrs.

Q50

SERVICE COMM ("CM")	DESCRIPTION	OP CODE	FRT
PC451	Replace Telematics Control Unit (\$299 Co-Pay)	PC4510	1.3 hrs.
PC452	Replace Telematics Control Unit (\$149 Co-Pay)	PC4520	1.3 hrs.
PC454	Replace Telematics Control Unit (Dealer Action Unit – No Co-Pay)	PC4540	1.3 hrs.