

SERVICE BULLETIN

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Classification:

Reference: ITB17-007

February 16, 2017

CLIENT SATISFACTION INITIATIVE 2G TELEMATICS HARDWARE REPLACEMENT

APPLIED VEHICLES:

EL17-004

 2014-2015 Q50 (V37)
 2014

 2014-2015 Q50 Hybrid (V37)
 2013

 2014-2016 Q70 (Y51)
 2014

 2014-2016 Q70 Hybrid (Y51)
 2013

 2013 JX35 (L50)
 2013

 2014-2016 QX60 (L50)
 With navigation only

2014-2016 QX60 Hybrid (L50) 2013 QX56 (Z62) 2014-2016 QX80 (Z62) 2013 M37/56 (Y51) 2013 M35 Hybrid (Y51)

Date:

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.

MODEL	MODEL YEAR	CO-PAY AMOUNT	SERVICE COMM I.D.
M37, M56, JX35, QX56	2013	¢200	
Q50, Q70, QX60, QX80	2014	\$299	PC451
	2015 201/*	\$149	PC452
050, 070, 0860, 0880	2015-2016	\$0	PC454**

CO-PAY INFORMATION

* 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

- 1. Verify if vehicle is affected by this client satisfaction initiative using SERVICE COMM I.D. (REF) <u>PC451</u> <u>and PC452 or PC454</u>.
 - 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.

S E R 11/02/16 14:29:58 SEF PRIMARY DATA NMC AUTOM MANUFACTURE DATE: 03/10/16 PLA	V I C E - C O M M RVICE BULLETINS MODEL: 91216 VIN: MATIC EMISSIONS CERTIFICATION: 50 STAT NNT: TOCHIGI	
PC451 2016-10-10 2G TELE		-
PREVIOUS UPO	GRADE, UPDATE INCLUDES 1 TR SUBSCRIPTION TO	Co-Pay
REF number	NECTION PLUS SVC. 5299 CLIENT CO-PAT 55	amount
S E R 11/02/16 14/ :50 SER PRIMARY D A NMC MANUFA TURE DATE: 03/10/16 PLA	VICE-COMM VICE BULLETINS CICSWB0 MODEL: 91216 VIN: ATIC EMISSIONS CERTIFICATION: 50 STAT NT: TOCHIGI	1
PC452 2016-10-10 2G TELE AFFLIED REMARKS: VEHICLE MUST PREVIOUS UPG INFINITI CON	MATICS UPDATE TO 3G COMPATIBLE CONTPOL UNITS HAVE NAVIGATION; CHECK REPAIR HISTORY FOR RADE. UPDATE INCLUDES I YR SUBSCRIPTION TO NECTION PLUS SVC.\$149 CLIENT CO-PAY 75 REQ	
Examples only of SERVICE - COMM page 2	Figure A	

2. 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 <u>cannot</u> 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	TCU	283B0-3JA6A	1
2013 M35 Hybrid			
2013 JX35			
2013 QX56			

- 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 3^{rd.} 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.
 - o 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.
 - o 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.
 - o 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 HybridTelematics 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 HybridTelematics 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. <u>Deactivate (unregister) the original TCU</u> by calling INFINITI CONNECTION[™] Call Center (page 13).
- 5. <u>Activate (register) the replacement TCU by calling INFINITI CONNECTION™ Call Center (page 13).</u>
- 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).

	Serial No	Status	Diagnosis (One System)
VI	230000 2	Normal Mode/Wireless connection	Diagnosis (All Systems)
МІ	-	No connection	Re/programming, Configuration
18	Select VI/	мі	Immobilizer
opplica	ation Setting Sub mode	ABC Language	Maintenance

Figure 1A

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

		V		
NISSAN/INFINITI	Rer	iault	X-Badge	
Group	All system	ns 🔻		
LANE CAMERA	AUTO BACK DOOR	OCCUPANT DETECTION	NATS IMMU	
	Diag Data Recorder	Stop	SMART ENTRANCE	
AUTO SLIDE DOOR RIGHT	4WAS(FRONT)	step 6	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	

Figure 2A

7. Select Work support.



Figure 3A

8. Select TCU ACTIVATE SETTING.

9. Select Start.

Rack Monus Print Sere Diagnosis (One System)	ystem Selection	Records Mode TELEMATICS	Help]	
Teet Item SAVE VIN D TCU ACTIVATE : WRITE VIN (SAVI WRITE VIN (MANU	ATA SETTING ED DATA) AL INPUT)		Step 8				
				1/1	Start		Step 9

Figure 4A

10. Select Start.

Initiagranus (One System) Vite Street System Capture Mode Mode Dita Mode Y3.7V Vit Mit IIIIngnosis (One System) System Selection TELEMATICS TELEMATI		
Work support : TCU ACTIVATE SETTING Change TCU activate setting.	Off	
	On	
Current status. Walting for your operation	Start	Step 10
	End	

Figure 5A

11. Select Off to turn OFF the TCU.

12. Select End.

Back Image: Servern Image: Servern <th>•</th> <th></th>	•	
Work support : TCU ACTIVATE SETTING		
Change TCU activate setting.	orr	Step
	On	11
Current status On	Start	

Figure 6A

13. Select Start.

Rack Bonne Dried Screen Screen black	TEL EMATICS	G FRT	11.8V VI	<u>м</u> і			
Self Diagnostic Result	ork support	CU)				
est Item			-			1	
SAVE VIN DATA							
WRITE VIN (MANUAL INPUT)	-						
				ſ			
		-	1/1	1	Start <		Step 13

Figure 7A

14. Select Start.

Back Home Print Screen	Alegorithment Mode Recorded Dida		•	
Diagnosis (One System Se System) System	election TELEMATICS			
Work support : TCU ACTIVATE SETTING	3			
Change TCU activate setting.			Off	
			On	
Current status		Waiting for your operation	Start	Step 14
			End	
16100001				

Figure 8A

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

Back Home Prints	creen Screen Measuremen	Recorded Help	13.3V VI	х 🖿 📃 🔀
Diagnosis (One System)	System Selection 🕨 TEL	EMATIOS		
Work support : TCU ACT	IVATE SETTING			
Change TCU activate s	etting.			Off
				On
Current status			(off Start
			Step 15	
11-2100203				End

Figure 9A

Save VIN Data

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

Rack Roma Print Screen	Screen Capture Mode	Recorded Data	BRT CALL		
Diagnosis (One System) System	Selection TELE	INATICS	iffication	-	-
Teet Item SAVE VIN DATA TCU ACTIVATE SETTI WRITE VIN (SAVED DAT WRITE VIN (MANUAL INF	46 *A) hut)	Step 1			Shar
			1/1		2 Start

Figure 10A

3. Select Start.

Back Home Print Screen Scr Disgnosins (One System) System	nen Measurme Recorded Data	O Help	11.8V VI MI	-		
Work support : SAVE VIN DATA					-	
START SAVE VIN DATA				Start	St St	ep 3
Current status		Waitin	g for your operation.			
				End	Ì	

Figure 11A

4. Select End.

Back Home Print Screen Unagnosis (One System)	Solociton TELEMATICS	ilay VI MI	•	
Work support : SAVE VIN DATA	(
DATA SAVING HAS BEEN CO ACCORDING TO SERVICE M/ THE DATA WRITING ROUTIN	MPLETED. NUAL, RUN E.		Retry	
Current status		COMPLETE		
With BUIST			End	Step 4

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.)



Figure 14A

Deactivate the Old TCU and then Activate the new TCU

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 <u>replacement TCU</u>. This number is located on the TCU.

283	BO 3NAO
TYPE NUMBER: GNO	V1
IC ID: 2807E – GNOV FCC ID: LHJGNOV1 Model no: ADN02514 HW: 2514 SW: 0	6110 5.12 Market symbol
IMEI: 35219904000XX Serial no: 9900XXXX	×× B
Ontinental 3	Assembled in Mexico 26.Apr.2010

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**. <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 Cen	ter – Hours of Operation (Central Time Zone)
Monday – Friday: 7AM – 10PM	Saturday: 8AM – 5PM
Special Holiday Hours:	d Now Yoar's Day
Christmas Eve: 7AM – 7PM	a New Teal's Day
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 <u>turn the TCU ON</u> and then confirm the **Current status** field shows "**On**".

IMPORTANT Leave the vehicle ignition <u>ON</u> 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.

Back Home Print Screen	Screen Capture Mode Recorded Data			
Dingnosis (One System)	Selection TELEMATICS			
Work support : WRITE VIN (SAVED D	ATA)			
VIN will be written according to sa Touch Start. Saved VIN will pop up If VIN is not recorded, then boxes w	red VIN. ill be displayed in the VIN column.		Start	Step 3
Current status	Wa	iting for your operation		
VIN		-		
			End Dr	
	Figure 18A			

4. Select End.

Dick Home Print S	creen Screen Mo	Recorded Data	Pietp.	11.9V VI	M		
ork support : WRITE VIN (S Vin written successfully. Youch End and turn OFF ig Valt for 10 seconds or mo elect "WRITE VIN (SAVED hen, perform self-diagnosi	nition switch (or power e. DATA)" to check that V s and check that no DTG	switch). /IN is written to E 'is detected.	icu.				
urrent status					CMPLT		
	is.						
					ſ	End	Ste

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.

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. <u>Deactivate (unregister) the original TCU</u> by calling INFINITI CONNECTION[™] Call Center (page 39).
- 5. <u>Activate (register) the replacement TCU by calling INFINITI CONNECTION™ Call Center (page 39)</u>.
- 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).

	Serial No	Status	Diagnosis (One System)
VI	230000 2	Normal Mode/Wireless connection	5 Diagnosis (All Systems)
М		No connection	Re/programming, Configuration
18	Select VI/	мі	Immobilizer
oplica	ation Setting Sub mode	ABC Language	Maintenance

Figure 1B

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

NISSAN/INFINITI	Rer	ault	X-Badge	
Group	All system	ns 🔻		
LANE CAMERA	AUTO BACK DOOR	OCCUPANT DETECTION	NATS IMMU	
ADAPTIVE LIGHT	Diag Data Recorder	BBAKE	SMART ENTRANCE	
AUTO SLIDE DOOR RIGHT	4WAS(FRONT)	s Step	AIR LEVELIZER	
CAN GATEWAY	E-SUS		REARVIEW CAMERA	
SHIFT	ACCELE PEDAL ACT	CH	S/BLIND CAMERA	
EV/HEV	HV BATTERY	TELEMATICS	ACTIVE ENG MOUN	
POP UP HOOD	TOTAL ILLUM C/U	SVT	ASCD	

Figure 2B

7. Select Work support.

Dack Print Screen Back Print Screen Print Screen <th< th=""><th>-</th></th<>	-
System)	
- No DTC is detected	_
Step 7	
	[Price]
	Save
1/1 1/1	ERASE

Figure 3B

8. Select TCU ACTIVATE SETTING.

9. Select Start.

Rack Print Screen Steren Mode	AATICS		•		
Teet Item SAVE VIN DATA TCU ACTIVATE SETTING WRITE VIN (SAVED DATA) WRITE VIN (MANUAL INPUT)	Step 8				
		1/1	Start	Str Str	ep

Figure 4B

10. Select Start.

Back	Home	Print Screen	Screen Capture	Micourertiest Mode	Recorded Deta	() Help	13.1V	YI	M		$\mathbf{\times}$	
Work supp	ort : TCU A	CTIVATE SET	TING	i ete	MATICS	_			_	_	_	
Change T	CU activate	e setting.								Off		
										On		
Current st	tatus					w	alting for yo	our oper	ation	Start	}	Step 10
										End		
10100901										L		

Figure 5B

11. Select Off to turn OFF the TCU.

12. Select End.

Hame Print Screen Diagnosis (Qrie System	Screen Measurement Records	d PHOID	13.3V VI	MI			
Work support : TCU ACTIVATE	SETTING				-	⊿ Г	
Change TCU activate setting.					Off		Step
				C	On		11
Current status				Off	Start		
					End		Step

Figure 6B

13. Select Start.

SAVE VIN DATA TCU ACTIVATE SETTING WRITE VIN (SAVED DATA) WRITE VIN (MANUAL INPUT)	Self Diagnostic Result Data Monitor	Vork support	-ECU Identifi	ation					
SAVE VIN DATA TCU ACTIVATE SETTING WRITE VIN (SAVED DATA) WRITE VIN (MANUAL INPUT)	Item	1						1	
TCU ACTIVATE SETTING WRITE VIN (SAVED DATA) WRITE VIN (MANUAL INPUT)	SAVE VIN DATA								
WRITE VIN (MANUAL INPUT)	TCU ACTIVATE SETTING								
	WRITE VIN (SAVED DATA)	_							
	WRITE VIN (MANUAL INPOT)								
				1/1	[m]	-	Start		13

Figure 7B

14. Select Start.

Back Ame Print Screen	Sereen Misserment Recorded Deta	0 (Help) 13.1V VI	× • (\mathbf{X}
Diagnosis (One System !	Selection TELEMATICS			
Work support : TCU ACTIVATE SETTIN	IG			
Change TCU activate setting.			Off	
			On	
Current status		Waiting for your oper	ation	Step 14
			-	
110100001			End	
	Figure 8B			

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

Back Rome Print Scr	Screen Copture	Recorded Data	13.1V VI	× =	\mathbf{X}
Diagnosis (One System)	Bystein Selection 🕨 TE	LEMATICS			
Work support : TCU ACTIVATE	SETTING				
Change TCU activate setting.				Of	
				Or	1
Current status				Off Sta	rt
			Stop	<mark>, </mark>	
			15		
				En	d
77100986		Eiguro 0D		6	_
		FIYULE 9D			

Save VIN Data

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

Rack Hor	Priet Scraner	Screen Capture	Means revert Re	ecorded Data	FRT	11.8V VI	х П	
Diagnosis (System)	tic Data Me	m Selection	Work suppor	CS	fication	1	-	
Test Item T	SAVE VIN DAT/ ICU ACTIVATE SET VRITE VIN (SAVED I RITE VIN (MANUAL	TING DATA) NPUT)		Step 1				Step
						1/1		2 Start

Figure 10B

3. Select Start.

Back Home Print Screen	Streen Mostimere Recorded Pilep 11.0V VI MI PILE
System)	Selection TELEMATICS
Work support : SAVE VIN DATA	
START SAVE VIN DATA	Start Step 3
Current status	Waiting for your operation,
	End
	Figure 11B

4. Select End.

Back Home Print Screen	Screen Measurerer Recorded Data	ilov VI MI	•	
Work support : SAVE VIN DATA				
DATA SAVING HAS BEEN COM ACCORDING TO SERVICE MA THE DATA WRITING ROUTINE	IPLETED. NUAL, RUN E.		Retry	
Current status		COMPLETE		
			_	
The artist			End	Step 4

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

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



b. Remove retaining clip (Figure 18B).



Figure 18B



Figure 19B

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

JX35, QX60 & QX60 Hybrid Telematics Control Unit Replacement continued

- 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

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

(Figure 22B).





Figure 22B



Figure 23B

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

- 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).

a. Lift center console lid.

rear of the vehicle.



Figure 26B



Figure 27B

c. Lay the center console rear finisher on the vehicle floor.

b. Release six clips by gently pulling at the top of the center console rear finisher toward the

d. Disconnect the two attached harness connectors (Figure 28B).



JX35, QX60 & QX60 Hybrid Telematics Control Unit Replacement continued

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.



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



Figure 37B



Figure 38B

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

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



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



Figure 43B

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



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**. <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 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 <u>ON</u> 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.

Back 1	iome Print	Screen	Screen Capture	Minus artisri Mode	Recorded Data	Ø Help	LRT .	11.9V	Yil	× ■			X	
Dingnos System)	i (One	System :	Selection	TELE	MATICS									
Work support :	WRITE VIN (S	SAVED DA	(ATA)								_	_	-	
VIN will be wr Touch Start, S If VIN is not re	itten accordi Saved VIN will corded, then	ng to save I pop up. boxes wil	ed VIN. I be disp	layed in the	VIN column						ŝ	Start -	k	Step 3
Current status	Ú.						Waiti	ng for yo	our oper	ation				
VIN								1N4AZ0	CP7EC3	30152				
											ł	End bj		
				F	igure 5	0B								

4. Select End.

Back Nome Print	Screen Streen Moder	Recorded Data	Ler 1		M		l	
fork support : WRITE VIN (VIN written successfully. Touch End and turn OFF i Walt for 10 seconds or mo Select "WRITE VIN (SAVEI Then, perform self-diagnos	SAVED DATA) gnition switch (or power swi re. 5 DATA)" to check that VIN i is and check that no DTC is c	tch). s written to ECU. letected.				į.		
Current status				c	MPLT			
	le							
						End		Ster 4

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.

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. <u>Turn OFF the original TCU using CONSULT-III plus (C-III plus) (page 44).</u>
- 2. Save the VIN DATA using C-III plus (page 49).
- 3. Remove the original TCU from the vehicle (page 50).
- 4. <u>Deactivate (unregister) the original TCU</u> by calling INFINITI CONNECTION[™] Call Center (page 52).
- 5. <u>Activate (register) the replacement TCU by calling INFINITI CONNECTION™ Call Center (page 52).</u>
- 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).

	Serial No	Status	Diagnosis (One System)
VI	230000 2	D ())) Normal Mode/Wireless connection	Diagnosis (All Systems)
мі	-	No connection	Re/programming, Configuration
S	Select VI/	MI	Immobilizer
	Sub mode	ABC Language	Maintenance

Figure 1C

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

System)	all sciedini		_
NISSAN/INFINITI	Rer	ault	X-Badge
Group	All system	ns 🔻	
LANE CAMERA	AUTO BACK DOOR	OCCUPANT DETECTION	NATS IMMU
ADAPTIVE LIGHT	Diag Data Recorder		SMART ENTRANCE
AUTO SLIDE DOOR RIGHT	4WAS(FRONT)	step 6	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

Figure 2C

7. Select Work support.

Dack Print Screen Back Print Screen Print Screen <th< th=""><th>-</th></th<>	-
Soft Diagnostic Data Monitor Work support	
No DTC is detected. Further testing may be required	
Step	
	Drive 1
	Save
1/1 m	ERASE

Figure 3C

8. Select TCU ACTIVATE SETTING.

9. Select Start.

Rack Roma Print Server Control Measure Biagnosis (One System Selection T Self Diagnostic Data Monitor	Recorded Help			
et Item	Identificat	tion		
SAVE VIN DATA	Step			
WRITE VIN (SAVED DATA)]		
WRITE VIN (MANUAL INPUT)				
				1 Sten
		1/1	Start	Step

Figure 4C





11. Select Off to turn OFF the TCU.

12. Select End.

Back Image Image <thi< th=""><th>Menantement Moder ection TELEMA</th><th>Recorded Itela</th><th>13.1V VI</th><th>MI</th><th></th><th></th><th></th></thi<>	Menantement Moder ection TELEMA	Recorded Itela	13.1V VI	MI			
Work support : TCU ACTIVATE SETTING		_				Ьг	
Change TCU activate setting.					orr		Step
					On		11
Current status				On	Start		
					End		Step 12
TP100986				6		l i l	

Figure 6C

13. Select Start.



Figure 7C

14. Select Start.

Back Home Print Screen	Selection TELEMATICS	0 Hesp	13.1V VI	× =		
Work support : TCU ACTIVATE SETTI	NG					
Change TCU activate setting.					Off	
					On	
Current status		Walt	ng for your ope	ration	Start	Step 14
					End	
10100901	Figure 8	30		Ļ		

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

Back Hame	Print Screen Conture	Misasueme of Mode	Recorded Data	0 Help	13.3V VI	х 🗩	
Diagnosis (Or System)	18 System Selection	TELEN	ATIOS				
Work support : TCl	JACTIVATE SETT	NG				_	
Change TCU activ	vate setting.						Off On
Current status						Off	Start
					Step 15		
0							End

Figure 9C

Save VIN Data

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

Rack Roma Print Screen	Screen Capture Mode	Recorded Data	BRT CALL		
Diagnosis (One System) System	Selection TELE	INATICS	iffication	-	-
Teet Item SAVE VIN DATA TCU ACTIVATE SETTI WRITE VIN (SAVED DAT WRITE VIN (MANUAL INF	46 *A) hut)	Step 1			Shar
			1/1		2 Start

Figure 10C

Back Print Screen Ber Heme Print Screen Diagnosis (One System) System So	een Measurene Recorded He Instrument Instrument Instrument Inscritton TELEMATICS		X = _ X	
Work support : SAVE VIN DATA				
START SAVE VIN DATA			Start	Step 3
Current status		Wailing for your operat	ion,	
	E 110		End	

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.



Figure 13C

∠___ :Pawl

- 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.





- 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.)



Figure 15C

Deactivate the Old TCU and then Activate the new TCU

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.

NISSAN	283B0 3NA0
TYPE NUM	BER: GNOV1
IC ID: 2807 FCC ID: LH Model no: HW: 2514	ZE – GNOV1 JGNOV1 ADN025146110 SW: 06.12 <u>MARKET SYMBO</u>
IMEI: 3521 Serial no:	9904000xxxx B
O ntine	ental 🕉 Assembled in Mexico 26.Apr.2013

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**. <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.



LABEL ON TCU

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 <u>turn the TCU ON</u> and then confirm the **Current status** field shows "**On**".

IMPORTANT Leave the vehicle ignition <u>ON</u> 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.

System)			
Self Diagnostic Data Monitor	on		
est Item SAVE VIN DATA			
WRITE VIN (MANUAL INPUT)			
		Start	Step

Figure 18C

3. Select Start.

Back Home Print Screen	Steer Steer Moder Mo	•
Work support : WRITE VIN (SAVED DA	TA)	
VIN will be written according to save Touch Start. Saved VIN will pop up. If VIN is not recorded, then boxes wil	ed VIN. I be displayed in the VIN column.	Start Step 3
Current status	Waiting for your operation	
VIN	1N4AZ0CP7EC330152	
		End by
	Figure 19C	

4. Select End.

Back Bingnesis (One	Screen Screen Meder	Recorded Data	Lar	11.9V VI	M	
ork support : WRITE VIN (SAVED DATA)					
VIN written successfully. Youch End and turn OFF Vait for 10 seconds or me Select "WRITE VIN (SAVE Then, perform self-diagnos	gnition switch (or power sw re. 2 DATA)" to check that VIN is and check that no DTC is	itch). is written to ECU. detected.				
urrent status					CMPLT	
	b					
	14					

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.

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

Client Service Initiative Overview:

- 1. <u>Turn OFF the original TCU using CONSULT-III plus (C-III plus) (page 57).</u>
- 2. Save the VIN DATA using C-III plus (page 62).
- 3. Remove the original TCU from the vehicle (page 64).
- 4. <u>Deactivate (unregister) the original TCU</u> by calling INFINITI CONNECTION[™] Call Center (page 72).
- 5. <u>Activate (register) the replacement TCU by calling INFINITI CONNECTION™ Call Center (page 72).</u>
- 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).

de Dack	Home Print	Screen Canlura Measurment Mude	Recorded Lielp 71 X =
Conne	ection Statu	5	Diagnosis Menu
VI	Serial No 230000		Diagnosis (One System)
		Connection	Diagnosis (All Systems)
MI		No connection	Re/programming, Configuration
18	Select VI/	МІ	Immobilizer
Applica	ation Setting Sub mode	Language Setting	Maintenance
39	VDR		
<u> </u>			

Figure 1D

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

NISSAN/INFINITI	Rer	ault	X-Badge	
Group	All system	ns 🔻		
LANE CAMERA	AUTO BACK DOOR	OCCUPANT DETECTION	NATS IMMU	
ADAPTIVE LIGHT	Diag Data Recorder		SMART ENTRANCE	
AUTO SLIDE DOOR RIGHT	SLIDE DOOR RIGHT 4WAS(FRONT) SI		AIR LEVELIZER	
CAN GATEWAY	E-SUS		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	

Figure 2D

7. Select Work support.

Image: Construct of C	x 💻 📃 🔀
Diagnosis (One System Selection TELEMATICS	
Result Data Monitor Work support	
No DTC is detected. Further testing may be required	
7	
	Print
	Save
1/1	ERASE

Figure 3D

8. Select TCU ACTIVATE SETTING.

9. Select Start.

Rack Mona Print Screen Capture Mode	Recorded Data	AT 11.8V VI	× •		
Result Data Monitor	pport ECU Identific	ation			
Test Item			_		
TCU ACTIVATE SETTING	Step				
WRITE VIN (SAVED DATA)					
		1/1	Sta	rt Ste	р
	-!	L			

Figure 4D



Figure 5D

11. Select Off to turn OFF the TCU.

12. Select End.

Back Rame Print Screen Screen System Screen System Screen Statem Streen Streen Screen Streen Screen	International Models	23.1V VI MI		
Work support : TCU ACTIVATE SETTING	4		orr	Step
			On	
Current status		On	Start	
		[1 Step

Figure 6D



Figure 7D

Beck Home Print Screen	Amonacritest Recorded Deta		•	
Diagnosis (One System) System 5	election TELEMATICS			
Work support : TCU ACTIVATE SETTIN	G			
Change TCU activate setting.			Off	
			On	
Current status		Waiting for your operation	Start	Step 14
(****			End	
(0000)			<u> </u>	
	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.

Rack Homa Print Screen Capture Mode Re	
Diagnosis (One System Selection TELEMATIC	
Self Diagnostic Data Monitor	ECU
Test Nem	Step
TCU ACTIVATE SETTING WRITE VIN (SAVED DATA)	
WRITE VIN (MANUAL INPUT)	Step
	2
	1/1 Start

Figure 10D

Back Home Print Screen	Receiver Recorded Help 21 M M Control Recorded Help 11 BV VI M Control Recorded Recorded Help 11 BV VI M
Work support : SAVE VIN DATA	
START SAVE VIN DATA	Start Step 3
Current status	Waiting for your operation,
	End

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).

b. Lift the console upper finisher at the rear to start to unclip it from the center console

c. Work forward to detach each clip and remove

the console upper finisher.

assembly.

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



Figure 17D



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

Q50 & Q50 Hybrid Telematics Control Unit Replacement continued

- 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.





Figure 23D

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



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



Figure 26D

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

- 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 <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.

L	ABEL ON TCU
NISSAN	283B0_3NA0
TYPE NU	MBER: GNOV1
IC ID: 280 FCC ID: L Model no HW: 2514	D7E – GNOV1 HJGNOV1 : ADN025146110 SW: 06.12 MARKET SYMBOL
IMEI: 352 Serial no:	B
Ontin	ental S Assembled in Mexico 26.Apr.2010

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**. <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 Conne	ction Call Center – Hours of Operation (Central Time Zone)
Monday – Friday: 7A	M – 10PM Saturday: 8AM – 5PM
Special Holiday Hour Closed Thanksgiving Christmas Eve: 7AM New Year's Eve: 7AM	s: Christmas, and New Year's Day - 7PM I – 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 <u>ON</u> 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.

Back Norme Print Screen Capitario Mindian Diagnosis (One System) System Selection TELE	MATICS	68T 11.9V VI	MI	
Result	pport Securities	ation		
SAVE VIN DATA	1	7		
WRITE VIN (SAVED DATA) WRITE VIN (MANUAL INPUT)	Step			
			i i	Ston

Figure 33D

3. Select Start.

Back Borne Print Scree	n Screen Milmannel Recorded Data			
System)	stem Selection D TELEMATICS			
Work support : WRITE VIN (SAVI	ED DATA)			
VIN will be written according to Touch Start. Saved VIN will po If VIN is not recorded, then box	o saved VIN. p up. es will be displayed in the VIN column		Start	Step 3
Current status		Waiting for your o	operation	
VIN				
			End ba	
	Figure 3	4D		

4. Select End.

Home Print	Screen Sereen Mode	err Recorded Ret	LBT 11.9		-	$\mathbf{\times}$	
Vork support : WRITE VIN (VIN written successfully. Touch End and turn OFF Wait for 10 seconds or mo Select "WRITE VIN (SAVEI Then, perform self-diagnos	SAVED DATA) gnition switch (or power so re. J DATA)" to check that VIN is and check that no DTC is	witch). I is written to ECU. detected.					
Current status				CMPL	T		
	bş.						
					End		Step 4

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	Q7	0
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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.