

Classification:

EL18-020

Reference:

ITB18-023

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Date:

June 29, 2018

2018 Q50, Q50 HYBRID, AND Q60; POI DOES NOT DISPLAY AFTER VOICE MENU CALL

APPLIED VEHICLES: 2018 Q50 (V37)
 2018 Q50 Hybrid (V37)
 2018 Q60 (V37)
APPLIED SYSTEM: Vehicles equipped with Telematics

IF YOU CONFIRM

Using the Infiniti InTouch Services Voice Menu, Destination Assistance does not download Point Of Interest (POI) successfully.

NOTE: The lower screen will then display the error message in Figure 1.

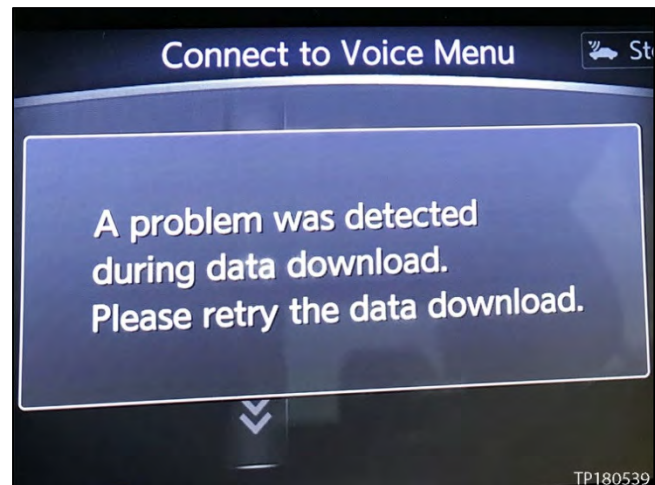


Figure 1

ACTION

Manually configure MULTI AV using CONSULT-III plus (C-III plus).

IMPORTANT: The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire SERVICE PROCEDURE as it contains information that is essential to successfully completing this repair.

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

Configuration Procedure

IMPORTANT: Before starting, make sure:

- ASSIST on the CONSULT PC has been synchronized (updated) to the current date.
- All C-III plus software updates (if any) have been installed.
- The CONSULT PC is connected to the Internet (Wi-Fi or cable).

1. Connect the plus VI to the vehicle.
2. Connect the AC adapter to the CONSULT PC.
3. Turn ON the CONSULT PC, and then open C-III plus.
4. Press the vehicle's power ("ignition") switch twice without depressing the brake pedal.

- The combination meter and gauges will illuminate.

NOTE: Make sure all accessories are turned OFF.

CAUTION: Do Not start the vehicle.

5. After the plus VI is recognized, select **Re/programming, Configuration**.

NOTE: Make sure all applications other than C-III plus are closed.

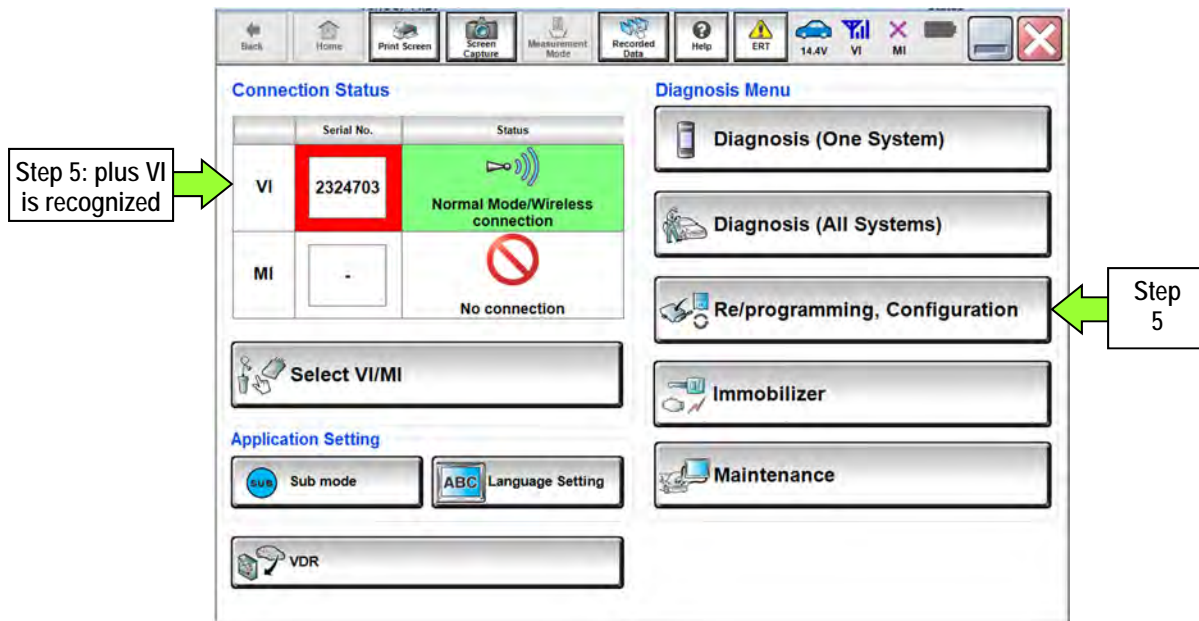


Figure 2

6. Review all precautions, click in the **Confirmed Instructions** box, and then select **Next**.

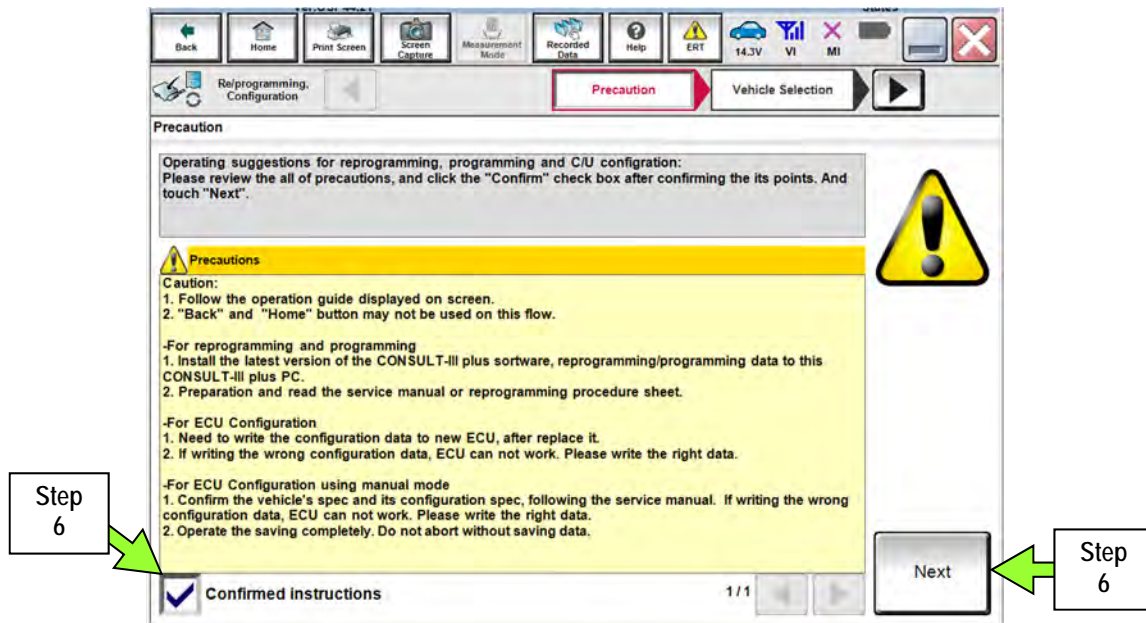


Figure 3

7. If the screen in Figure 4 appears, select **Automatic Selection(VIN)**.

- Wait for the **Reading VIN** screen to complete (picture not shown).

NOTE: **Manual Selection(Vehicle Name)** may be used instead of **Automatic Selection(VIN)**.

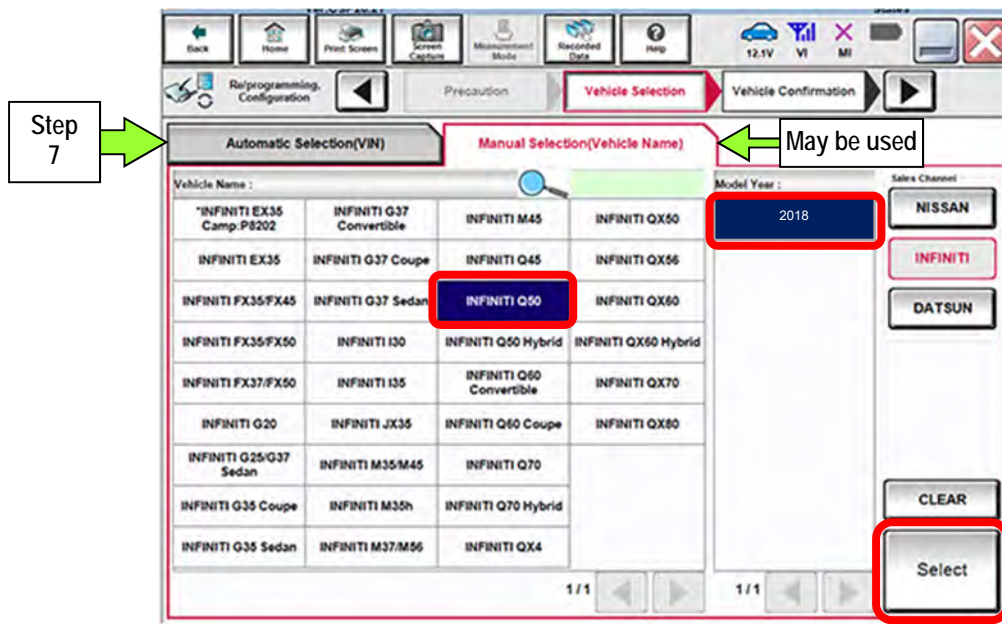


Figure 4

- Verify the vehicle's identification number (VIN) matches the one in **VIN or Chassis #**, and then select **Confirm**.

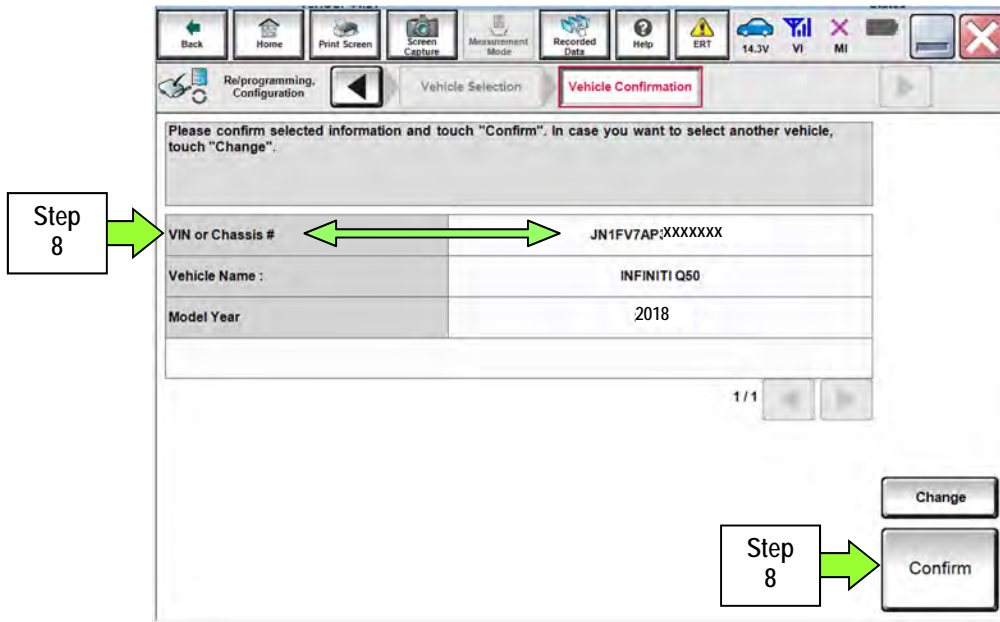


Figure 5

- Select **Confirm**.

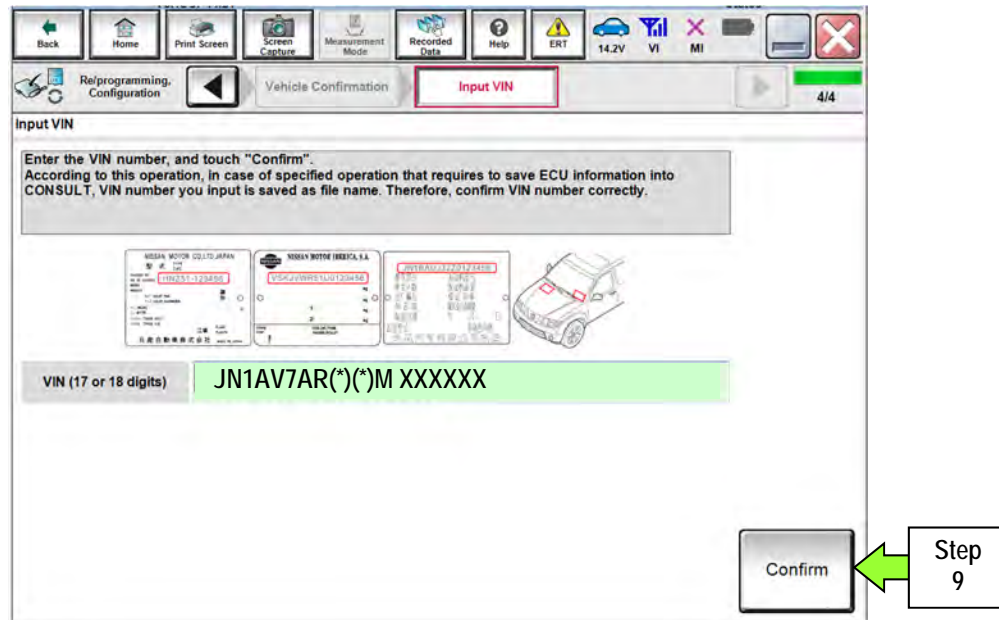


Figure 6

10. Select MULTI AV.

- Wait for system call to complete.

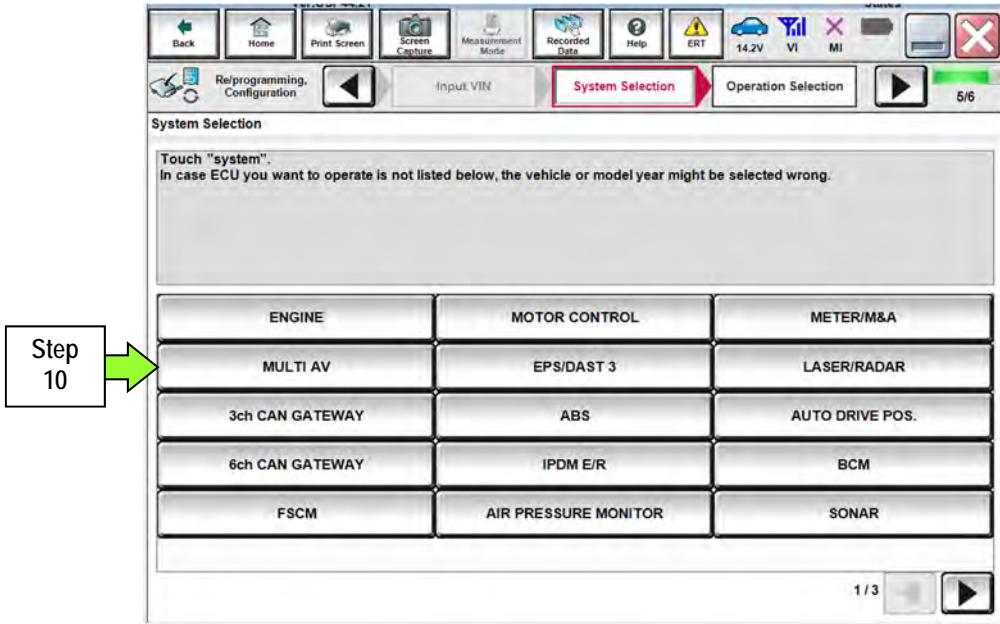


Figure 7

11. Select After ECU Replacement.

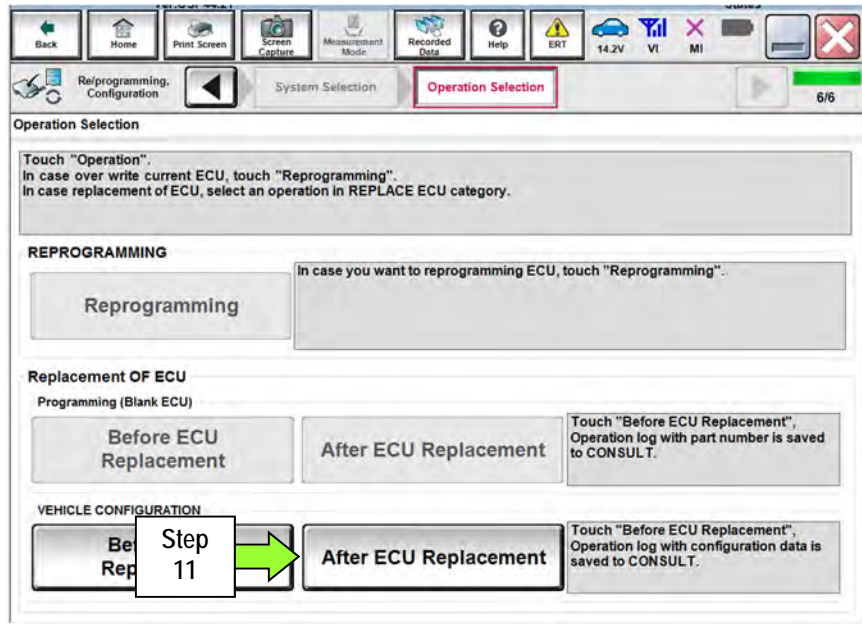


Figure 8

12. Select Manual selection.

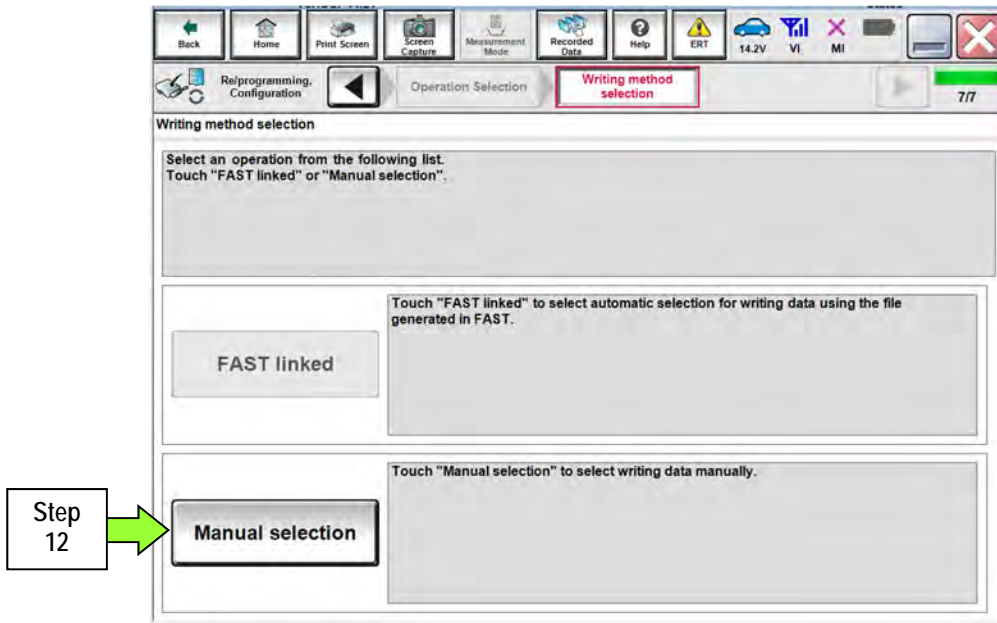


Figure 9

13. Select the correct vehicle options under **Setting Value** for the vehicle being configured.

- Refer to the Electronic Service Manual (ESM), section DRIVER INFORMATION & MULTIMEDIA – AUDIO, VISUAL & NAVIGATION SYSTEM – INFINITI INTOUCH – BASIC INSPECTION – CONFIGURATION (DISPLAY CONTROL UNIT), to assist in confirming the vehicle's configuration values.

14. Confirm the setting values for the vehicle being configured are correct.

15. Select Next.

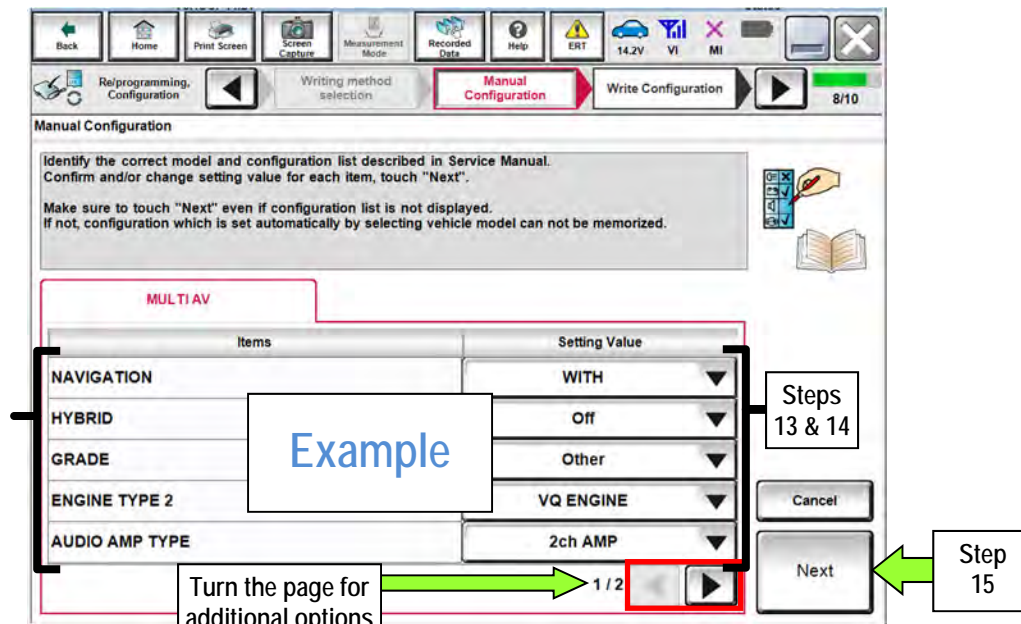


Figure 10

16. Verify TCU ID and TCU ID top four digits match (see page 8, Figure 14, and page 9, Figure 15):

a. On the vehicle's upper display touch screen, select **Settings**.



Figure 11

b. Select InTouch Services.

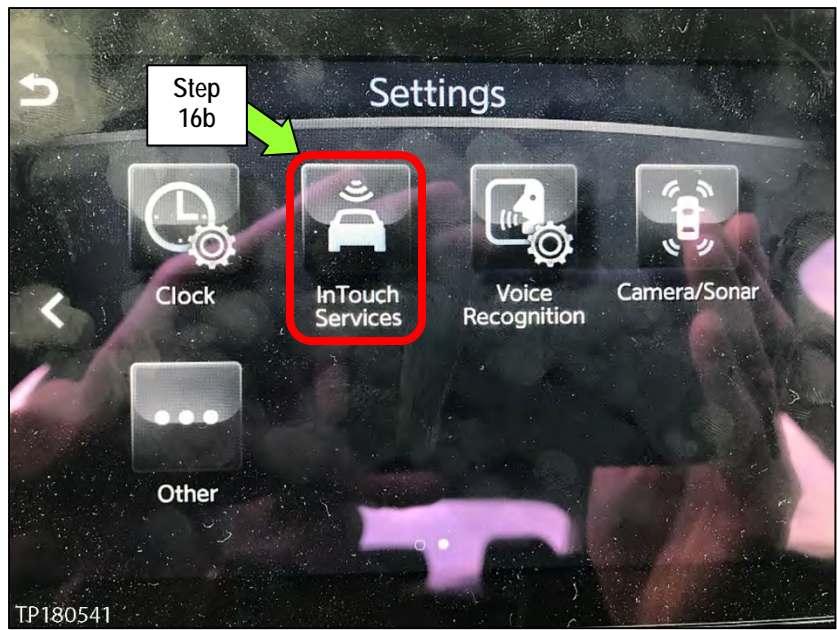


Figure 12

c. Select Unit ID Information.

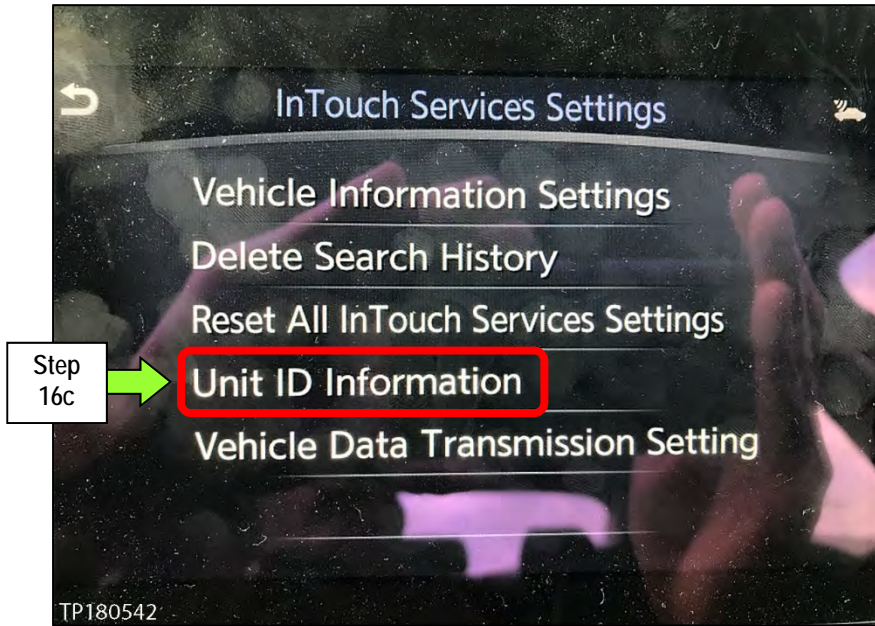


Figure 13

d. Leave this screen displayed to reference the TCU ID number (first 4 digits).

- The first 4 digits in Figure 14 should match the one shown in Figure 15.

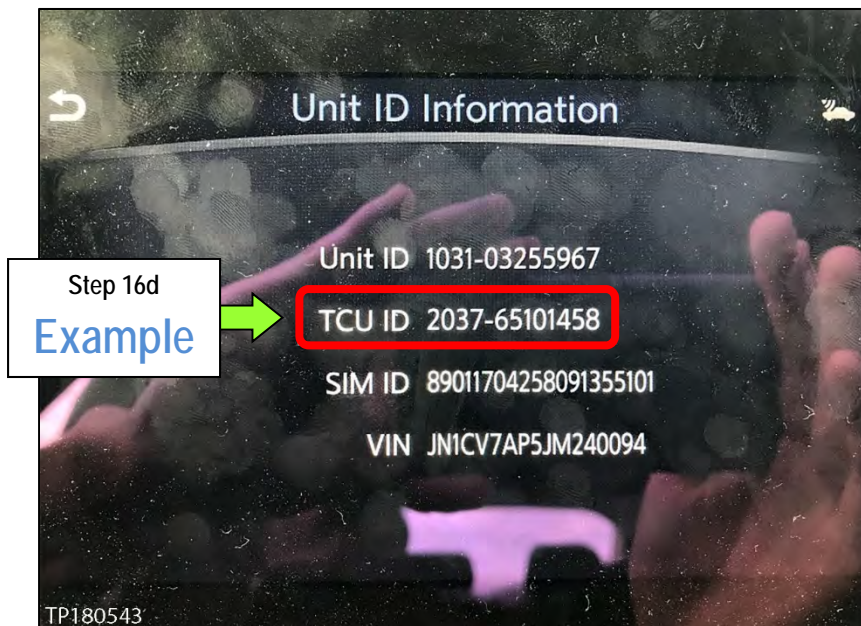


Figure 14

17. Select Next.

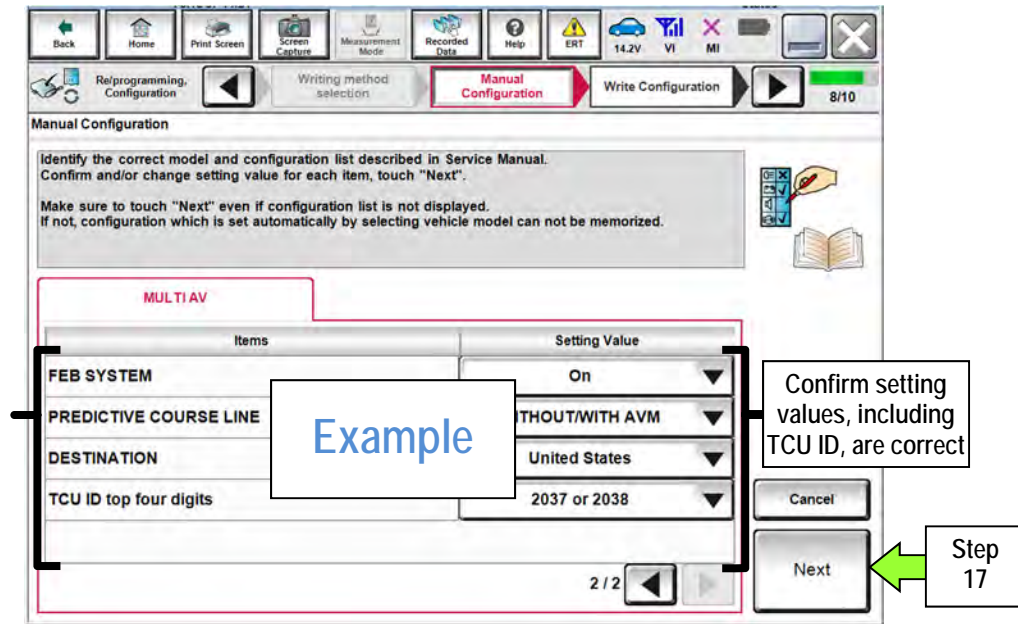


Figure 15

18. After the data transfer has completed, select **End** (picture not shown).

19. Close the CONSULT PC.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Perform Reconfiguration	(1)	RX6PAA	ZE	32	0.2

(1) Reference the electronic parts catalog (FAST), and use the Display Control Assy (28387-*****) as the Primary Failed Part (PFP).