INFINITI; SOFTWARE UPDATES FOR INFOTAINMENT ISSUES

APPLIED VEHICLES:

- 2016-2018 Q50 (V37)
- 2016-2018 Q50 Hybrid (V37)
- 2017-2018 Q60 (V37)
- 2018 Q70 (Y51)
- 2018 Q70 Hybrid (Y51)
- 2017-2018 QX30 (H15)
- 2017-2018 QX60 (L50)
- 2017-2018 QX60 Hybrid (L50)
- 2018 QX80 (Z62)

IF YOU CONFIRM

Any one or a combination of the following on an applied vehicle:

- Reverse camera is blank (vehicles manufactured before May 1, 2018)
- Reverse camera remains ON when in Drive (vehicles manufactured before May 1, 2018)
- Average fuel economy displays 99.9 MPG
- Display screen flickers at higher ambient interior temperatures
- SXM Info Apps (Weather, Stocks, Fuel Prices) inoperative

ACTION

1. Refer to page 4, step 8 in the SERVICE PROCEDURE to confirm an update applies to the Display Control Unit (DCU) of the vehicle being worked on.
   - Confirmation is determined by comparing the DCU part number with those listed in Table A on page 5.

2. If this bulletin applies, update the DCU software.
   - See REQUIRED SPECIAL TOOL on page 2.
   - NOTE: The updated software resolves the items above along with improving software stability.

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.
**REQUIRED SPECIAL TOOL**

- One of special tool USB drive J-52727 has been shipped to each dealer (see Figure 1).
- Do not use any other USB drive to perform the procedure in this bulletin.
- Additional USB drives may be purchased from Tech•Mate (1-800-662-2001).

![Figure 1](image)

**SERVICE PROCEDURE**

Check the DCU P/N

**IMPORTANT: Before starting, make sure:**

- ASIST is connected to the Internet.
- ASIST on the CONSULT PC has been synchronized (updated) to the current date.

1. Connect the CONSULT PC and plus VI to the vehicle.
2. Start C-III plus.
3. Turn ON the ignition.
4. Wait for the plus VI to be recognized / connected.
   - The serial number will display when the plus VI is recognized / connected.
5. Select **Diagnosis (One System)**.

![Figure 2](image)
6. Select **MULTI AV**.
7. Select the ECU Identification tab.

8. When the screen in Figure 4 displays, confirm this bulletin applies as follows:
   a. Write down the **ECU PART NUMBER** on the repair order.
      
      **NOTE:** This is the current DCU part number (P/N).


![Figure 4](image)

b. Compare the P/N you wrote down to the P/Ns in the **CURRENT DCU PART NUMBER** column in **Table A** on the next page.
   
   - If there is a match, this bulletin applies. Go to page 6, **Update Display Control Unit**.
   
   - If there is not a match, DCU updating does not apply. Refer to ASIST for further diagnosis.
Table A

<table>
<thead>
<tr>
<th>MODEL</th>
<th>MODEL YEAR</th>
<th>CURRENT DCU PART NUMBER: 28387-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q50 and Q50 Hybrid</td>
<td>2016</td>
<td>4HK0A, 4HK2A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4HK0C, 4HK2C</td>
</tr>
<tr>
<td></td>
<td>2017</td>
<td>4HK0D, 4HK2D</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4HK1A, 4HK3A</td>
</tr>
<tr>
<td></td>
<td>2018</td>
<td>4HK4A, 4HK5A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4HK4B, 4HK5B</td>
</tr>
<tr>
<td>Q60</td>
<td>2017</td>
<td>4HK0B, 4HK2B</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4HK1A, 4HK3A</td>
</tr>
<tr>
<td></td>
<td>2018</td>
<td>4HK4A, 4HK5A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4HK4B, 4HK5B</td>
</tr>
<tr>
<td>Q70 and Q70 Hybrid</td>
<td>2018</td>
<td>6GY01, 6GY1A</td>
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<tr>
<td></td>
<td></td>
<td>6GY0B, 6GY1B</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6GY0E, 6GY1E</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5ZA0D</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9PB0E</td>
</tr>
<tr>
<td>QX30</td>
<td>2017</td>
<td>4DL1A, 4DL3A, 4DL6A, 4DL7A</td>
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<td>4DL4A, 4DL5A, 4DL8A, 4DL9A</td>
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<tr>
<td>QX60 and QX60 Hybrid</td>
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<td>5ZA0A, 5ZA0B</td>
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<td>9PB0A, 9PB0D</td>
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<tr>
<td>QX80</td>
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<td>9PB0E</td>
</tr>
</tbody>
</table>
Update Display Control Unit

IMPORTANT: Before starting, make sure:

- ASIST is connected to the Internet.
- ASIST has been synchronized (updated) to the current date.

9. Insert special tool USB drive J-52727 to an ASIST Station.

   **NOTE:** Special tool USB drive J-52727 is the only one approved for use with this procedure.

10. Open ASIST.

11. Select **Specialty Tools**, and then select **Infotainment Software Updates**.
12. Select the check box next to the correct update software package based on **Table B** below (also refer to Figure 6 further below).

**CAUTION:** Failure to select the correct update software package may result in needing to replace the DCU.

**NOTE:** Replacement of an incorrectly updated DCU is not covered under warranty.

<table>
<thead>
<tr>
<th>MODEL</th>
<th>AUDIO SYSTEM</th>
<th>DESCRIPTION</th>
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</thead>
<tbody>
<tr>
<td>2017-2018 QX60, 2017-2018 QX60 Hybrid, 2018 Q70, 2018 Q70 Hybrid, and 2018 QX80</td>
<td>CD capable *</td>
<td>IT5001</td>
</tr>
<tr>
<td>2017-2018 QX60, 2017-2018 QX60 Hybrid, and 2018 QX80</td>
<td>Rear Entertainment system with CD and DVD capability *</td>
<td>IT5002</td>
</tr>
<tr>
<td>2016-2018 Q50, 2016-2018 Q50 Hybrid, and 2017-2018 Q60</td>
<td>CD capable</td>
<td>IT5003</td>
</tr>
<tr>
<td>2017-2018 QX30</td>
<td>CD capable *</td>
<td>IT5005</td>
</tr>
</tbody>
</table>

* If not sure which audio system is equipped in the vehicle, insert a DVD into the instrument panel mounted AV control unit. With CD only audio systems, an error message will display on the screen. In CD/DVD capable systems, the DVD will work.

13. After selecting the check box of the correct update software package, select **Continue**, and then wait for the download to complete.

![Figure 6](Figure%206.jpg)
14. Once the download is complete, select the USB drive for update software package transfer.
   - See example in Figure 7. The drive selection on your PC may be different.

15. Select **Transfer**, and then wait for the transfer to complete (see Figures 7 and 8).

16. Select **OK**.

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**Figure 7**

**Figure 8**
17. Once the transfer is complete, safely remove the USB drive from the ASIST Station.

   a. From the PC toolbar, select the **Safely Remove Hardware** icon.
      
      - The icon is on the toolbar, or to be found after selecting the arrow.

   b. Select the USB drive to be removed, and then remove the USB drive from the ASIST Station.

      **CAUTION:** Failure to safely remove the USB drive may corrupt the update software.

      - If not familiar with the process of safe USB drive removal, ask for assistance at your dealer.

![Figure 9](image)

18. Close all ASIST **Infotainment Software Update** screens.

19. Start the engine, and then wait 60 seconds for the system to load.

   **NOTE:** The engine needs to idle for the duration of the update.
20. Open the Settings Menu and then select Bluetooth.
   On a system with one (1) screen:
   - The settings menu is accessed with the hard button located under the display.

   On a system with two (2) screens:
   - The settings menu is accessed by selecting the settings app icon on the lower display.

21. Select **Connect Device** from the Bluetooth Settings menu.

   NOTE: If no connected devices are present, Figure 17 will be displayed.

22. Is a device present in the Device List?
   - **YES**: Select a device and then proceed to step 23.
   - **NO**: Proceed to step 25.

   IMPORTANT: All paired devices must be deleted before proceeding to step 25.

23. Select **Delete** and confirm the screens in Figure 14 and then Figure 15 are displayed.
NOTE: The following screens will be displayed while a paired device is being deleted.

- The first screen will show “Deleting…” followed by the device name.

- The second screen will show information regarding repairing the BT device.

24. Are any devices still present in the Device List?
   - **YES:** Select a device and then perform step 23 and 24 again.
   - **NO:** Proceed to step 25.

   **IMPORTANT:** All paired devices must be deleted before proceeding to step 25.

- Figure 17 will be displayed when all devices have been deleted.
25. Connect the USB drive with update software package into the vehicle’s USB media port.

CAUTION: Charging ports are marked in the vehicle with a “lightning bolt” symbol. Do not insert the USB drive into a charging port. If used, the update software and/or USB drive may become damaged. Only insert the USB drive in a USB media port.

![USB media port symbol](image)

![DO NOT USE USB ports with a “Lightning bolt”](image)

**Figure 18**

26. Wait approximately 10-30 seconds for the screen in Figure 19 to appear.

27. Select Yes to begin the software update.

![Step 27 Warning System will restart after updating. Perform the following updates?](image)

**Figure 19**
28. Wait for the update to complete.
   - Follow the on-screen instructions while waiting.

   **NOTE:** The update lasts 10-70 minutes.

   ![Figure 20](image)

29. Once the update is complete, remove the USB drive, and then select **Restart**.

   ![Figure 21](image)
CAUTION: Steps 30-33 must be completed. If they are not completed, the update may become corrupted.

30. Allow the reboot to complete (2-5 minutes after selecting Restart).

31. Once the reboot has completed, turn OFF the engine, and then wait three (3) minutes.

32. Start the engine and allow the vehicle to run for two (2) minutes.

33. Turn OFF the engine.

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

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>PFP</th>
<th>OP CODE</th>
<th>SYM</th>
<th>DIA</th>
<th>FRT</th>
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</thead>
<tbody>
<tr>
<td>Perform Software Update</td>
<td>(1)</td>
<td>RX6SAA</td>
<td>ZE</td>
<td>32</td>
<td>0.5</td>
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</table>

(1) Reference the Electronic Parts Catalog (EPC), and use the Display Control Assy (28387-******) as the Primary Failed Part (PFP).

AMENDMENT HISTORY

<table>
<thead>
<tr>
<th>PUBLISHED DATE</th>
<th>REFERENCE</th>
<th>DESCRIPTION</th>
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<tbody>
<tr>
<td>December 2, 2018</td>
<td>ITB18-040</td>
<td>Original bulletin published</td>
</tr>
<tr>
<td>December 19, 2018</td>
<td>ITB18-040a</td>
<td>Amended to add Bluetooth device deletion procedure.</td>
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