

Classification:

EL18-024

Reference:

ITB18-041

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Date:

December 2, 2018

## 2019 QX50; AUDIO SYSTEM WILL NOT TURN ON AND/OR SCREENS FREEZE UP AFTER HANGING UP A PHONE CALL

**APPLIED VEHICLES:** 2019 QX50 (J55)

### IF YOU CONFIRM

There is no audio, and the audio controls do not turn the radio/audio ON.

and/or

Both screens freeze up after hanging up a phone call.

- The phone call was initiated with Voice Recognition while the phone menu was displayed on the upper screen.

**NOTE:** These conditions can be temporarily resolved by pressing and holding down the Volume/Audio ON/OFF button for 5-10 seconds.

### 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 4.
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

## 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)**.

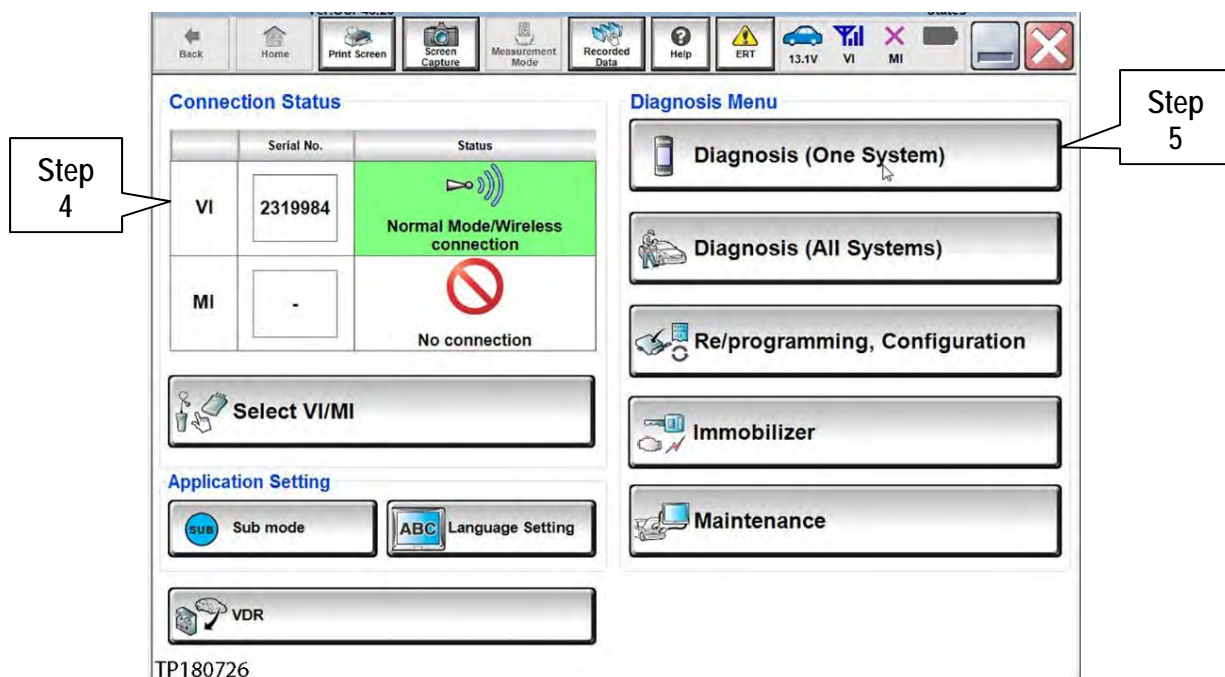


Figure 2

6. Select MULTI AV.

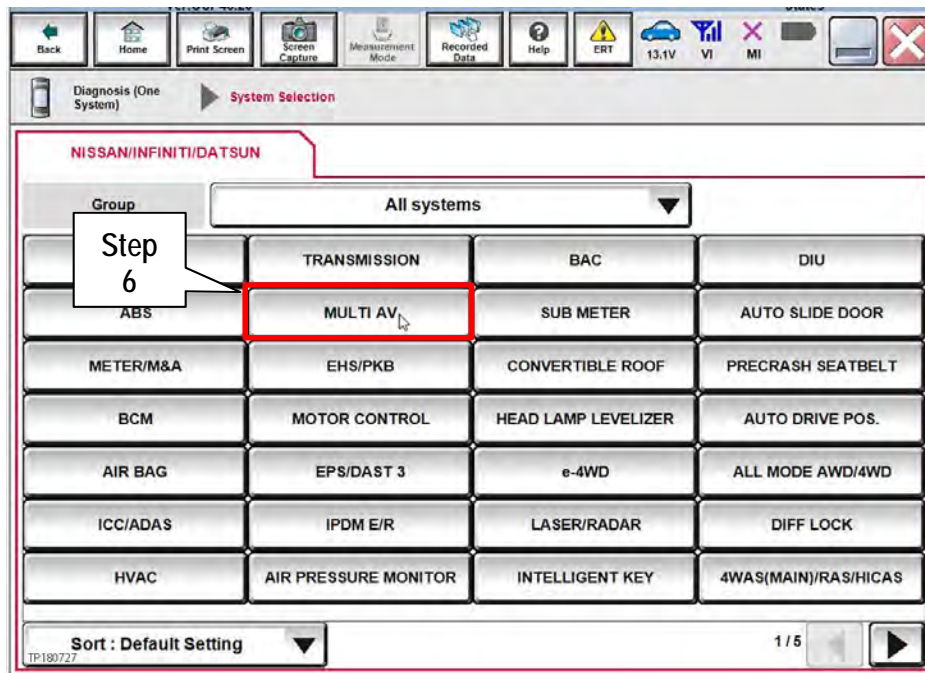


Figure 3

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).

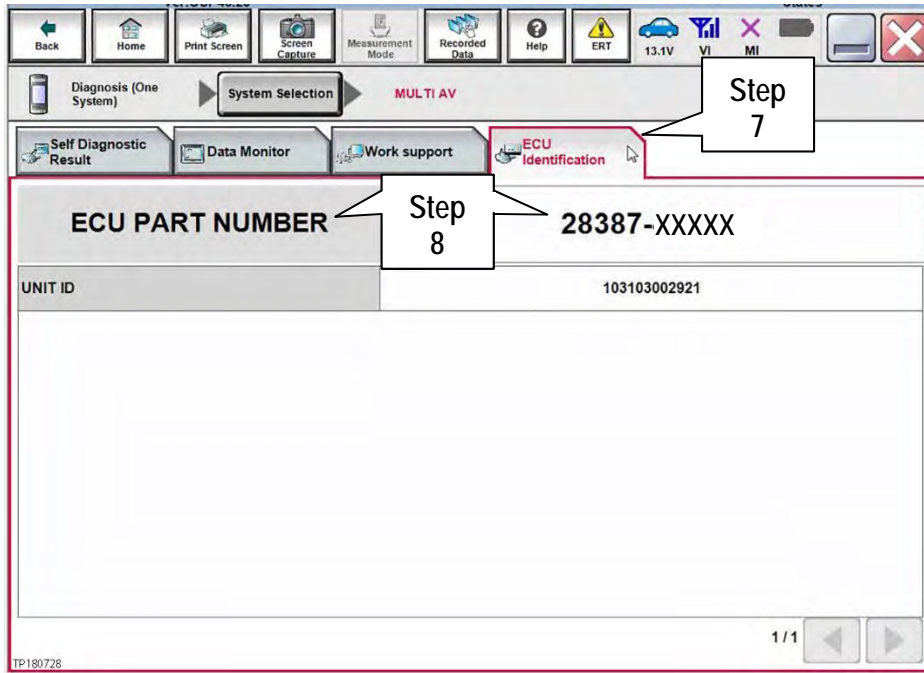


Figure 4

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

Table A

MODEL	CURRENT DCU PART NUMBER: 28387-
2019 QX50	5NA0A, 5NA0B, 5NA0C
	5NA2A, 5NA2B, 5NA2C
	5ZA0A, 5ZA0B

## 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**.

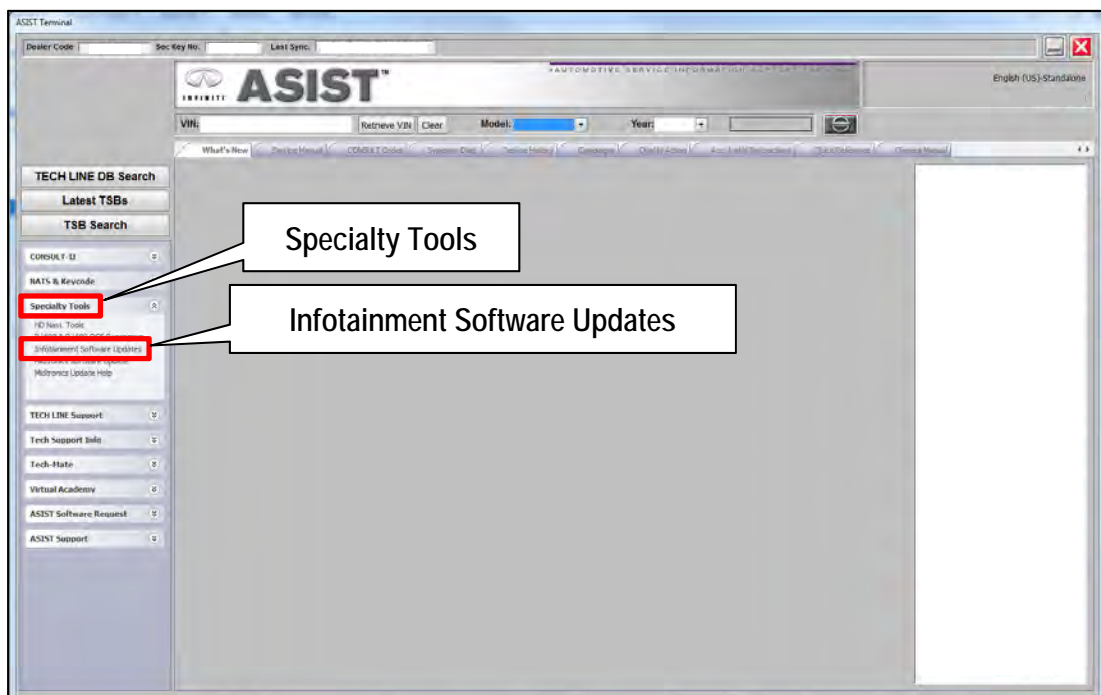


Figure 5

12. Select the check box next to the correct update software package below (also refer to Figure 6 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.

MODEL	DESCRIPTION
2019 QX50	IT5004

13. Select **Continue**, and then wait for the download to complete.

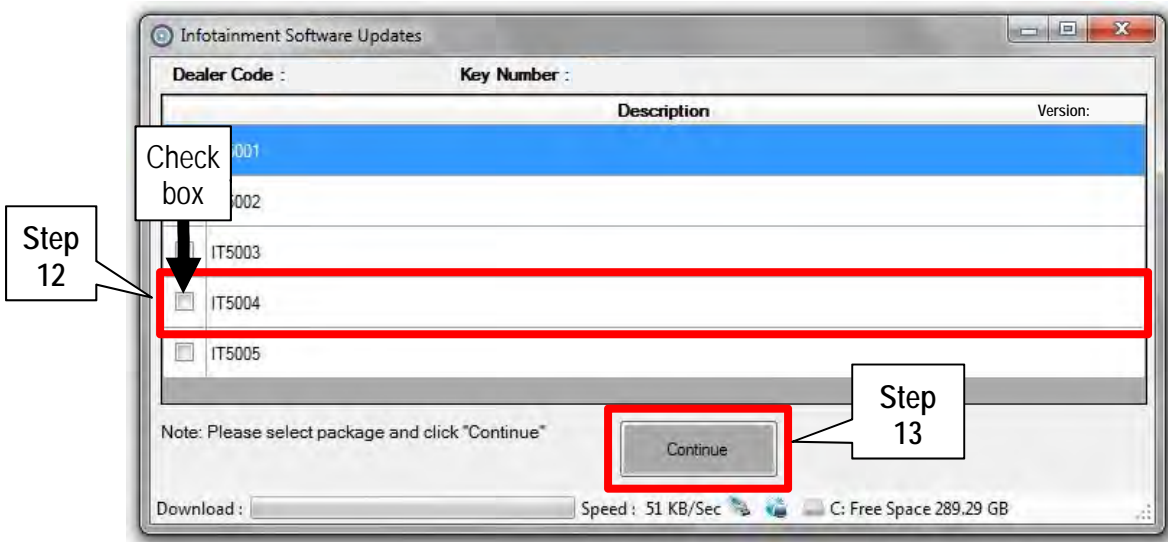


Figure 6

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).

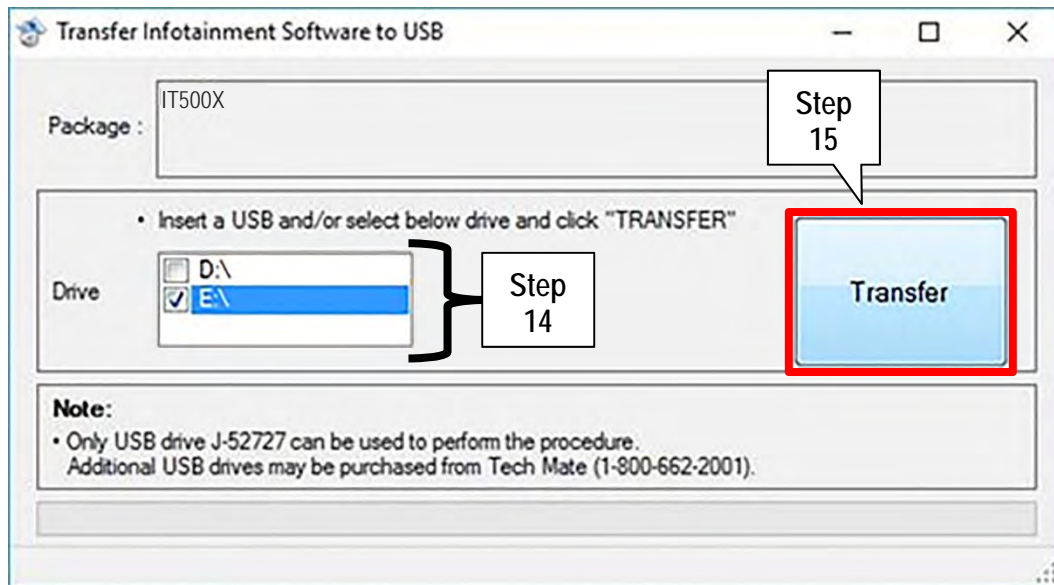


Figure 7

16. Select **OK**.

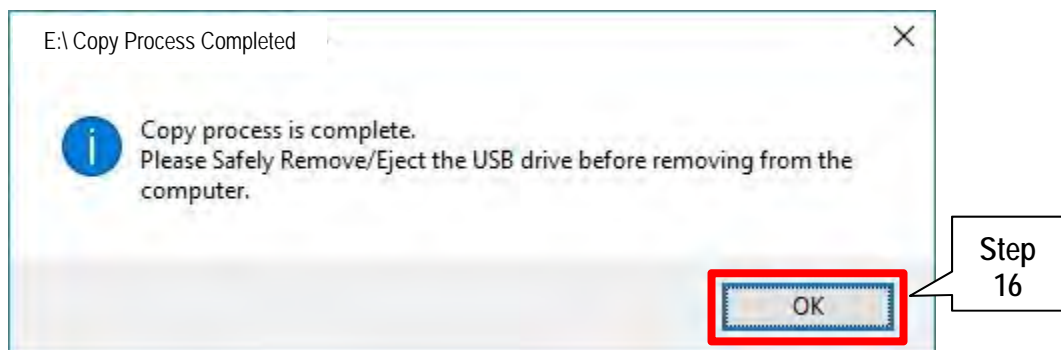


Figure 8

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.

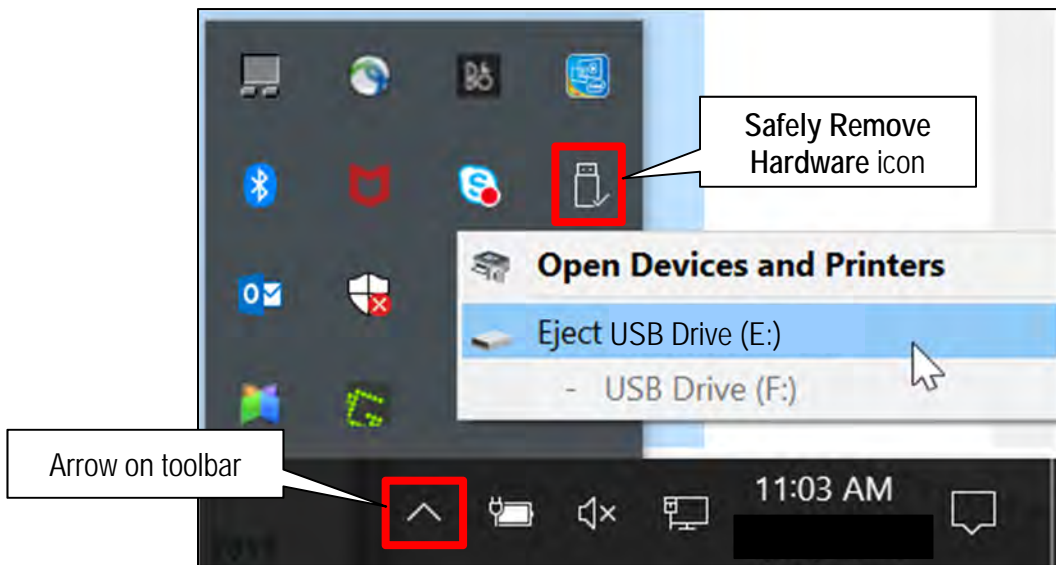


Figure 9

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. 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.

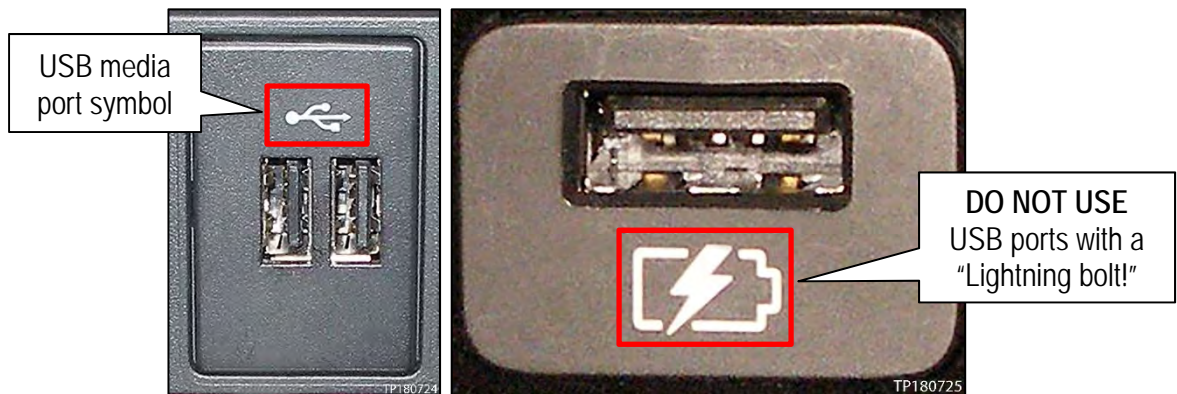


Figure 10

21. Wait approximately 10-30 seconds for the screen in Figure 11 to appear.
22. Select **Yes** to begin the software update.

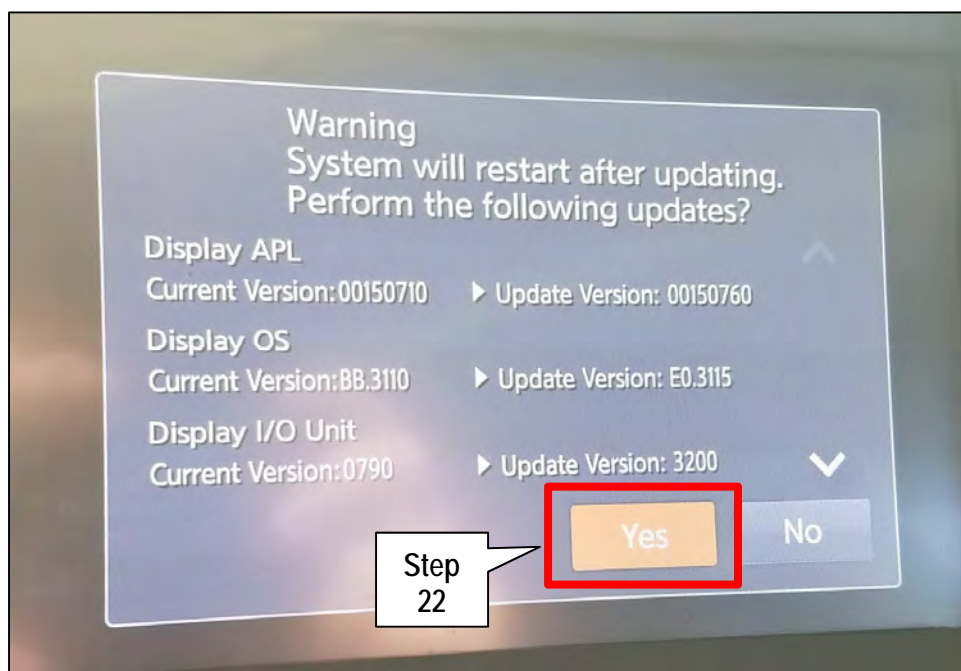


Figure 11

23. Wait for the update to complete.

- Follow the on-screen instructions while waiting.

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

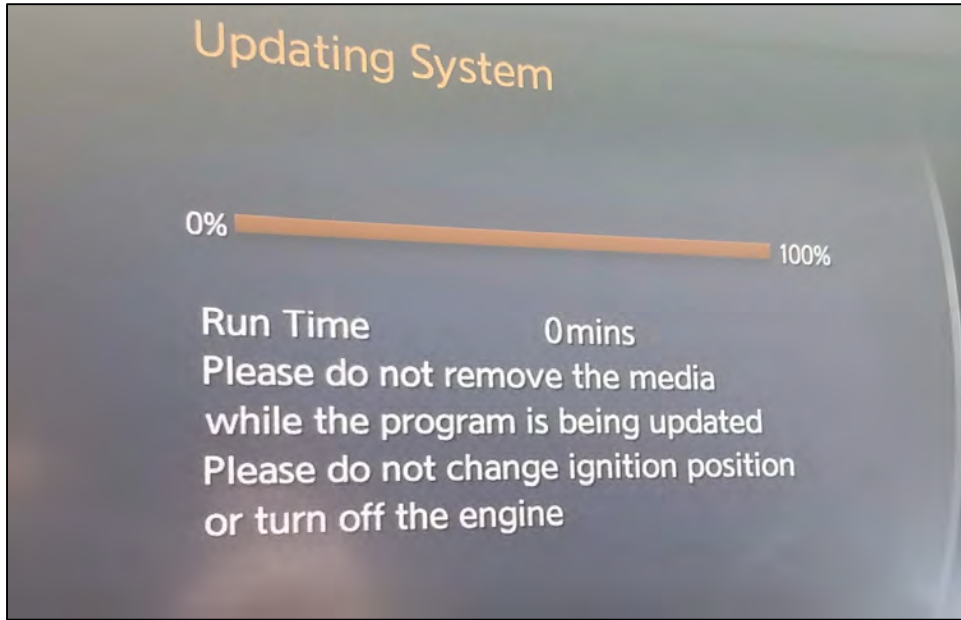


Figure 12

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

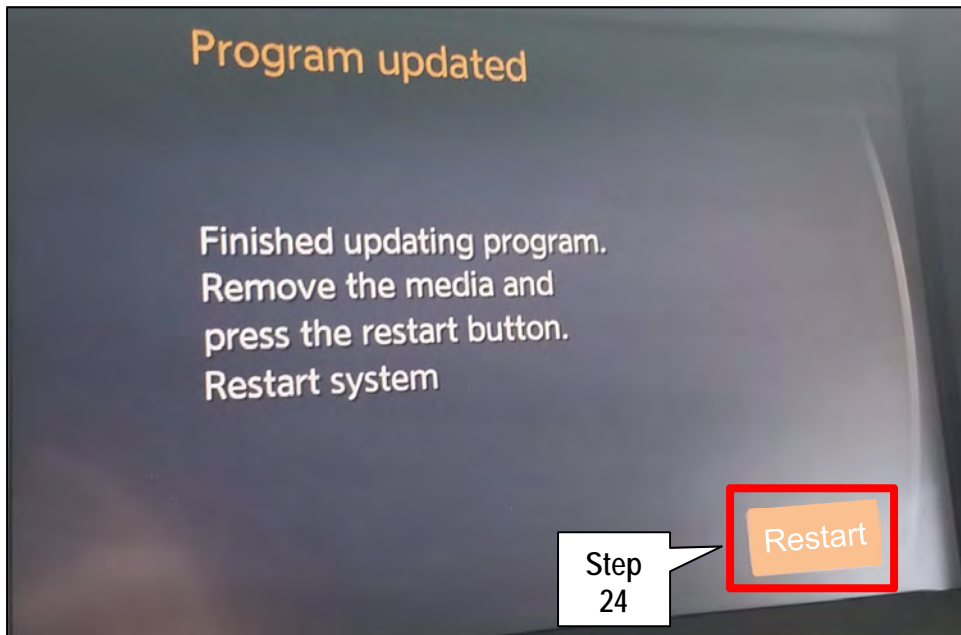


Figure 13

**CAUTION:** Steps 25-28 must be completed. If they are not completed, the update may become corrupted.

25. Allow the reboot to complete (2-5 minutes after selecting **Restart**).
26. Once the reboot has completed, turn OFF the engine, and then wait three (3) minutes.
27. Start the engine and allow the vehicle to run for two (2) minutes.
28. Turn OFF the engine.

#### CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Perform Software Update	(1)	RX6SAA	ZE	32	0.5

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

#### AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
December 2, 2018	ITB18-041	Original bulletin published