

Classification:

EL19-007

Reference:

ITB19-005

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## CLOCK, AUDIO, HVAC OR NAVIGATION SETTINGS INTERMITTENTLY CHANGE ON THEIR OWN

<b>APPLIED VEHICLES:</b>	2018-2019 QX80 (Z62)	2018-2019 Q70 (Y51)
	2017-2019 QX60 (L50)	2018 Q70 Hybrid (HY51)
	2017 QX60 Hybrid (L50H)	2017-2019 Q60 (CV37)
	2019 QX50 (J55)	2014-2019 Q50 (V37)
	2017-2019 QX30 (H15)	2014-2018 Q50 Hybrid (HV37)
<b>APPLIED SYSTEM:</b>	INFINITI InTouch™ (Intelligent Key)	

### SERVICE INFORMATION

An Intelligent Key, for the applied vehicles with INFINITI InTouch™, has the ability to trigger specific customized settings for the radio, clock, heating and air conditioning (HVAC) and navigation that are unique to that key, and each Intelligent Key for a specific vehicle may have different settings stored.

**EXAMPLE:** The vehicle may be driven by more than one person, and each driver has a personal Intelligent Key. Each driver may adjust their preferred vehicle settings differently.

If two or more Intelligent Keys with different stored settings are unintentionally interchanged, one or more of the following perceived issues might be reported by the customer(s).

- **Radio** – Presets are lost or change
- **Clock** – Settings are not showing the correct time due to day-light savings or the selected region (time zone)
- **HVAC** – Controls are set differently
- **Navigation** – Settings suddenly altered

#### If any of these perceived issues are present:

- Confirm if there are multiple Intelligent Keys being used by the customer(s) interchangeably, and if so, verify that each key's settings are different.

**NOTE:** Customer may not recognize that different Intelligent Keys are linked differently.

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.

**AMENDMENT HISTORY**

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