

Classification:

EL19-059a

Reference:

ITB19-042a

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Date:

April 27, 2020

INFINITI; AV CONTROL UNIT REPLACEMENT PROCESS

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Please discard previous versions of this bulletin.

APPLIED VEHICLES:

- 2020 Q50 (V37)
- 2020 Q60 (V37)
- 2020 QX50 (J55)
- 2020 QX80 (Z62)

IF YOU CONFIRM

The AV control unit needs to be replaced on an **APPLIED VEHICLE**.

ACTION

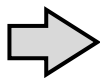
IMPORTANT: The AV control unit for the Applied Vehicles is new, different from the previous model year, and requires a new procedure when replacing. If the following steps are not followed completely, all features will not work as intended.

1. Read and save the VIN
2. Read and save the configuration
3. Replace the AV control unit
4. Reprogram the AV control unit
5. Configure the AV control unit
6. Write the VIN to the AV control unit

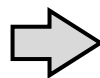
IMPORTANT: Procedures 4-6 above must be performed in the order shown below.

ORDER OF COMPLETION

REPROGRAM
AV control unit



CONFIGURE
AV control unit



WRITE VIN
to AV control unit

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

NOTICE

Perform the following before starting the reprogramming procedure to prevent damage to the control unit:

- Connect the AC Adapter to the CONSULT PC.
- Connect the CONSULT PC to the internet (Wi-Fi or cable).
- Ensure ASIST on the CONSULT PC has been synchronized (updated) to the current date and all C-III plus software updates (if any) have been installed.
- Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI. If Bluetooth® signal waves are within range of the CONSULT PC during reprogramming, the reprogramming may be interrupted.
- Turn OFF all vehicle electrical loads.
- Connect a battery maintainer or smart charger, set to reflash mode or a similar setting, to ensure the battery voltage stays between 12.0 V and 15.5 V.

READ AND SAVE THE VIN

NOTE: If the VIN data cannot be saved, proceed to step 19 on page 9. You will be instructed to manually enter the VIN later in the procedure.

1. Select **Diagnosis (One System)**.

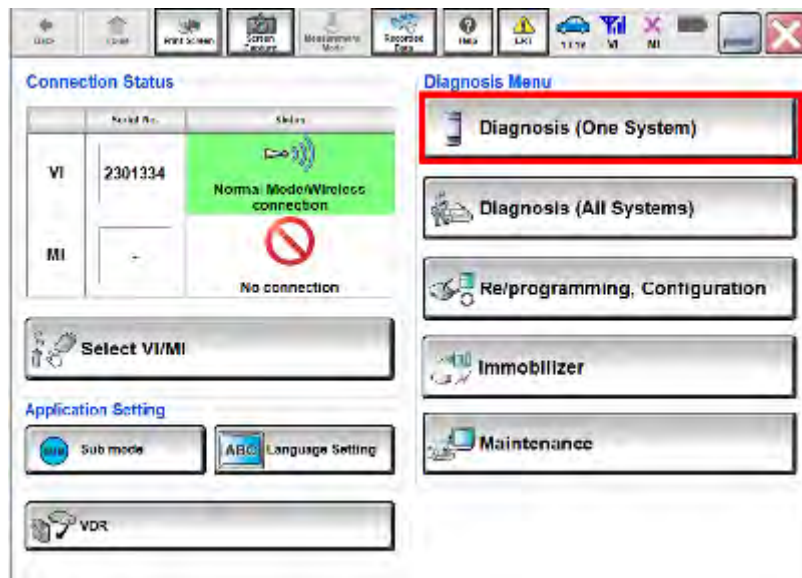


Figure 1

2. Select **MULTI AV**.

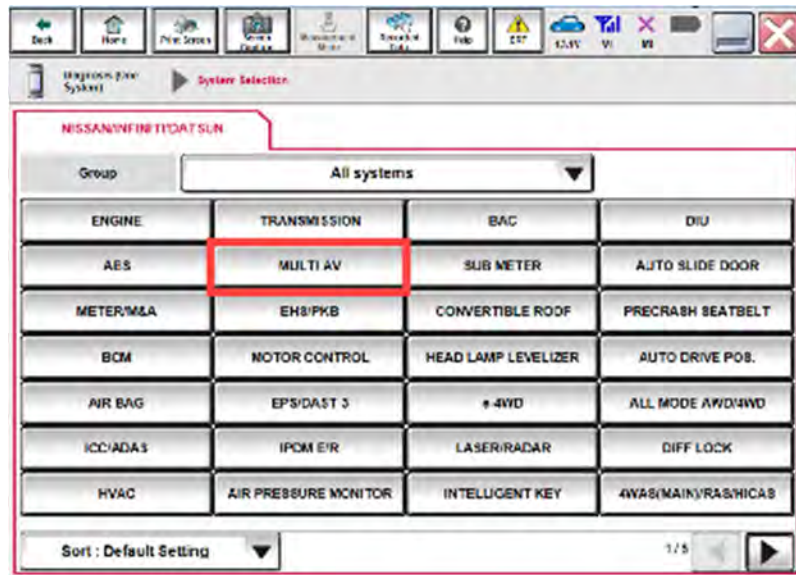


Figure 2

3. Select **Work support**.
4. Select **SAVE VIN DATA**.
5. Select **Start**.

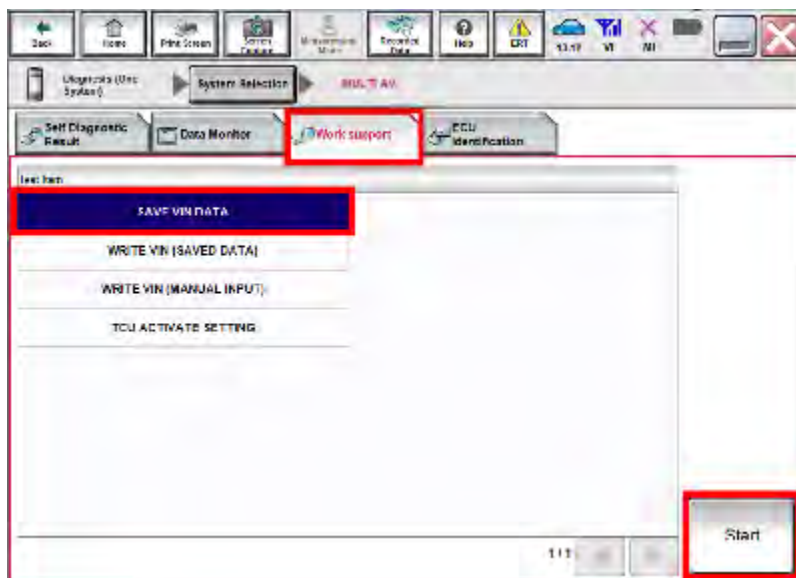


Figure 3

6. Select **Start**.

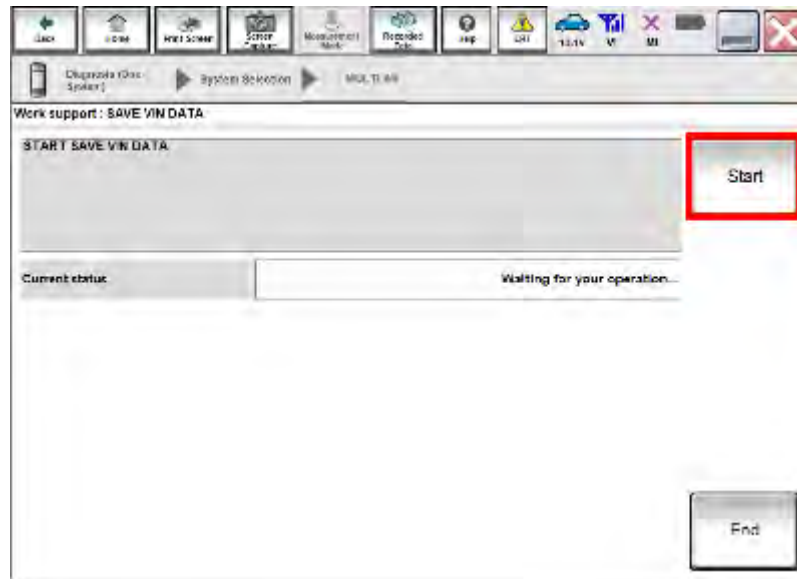


Figure 4

7. Wait for the Current status to show Completed, and then select **End**.

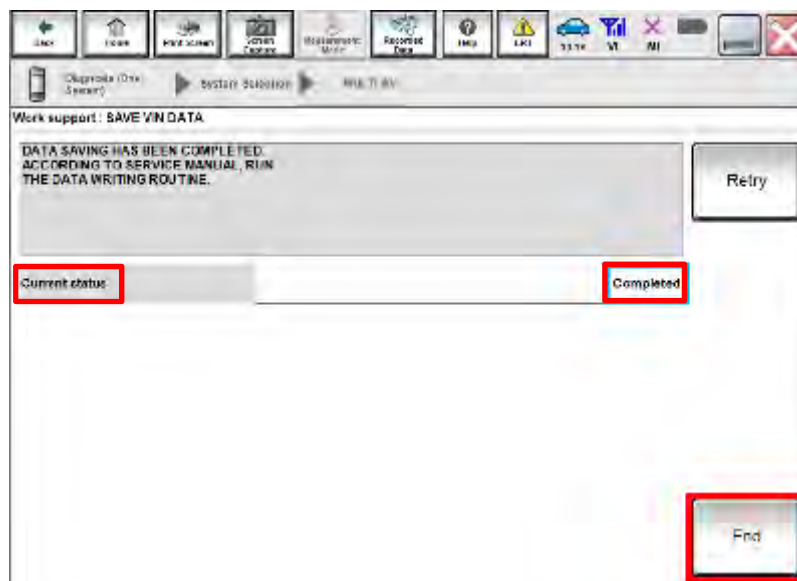


Figure 5

8. Select **Home**.

READ AND SAVE THE CONFIGURATION

9. Select **Re/programming, Configuration**.

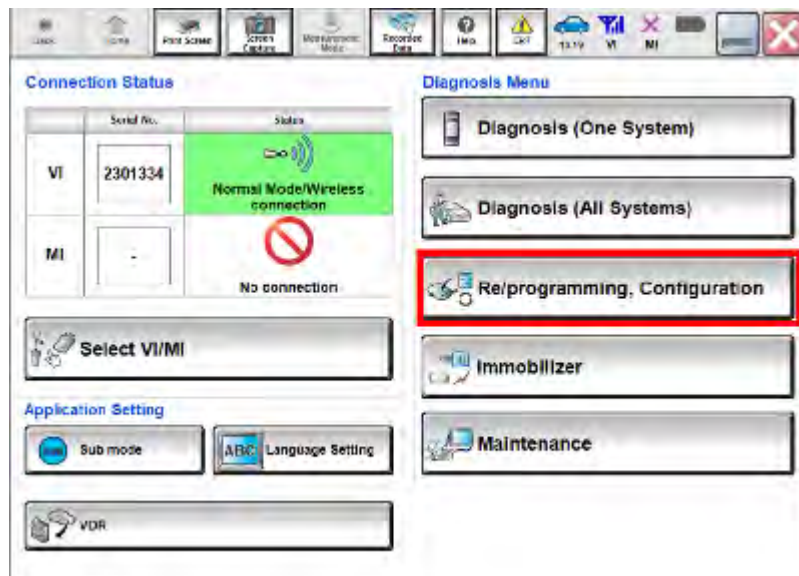


Figure 6

NOTE: C-III plus screens for steps 10-13 are not shown.

10. Read the on-screen Precaution and select **Confirmed Instructions** at the bottom of the screen.
11. Select **Next**.
12. Confirm the vehicle details are correct for the vehicle you are working on, and then select **Confirm**.
13. Confirm the correct VIN, and then select **Confirm**.

14. Select **MULTI AV**.

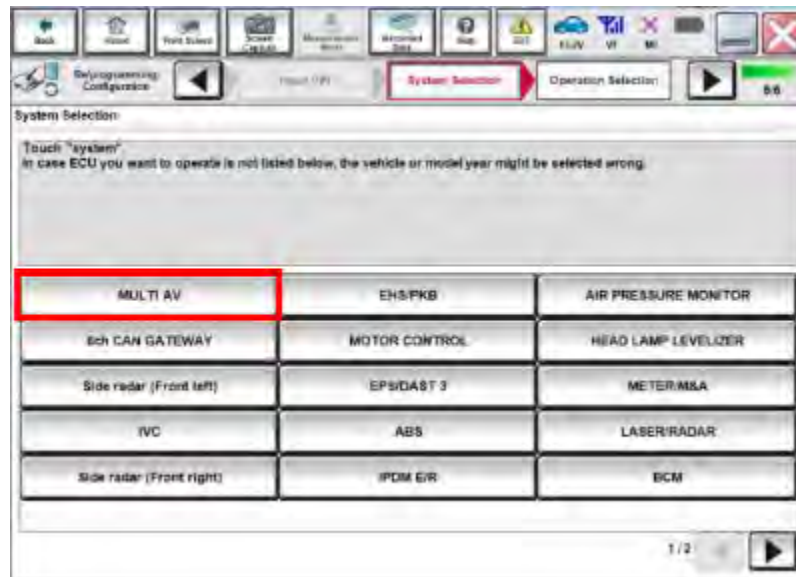


Figure 7

15. Select **Before ECU Replacement**.

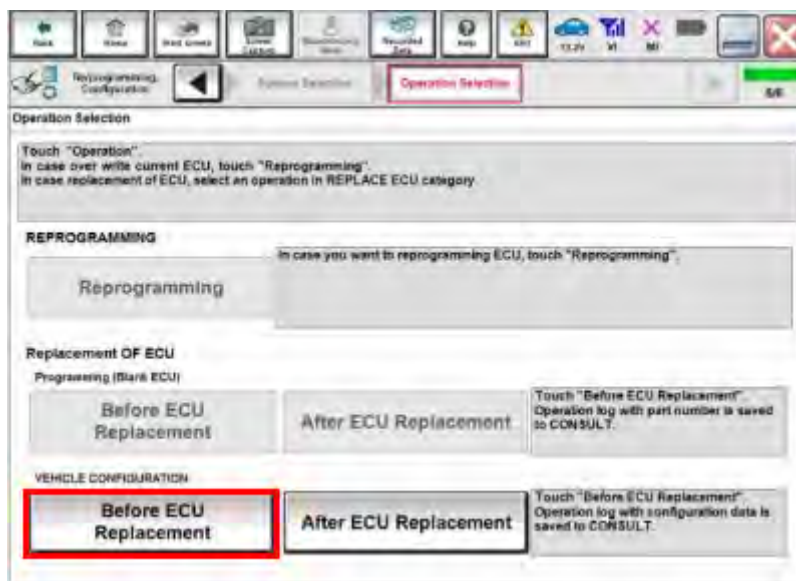


Figure 8

16. Write down all Setting Values.

HINT: Use arrows to view all Setting Value screens.

The current vehicle specification as listed below are saved in vehicle ECU. Touch "Save" to save this information.
In case of no items listed below, no item is available for configuration.

MULTI AV

Items	Setting Value
NAVIGATION	WITH
DAB FUNCTION	WITHOUT
TELEMATICS	WITH
ENGINE TYPE 3	3.7 LITER
SOUND SYSTEM	BASE (6 SPEAKERS)

1 / 2

Print

Save

Figure 9

17. Select **Save**.

The current vehicle specification as listed below are saved in vehicle ECU. Touch "Save" to save this information.
In case of no items listed below, no item is available for configuration.

MULTI AV

Items	Setting Value
GRADE	MODE1
CAMERA SYSTEM	NONE/AVM ph3
SONAR TYPE	FRONT&REAR
PREDICTIVE COURSE LINE	WITHOUT/WITH AVM
HYBRID	OFF

2 / 2

Print

Save

Figure 10

18. Select **End**.

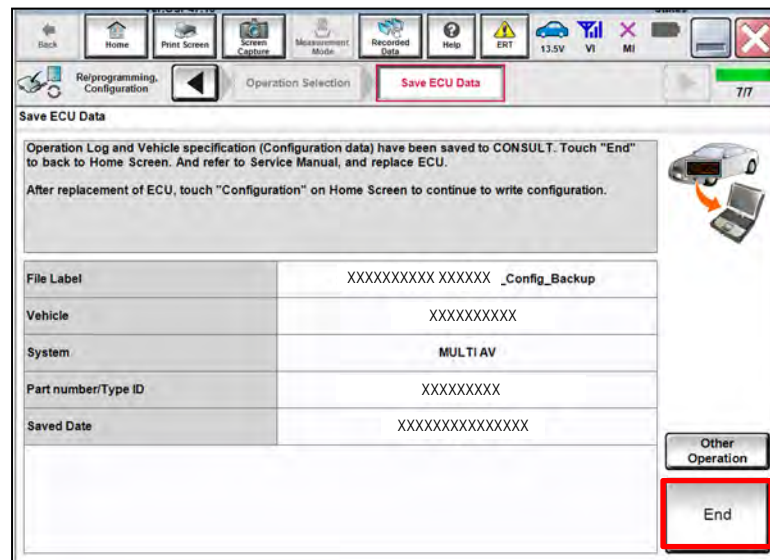


Figure 11

REPLACE THE AV CONTROL UNIT

19. Replace the AV control unit.

- Refer to the ESM, section **DRIVER INFORMATION & MULTIMEDIA > AUDIO, VISUAL & NAVIGATION SYSTEM > INFINITI INTOUCH > REMOVAL AND INSTALLATION > AV CONTROL UNIT**.

REPROGRAM THE AV CONTROL UNIT

20. Select **Re/Programming, Configuration**.

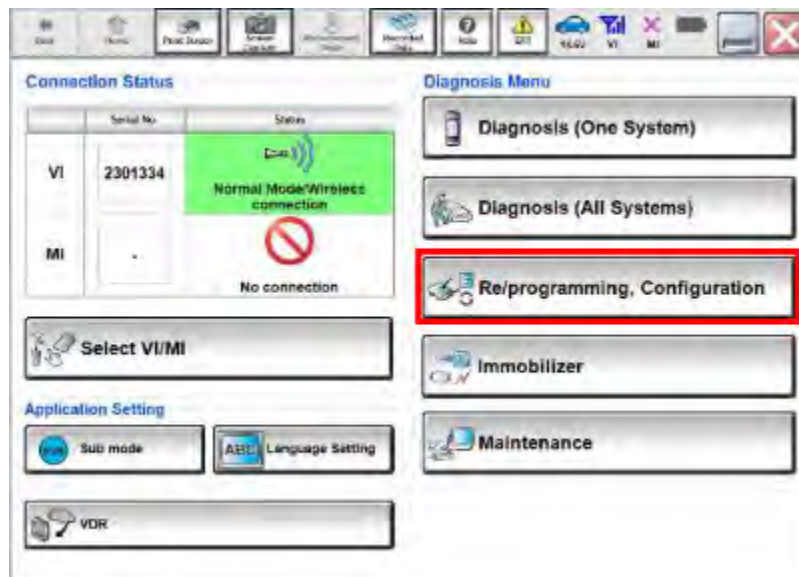


Figure 12

NOTE: C-III plus screens for steps 21-25 are not shown.

21. Select **Confirmed instructions**.
22. Select **Next**.
23. Select **Confirm**.
24. Confirm the correct VIN is populated.
25. Select **Confirm**.

26. Select **Other Operation**.

NOTE: If the VIN could not be read/saved, proceed to step 27.

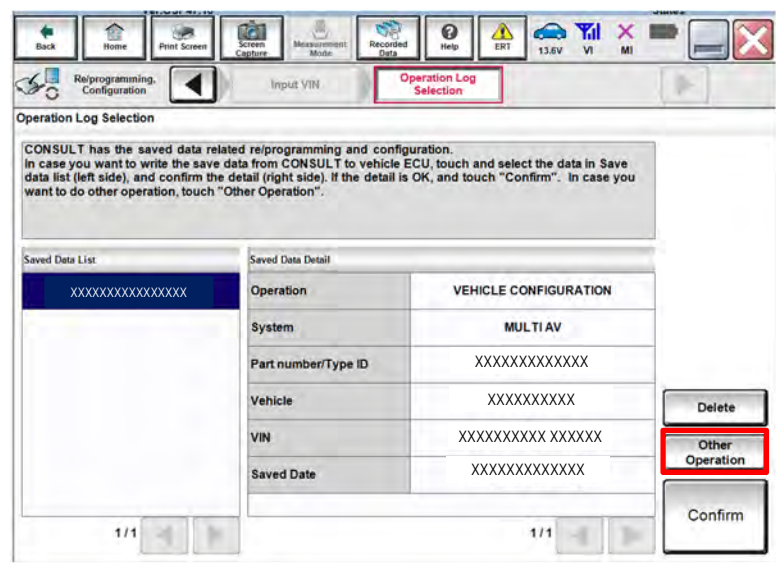


Figure 13

27. Select **MULTI AV**.

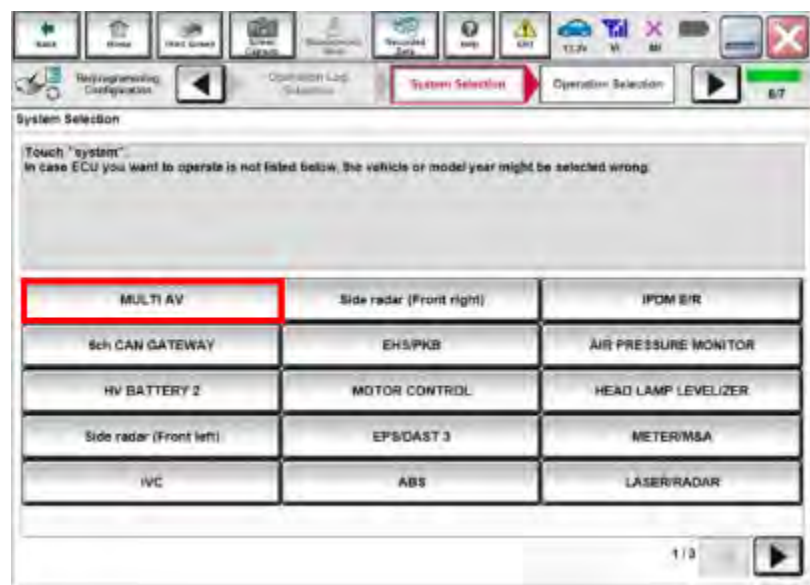


Figure 14

28. Select **After ECU Replacement** from the Programming (Blank ECU) menu.

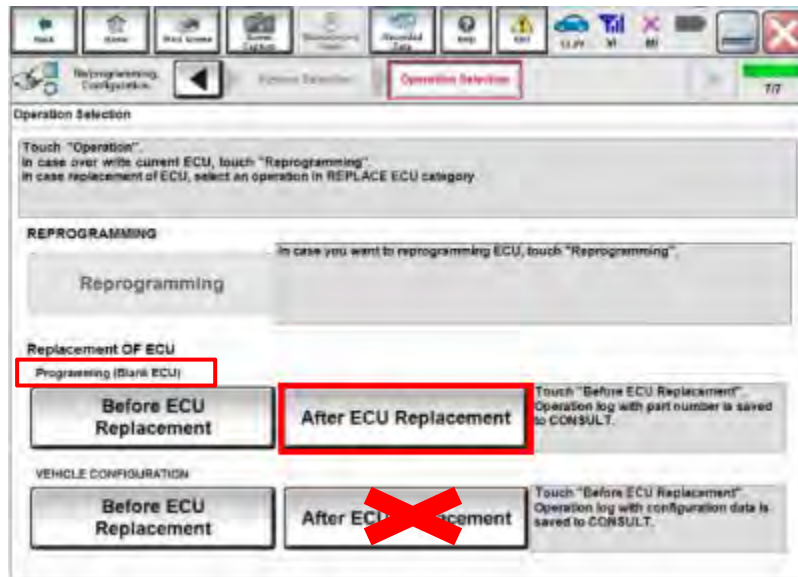


Figure 15

29. Select **Next**.

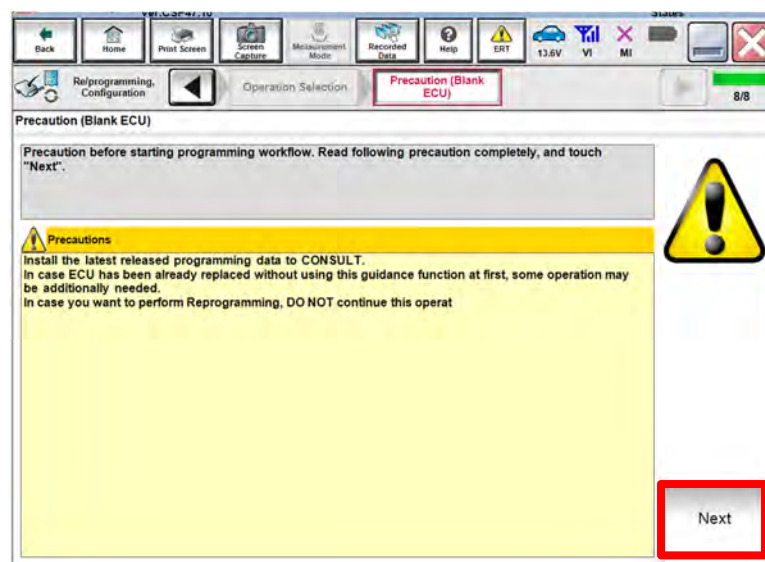


Figure 16

30. Select **Manual selection**.

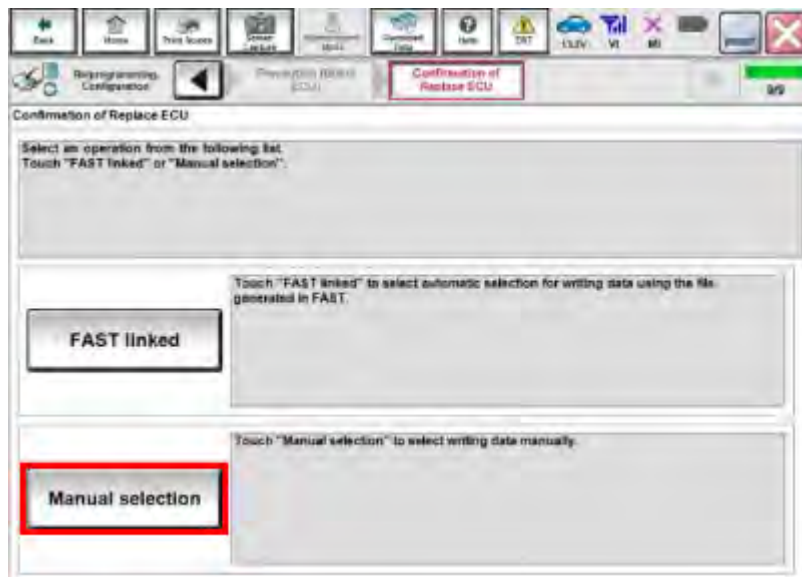


Figure 17

31. Use the arrows to scroll to the next page, and then select **Next**.

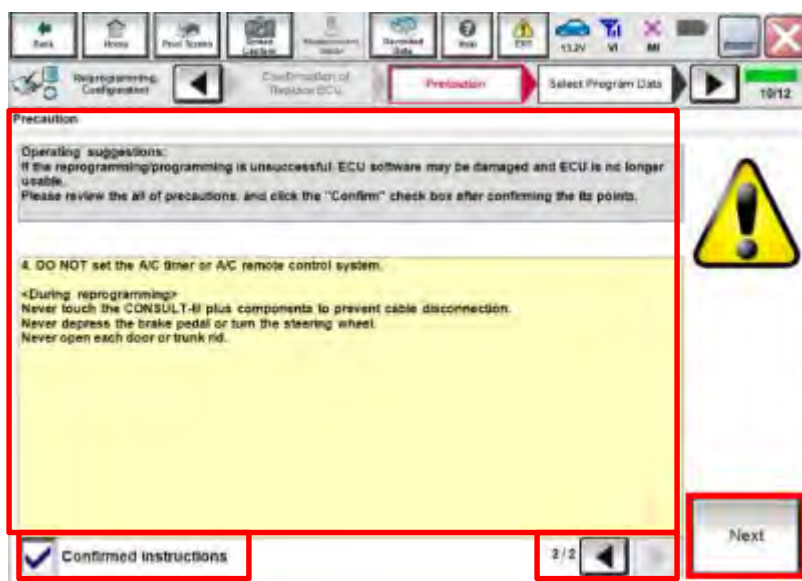


Figure 18

32. Review Table A, below, and find the applicable **ROM Data ID** for the vehicle you are working on.

Table A

Model	System	ROM Data ID
2020 Q50	BOSE	283C2 6HL5C
	NON-BOSE	283C2 6HL5D
2020 Q60	BOSE	283C2 5CR0B
	NON-BOSE	283C2 5CR0A
2020 QX50	BOSE	283C2 5NY1A
	NON-BOSE	283C2 5NY0A
2020 QX80	BOSE	283C2 6JF0B
	NON-BOSE	283C2 6JF0A

33. Use the arrows to scroll to locate and select the applicable **ROM Data ID**.

34. Select **Next**.

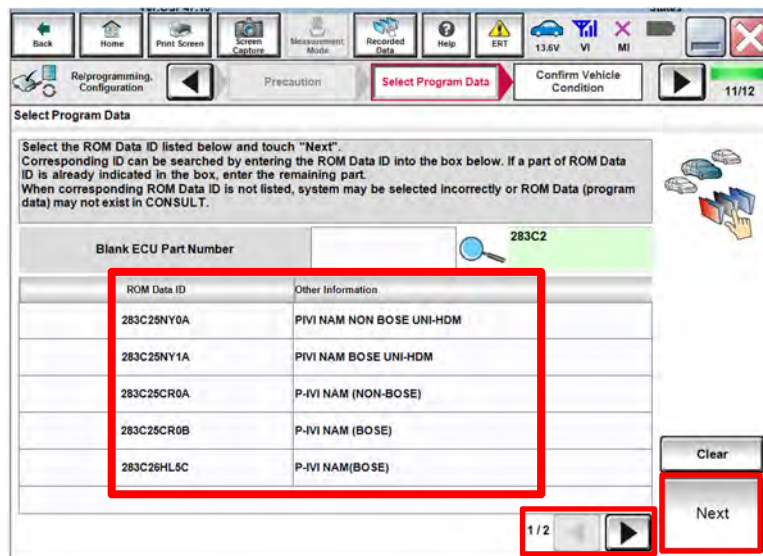


Figure 19

35. Confirm the information matches the vehicle you are working on, and then select **Next**.

Confirm the detail listed below, and touch "Next" if OK.
-In case the screen to select reprog/programming data is NOT displayed, only one data is available for this vehicle.
-In case the part number after reprogramming is wrong, touch "Re-select", and confirm the vehicle selection, VIN and reprog/programming data in CONSULT.

Part Number After Reprogramming	XXXXXXXXXX
Order Part number	XXXXXXXXXX
Vehicle	XXXXXXXXXX
VIN	XXXXXXXXXX XXXXXX
System	MULTI AV
Other Information	P-IVI NAM(NONBOSE)
Expected time to finish re/programming	1min

Re-select

Next

Figure 20

36. Follow the on-screen instructions, and then select **Next**.

Operate according to the following procedures.

- 1 Remove the terminal caps of battery, and connect battery charger to battery.
- 2 Adjust the battery charger output so that the vehicle battery voltage is between 12.0V and 13.5V. The vehicle battery voltage is shown on the top-right of this screen..
- 3 Confirm the RESULT is OK, touch "Next".

Result OK

Next

Figure 21

37. Confirm the battery voltage is within acceptable limits, and then select **Start**.

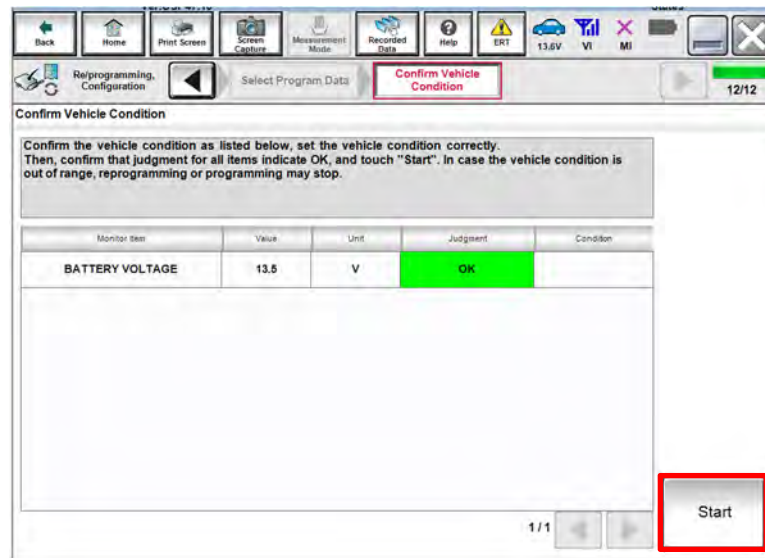


Figure 22

38. Select your user group from the drop down menu.

39. Select OK.

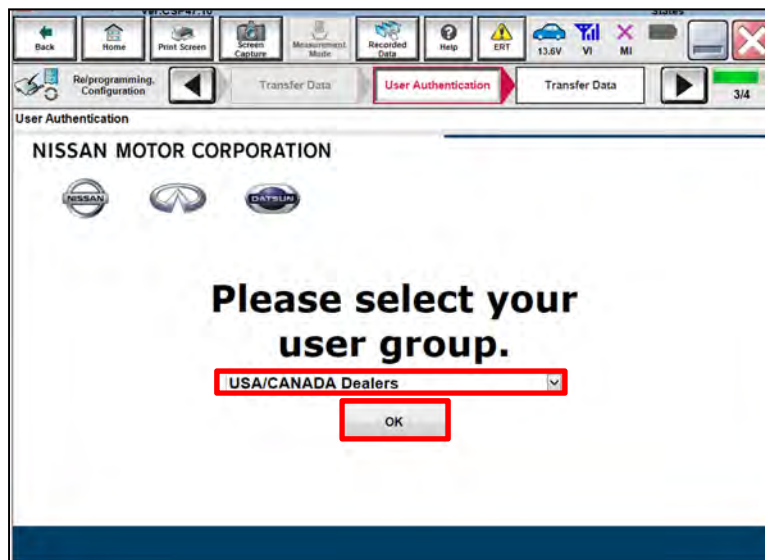


Figure 23

40. Enter your username and password, and then select **Submit**.

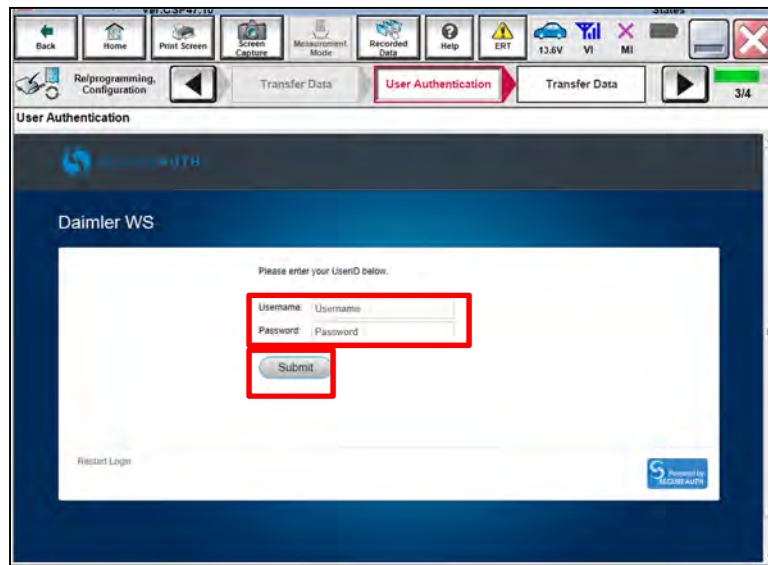


Figure 24

41. Wait for the data transfer to complete (Figure 26) and then select **Next**.

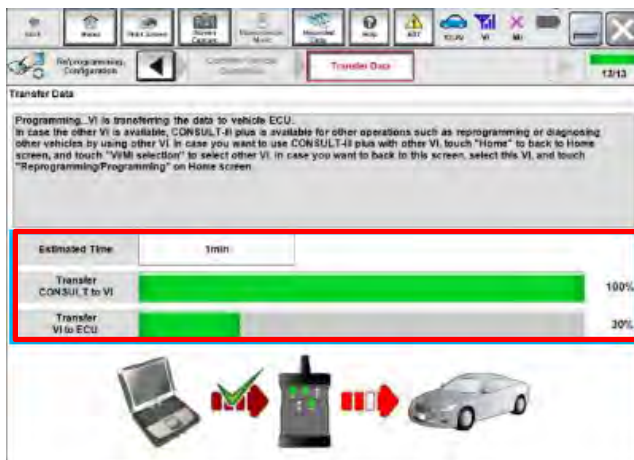


Figure 25



Figure 26

42. Follow the on-screen instructions, and then select **Next**.

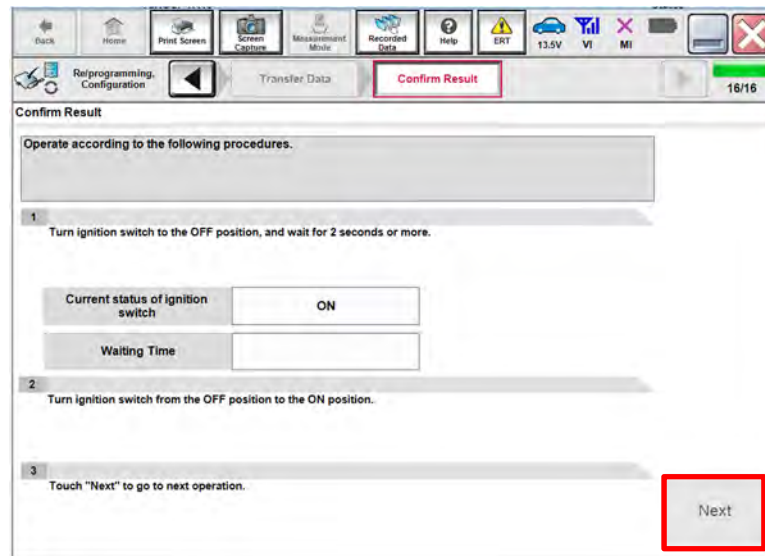


Figure 27

43. Erase all DTCs.

- Follow the on-screen instructions to erase the DTCs by turning the ignition OFF and then ON, and then wait for the erase to complete.

44. Confirm the before and after part numbers are different, and then select **Next**.

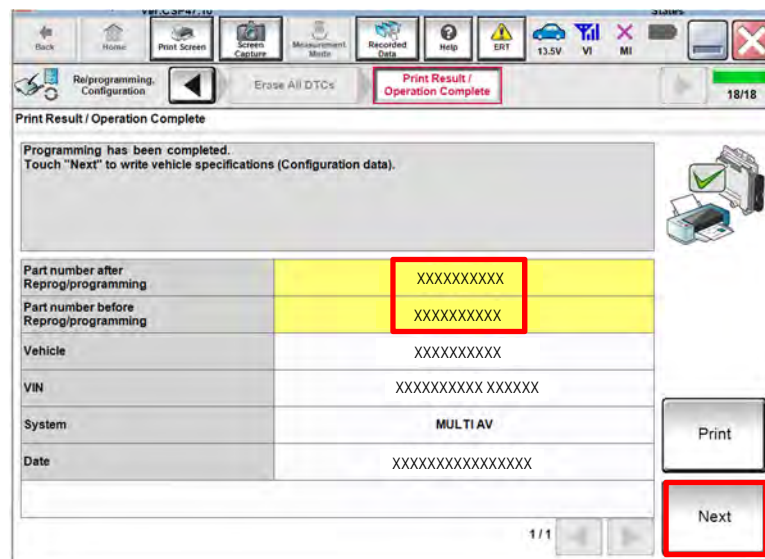


Figure 28

WRITE THE CONFIGURATION FROM SAVED DATA (From Read/Save)

45. Select Re/programming, Configuration.

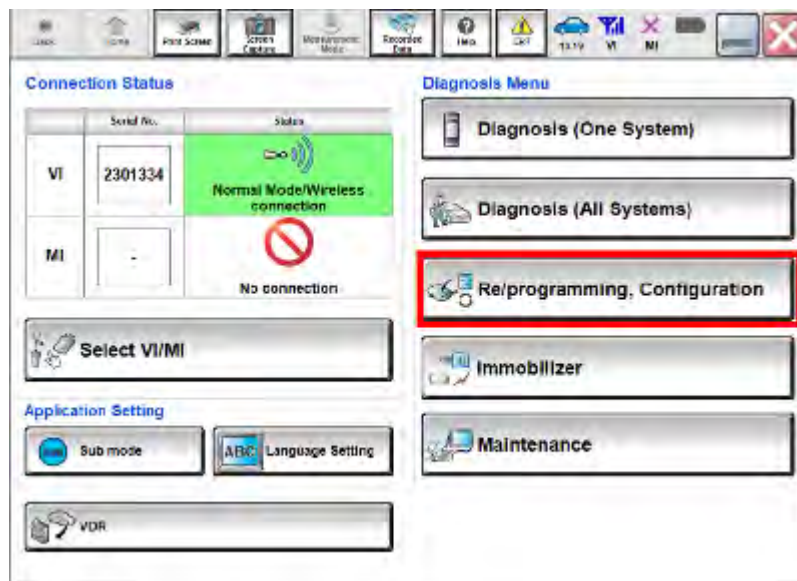


Figure 29

46. Read the on-screen **Precaution** and select Confirmed instruction on the lower left side of the screen.
47. Select **Next**.

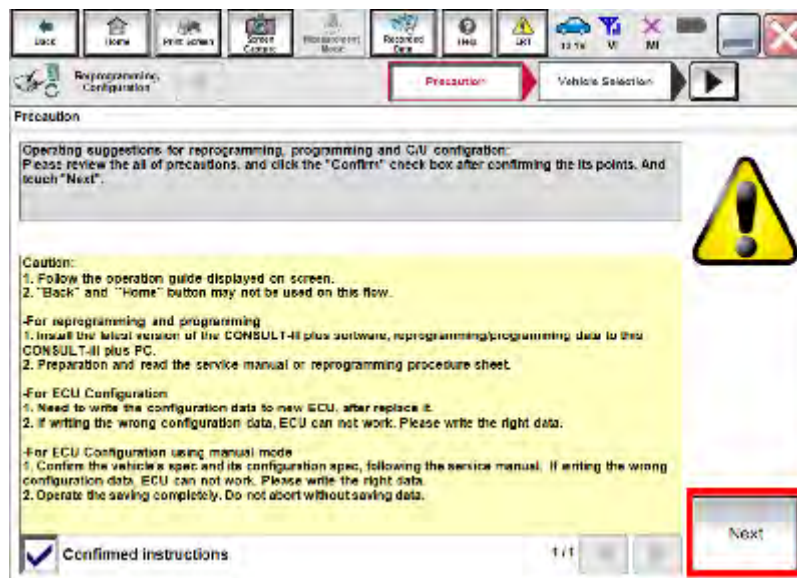


Figure 30

48. Confirm the correct vehicle information is populated, and then select **Confirm**.

CONSULT-III Ver.83.31 Ver.CSP47.10 VIN:- Vehicle :- Country : United States

Back Home Print Screen Screen Capture Measurement Mode Recorded Data Help ERT 13.3V VI MI

Reprogramming Configuration Vehicle Selection **Vehicle Confirmation**

Please confirm selected information and touch "Confirm". In case you want to select another vehicle, touch "Change".

VIN or Chassis #	XXXXXXXX XXXXXX
Vehicle Name :	XXXXXXXXXX
Model Year	XXXXXX

1/1

Change

Confirm

Figure 31

49. Confirm the correct Saved Data Detail, and then select **Confirm**.

CONSULT-III Ver.83.31 Ver.CSP47.10 VIN:- Vehicle :- Country : United States

Back Home Print Screen Screen Capture Measurement Mode Recorded Data Help ERT 13.3V VI MI

Reprogramming Configuration Input VIN **Operation Log Selection**

Operation Log Selection

CONSULT has the saved data related reprogramming and configuration. In case you want to write the save data from CONSULT to vehicle ECU, touch and select the data in Save data list (left side), and confirm the detail (right side). If the detail is OK, and touch "Confirm". In case you want to do other operation, touch "Other Operation".

Saved Data List	Saved Data Detail												
JN1EV7AP1LM200008	<table border="1"><tr><td>Operation</td><td>VEHICLE CONFIGURATION</td></tr><tr><td>System</td><td>MULTI AV</td></tr><tr><td>Part number/Type ID</td><td>XXXXXXX</td></tr><tr><td>Vehicle</td><td>XXXXXX</td></tr><tr><td>VIN</td><td>XXXXXXXXXX XXXXXX</td></tr><tr><td>Saved Date</td><td>XXXXXXXXXXXXXXXXXX</td></tr></table>	Operation	VEHICLE CONFIGURATION	System	MULTI AV	Part number/Type ID	XXXXXXX	Vehicle	XXXXXX	VIN	XXXXXXXXXX XXXXXX	Saved Date	XXXXXXXXXXXXXXXXXX
Operation	VEHICLE CONFIGURATION												
System	MULTI AV												
Part number/Type ID	XXXXXXX												
Vehicle	XXXXXX												
VIN	XXXXXXXXXX XXXXXX												
Saved Date	XXXXXXXXXXXXXXXXXX												

1/1

Delete

Other Operation

Confirm

Figure 32

50. Use the arrows to confirm all Setting Values, and then select **OK**.

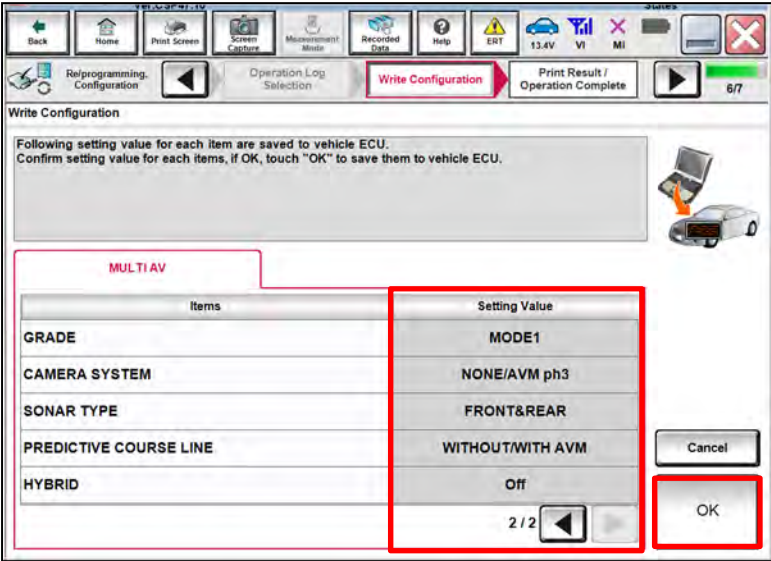


Figure 33

51. Wait for the data transfer to complete, and then select **End**.

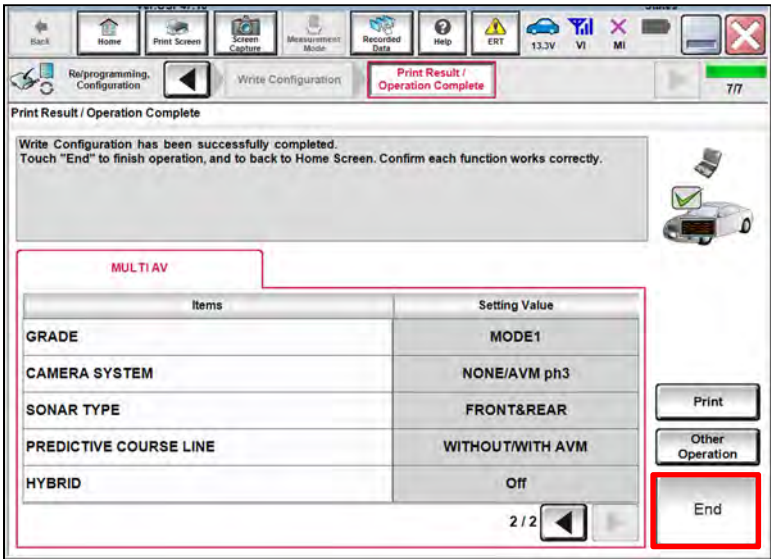


Figure 34

WRITE CONFIGURATION MANUALLY (Manual Selection)

52. Select **Re/programming, Configuration**.

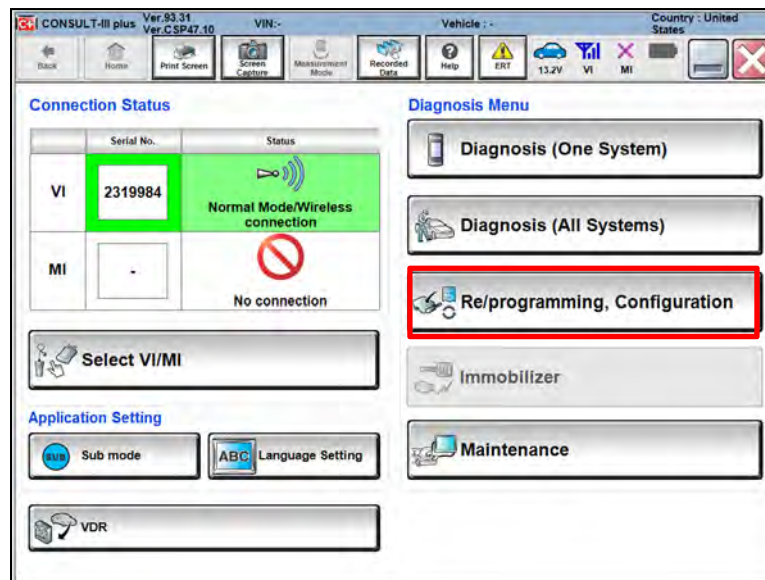


Figure 35

NOTE: C-III plus screens for steps 53-55 are not shown.

53. Confirm the on-screen instructions, and then select **Next**.
54. Confirm the vehicle details, and then select **Confirm**.
55. Confirm the correct VIN is populated, and then select **Confirm**.

56. Select **MULTI AV**.

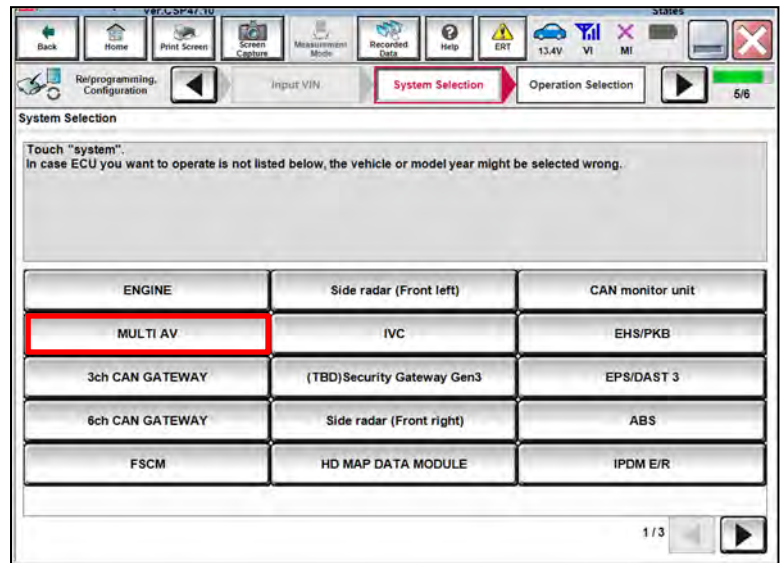


Figure 36

57. Select **After ECU Replacement** under the VEHICLE CONFIGURATION section.

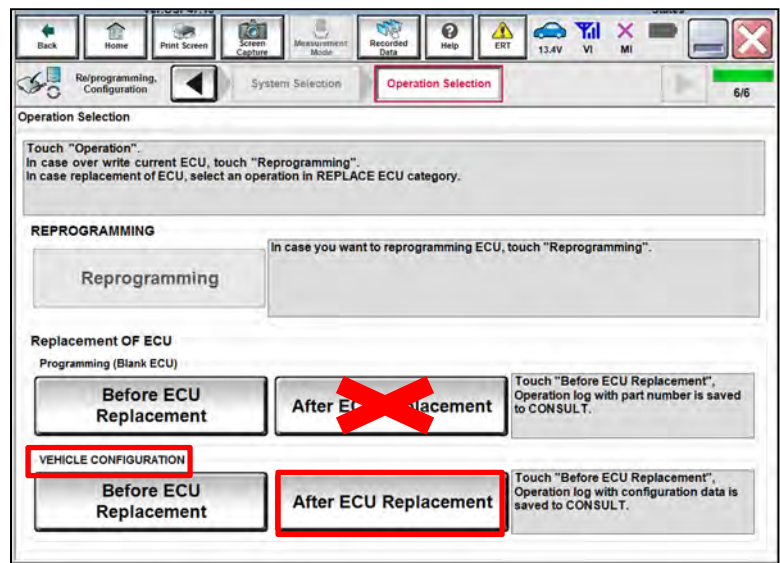


Figure 37

58. Select **Manual selection**.

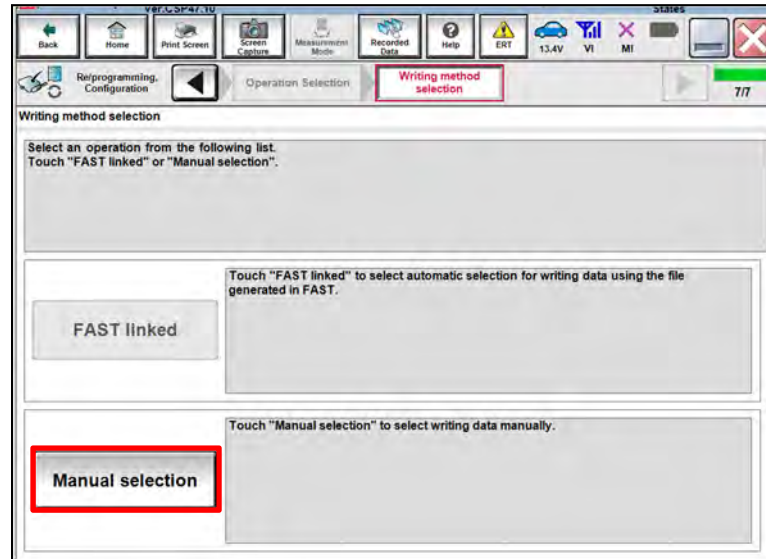


Figure 38

59. Use the drop down menu to select the values that were written down in step 16 on page 7.

HINT:

- Use the arrows to scroll to any additional pages.
- The selections shown may not reflect the features of your vehicle.

60. Select **Next**.

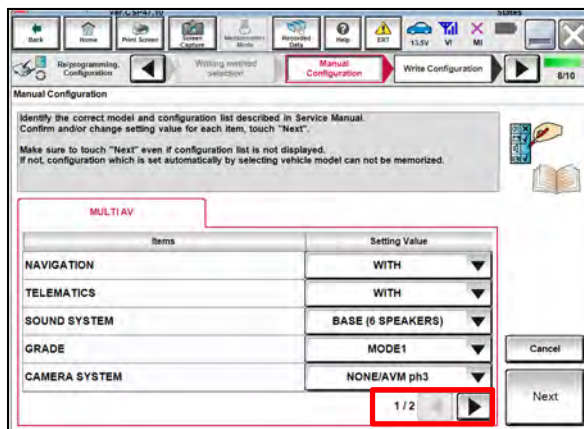


Figure 39

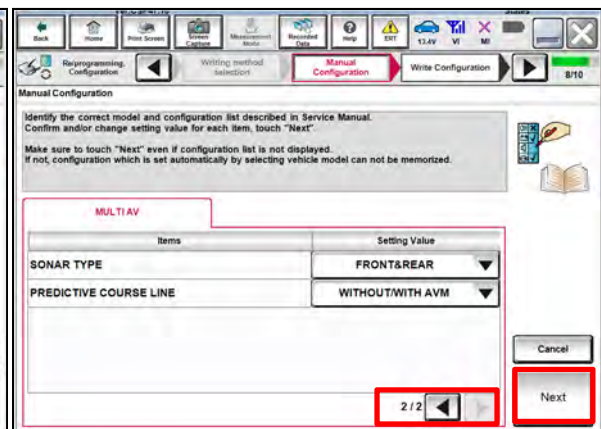


Figure 40

61. Confirm the correct setting values, and then select **OK**.

HINT: Use the arrows to scroll to any additional pages.

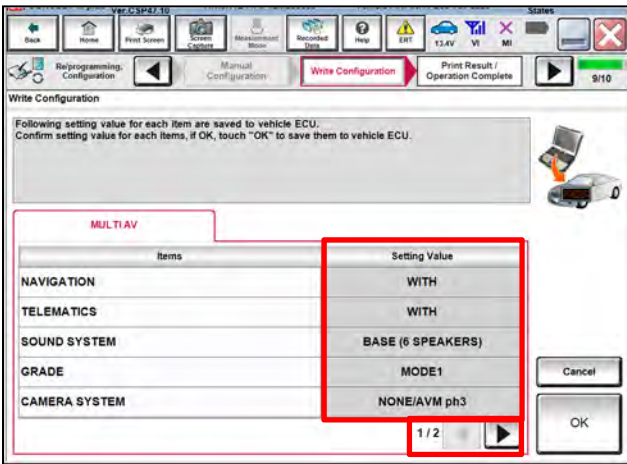


Figure 41

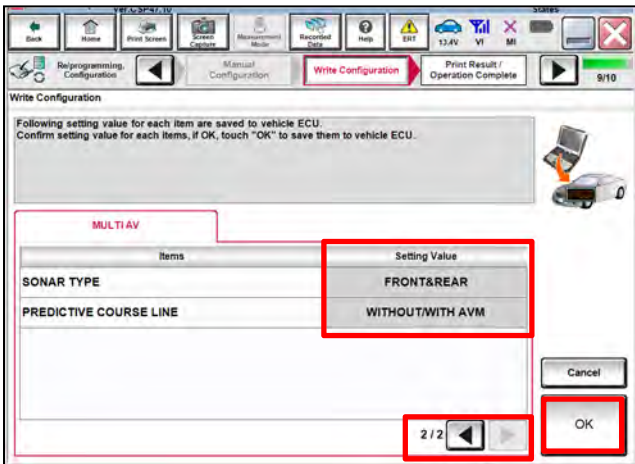


Figure 42

62. Select **End** after the configuration has been successfully written.

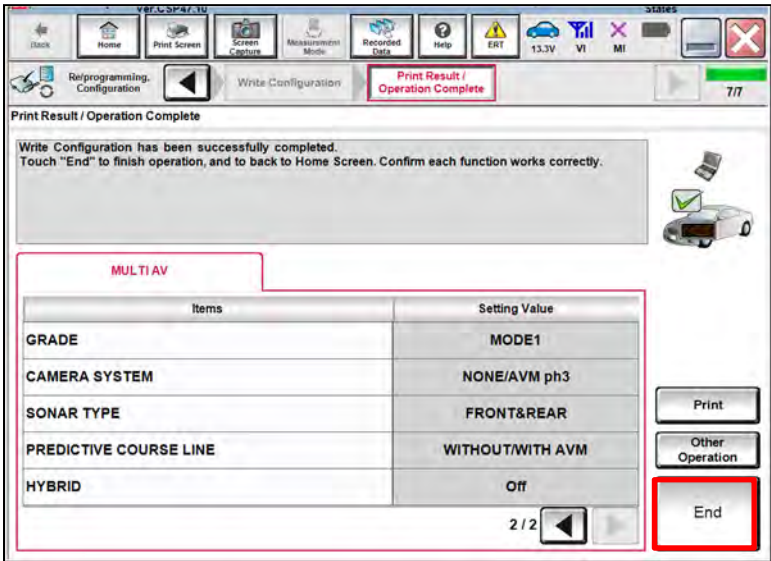


Figure 43

WRITE THE VIN FROM SAVED DATA (From Read/Save)

HINT:

- If the VIN data was saved using steps 1 - 7, continue to step 63.
- If the VIN data was **NOT** saved using steps 1 - 7, skip to step 69 on page 27.

63. Select **Diagnosis (One System)**.

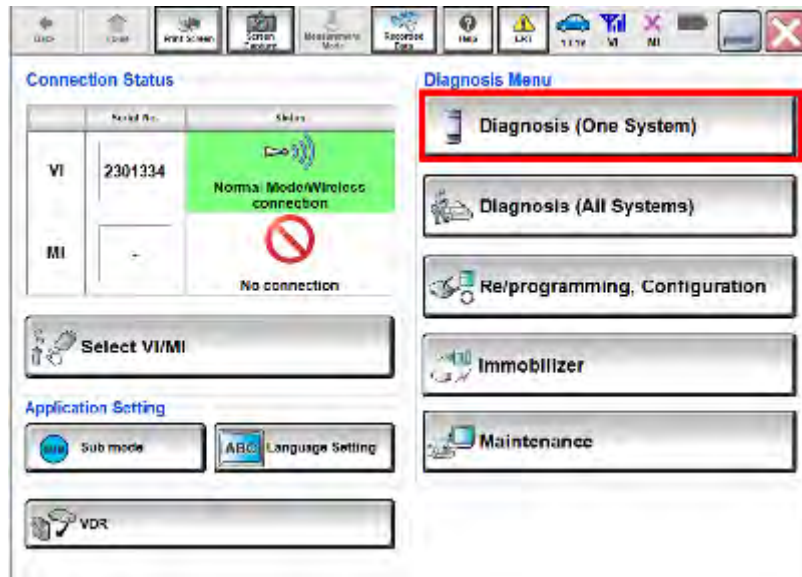


Figure 44

64. Select **MULTI AV**.

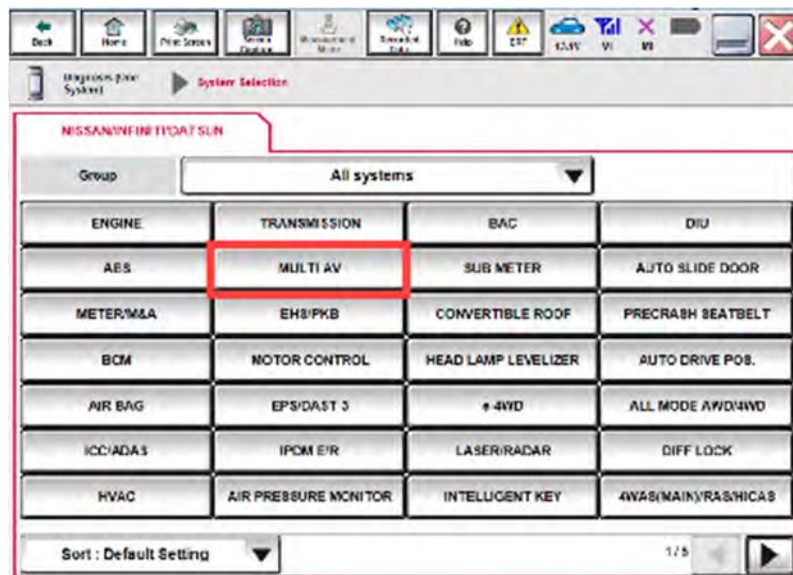


Figure 45

65. Select the **Work support** tab.
66. Select **WRITE VIN (SAVED DATA)**.
67. Select **Start**.

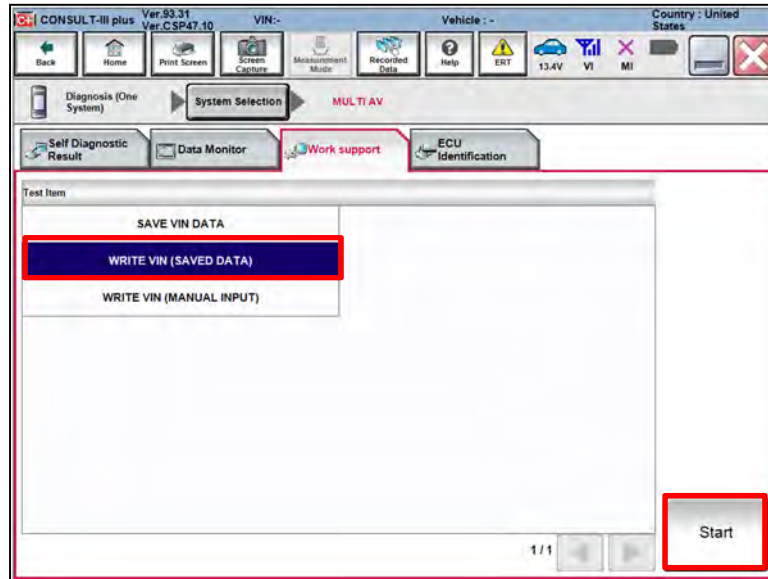


Figure 46

68. Confirm the correct VIN is displayed, and then select **Start**.

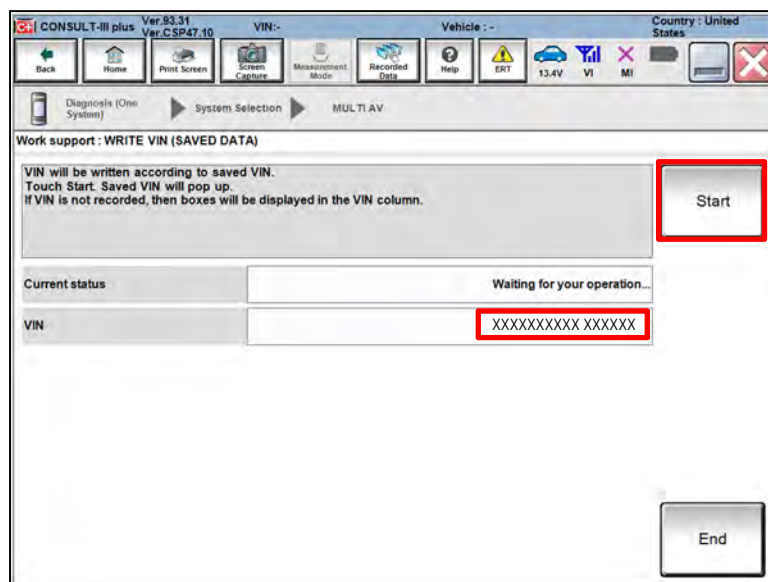


Figure 47

WRITE THE VIN MANUALLY (Manual Input)

69. Select **Diagnosis (One System)**.

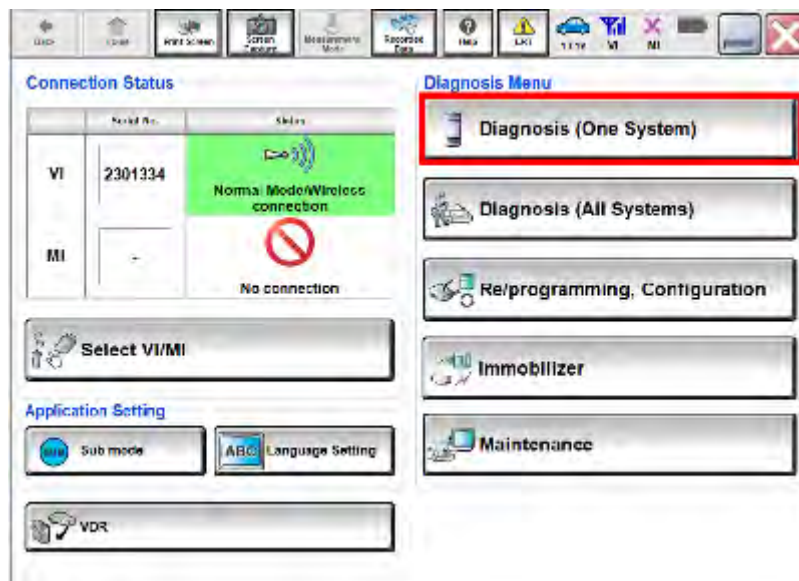


Figure 48

70. Select **MULTI AV**.

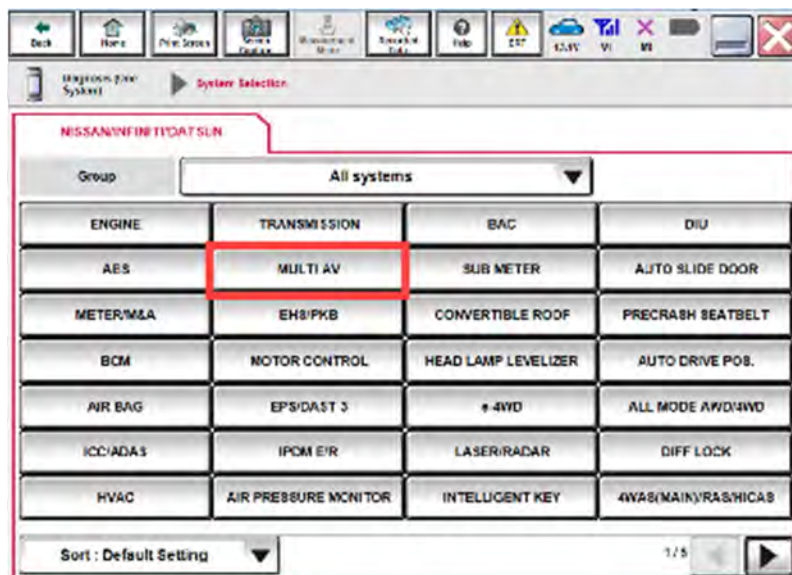


Figure 49

71. Select the **Work support** tab.
72. Select **WRITE VIN (MANUAL INPUT)**.
73. Select **Start**.

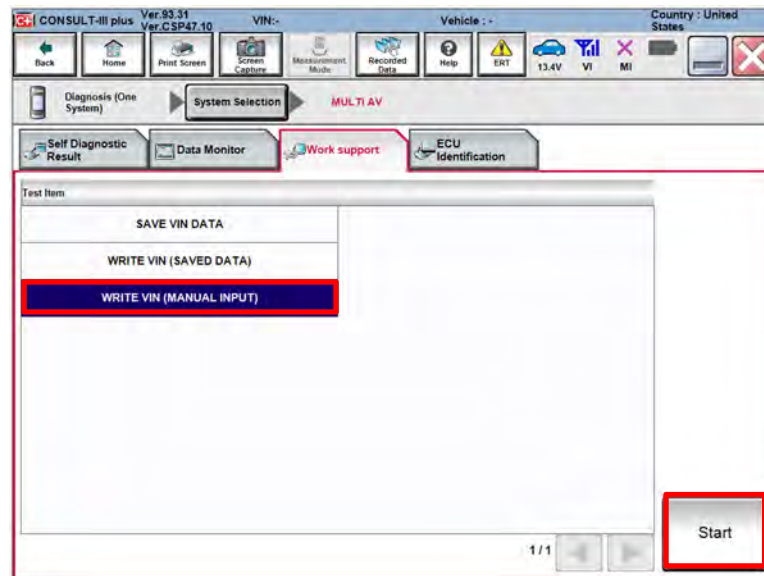


Figure 50

74. Manually type the VIN into the fields shown below.
- HINT:** The VIN must be entered two times.
75. Select **Start**.

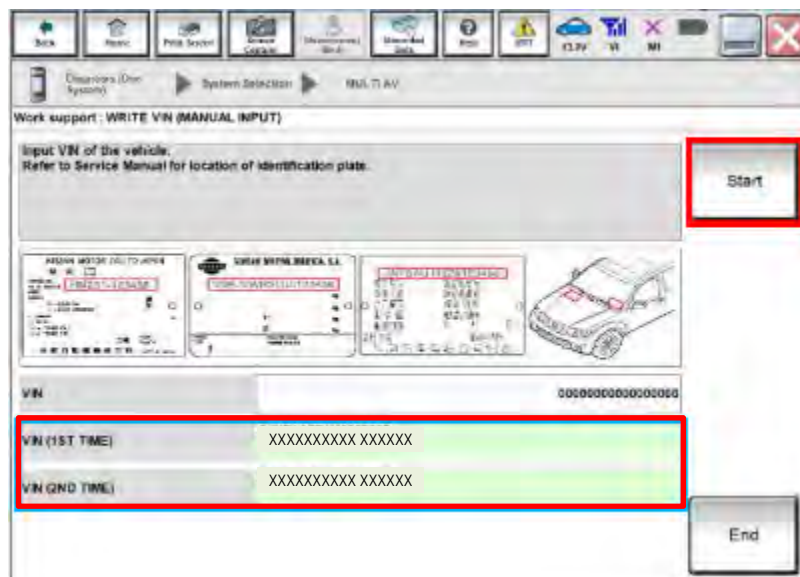


Figure 51

76. Follow the on-screen instructions to verify the VIN was written successfully.

- The VIN should now populate in the field shown below.

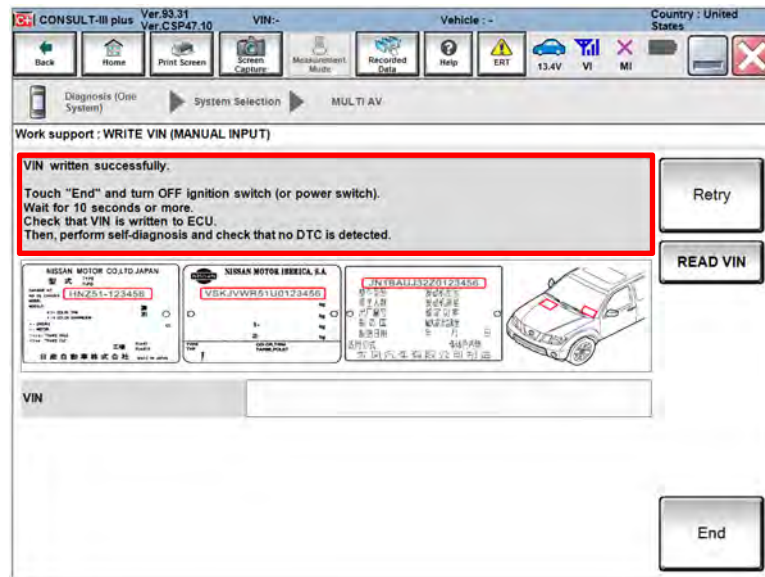


Figure 52

77. Select End.

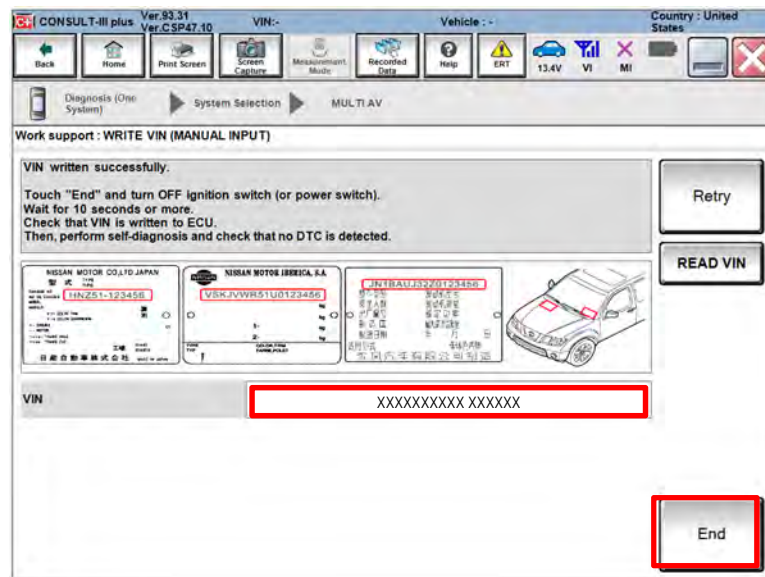


Figure 53

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace AV Control Unit – Q50 Auto	(1)	RX8SAA	ZE	32	1.9
Replace AV Control Unit – Q60 Auto					1.9
Replace AV Control Unit – QX50 Auto					1.5
Replace AV Control Unit – QX80 Auto					1.7
Replace AV Control Unit – Q50 Manual		RX8TAA			1.9
Replace AV Control Unit – Q60 Manual					1.9
Replace AV Control Unit – QX50 Manual					1.6
Replace AV Control Unit – QX80 Manual					1.7

- (1) Reference the electronic parts catalog and use the Navigation Control Assembly (25915-*****) as the Primary Failed Part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 26, 2019	ITB19-042	Original bulletin published
April 27, 2020	ITB19-042a	Information on page 1 updated.