

Classification:

AN18-024d

Reference:

ITB18-041d

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Date:

February 10, 2021

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

This bulletin has been amended. See **AMENDMENT HISTORY** on the last page.
Discard all previous versions of this bulletin.

APPLIED VEHICLE: 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. To confirm an update applies to the Display Control Unit (DCU) of the vehicle being worked on, you **MUST** refer to page 4, step 8, **AND** page 13, Figure 19 in the **SERVICE PROCEDURE**.

IMPORTANT: Confirmation is determined by performing the following two steps.

1. Comparing the DCU part number with those listed in **Table A** on page 4,
AND
 2. Verifying new software is required as shown on page 13, Figure 19.
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:

- ASSIST is connected to the Internet.
- ASSIST 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 CONSULT-III plus (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)**.

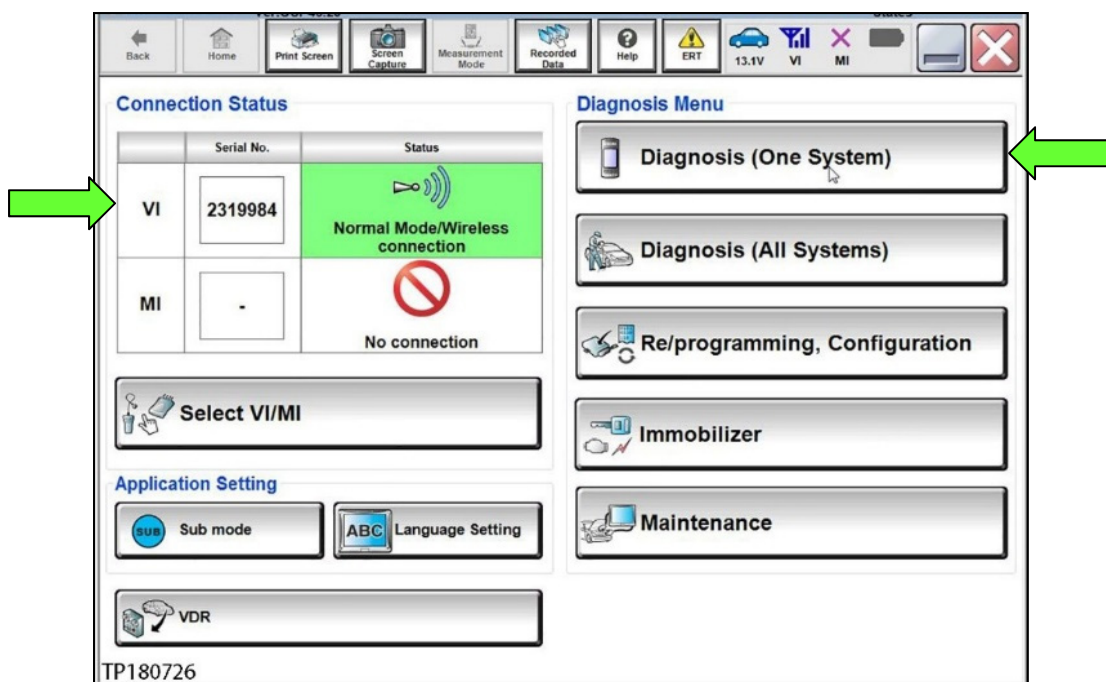


Figure 2

6. Select MULTI AV.

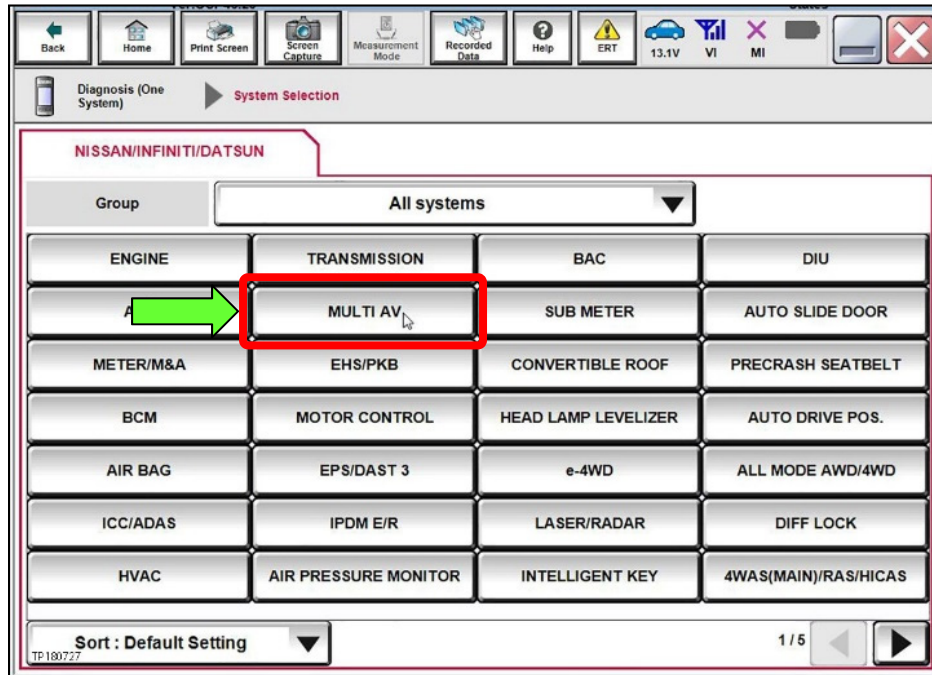


Figure 3

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).

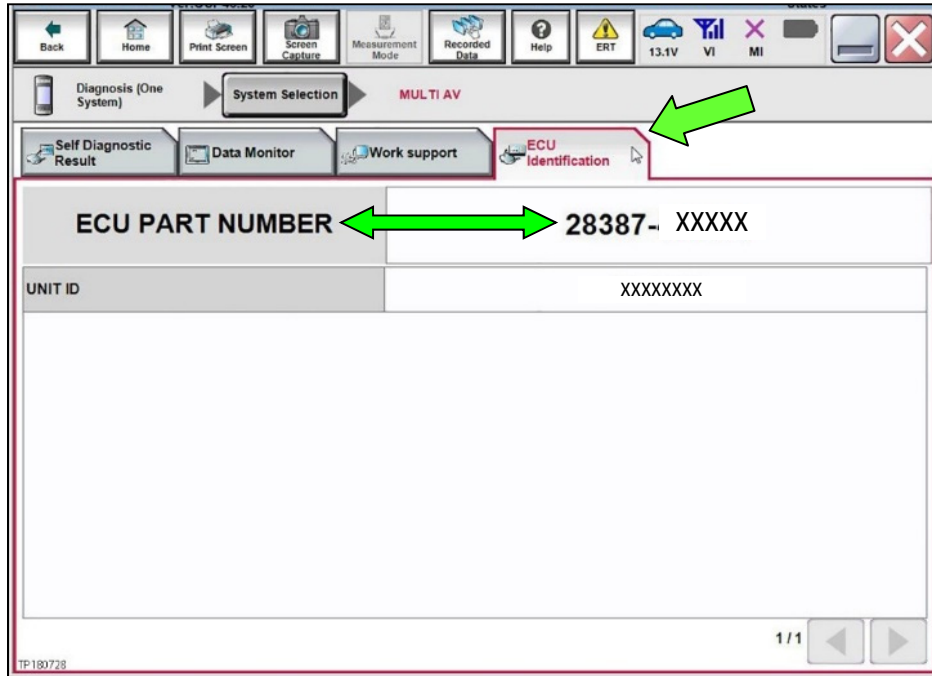


Figure 4

- b. Compare the P/N written down to the P/Ns in the **CURRENT DCU PART NUMBER** column in **Table A** below.
 - If there is a match, proceed to step 9 on the next page.
 - If there is not a match, DCU updating 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 the 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.

HINT: 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**.

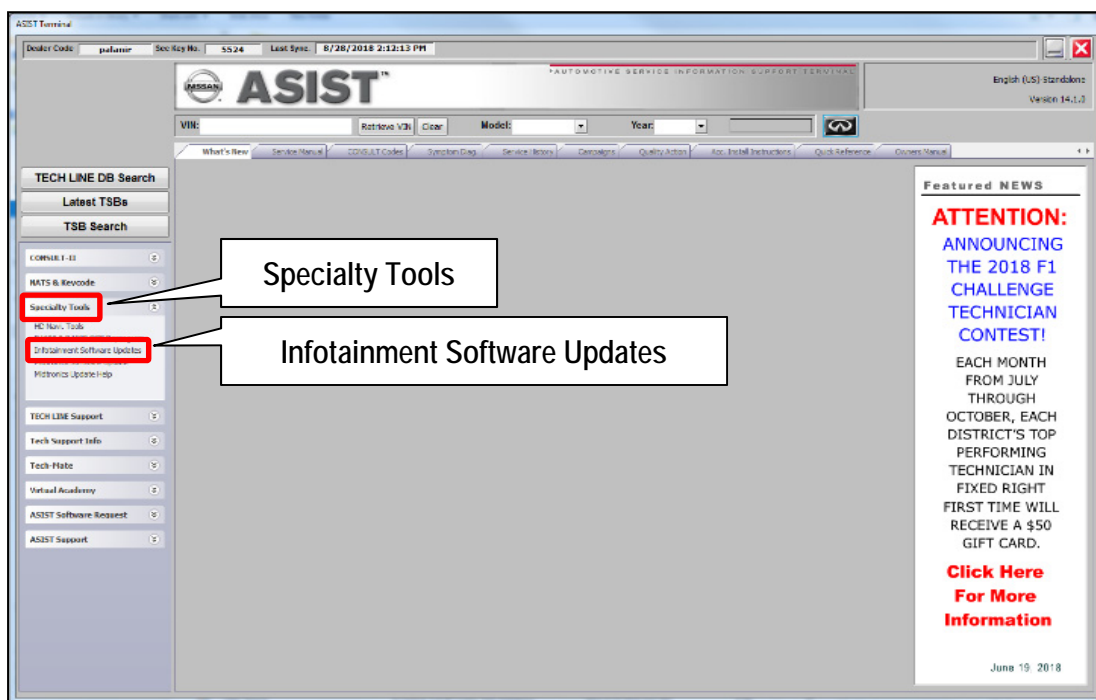


Figure 5

12. Select the check box next to the correct update software package based on **Table B** below (see Figure 6).

HINT: Use the scroll bar, if needed, to find the correct update software package.

NOTICE

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

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

Table B

MODEL	DESCRIPTION
2019 QX50	IT5004

13. Use the drop-down menu and select the location of the USB drive that was inserted in step 9.

HINT: The **Description** section in Figure 6 may show differently than your C-III plus screen.

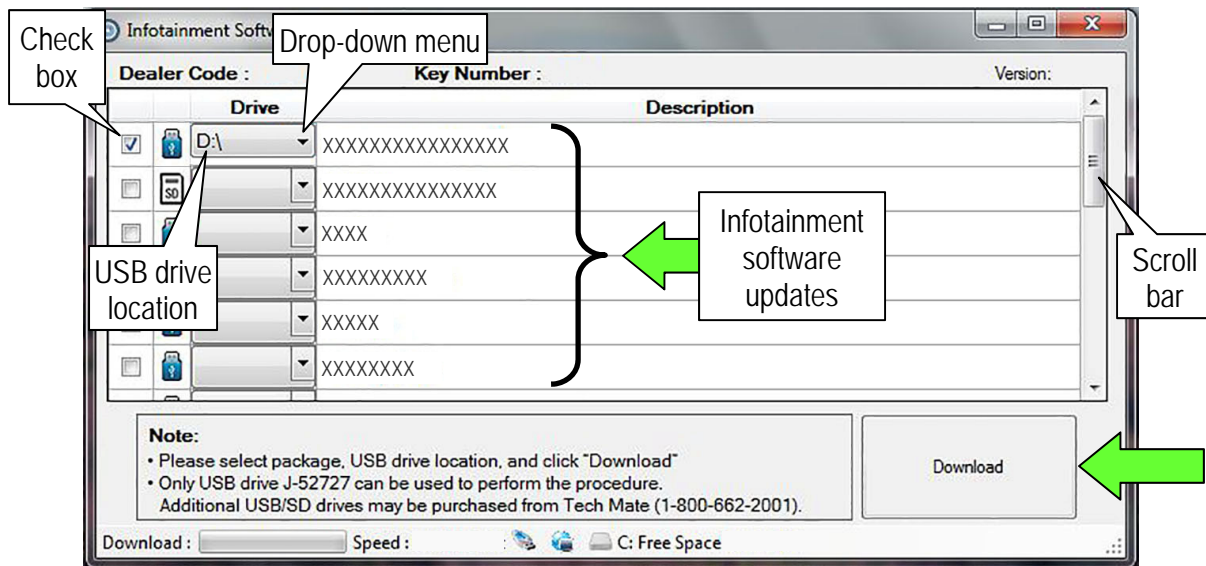


Figure 6

14. Select **Download**, and then wait for the download to complete.

15. Select **OK**.

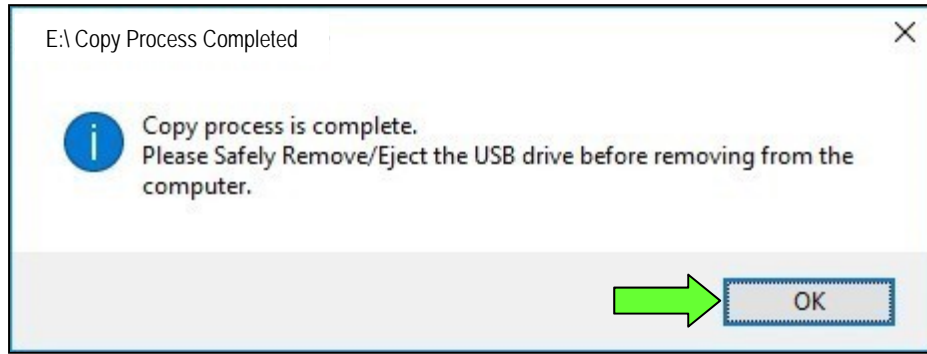


Figure 7

16. 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.

NOTICE

Follow the steps to safely remove the USB drive. If not followed, the USB drive may corrupt the infotainment update software.

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

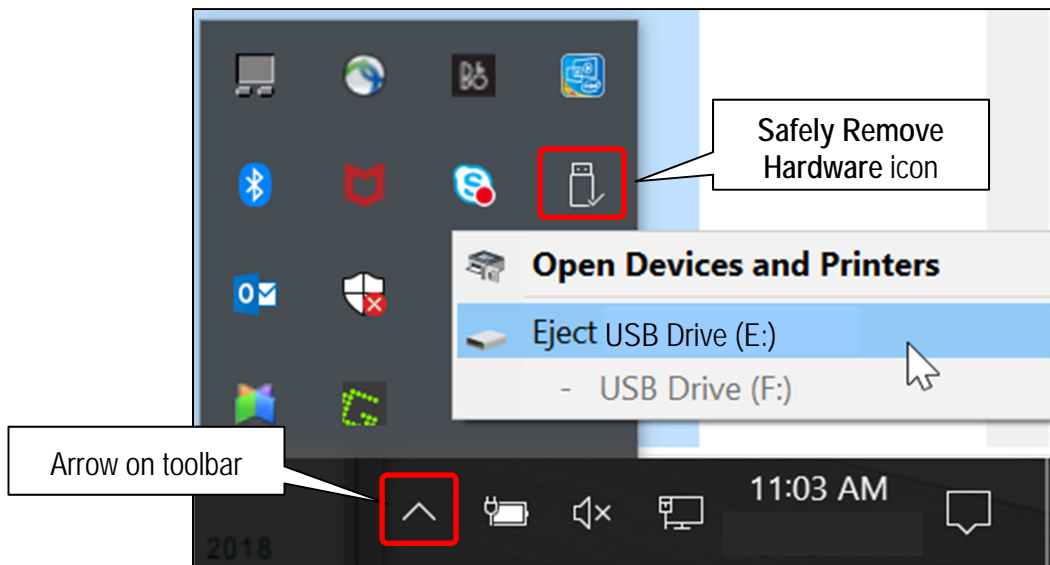


Figure 8

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

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

HINT: The engine needs to idle for the duration of the update to retain battery charge.

19. Open the Settings Menu, and then select **Bluetooth**.
- The **Settings** menu is accessed with the hard button located under the display.



Figure 9

20. Select **Connect Device** from the **Bluetooth Settings** menu.
- HINT:** If no connected devices are present, Figure 16 (page 11) will display.



Figure 10

21. Check for devices in the **Device List**:

- **YES**, one or more devices are listed: Select a device, and then proceed to step 22.
- **NO**, there are no listed devices: Skip to step 24.

IMPORTANT: All paired (listed) devices must be deleted before proceeding to step 24.



Figure 11

22. Select **Delete** and confirm the screens in Figure 13 and then Figure 14 are displayed.

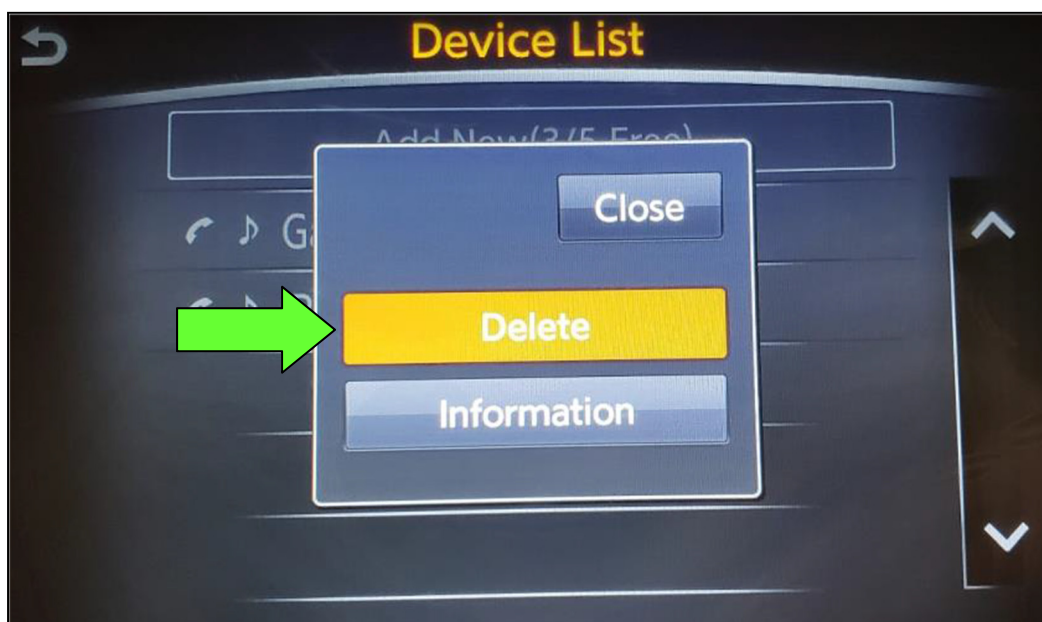


Figure 12

HINT: The following screens will be displayed while a paired device is being deleted.

- The first screen will show "Deleting..." followed by the device name.

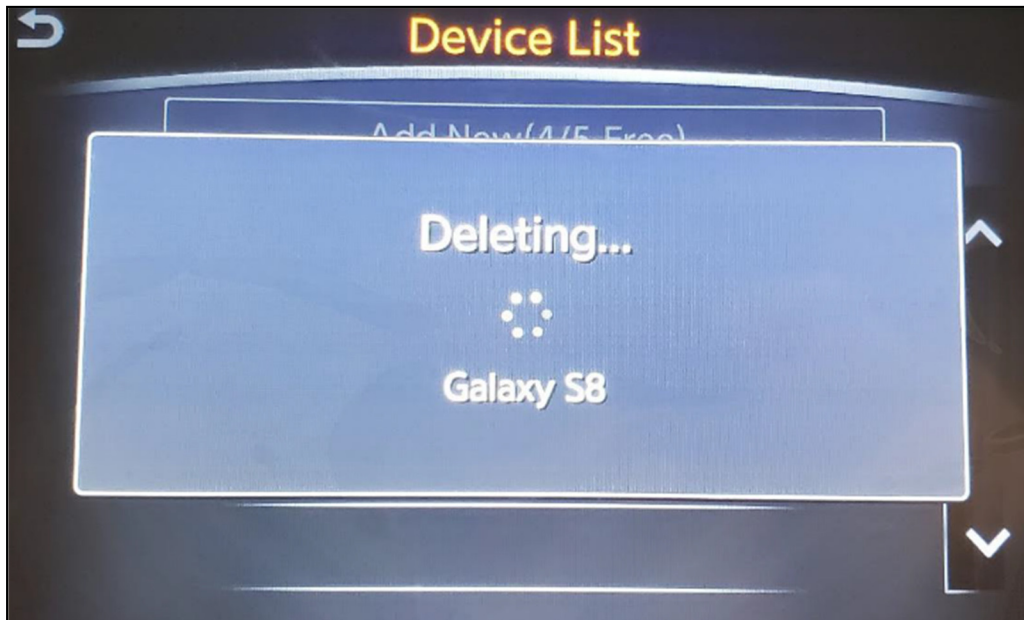


Figure 13

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

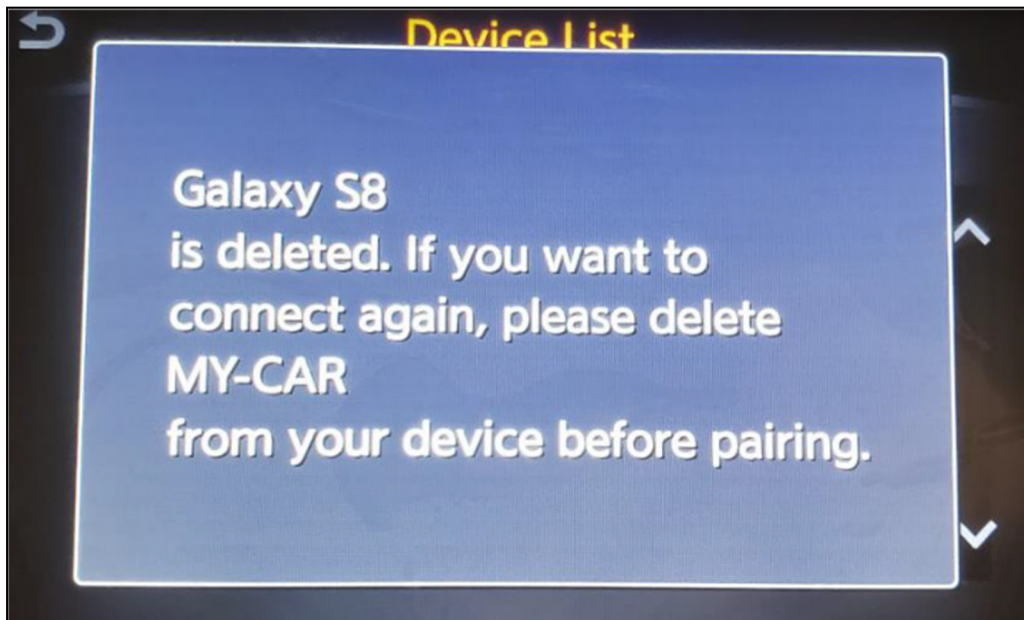


Figure 14

23. Check for additional devices in the **Device List**:

- **YES**, there are more listed devices: Perform steps 21 and 22 until all listed devices are deleted.
- **NO**, there are no listed devices: Proceed to step 24.

IMPORTANT: All paired (listed) devices must be deleted before proceeding to step 24.



Figure 15

- Figure 16 will be displayed when all listed devices have been deleted.

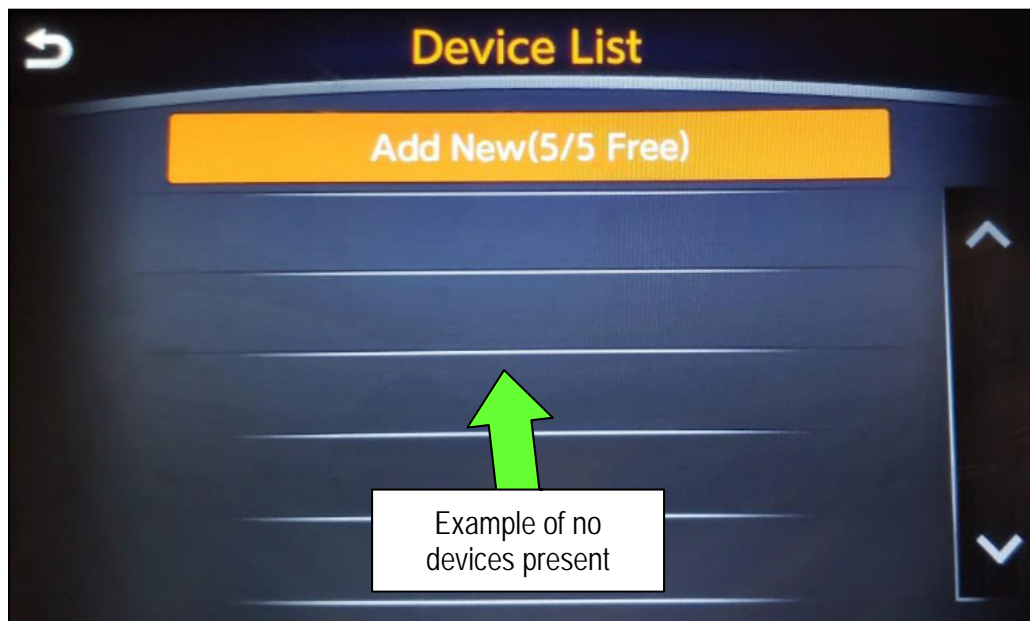


Figure 16

24. Insert the USB drive with infotainment update software into the vehicle's USB media port (see Figure 17).

- Do not remove the USB drive during the update to the vehicle until instructed.

HINT: Charging ports are marked in the vehicle with a “lightning bolt” symbol.

NOTICE

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.

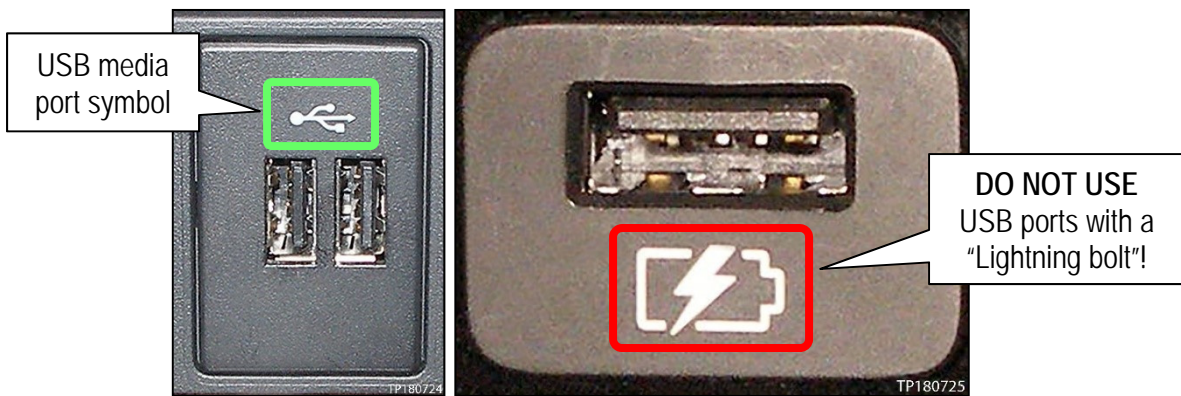


Figure 17

Figure 18

25. Wait approximately 10-30 seconds for the screen in Figure 19 or Figure 20 to appear.
- If the screen shown in Figure 19 appears, proceed to step 26 below.
 - If the screen shown in Figure 20 appears, then no software update is available. Refer to ASIST for further diagnostic information.

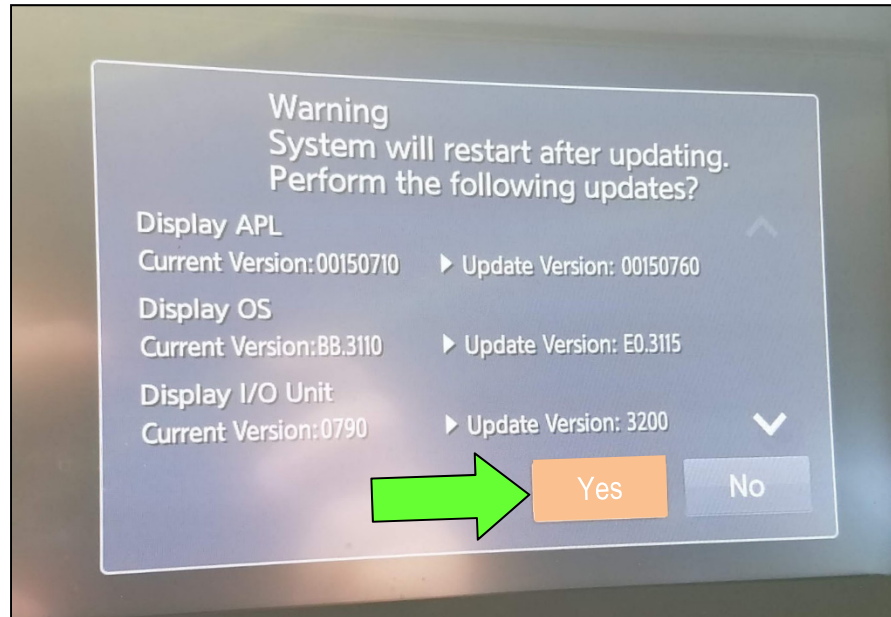


Figure 19

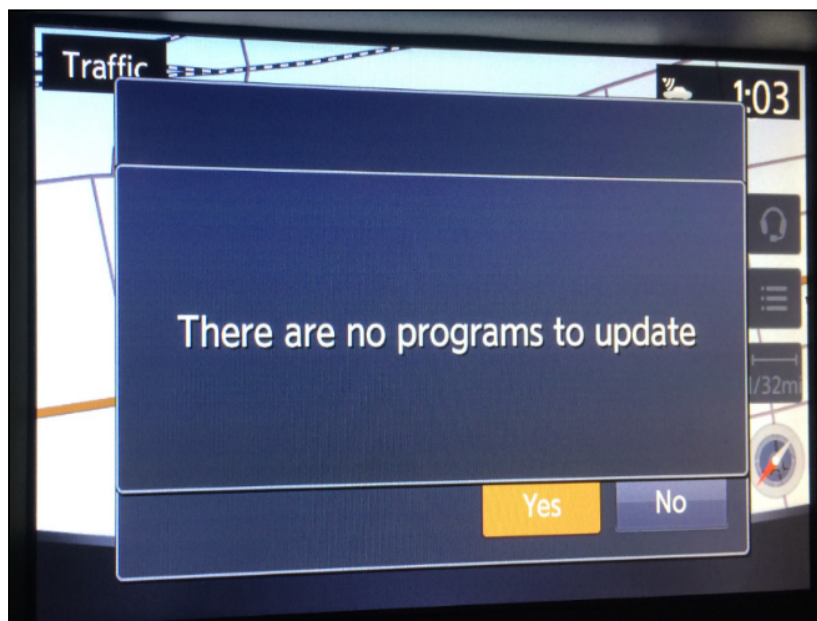


Figure 20

26. Select **Yes** to begin the software update.

27. Wait for the update to complete.
- Follow the on-screen instructions while waiting.

HINT: The update lasts 10-70 minutes.

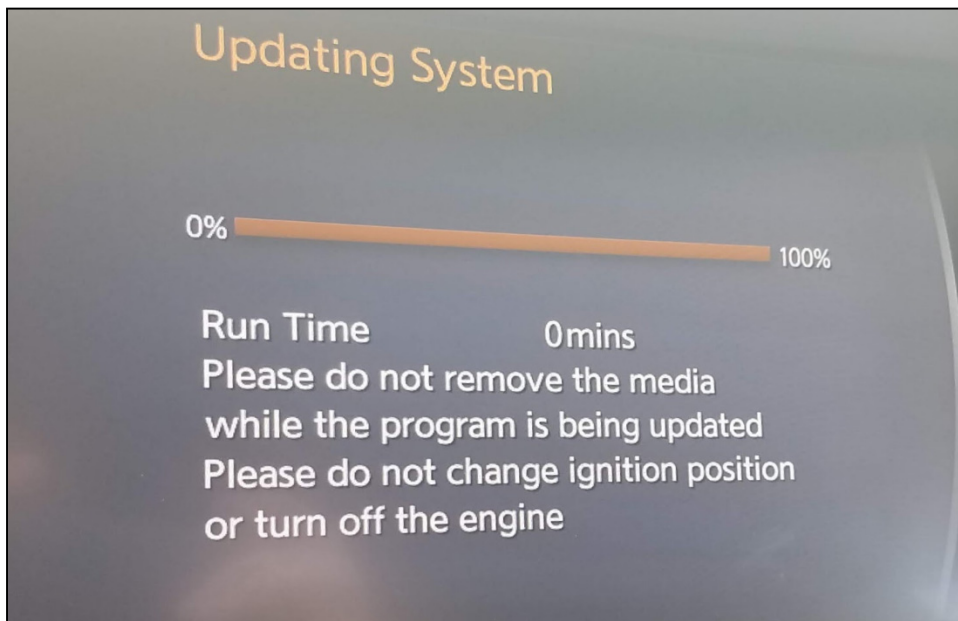


Figure 21

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

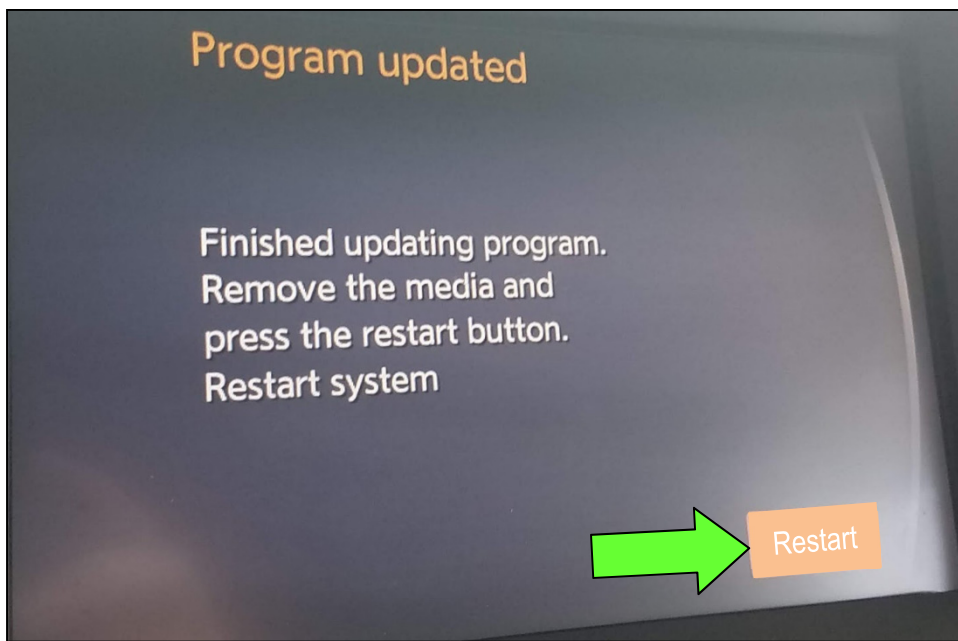


Figure 22

NOTICE

Steps 29-32 must be completed. If they are not completed, the update may become corrupted.

29. Allow the reboot to complete (2-5 minutes after selecting **Restart**).
30. Once the reboot has completed, turn OFF the engine, and then wait three (3) minutes.
31. Start the engine and allow the vehicle to run for two (2) minutes.
32. 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
December 19, 2018	ITB18-041a	Amended to add Bluetooth® device deletion procedure
March 19, 2019	ITB18-041b	Added Figure 20 and modified the ACTION statement on page 1
September 6, 2019	ITB18-041c	SERVICE PROCEDURE amended throughout
February 10, 2021	ITB18-041d	Classification number updated