

Classification:

AN19-045B

Reference:

ITB19-029B

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Date:

April 21, 2021

TELEMATICS (IVC) SERVICE INFORMATION

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

APPLIED VEHICLES:	2020-2021 Q50 (V37) 2020-2021 Q60 (V37) 2020-2021 QX50 (J55) 2022 QX55 (J55X) 2020-2021 QX80 (Z62)
APPLIED SYSTEMS:	Vehicles equipped with factory Navigation system

NOTE:

- If the client experiences Wi-Fi hotspot related concerns only, **DO NOT** replace the TCU. Have the client contact the AT&T Support line at 1 (888) 719-7242.
- For QX55 vehicles only: If the client experiences other telematics related concerns, prior to any part replacement, confirm that the vehicle is enrolled in Infiniti InTouch™ Services, and is subscribed to the service(s) the client states is not functioning. See **QX55 Vehicles - Verify Infiniti InTouch™ Services Enrollment and Subscriptions (if needed)** on page 17.
- See ITB12-011 for models built before those listed above.

SERVICE INFORMATION

The Applied Vehicles are equipped with a wireless communication device called a Telematics Communication Unit (TCU). The TCU communicates with the Infiniti Data Center to provide various security and convenience services.

This bulletin contains important service procedures that **must** be performed properly in order to set-up and maintain the telematics system for the Applied Vehicles.

- An Order of Completion table has been provided on the next page that lists the model and year-specific steps required to successfully configure a TCU after it has been replaced.
- A check-off sheet has been provided on page 15 to print and check off steps as they are performed. **Please staple the completed check-off sheet to the repair order.**

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.

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REQUIRED ACTIONS

IMPORTANT: After TCU replacement (steps 1-14):

- If all of the steps below are not completed, telematics services will not operate properly.
- Follow all of the steps in this bulletin and use the check-off sheet provided at the end of this bulletin (page 15).
- If the TCU is replaced and the steps were not followed, the warranty claim will be denied.

ORDER OF COMPLETION	1st	2nd	3rd
Model	Configure TCU	Write VIN	Register Intelligent Keys
2020-2021 Q50	✓	✓	✓
2020-2021 Q60			
2020-2021 QX50			
2022 QX55			
2020-2021 QX80			

TCU REPLACEMENT

NOTICE Each TCU is registered to a specific Vehicle Identification Number (VIN). TCUs cannot be “swapped” between vehicles. Once a TCU is registered to a vehicle, the TCU cannot be used in another vehicle.

IMPORTANT:

- During this procedure, Intelligent Key Registration must be performed. You MUST have ALL client keys collected.
- The new/replacement TCU must come from Nissan North America parts supply.
- TCU Configuration is required after replacement. Refer to step 15 on page 6.

NOTICE Configuration must be done prior to performing Write VIN. If Write VIN is performed prior to configuration, the TCU may not function properly and might need replacement. The warranty claim will be denied if this is not followed correctly.

- Write VIN must be performed after the new/replacement TCU is installed in the vehicle.

NOTICE

Perform the following before saving the VIN data and configuration to prevent damage to the TCU.

- Connect the AC Adapter to the CONSULT PC.
- Connect the CONSULT PC to the Internet via Wi-Fi or a network 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 or VI during reprogramming, the reprogramming may be interrupted.
- Turn OFF all vehicle electrical loads.
- Turn ON the hazard warning lights.
- 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.

Save VIN Data from Original TCU

1. Set the parking brake.
2. Connect the C-III plus VI to the vehicle.
3. Turn the ignition ON.
4. Launch C-III plus on the CONSULT PC.

5. Select Diagnosis (One System).

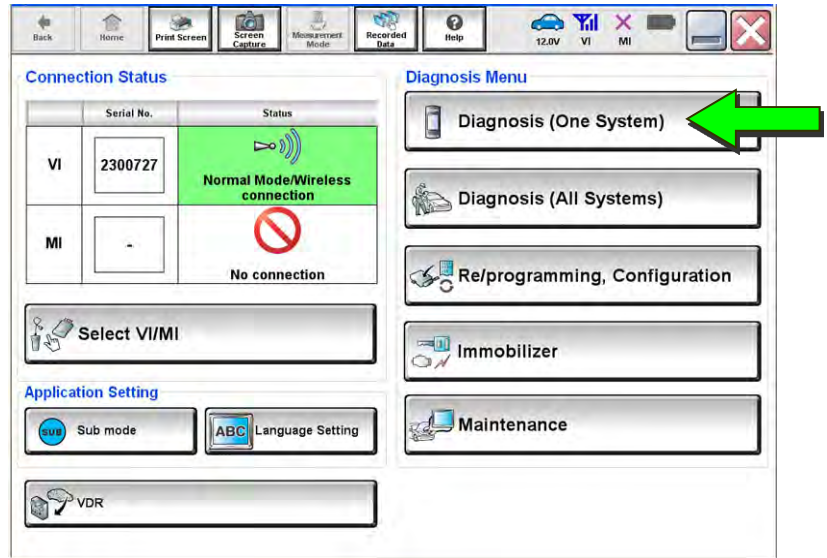


Figure 1

6. Select IVC.

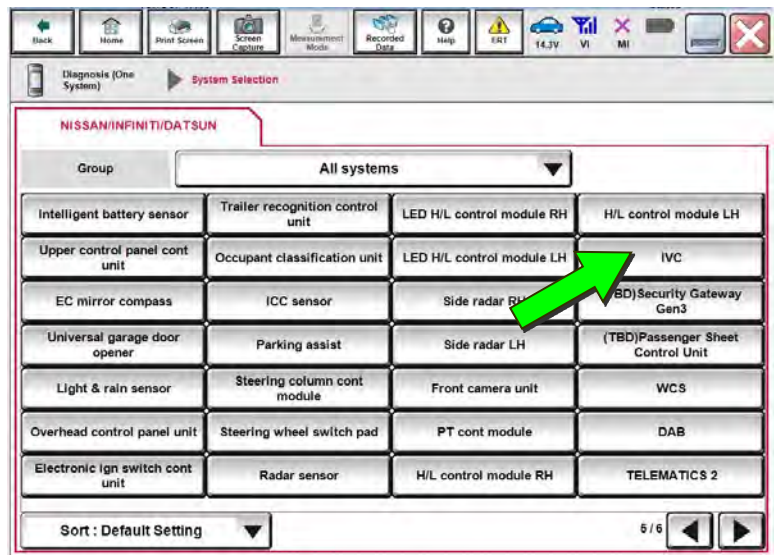


Figure 2

7. Select Work Support.

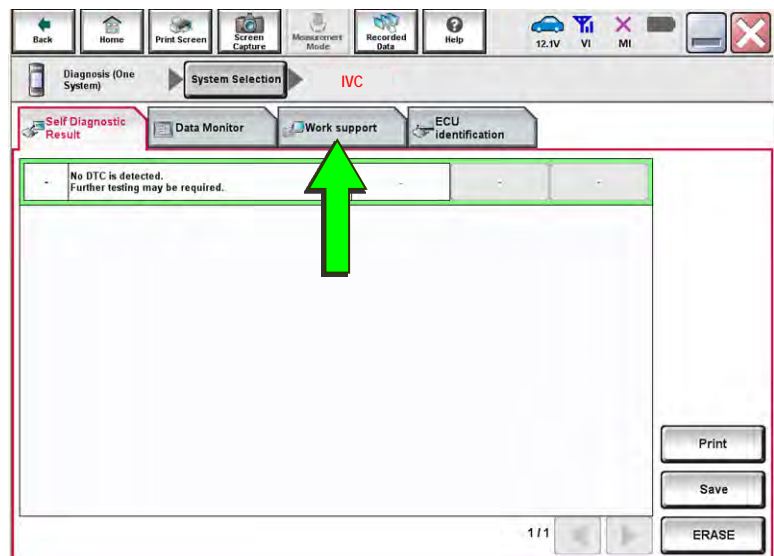


Figure 3

8. Select **SAVE VIN DATA**.

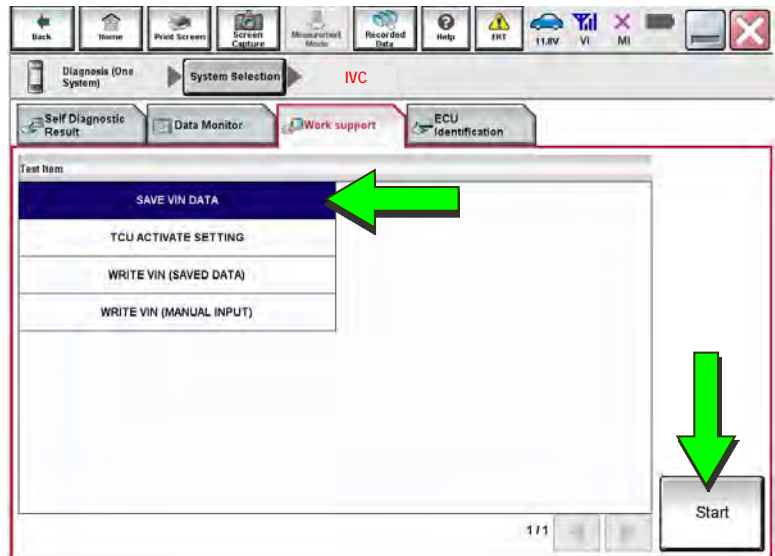


Figure 4

9. Select **Start**.

10. Select **Start**.

NOTE: If the VIN data cannot be saved, skip to step 12 on page 6. You will be instructed to manually enter the VIN at step 26.

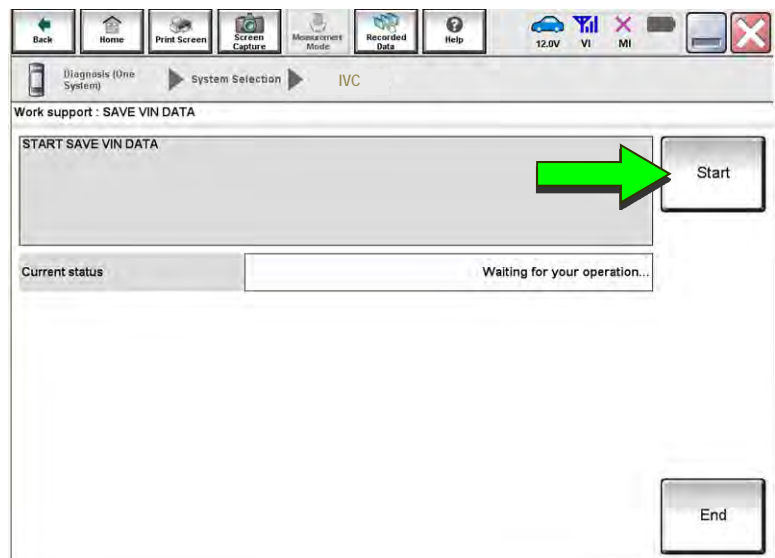


Figure 5

11. Select **End**.

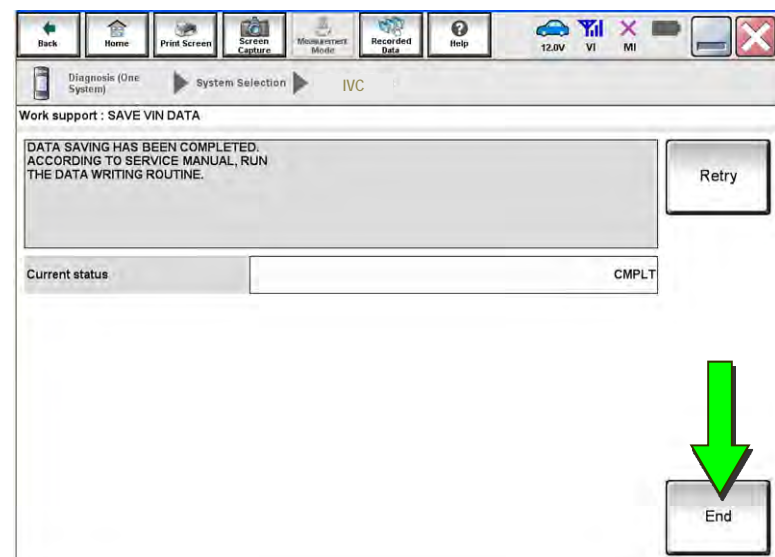


Figure 6

Remove the Original TCU

- Remove the TCU from the vehicle.
 - Refer to the ESM for removal information: **DRIVER INFORMATION & MULTIMEDIA > AUDIO VISUAL & NAVIGATION SYSTEM > REMOVAL AND INSTALLATION > TCU**

Install the New TCU

- Write down the part number listed on the new / replacement TCU (Figure 7).
 - The TCU part number will be needed later in this bulletin.
- Install the new / replacement TCU into the vehicle.
 - Refer to the ESM for installation information: **DRIVER INFORMATION & MULTIMEDIA > AUDIO VISUAL & NAVIGATION SYSTEM > REMOVAL AND INSTALLATION > TCU.**

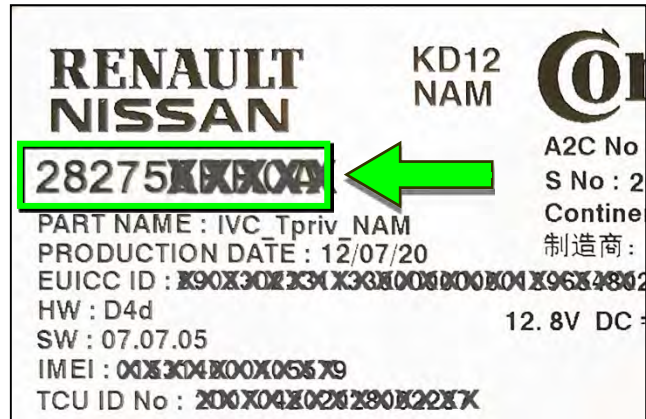


Figure 7

Configure the TCU

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

NOTE: C-III plus screens for steps 16-18 are not shown.
- Read the precautions on C-III plus screen and then select **Next**.
- Select the model and model year.
- Select **Select**, and then select **Confirm**.

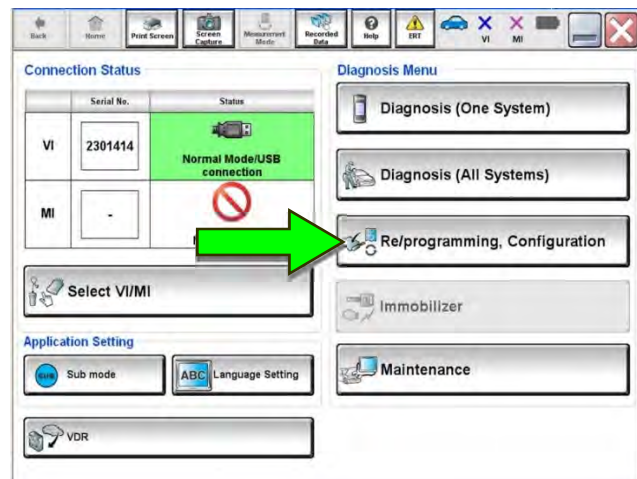


Figure 8

19. Select IVC.

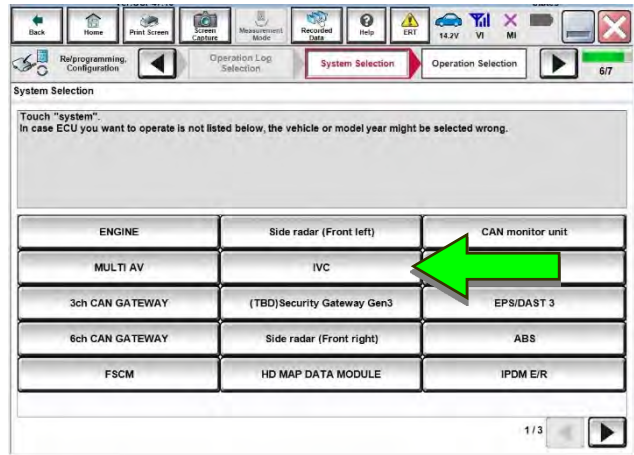


Figure 9

20. Select After ECU Replacement.

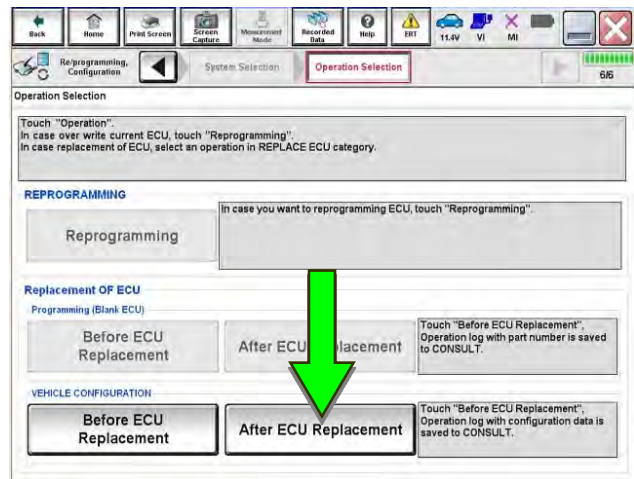


Figure 10

21. Select Manual selection.

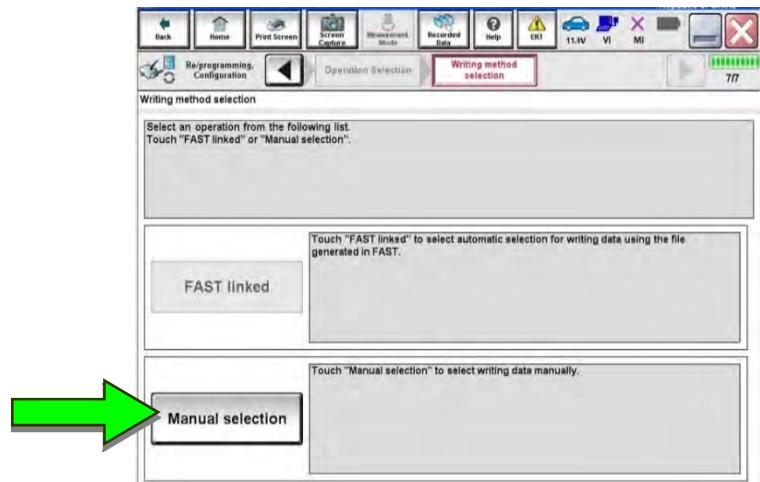


Figure 11

22. Select the applicable Type ID.

VEHICLE	SYSTEM	TYPE ID
2020-2021 Q50	-	28277-6HM0A
2020-2021 Q60	-	28277-5CR0A
2020-2021 QX50	-	28277-5NY0A
2022 QX55	With Remote Engine Start	28277-5VG0A
	Without Remote Engine Start	28277-5VG4A
2020-2021 QX80	-	28277-6JE0A

NOTE: If C-III plus automatically selects the Type ID, there will be no options shown under Type ID (see Figure 12). Skip to step 24.

23. Select **Next**.

24. Select **OK**.

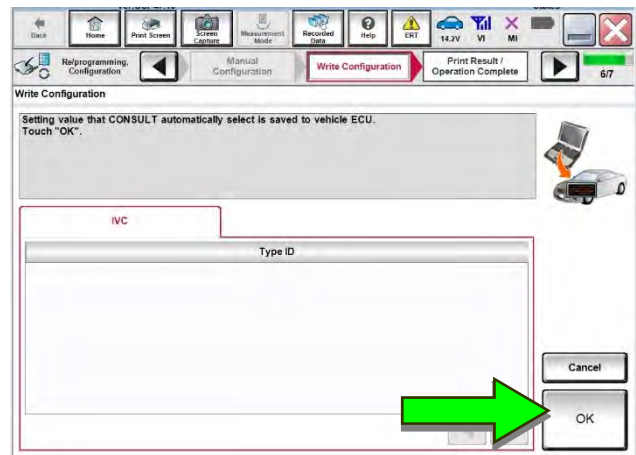


Figure 12

Write the VIN to the TCU

25. Navigate to **IVC Work support**.
 - Refer to steps 1-7 on pages 3-4.

26. Select **WRITE VIN (SAVED DATA)**.

NOTE: If VIN DATA could not be saved in step 10, skip to **Manually Enter VIN Data (if needed)** on page 18.

27. Select **Start**.

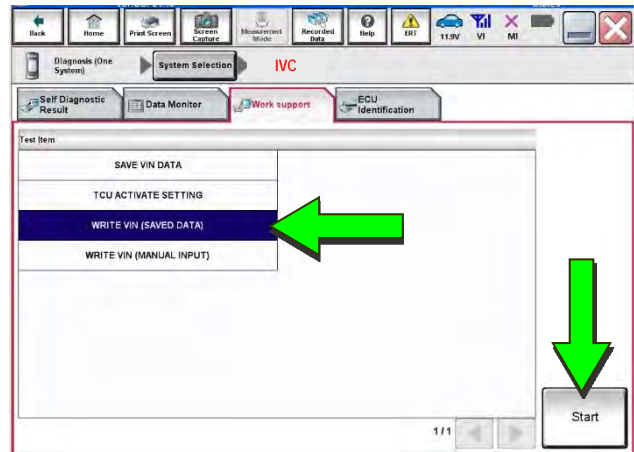


Figure 13

28. Select **Start**.

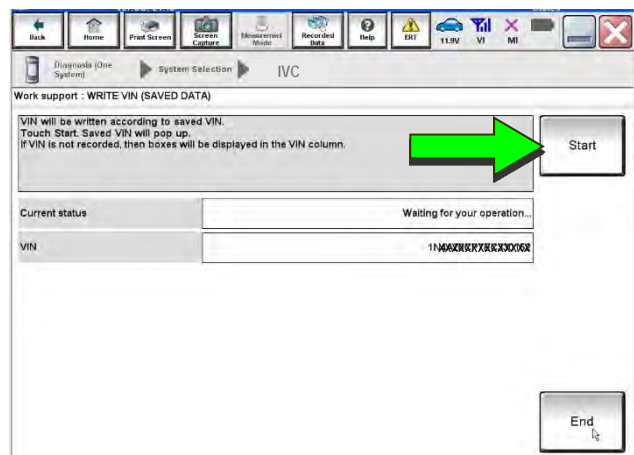


Figure 14

29. Select **End**.

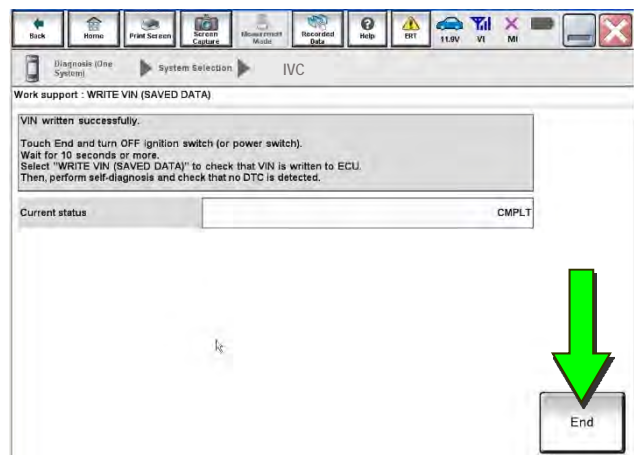


Figure 15

30. Review the TCU part number written down in step 13.
 - If the part number is 28275-5SN0B, 28275-5SN0F, or 28275-5SN4B:
 - Skip to **Verify Telematics Function (if needed)**, beginning on page 13.
 - If the part number is not 28275-5SN0B, 28275-5SN0F, or 28275-5SN4B:
 - Perform **Confirm Network Initial Settings (if needed)**, below.

Confirm Network Initial Settings (if needed)

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

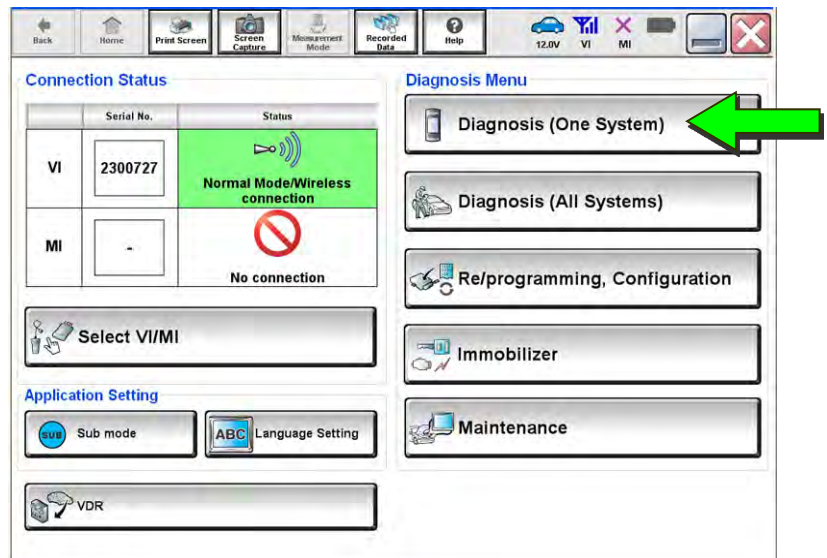


Figure 16

32. Select **IVC**.

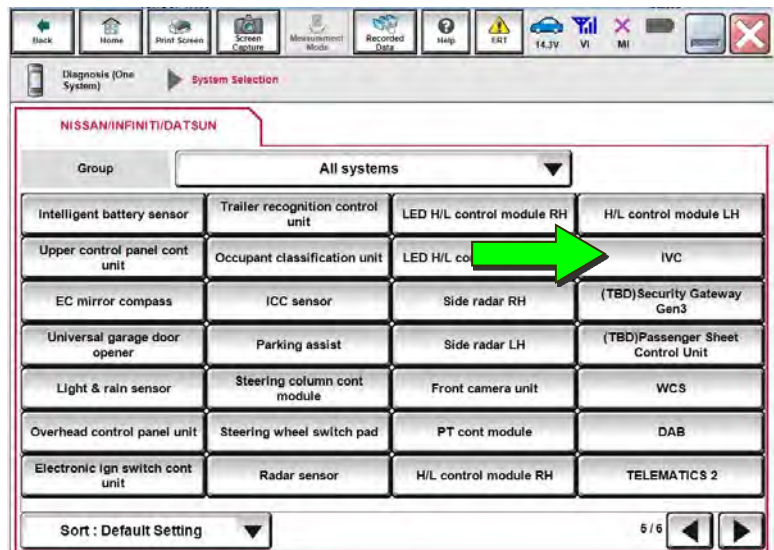


Figure 17

33. Select Work Support.

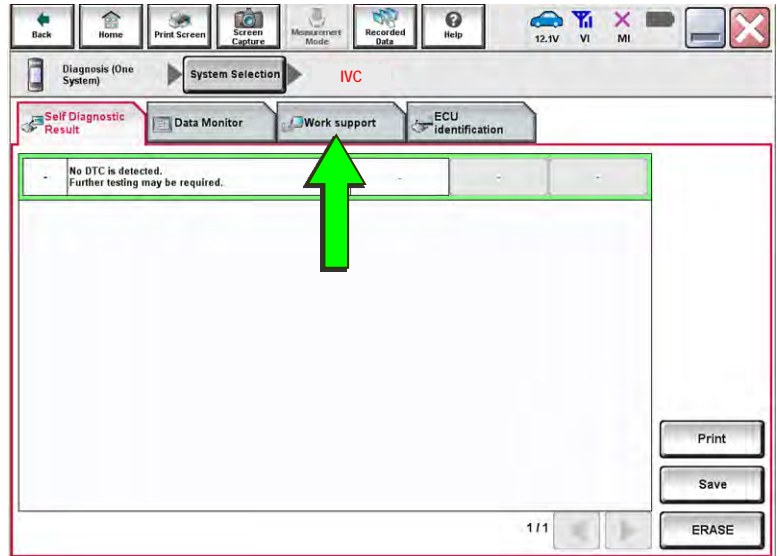


Figure 18

34. Select Network initial settings.

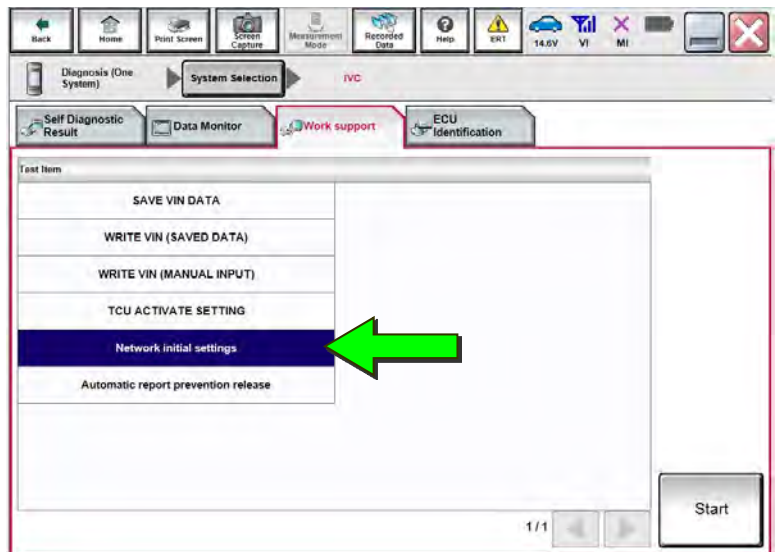


Figure 19

35. Select Start.

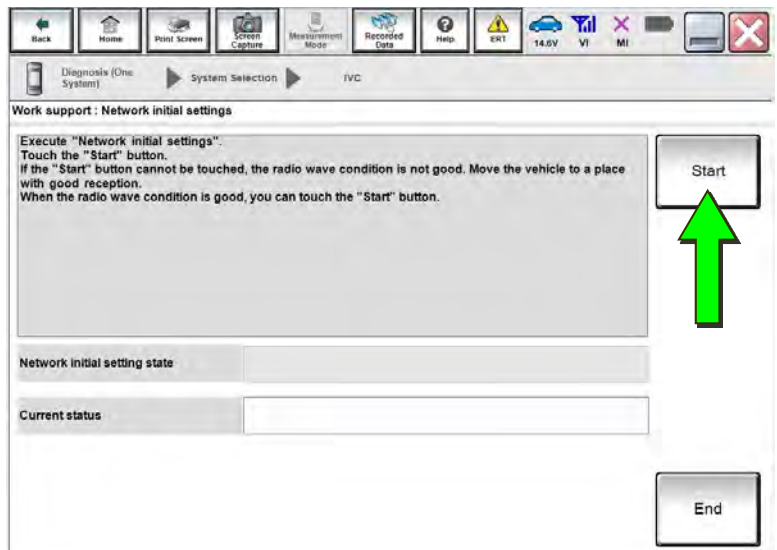


Figure 20

36. Check the **Network initial setting state** field (Figure 21).

NOTE: It may take up to 15 minutes for the result described below to display.

- If the result is **100%**:
 - a. Confirm **“Completed”** displays in the **Current status** field.
 - b. Select **End**.
 - c. Skip to **Intelligent Key Registration** on page 15.

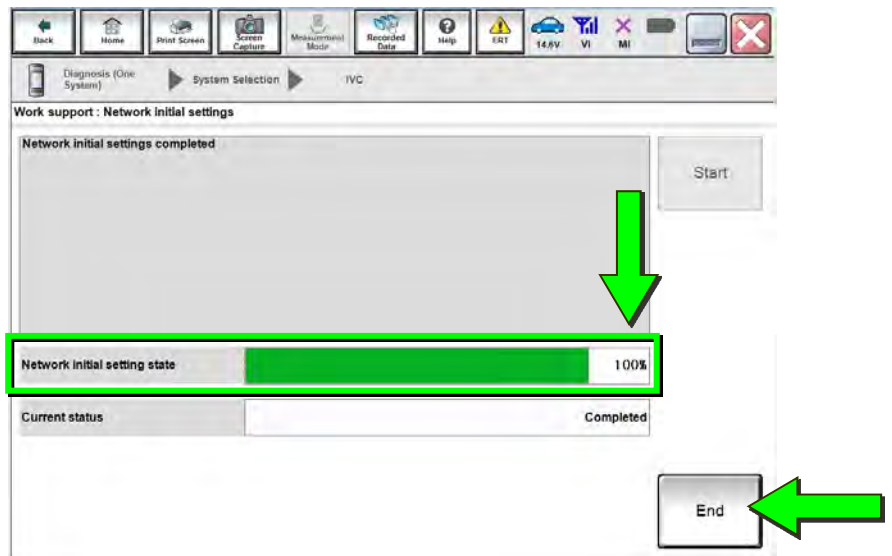


Figure 21

- If the result is **0**:
 - a. Confirm the VIN is written correctly.
 - b. Skip to **Verify Telematics Function (if needed)**, beginning on page 13.

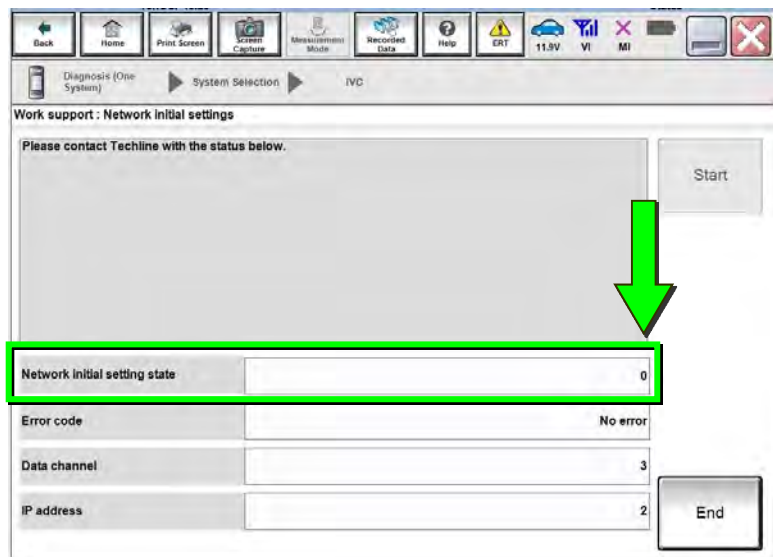


Figure 22

- If the result is **1-5**:
 - a. Wait 24 hours and then perform steps 31-36 again.
 - If **1-5** displays again, contact the Infiniti Owner Services call center at (855) 444-7244, between the hours of 8am and 7pm Central Standard Time (CST), Monday through Friday.

During the call, the agent will request the following:

- Owner name, retailer name, retailer code, and retailer employee name and contact information.

Verify Telematics Function (if needed)

37. Turn the vehicle OFF and wait for 10 minutes.
38. Connect a battery maintainer or smart charger, set to reflash mode or a similar setting.
39. Turn the ignition ON with the engine OFF.
40. Turn the hazard warning lights ON and wait for 15 minutes.
41. Turn the vehicle OFF and wait for 10 minutes.
42. Turn the ignition ON with the engine OFF and wait for 15 minutes.

43. Press the **Destination** button.



Figure 23

44. Select **Destinations by Google**.

EXAMPLE:

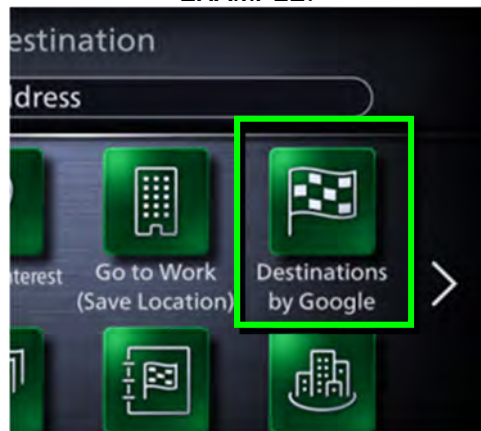


Figure 24

45. Enter a POI (Point of Interest) location, and select List.

Example: "Starbucks"

EXAMPLE:



Figure 25

46. Confirm the POI location displays (Figure 26).

- If the POI location does not display, perform steps 37-46 again.

- If the POI location does not display after performing steps 37-46 two times, wait 24 hours and then perform steps 37-46 a third time.

EXAMPLE:

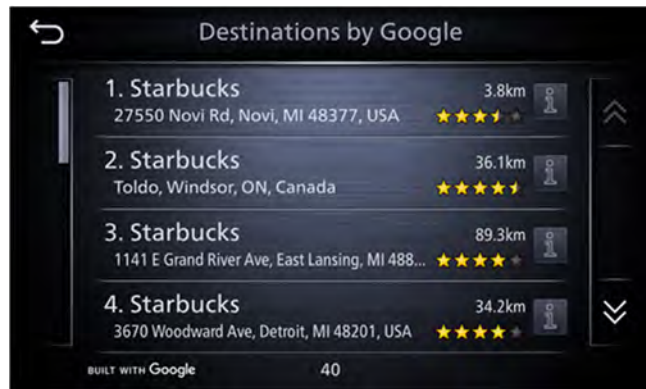


Figure 26

- If the POI location does not display after the third attempt, contact the Infiniti Owner Services call center at (855) 444-7244, between the hours of 8am and 7pm Central Standard Time (CST), Monday through Friday.

During the call, the agent will request the following:

- Owner name, retailer name, retailer code, and retailer employee name and contact information.

Intelligent Key Registration

47. Perform Intelligent Key registration for all client keys.

- Refer to the C-III plus operations manual for key registration instructions.

CHECK-OFF SHEET

NOTICE

- If all of the steps below are not completed, telematics services will not operate properly.
- If the TCU is replaced and the steps were not followed, the warranty claim will be charged back to the retailer.

IMPORTANT:

- Follow all of the steps in this bulletin and use the check-off sheet provided below.
- **Please staple the completed check-off sheet to repair order.**

Perform the following if the TCU has been replaced:

- Complete the Applied Vehicle-specific Action in the order listed.
- Check off the Action as performed.

	CHECK BOX	APPLIED VEHICLES	ACTION
1		All Vehicles	Configure TCU (1)
2		All Vehicles	Write VIN to TCU (2)
3		All Vehicles	Register Intelligent Key (3)

(1) Refer to page 6, section **Configure the TCU**

(2) Refer to page 9, step 25, section **Write VIN to TCU**

(3) Refer to page 15, step 47, section **Intelligent Key Registration**

QX55 Vehicles - Verify Infiniti InTouch™ Services Enrollment and Subscriptions (if needed)

48. Go to <https://admin.owners.infiniti.com/iowners/vinlookup/dealervinlookup>.
49. Enter the VIN.

Vehicle is shown as not enrolled:

- The client is not enrolled in Infiniti InTouch™ Services. Have the client enroll, and then confirm the services function as intended.

NOTE: It may take up to 24 hours for the services to be activated after enrollment is completed. Ensure the client is informed that Infiniti InTouch™ Services features may not be available for up to 24 hours.

“VIN not found” displays:

- The vehicle needs to be registered in the Infiniti Owner Portal and enrolled in Infiniti InTouch™ Services. Have the client register and enroll, and then confirm the services function as intended.

NOTE: It may take up to 24 hours for the services to be activated after enrollment is completed. Ensure the client is informed that Infiniti InTouch™ Services features may not be available for up to 24 hours.

Vehicle is shown as enrolled:

- Confirm the client's Infiniti InTouch™ Services subscription.

1. Log into to the Infiniti InTouch™ Services portal.
2. Locate **Manage Subscription** on the first page.
3. Select **Package Features**.
4. Confirm the features the client states are not functioning are part of the current package.

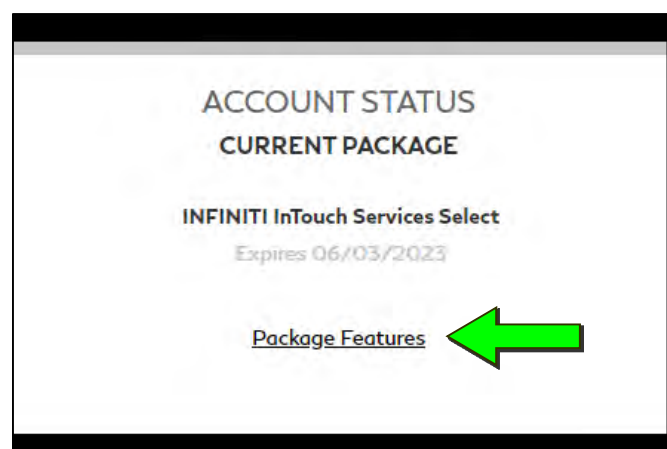


Figure 27

Manually Enter VIN Data (if needed)

NOTICE If manually entering the VIN, double check that the VIN is correct before saving. Saving the incorrect VIN to the TCU can result in services not working and the TCU may need to be replaced, even after correcting the wrong VIN. The warranty claim will not be paid if this step is not followed.

The following is only needed if automatic "SAVE VIN DATA" or "WRITE VIN (SAVED DATA)" did not complete correctly.

50. Select **WRITE VIN (MANUAL INPUT)**.

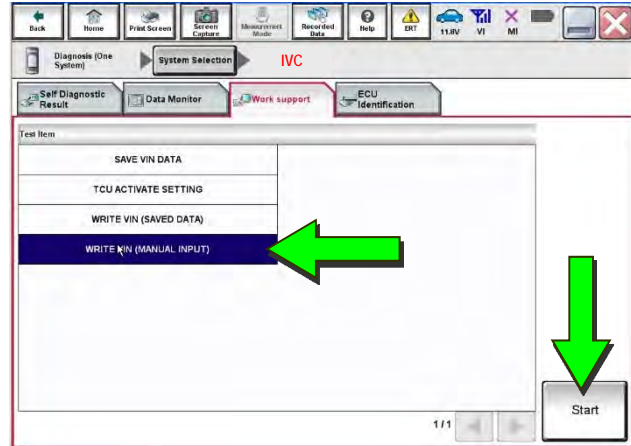


Figure 28

51. Select **Start**.

52. Enter the VIN.

- Touch the **VIN (1ST TIME)** input field and type in the VIN.
- Touch the **VIN (2ND TIME)** input field and type in the VIN again.

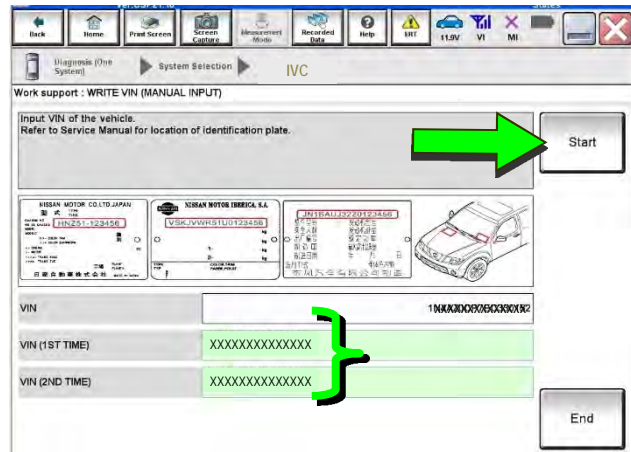


Figure 29

53. Select **Start**.

54. Select **End**.

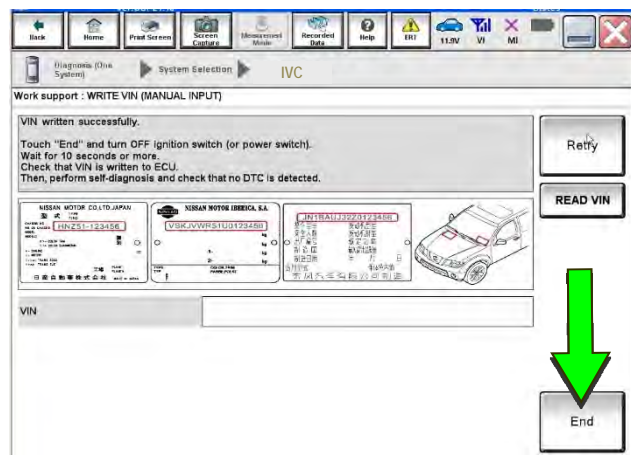


Figure 30

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 8, 2019	ITB19-029	Original bulletin published
January 27, 2021	ITB19-029A	Added 2021 models to APPLIED VEHICLES and throughout the bulletin
April 21, 2021	ITB19-029B	Changes made throughout

