

Classification:

AN21-006

Reference:

ITB21-010

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Date:

April 28, 2021

## UPPER INFOTAINMENT SCREEN TURNS ON AFTER TURNING VEHICLE OFF

**APPLIED VEHICLES:**        2021 Q50 (V37)  
                                     2021 Q60 (CV37)  
                                     2021 QX80 (Z62)

### IF YOU CONFIRM

The upper infotainment screen turns ON after the vehicle's ignition is turned OFF and the door is opened,

#### And

The current telematics control unit (TCU) part number is 28275-5SN9B.

### ACTION

Reprogram the telematics control unit (TCU).

**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

### Reprogram the TCU

**IMPORTANT:** Before starting, make sure:

- ASSIST on the CONSULT PC has been synchronized (updated) to the current date.
- All C-III plus software updates (if any) have been installed.

#### **NOTICE**

- Connect a battery maintainer/smart charger set to reflash mode or a similar setting. If the vehicle battery voltage drops below 12.0V or rises above 15.5V during reprogramming, the TCU may be damaged.
- Be sure to turn OFF all vehicle electrical loads.  
If a vehicle electrical load remains ON, the TCU may be damaged.
- Be sure to connect the AC Adapter.  
If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the TCU may be damaged.
- 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, reprogramming may be interrupted and the TCU may be damaged.

1. Connect a battery maintainer/smart charger to the vehicle.
2. Turn ON the ignition and the hazard warning lights.
3. Connect the VI to the vehicle.
4. Start C-III plus.
5. Wait for the VI to be recognized.
  - The serial number will display when the VI is recognized.

6. Select Re/programming, Configuration.

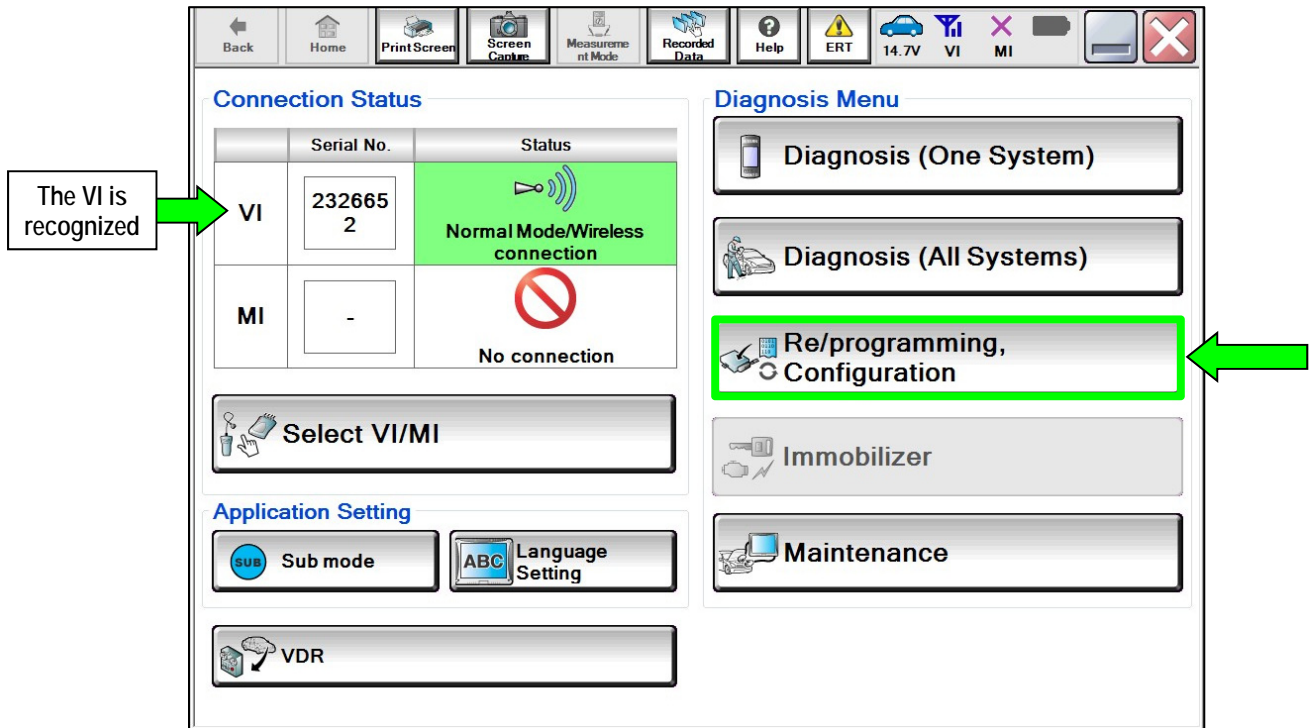


Figure 1

7. Check the box to confirm the precaution instructions have been read, and then select Next.

**NOTE:** Use the arrows (if needed) to view and read all of the precautions.

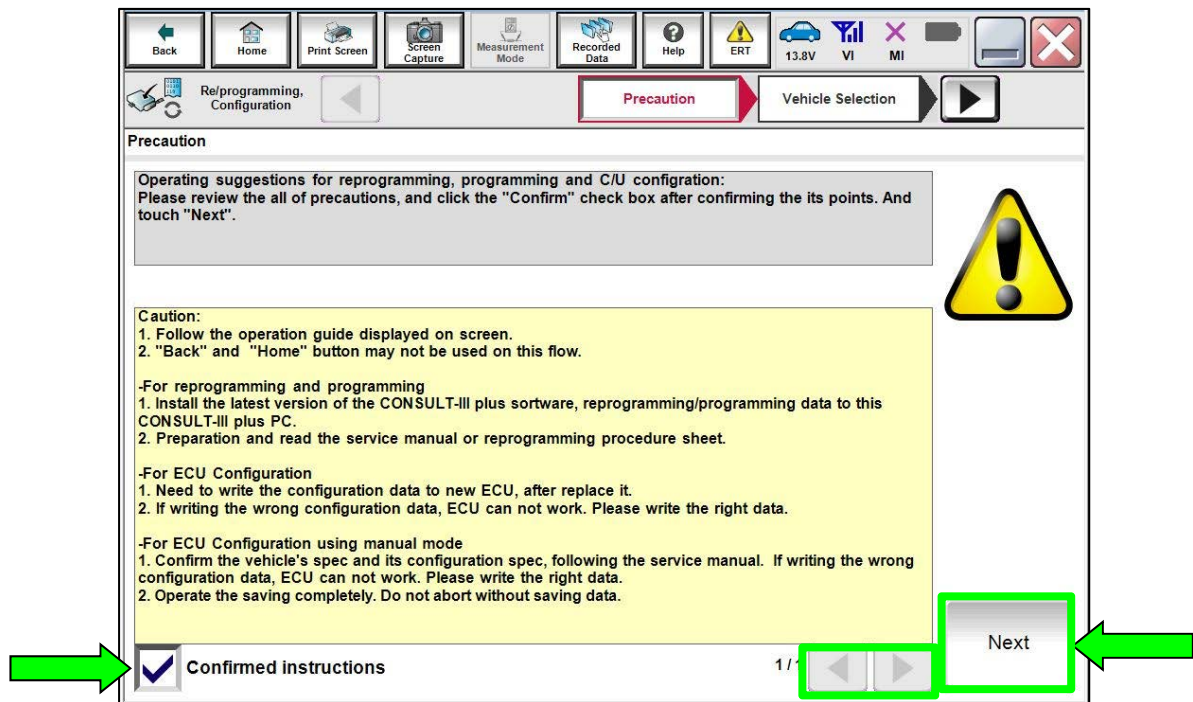


Figure 2

8. Select Automatic Selection(VIN).

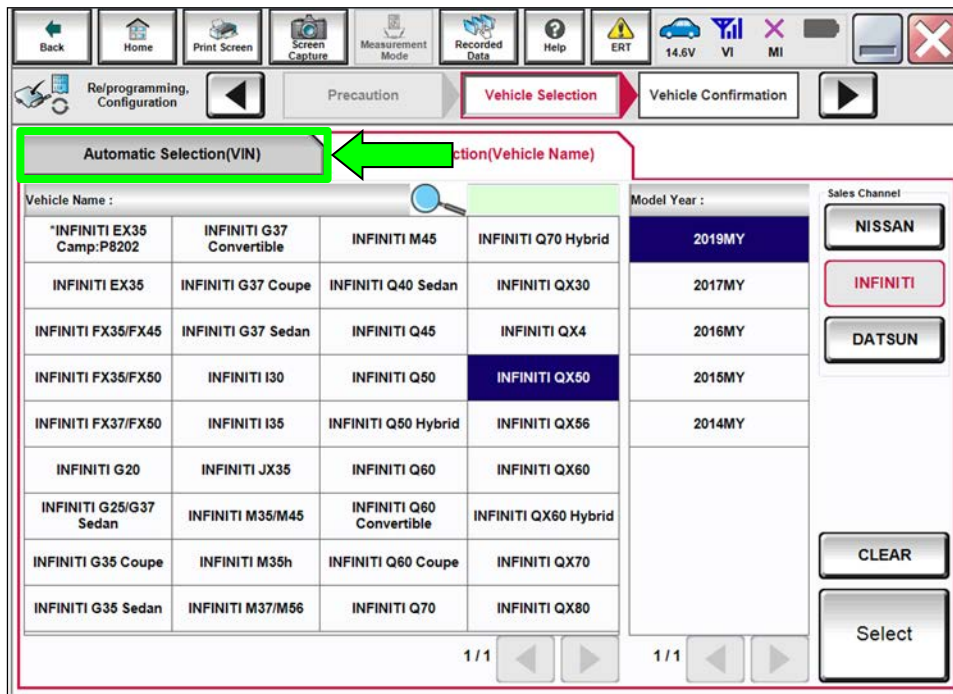


Figure 3

9. Confirm the VIN or Chassis # is correct, and then select Confirm.

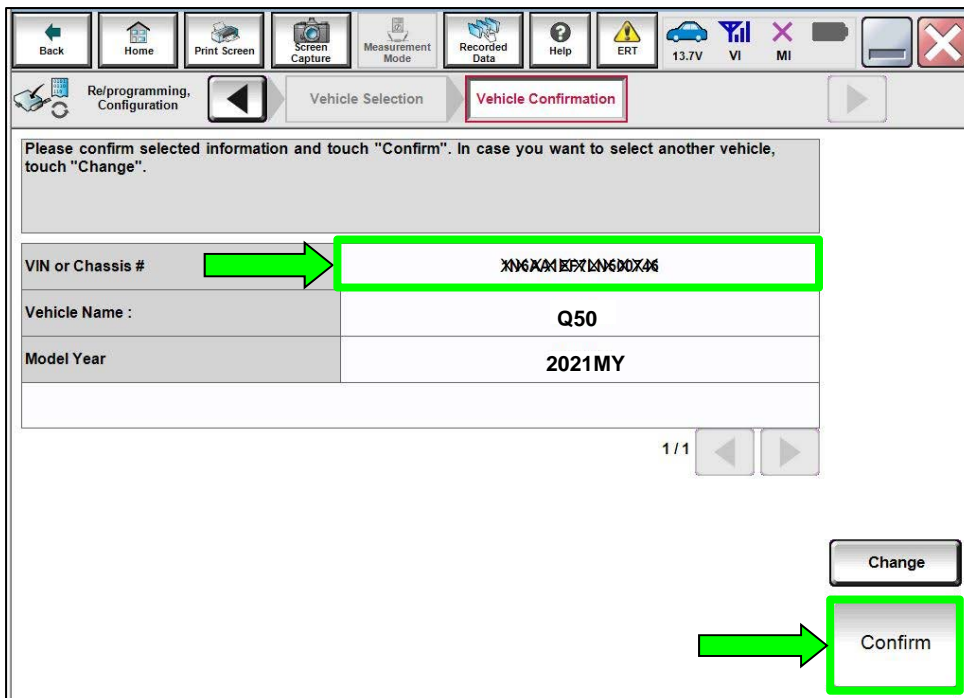


Figure 4

- Confirm the VIN is correct for the vehicle, and then select **Confirm**.

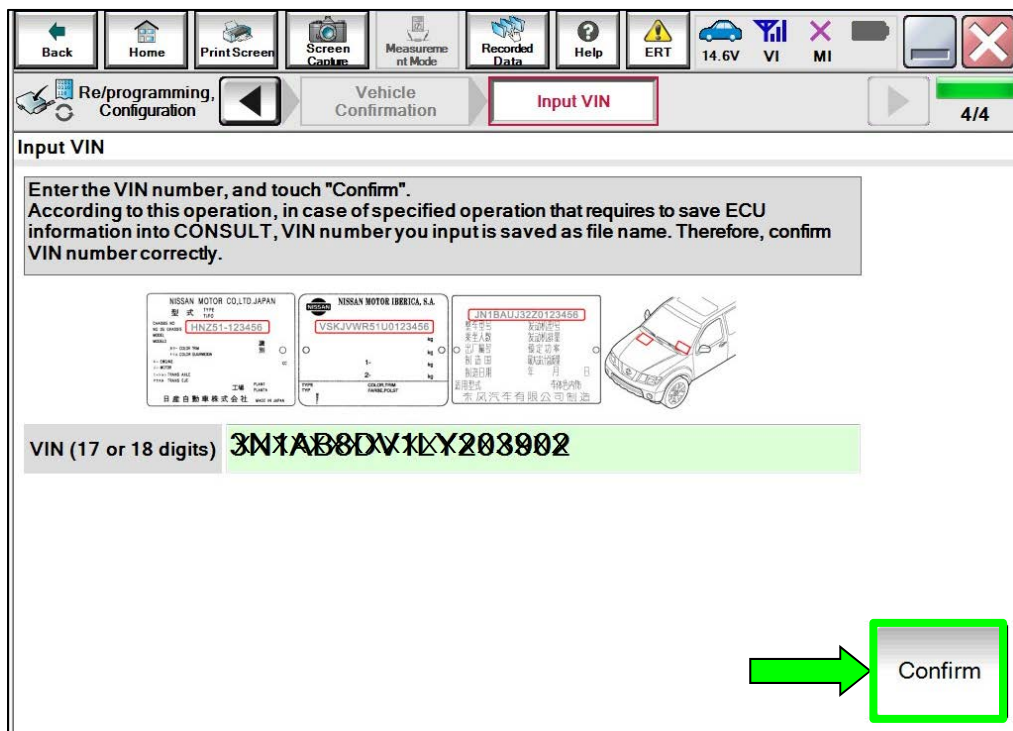


Figure 5

- Select **IVC**.

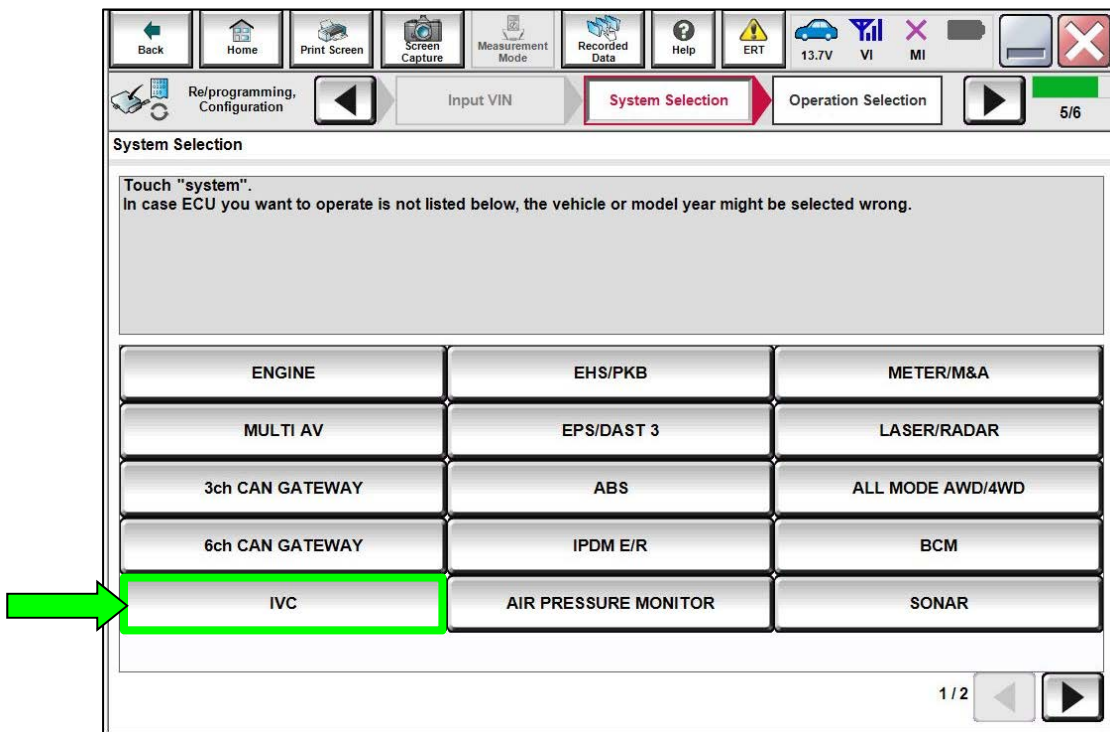


Figure 6

12. Select Reprogramming.

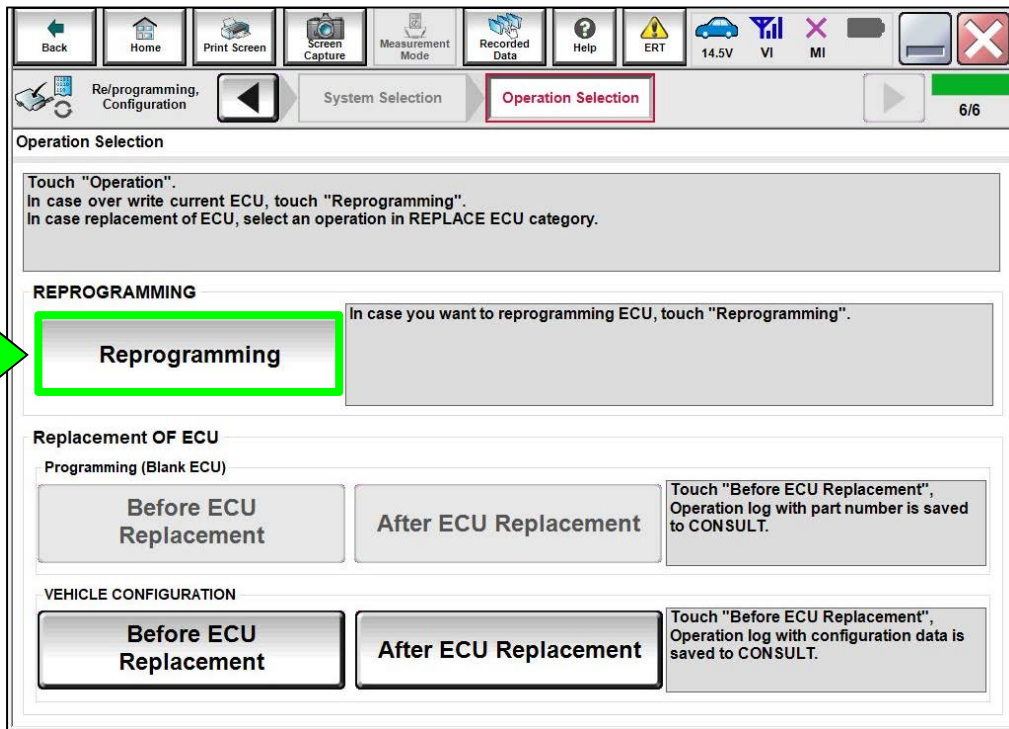


Figure 7

13. Find the TCU Part Number and write it on the repair order, and then select Save.

NOTE: This is the current Part Number (P/N).

- If the current TCU part number is 28275-5SN9B, proceed to step 14 on page 7.
- If the current TCU part number is not 28275-5SN9B, reprogramming is not required. Refer to the ESM for further diagnostic information.

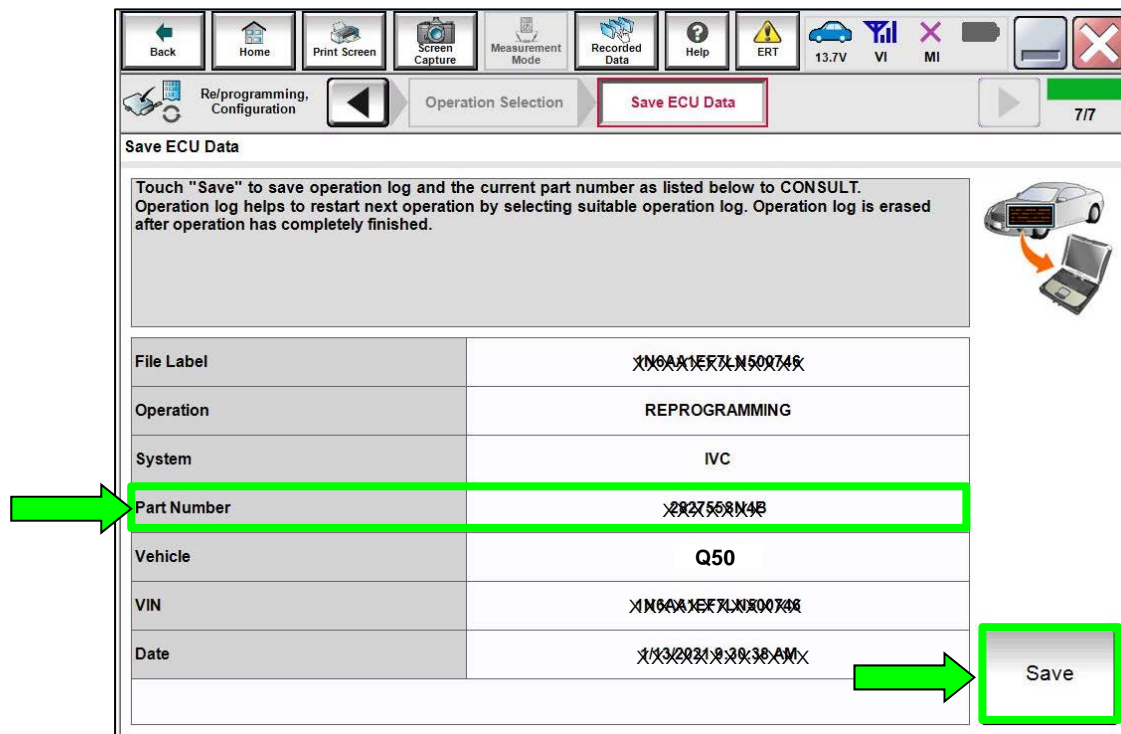


Figure 8

- Check the box to confirm the precaution instructions have been read, and then select **Next**.

**NOTE:** Use the arrows (if needed) to view and read all the precautions.

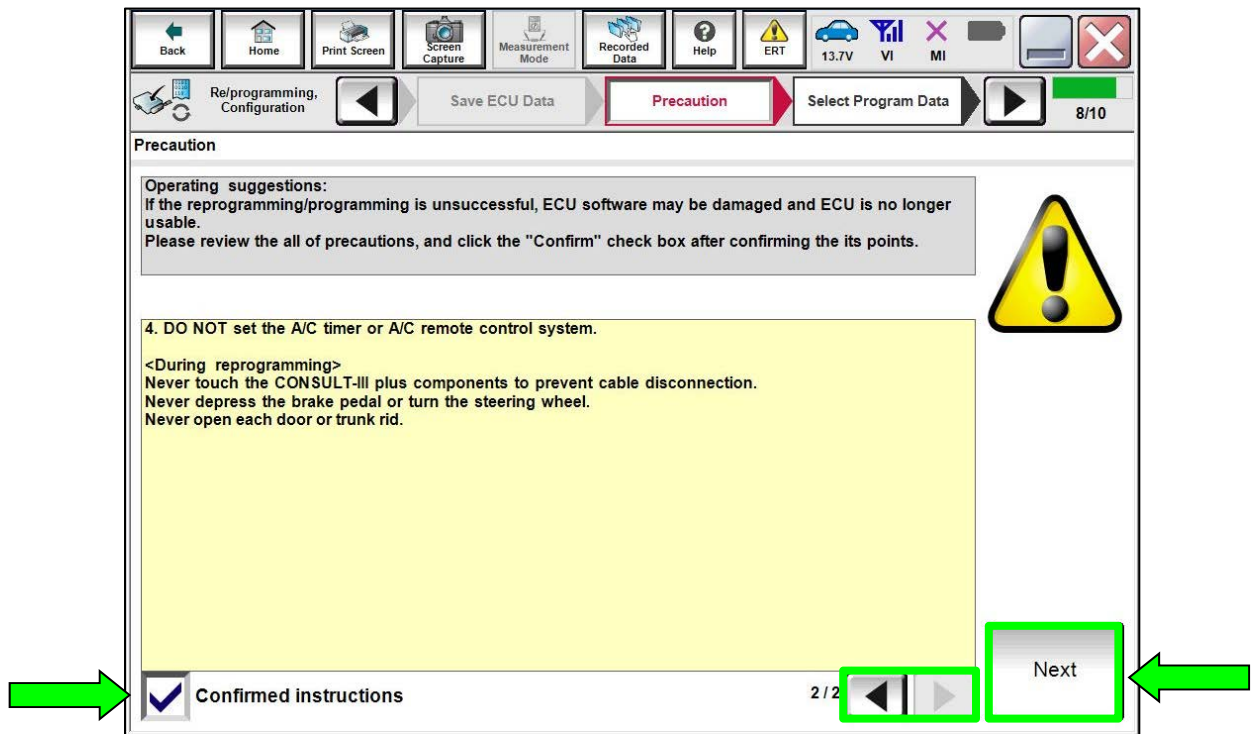


Figure 9

- Read the **Current Part Number** and **Part Number After Repro/programming**. They should be different, and then select **Next**.

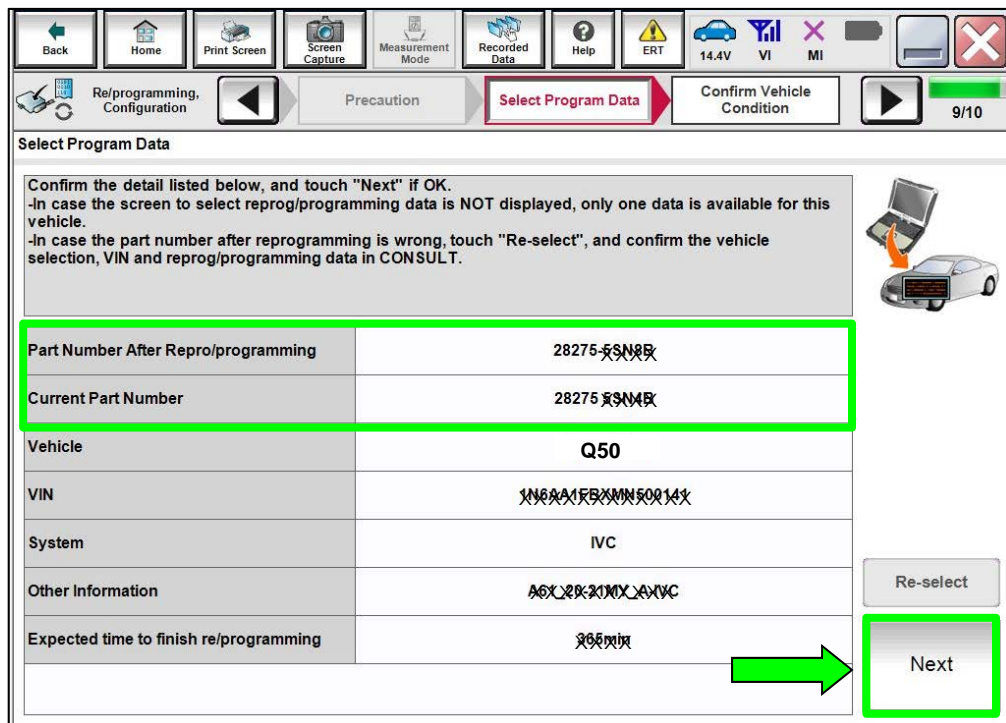


Figure 10

16. Confirm the battery charger is ON and the battery voltage is between 12V-15.5V, and then select **Next**.

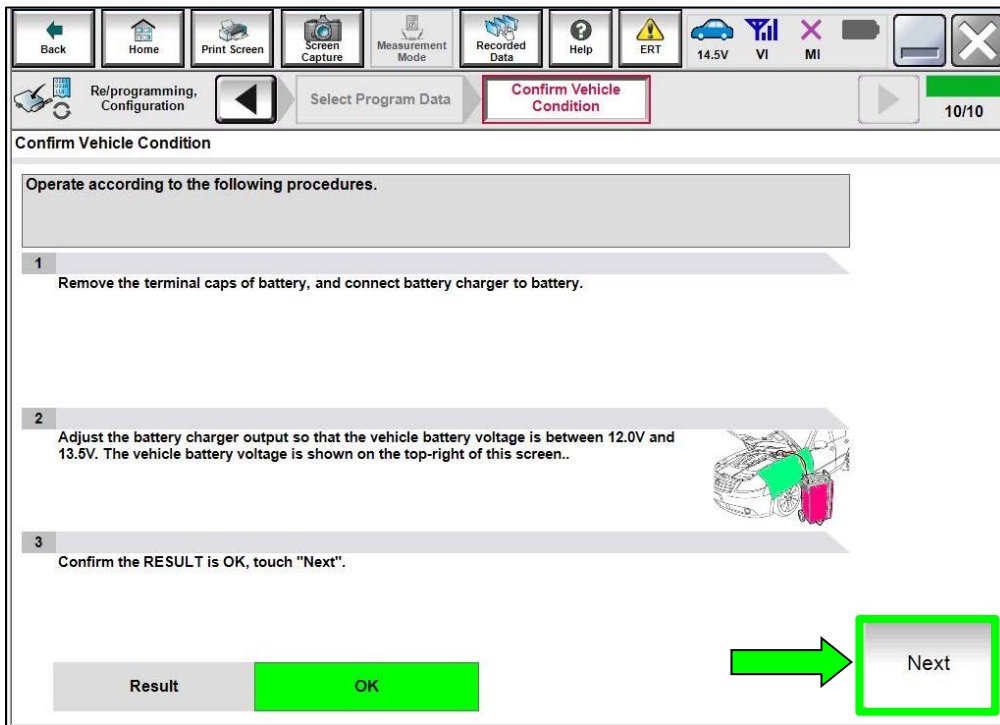


Figure 11

## NOTICE

- To avoid damage to the TCU, ensure the ignition is ON and the hazard warning lights are also ON, as **the update will take approximately 45 minutes to complete.**
- To avoid damage to the TCU, ensure a battery maintainer or smart charger set to reflash mode or a similar setting is connected.
- To avoid damage to the TCU, ensure the AC Adapter is connected to the CONSULT PC.

17. Confirm the battery voltage Judgment is OK, and then select **Start**.

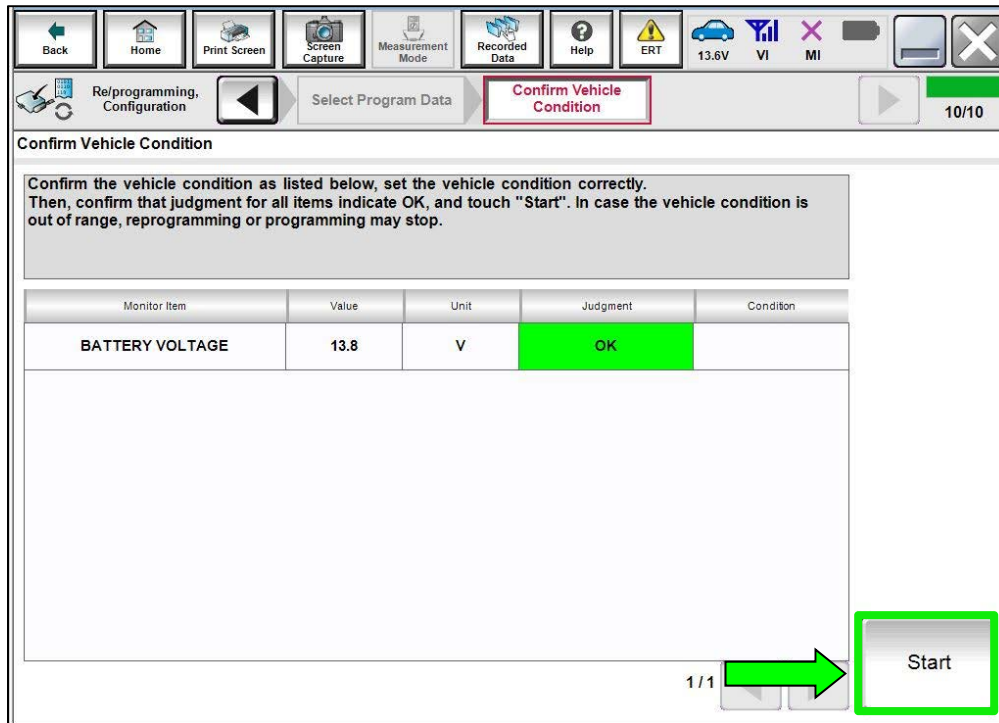


Figure 12

18. Select **USA/CANADA Dealers** from the drop down menu, and then select **OK**.

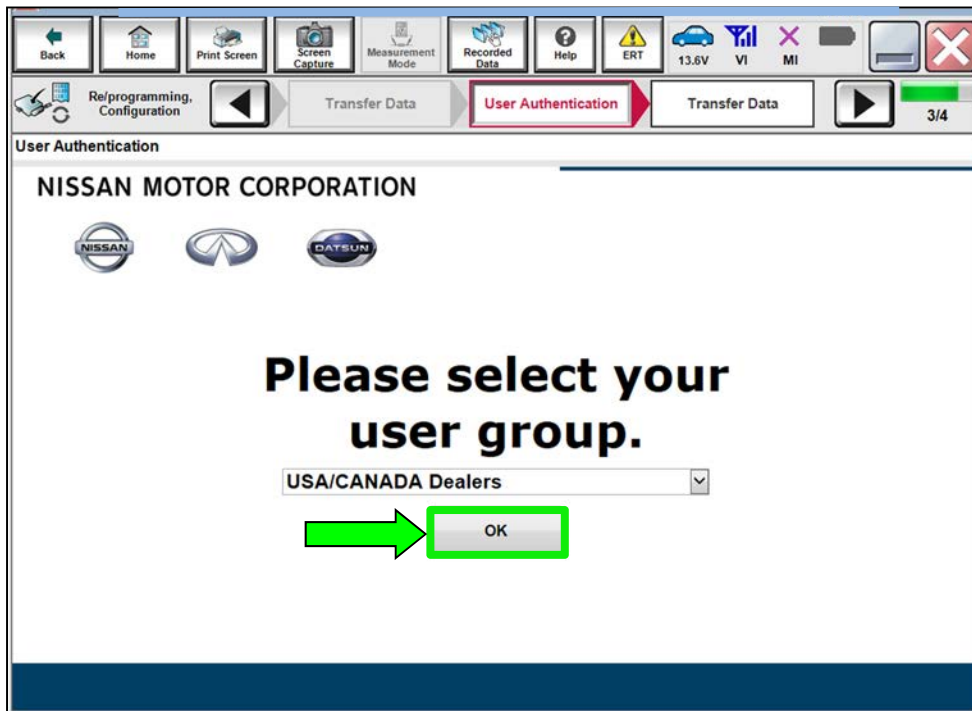


Figure 13

19. Login using your NNAet credentials.

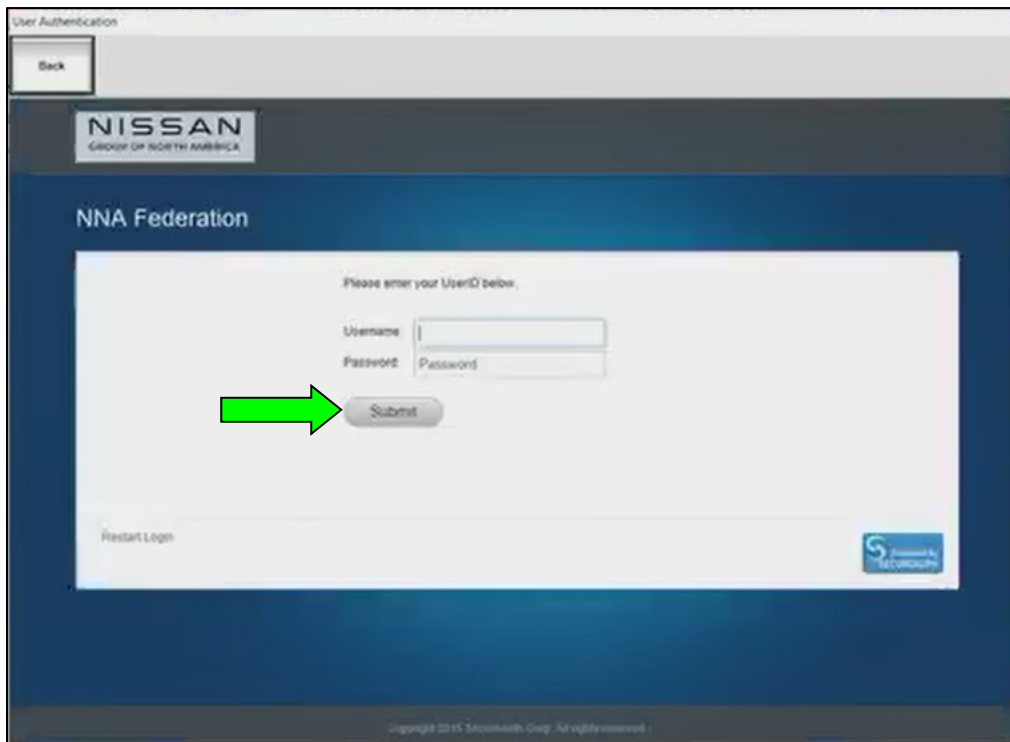


Figure 14

20. Allow Transfer Data to complete.
- The update will take approximately 45 minutes to complete.

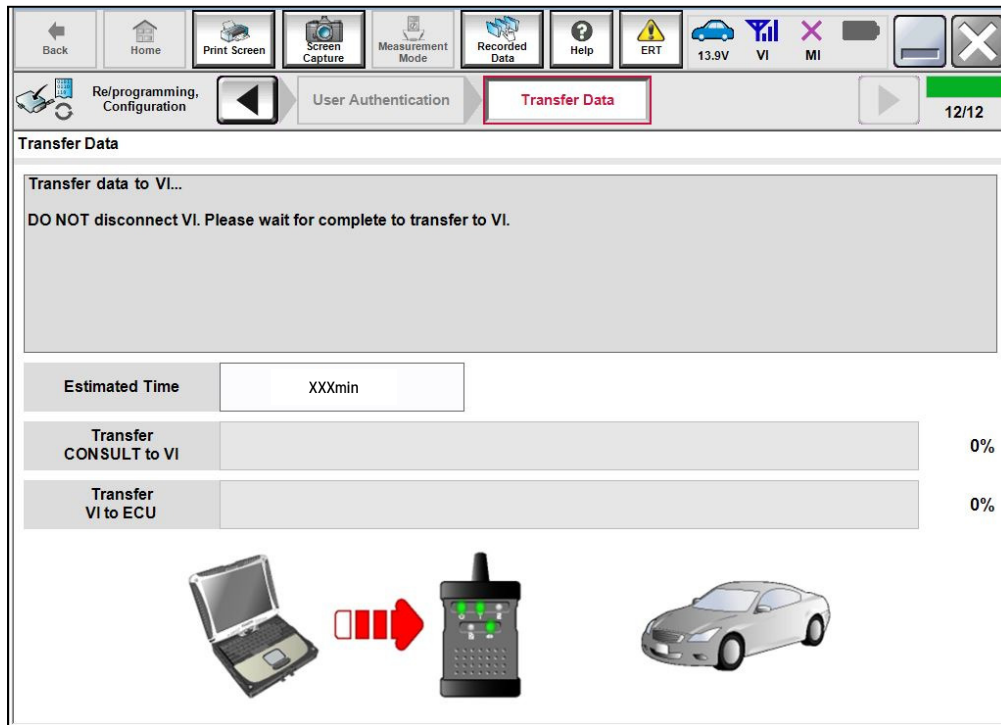


Figure 15

21. Once the update completes, select **Next**.

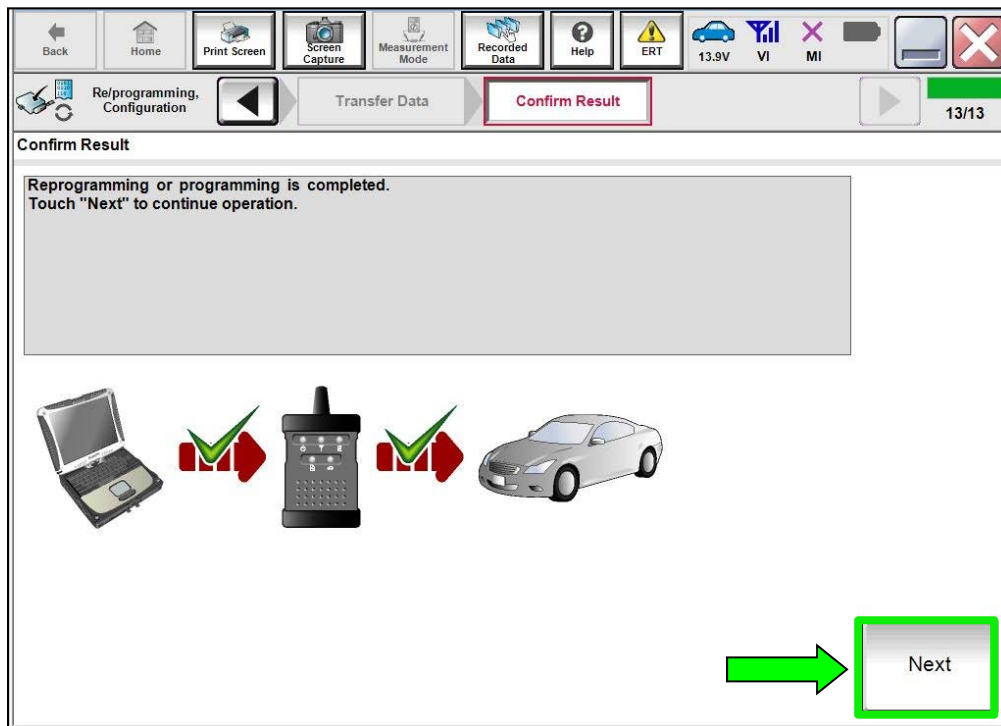


Figure 16

## Erase DTCs

### 22. Erase All DTCs.

- Follow the on-screen instructions as shown in Figure 17 and Figure 18.

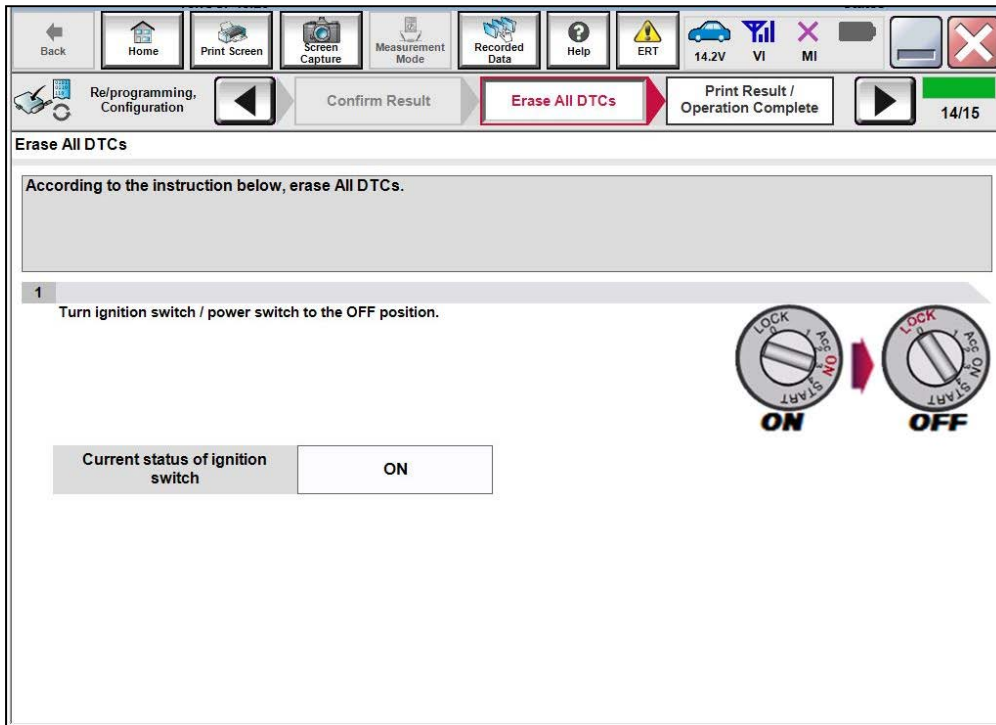


Figure 17

- Select Next.

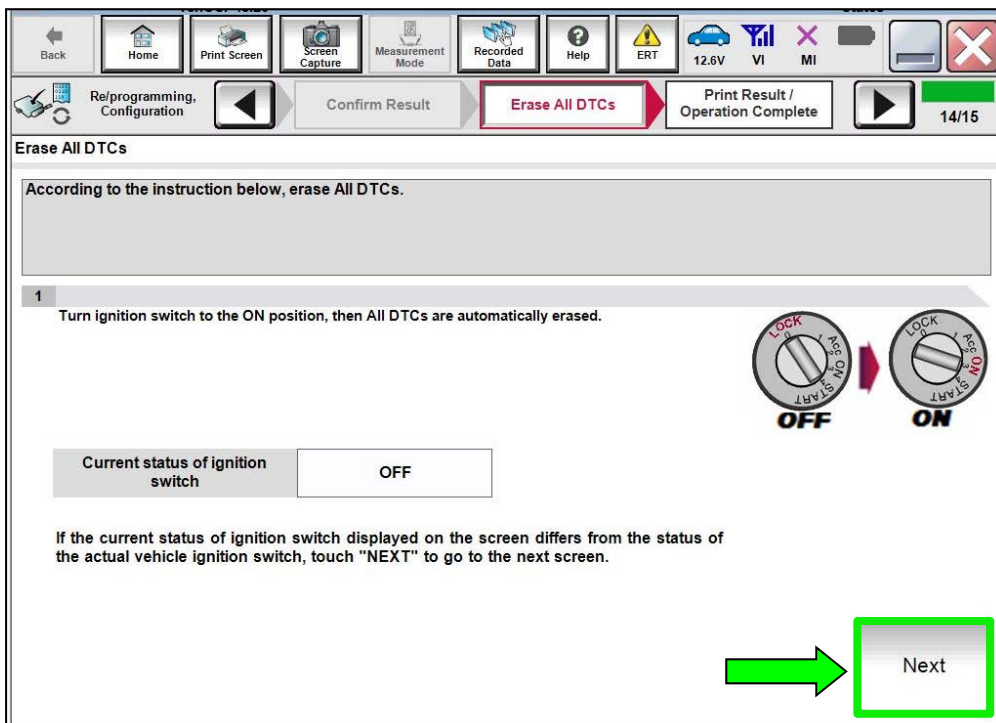


Figure 18

- Allow Erase All DTCs to complete.

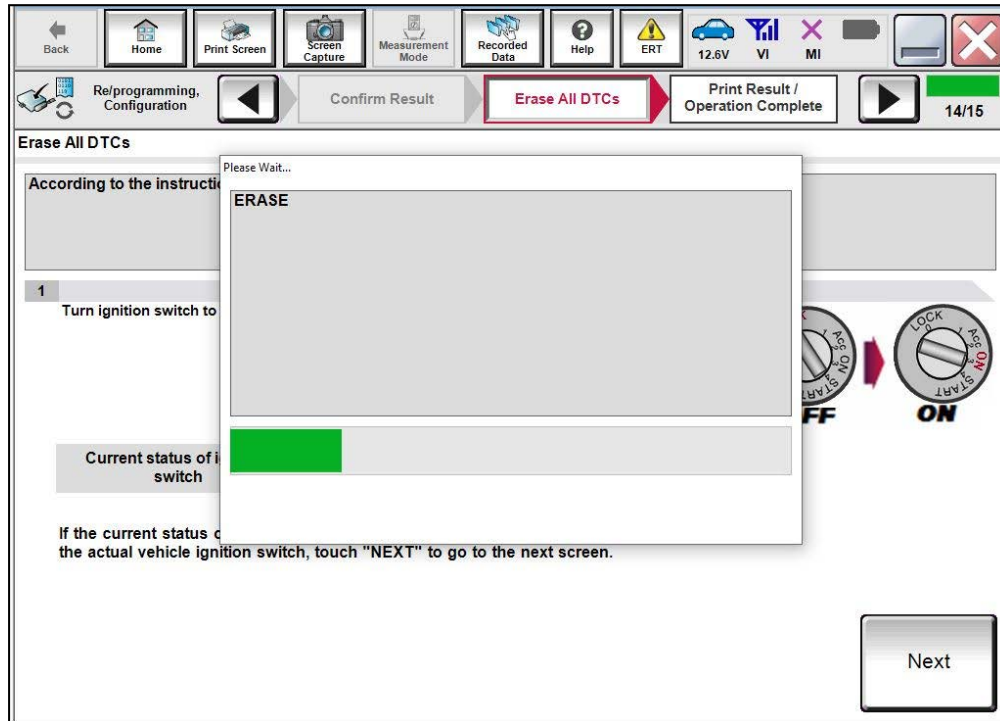


Figure 19

- Follow the on-screen instructions and select Confirm.

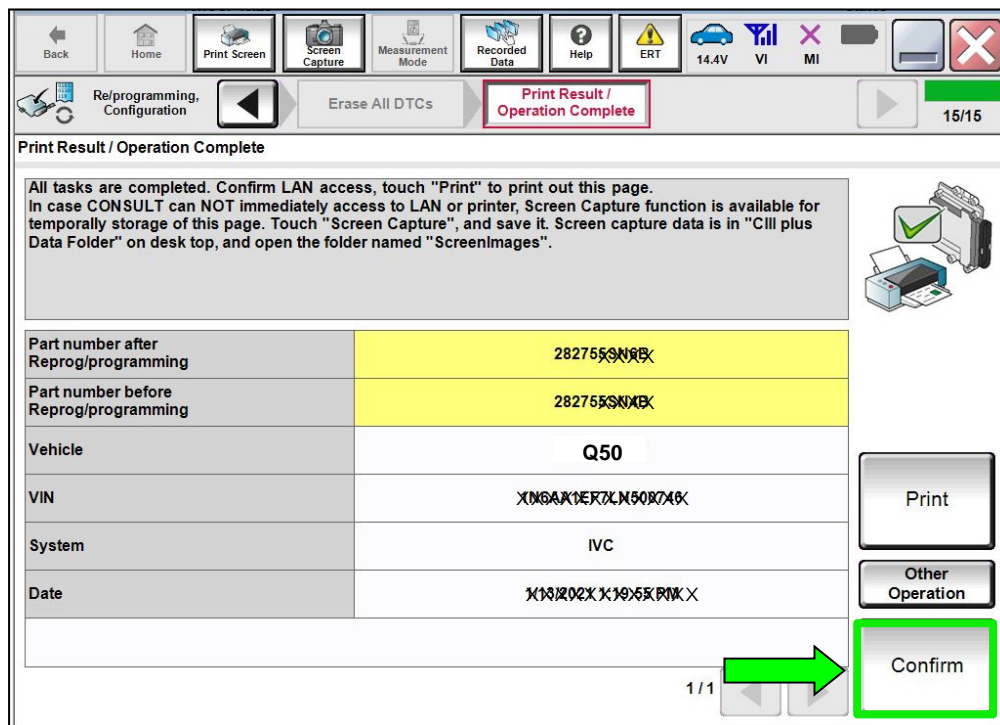


Figure 20

25. Select Home.

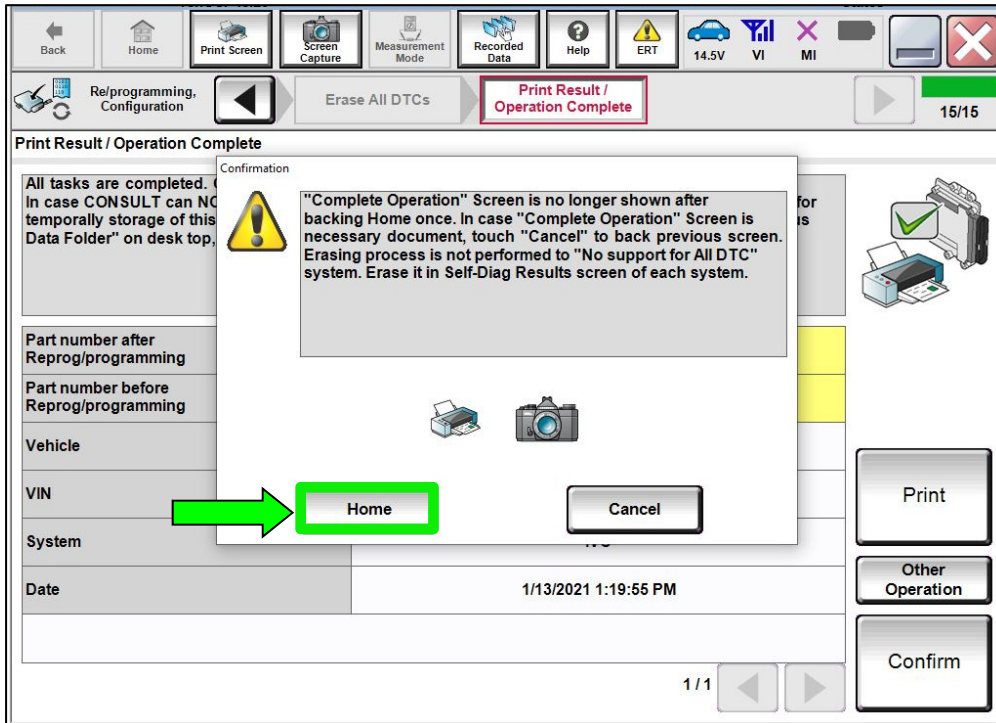


Figure 21

26. Remove the battery maintainer/smart charger.

27. Close the C-III plus application.

28. Remove the VI from the vehicle.

## CLAIMS INFORMATION

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

| DESCRIPTION                             | PFP | OP CODE | SYM | DIA | FRT |
|-----------------------------------------|-----|---------|-----|-----|-----|
| Reprogram Telematics Control Unit (TCU) | (1) | RS01AA  | ZE  | 32  | (2) |

- (1) Reference the electronic parts catalog and use the Telematics Control Unit (28275-\*\*\*\*\*) as the Primary Failed Part (PFP).
- (2) Reference the current Infiniti Warranty Flat Rate Manual and use the indicated Flat Rate Time (FRT).

## AMENDMENT HISTORY

| PUBLISHED DATE | REFERENCE | DESCRIPTION                 |
|----------------|-----------|-----------------------------|
| April 28, 2021 | ITB21-010 | Original bulletin published |