

Classification:
AN19-059C

Reference:
ITB19-042C

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Date:
March 3, 2022

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:

- 2020-2022 Q50 (V37)
- 2020-2022 Q60 (CV37)
- 2020-2022 QX50 (J55)
- 2022 QX55 (FJ55)
- 2020-2021 QX80 (Z62)

IF YOU CONFIRM

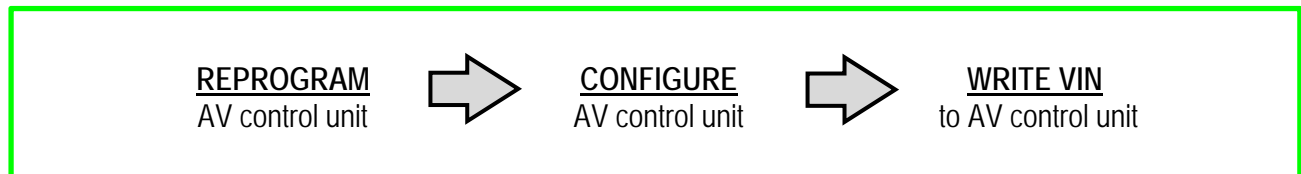
The AV control unit needs to be replaced.

ACTION

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



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)**.

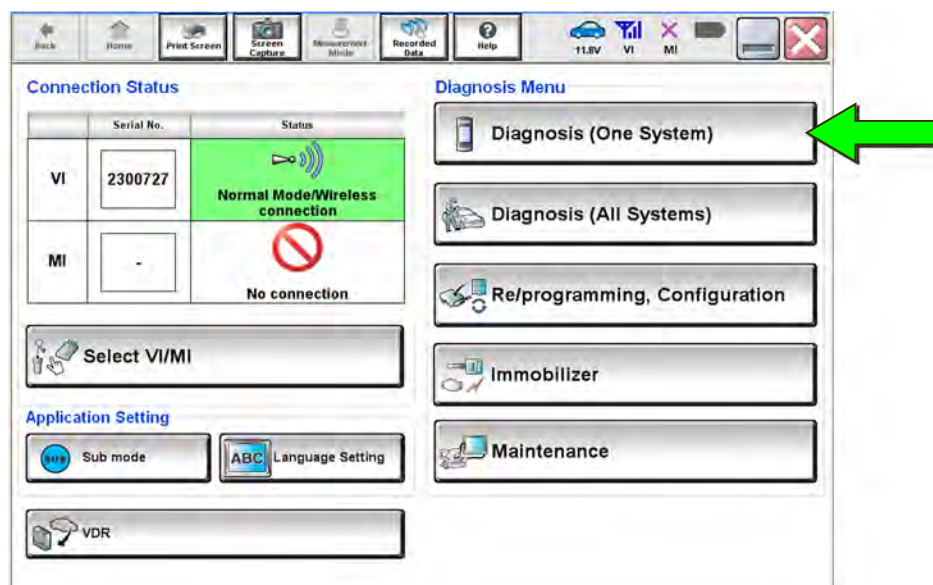


Figure 1

2. Select MULTI AV.

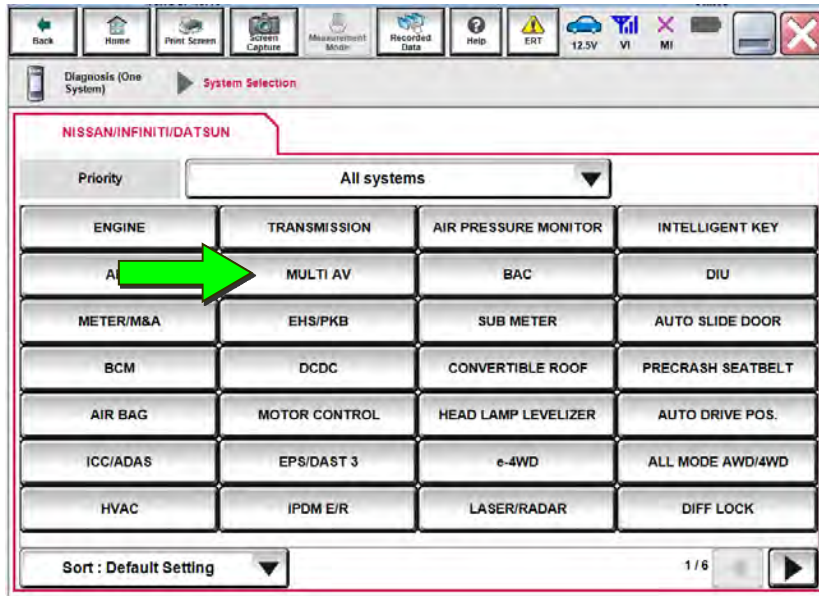


Figure 2

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

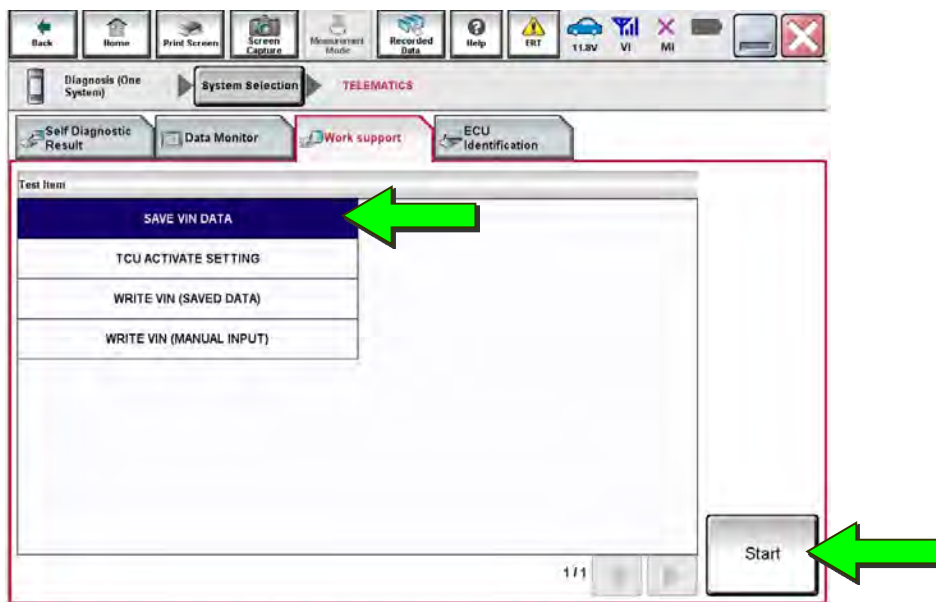


Figure 3

6. Select **Start**.

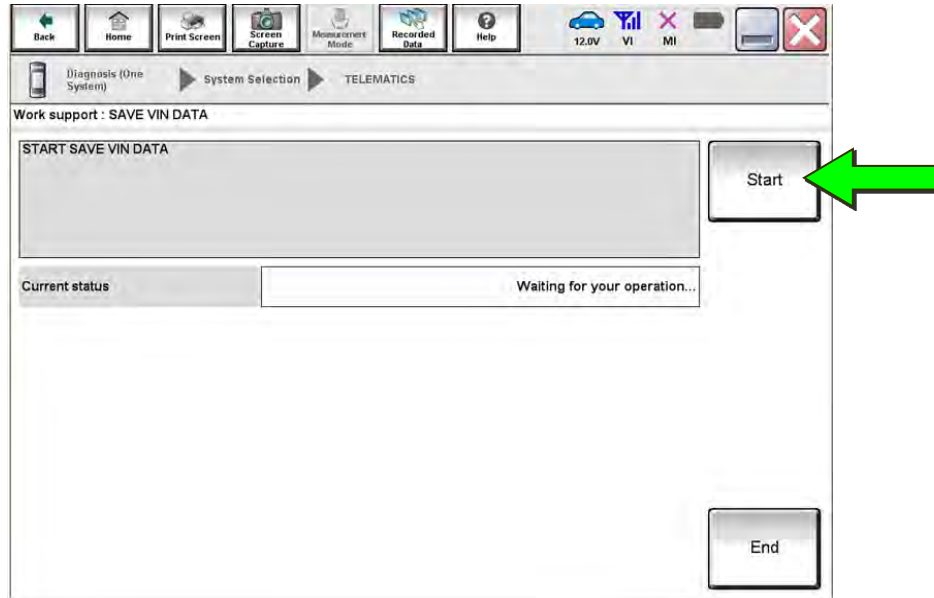


Figure 4

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

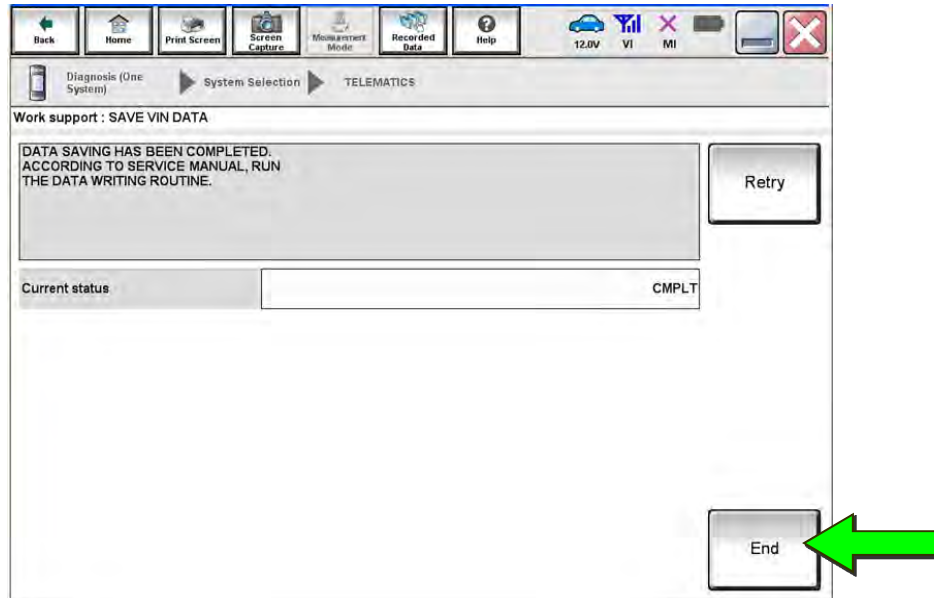


Figure 5

8. Select **Home**.

READ AND SAVE THE CONFIGURATION

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

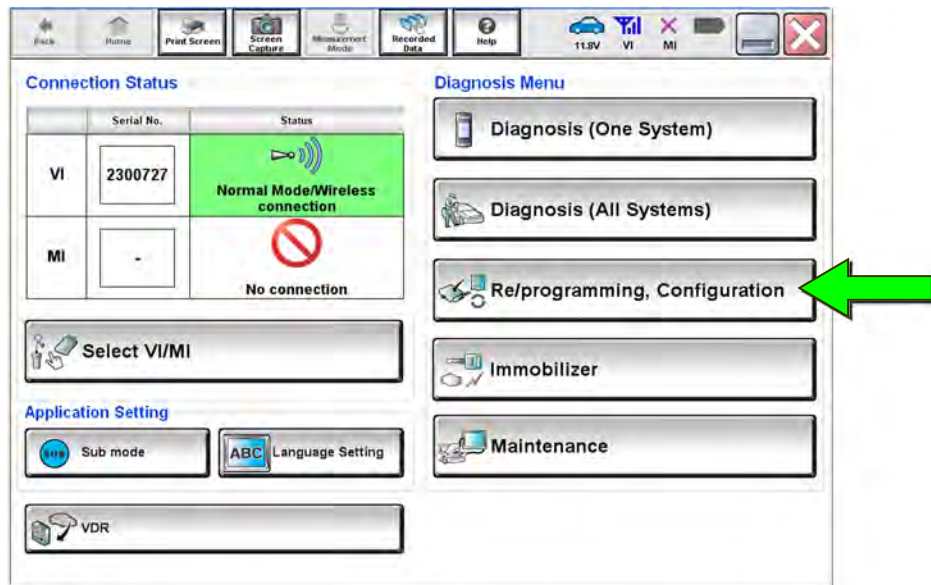


Figure 6

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.

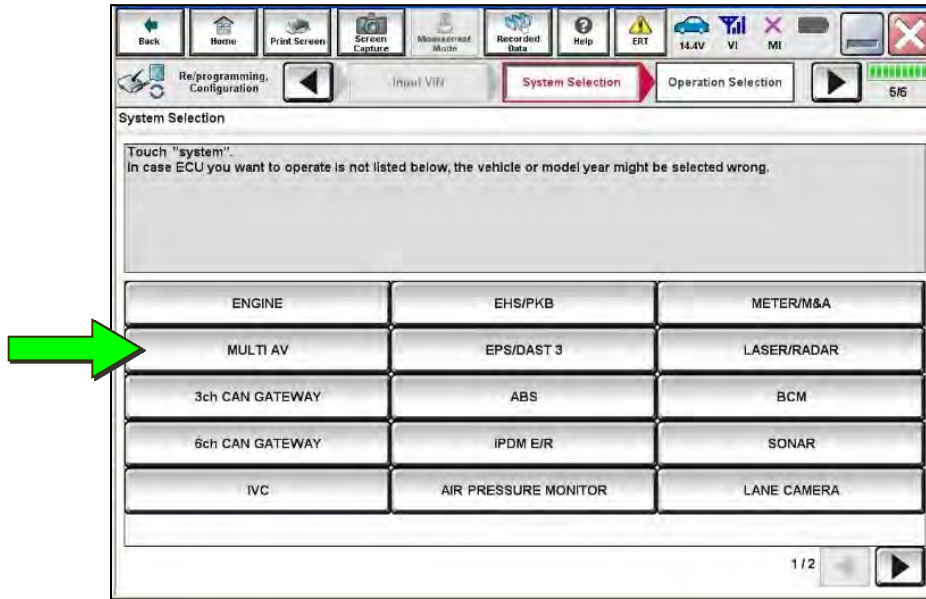


Figure 7

15. Select Before ECU Replacement under VEHICLE CONFIGURATION.

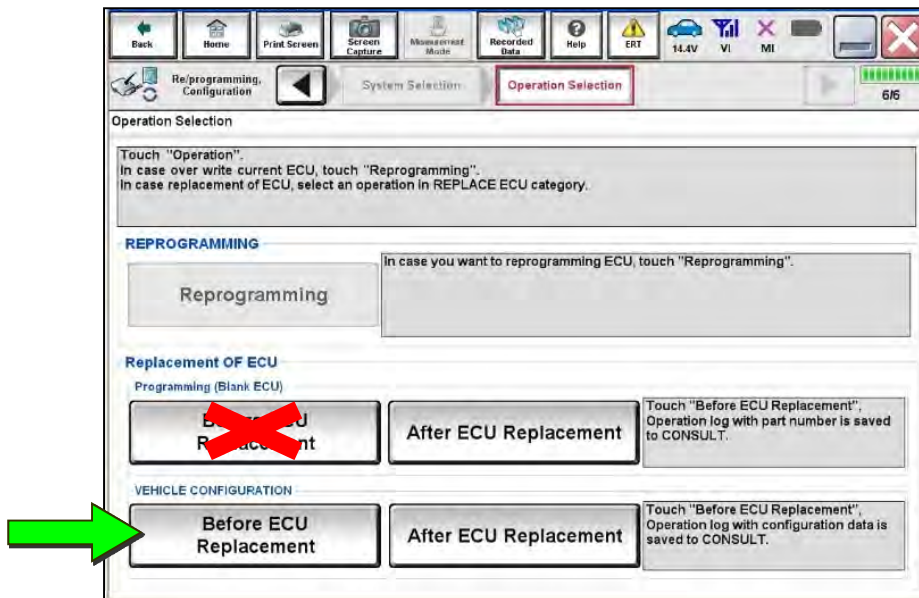


Figure 8

16. Write down all **Setting Value** information.

HINT: Use arrows to view all **Setting Value** screens.

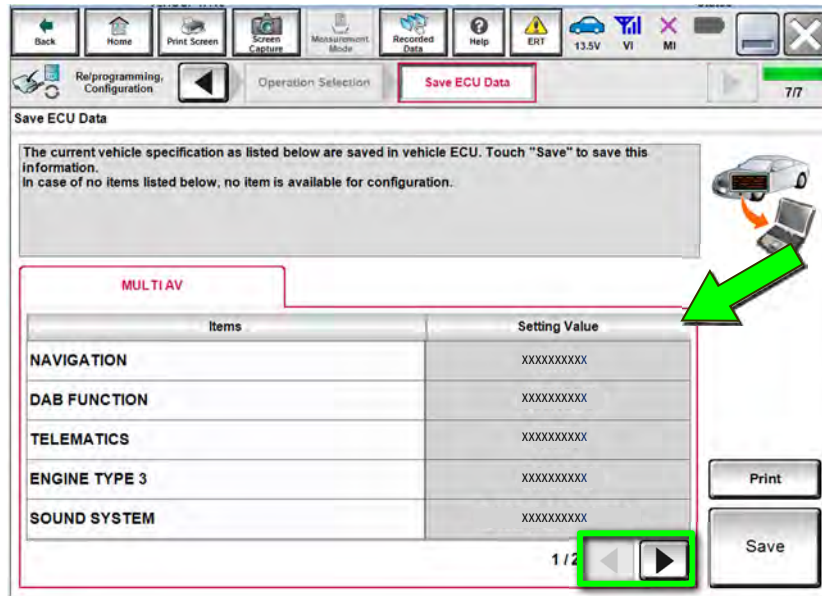


Figure 9

17. Select **Save**.

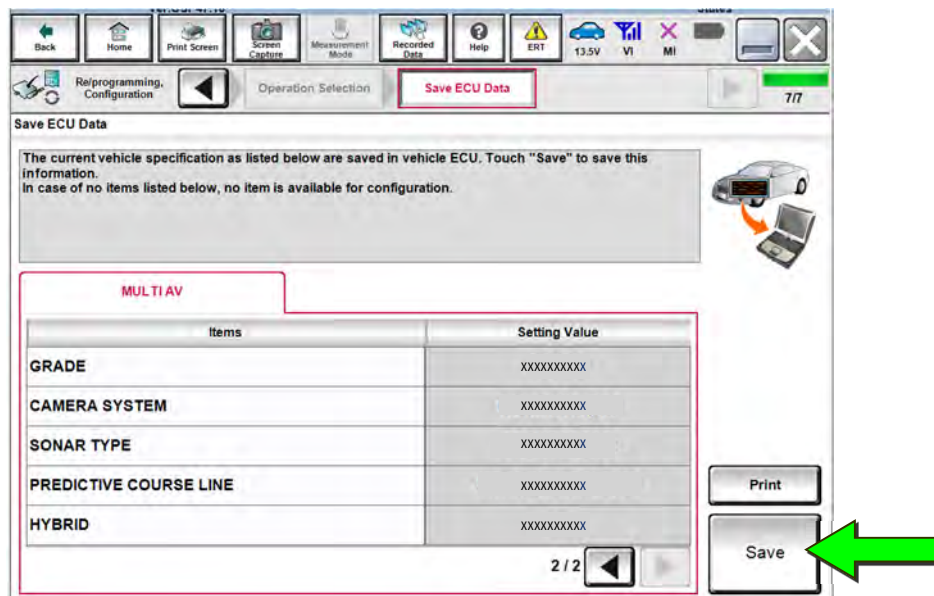


Figure 10

18. Select End.

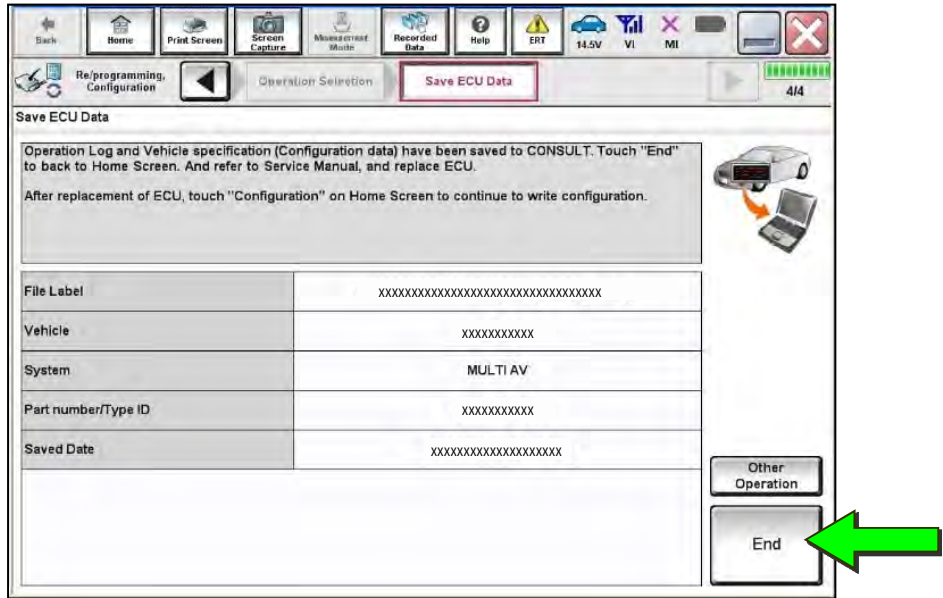


Figure 11

REPLACE THE AV CONTROL UNIT

19. Replace the AV control unit.

- Refer to the ESM, 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.

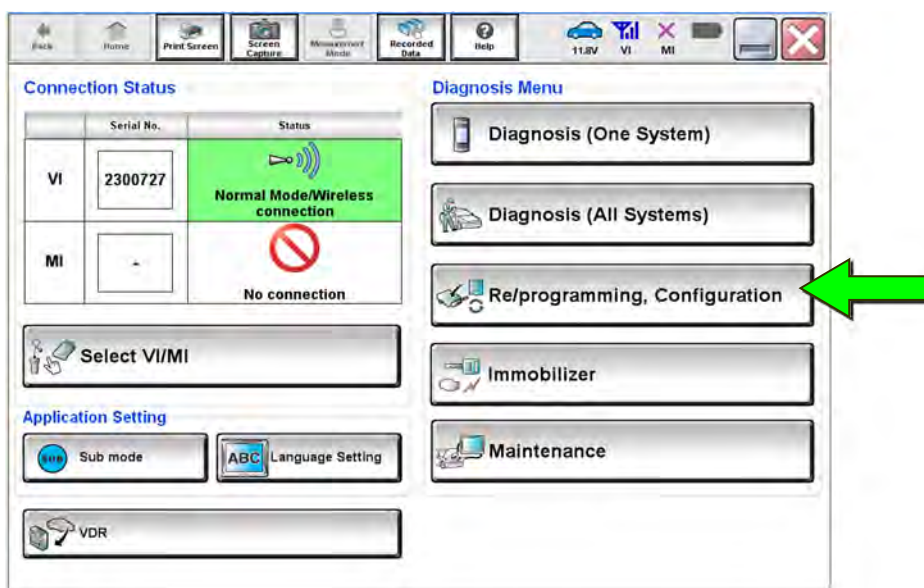


Figure 12

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.

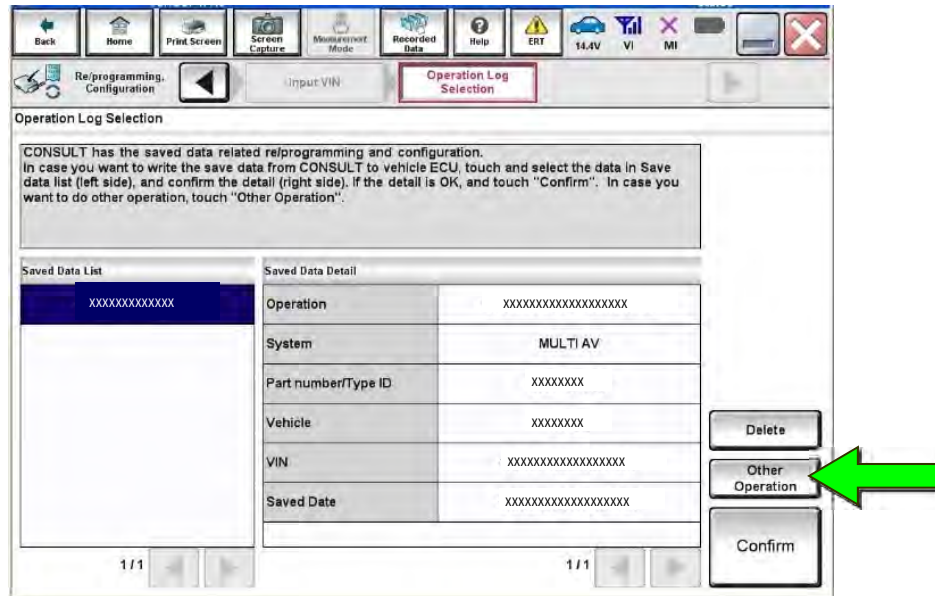


Figure 13

27. Select MULTI AV.

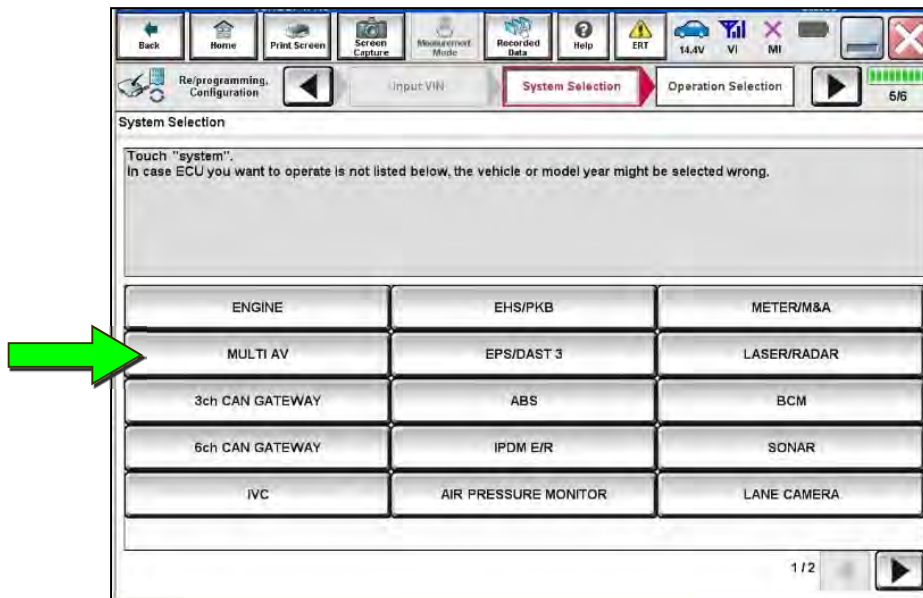


Figure 14

28. Select After ECU Replacement under Programming (Blank ECU).

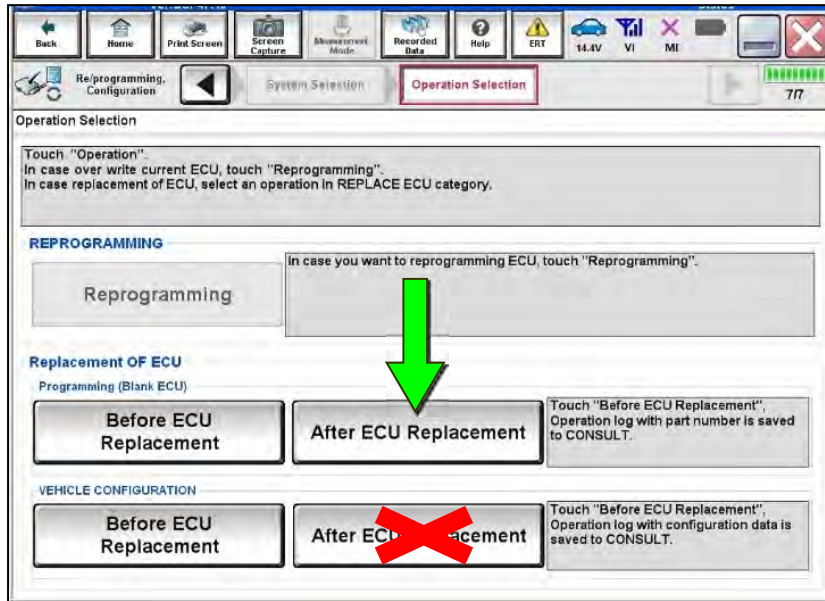


Figure 15

29. Select Next after reading the precaution.

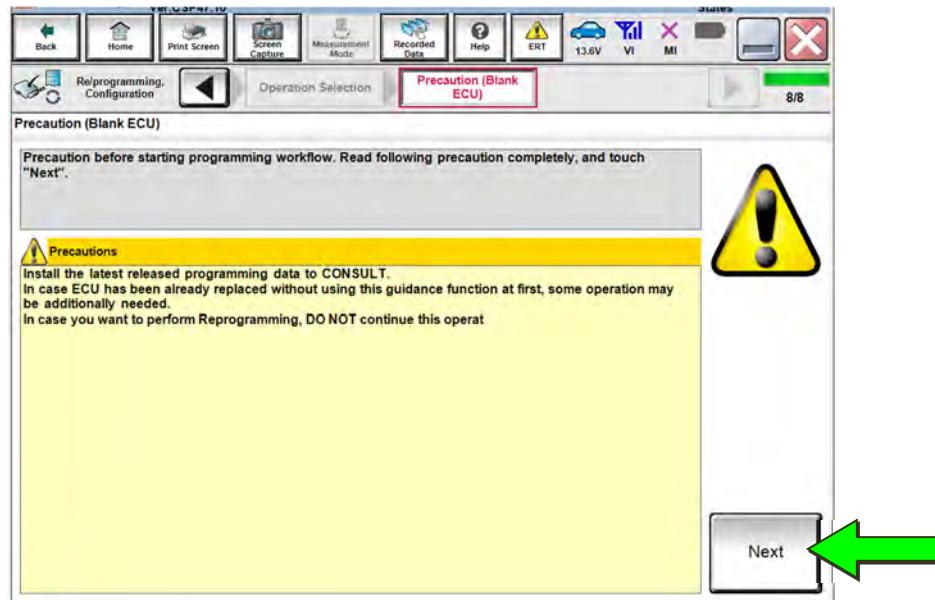


Figure 16

30. Select Manual selection.

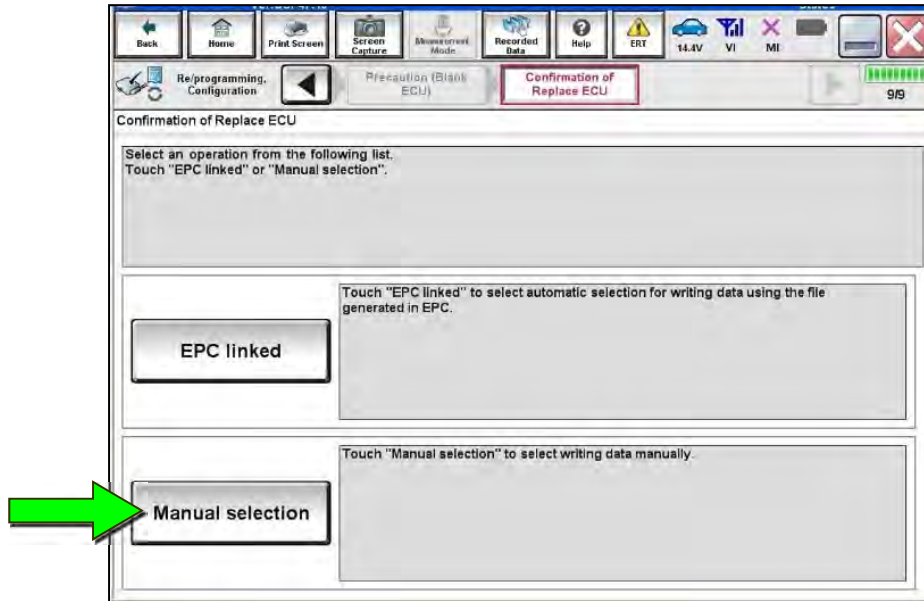


Figure 17

31. After reading all of the precautions, select **Confirmed instructions** and then select **Next**.

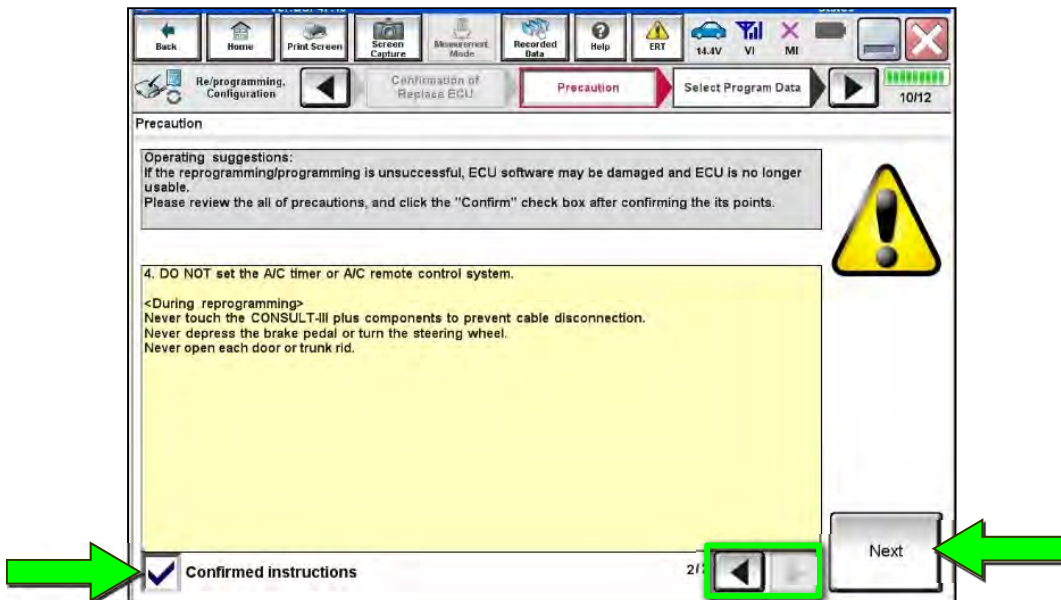


Figure 18

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
2020-2022 Q50	BOSE	283C2 6HL5C
	NON-BOSE	283C2 6HL5D
2020-2022 Q60	BOSE	283C2 5CR0B
	NON-BOSE	283C2 5CR0A
2020-2022 QX50	BOSE	283C2 5NY1A
	NON-BOSE	283C2 5NY0A
2022 QX55	BOSE	283C2 5NY1A
	NON-BOSE	283C2 5NY0A
2020-2021 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**.

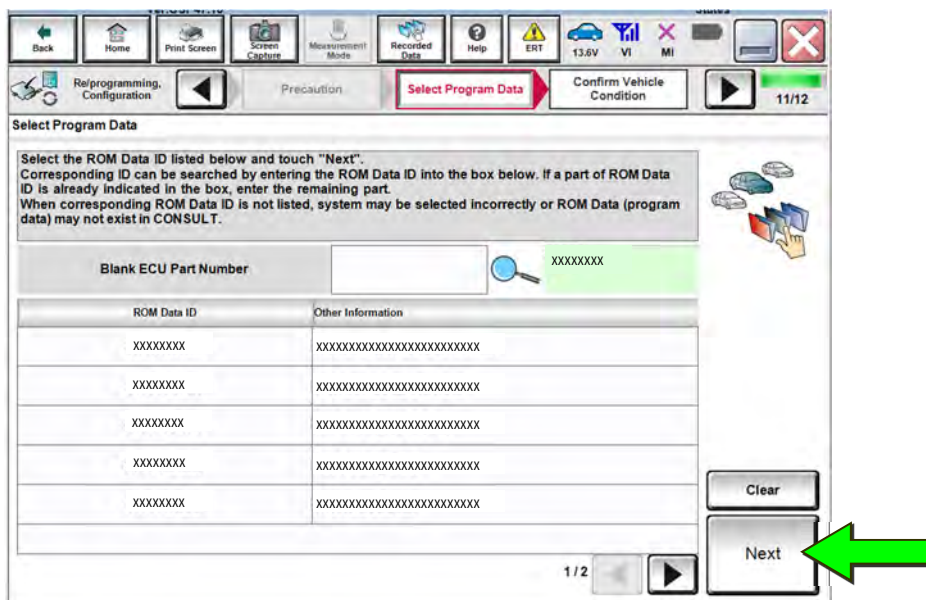


Figure 19

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

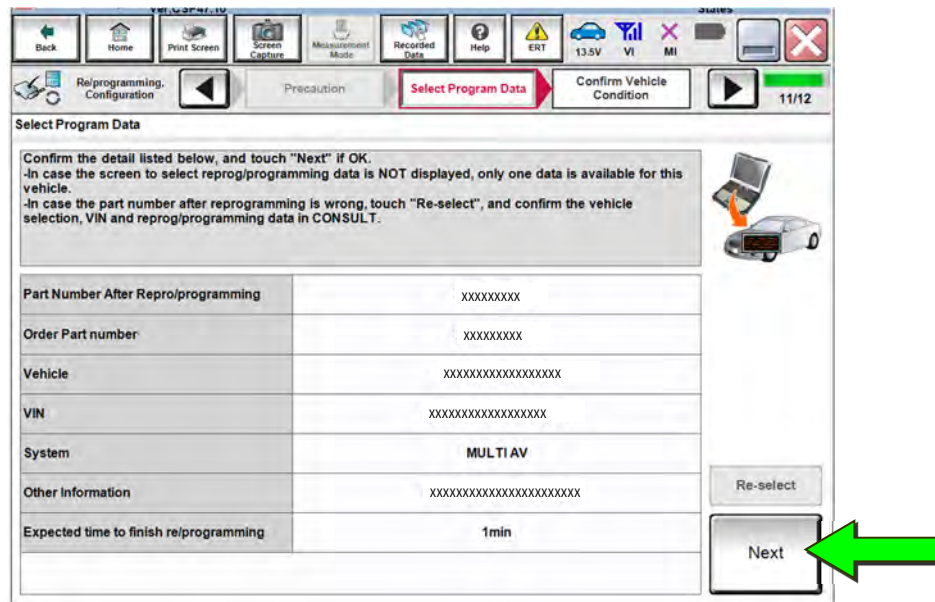


Figure 20

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

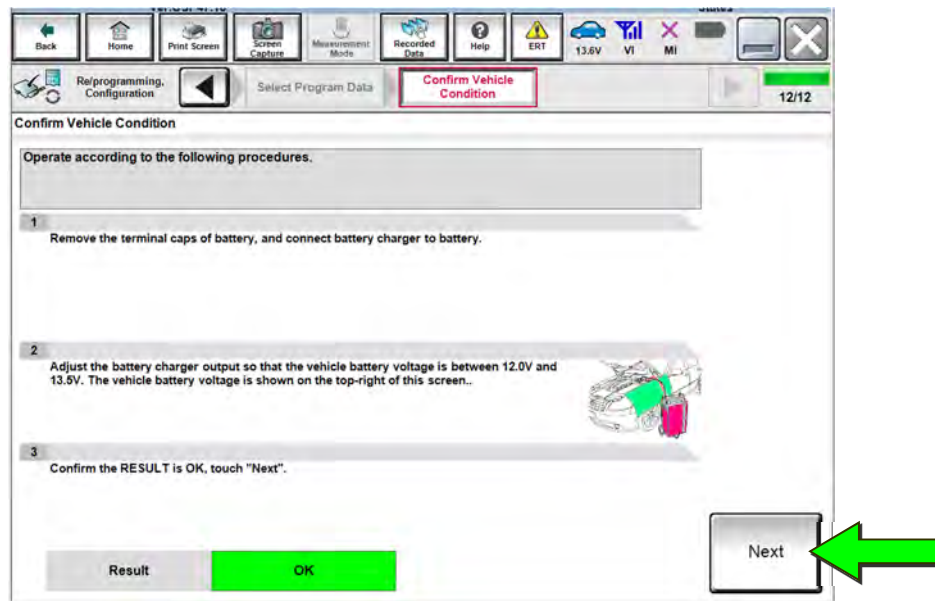


Figure 21

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

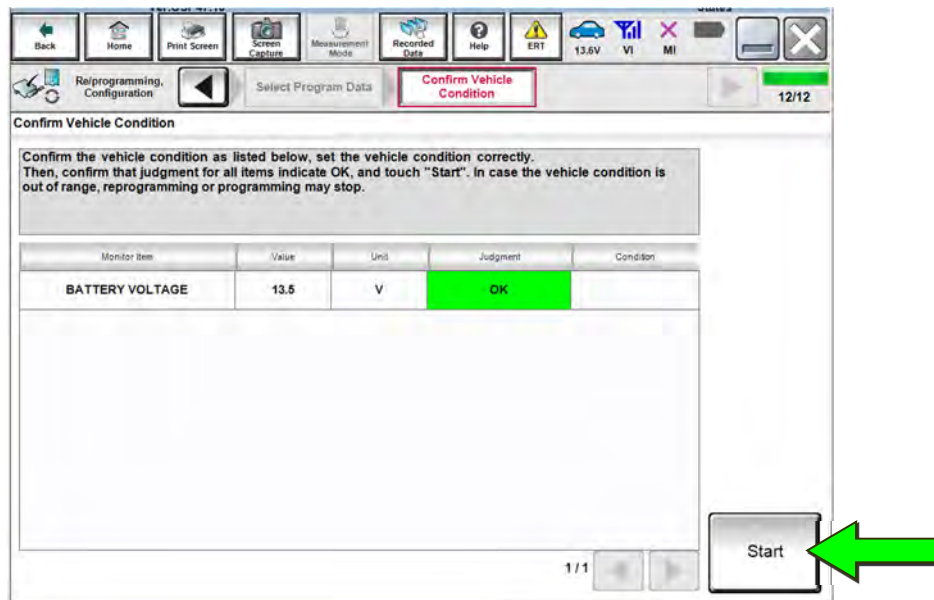


Figure 22

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

39. Select OK.

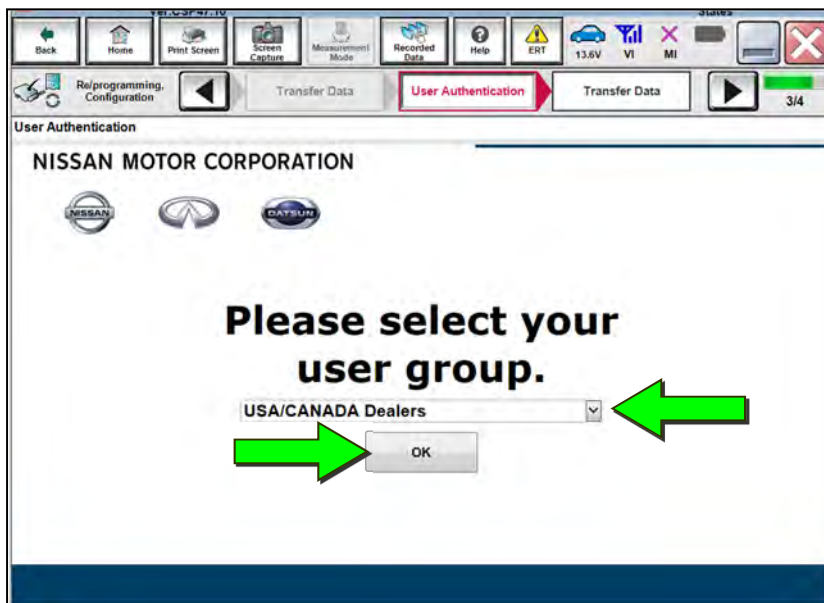


Figure 23

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

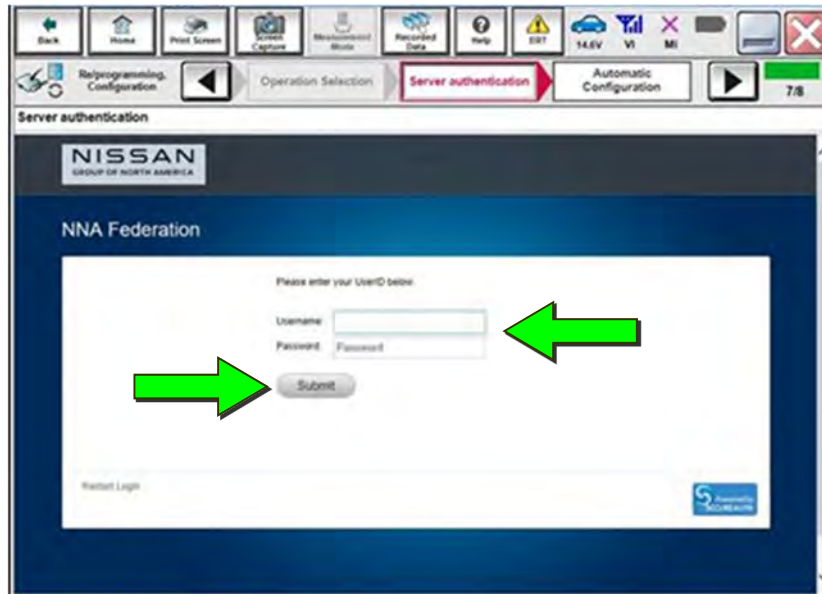


Figure 24

41. Wait for **Transfer Data** to complete, and then select **Next**.

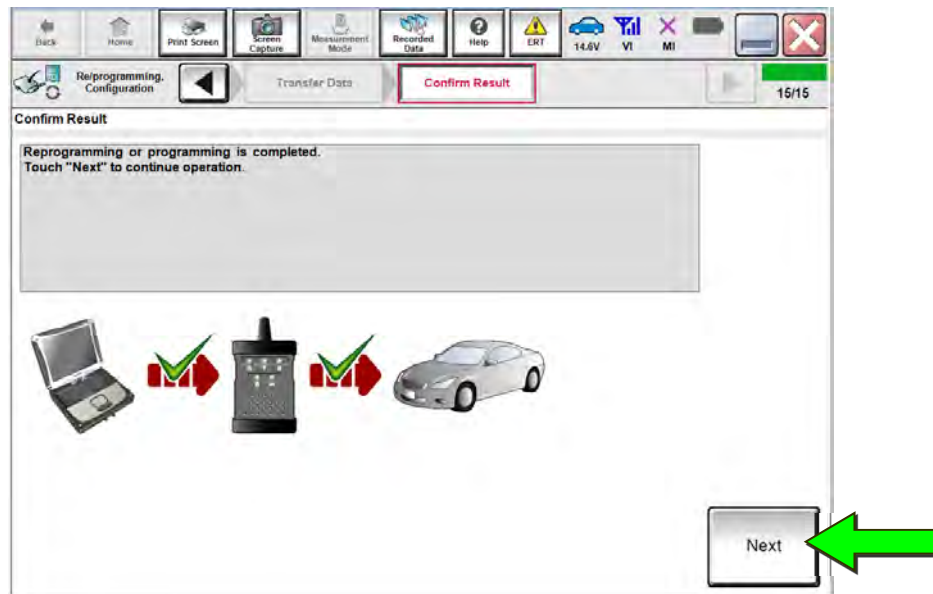


Figure 25

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

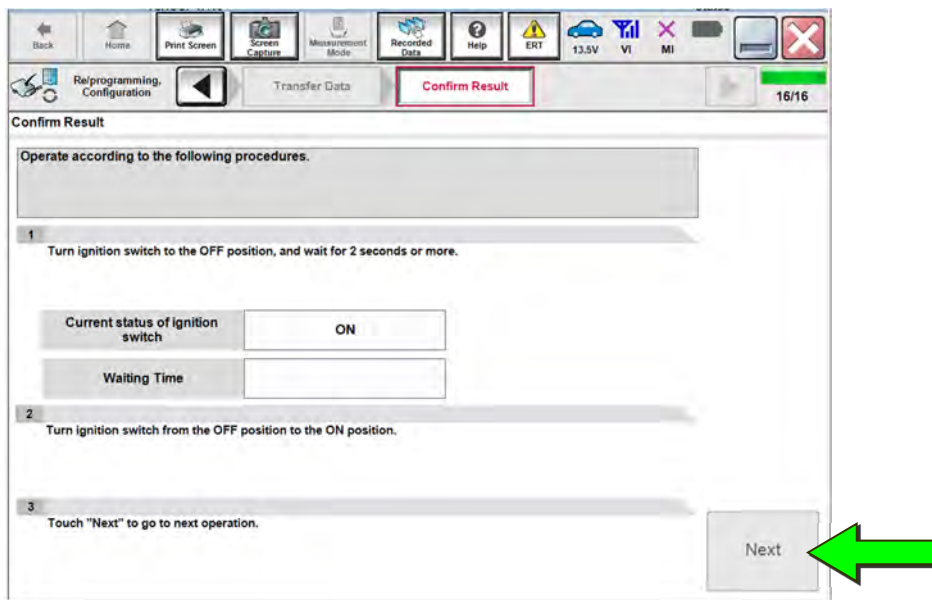


Figure 26

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**.

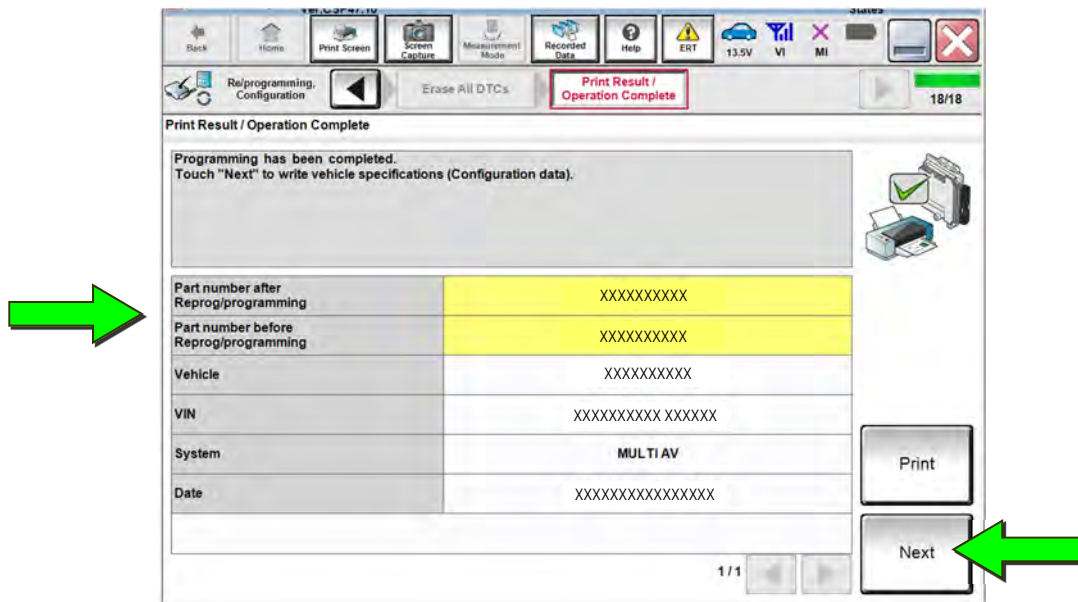


Figure 27

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

45. Select Re/programming, Configuration.

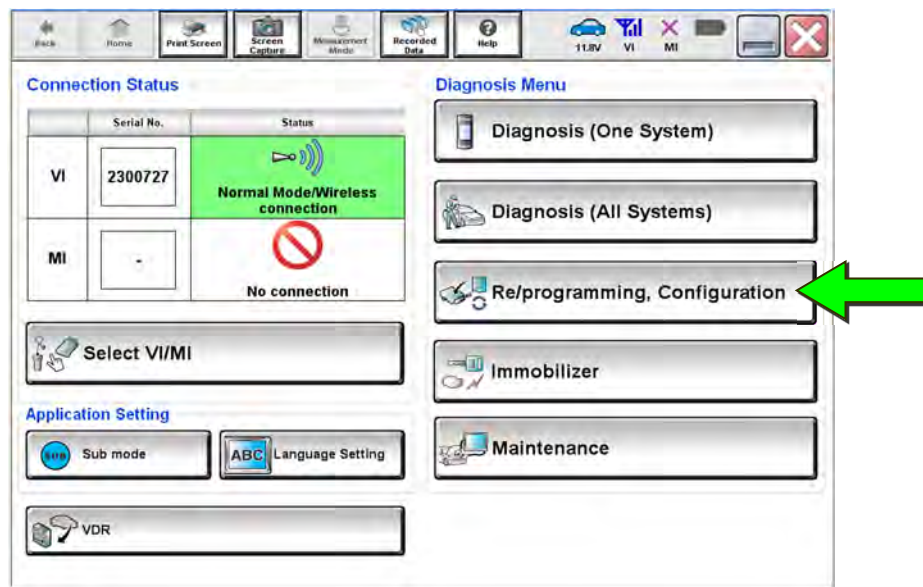


Figure 28

46. After reading all of the precautions, select **Confirmed instructions** and then select **Next**.

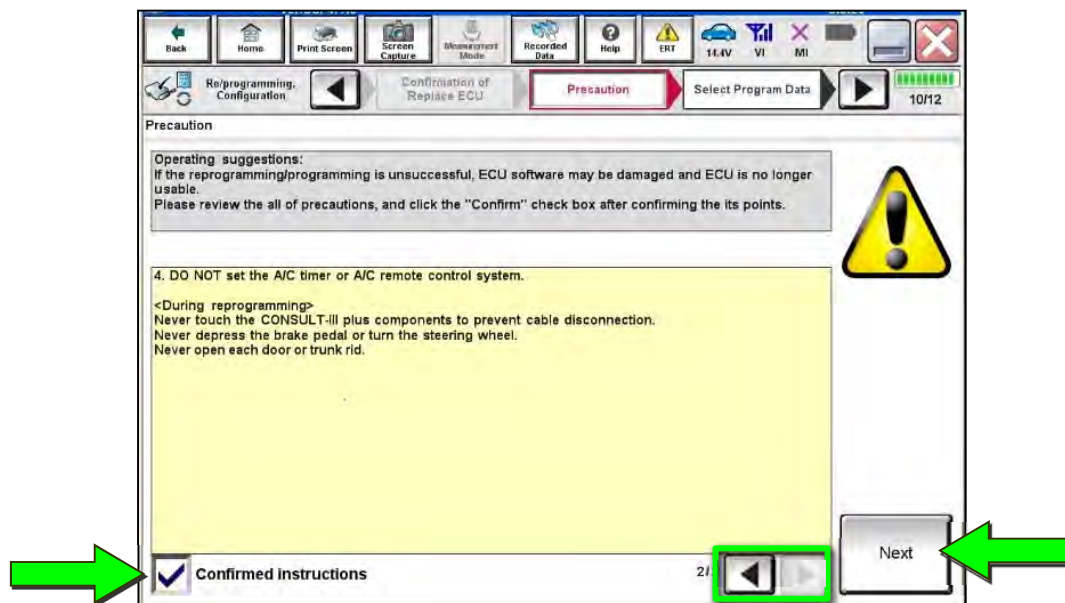


Figure 29

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

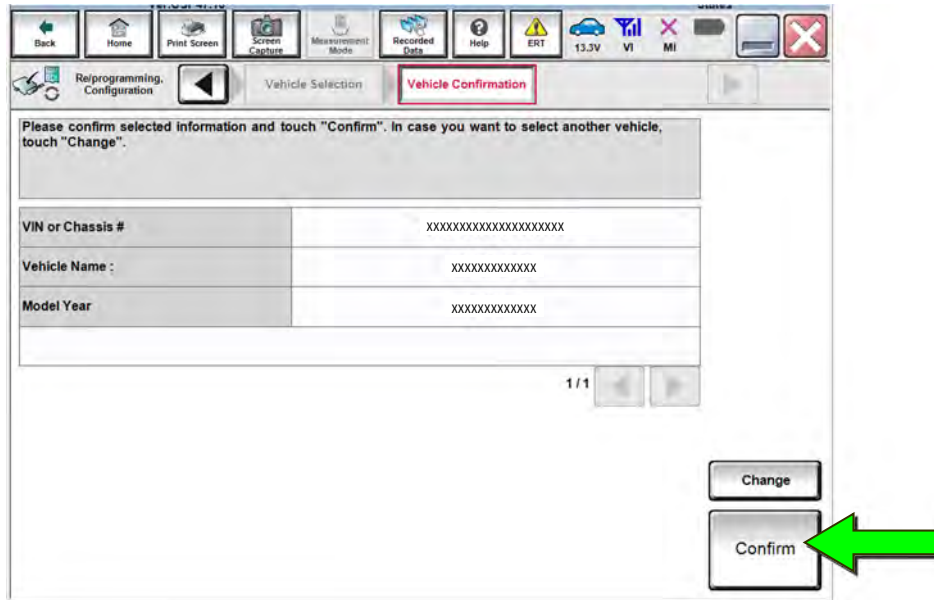


Figure 30

48. Confirm the **Saved Data Detail** information is correct, and then select **Confirm**.

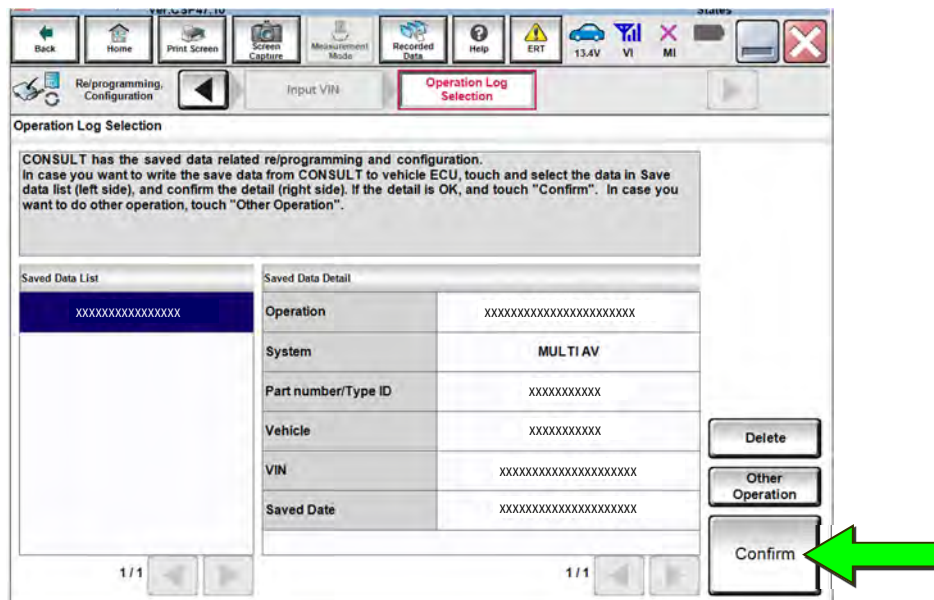


Figure 31

49. Use the arrows to confirm all **Setting Value** information is correct, and then select **OK**.

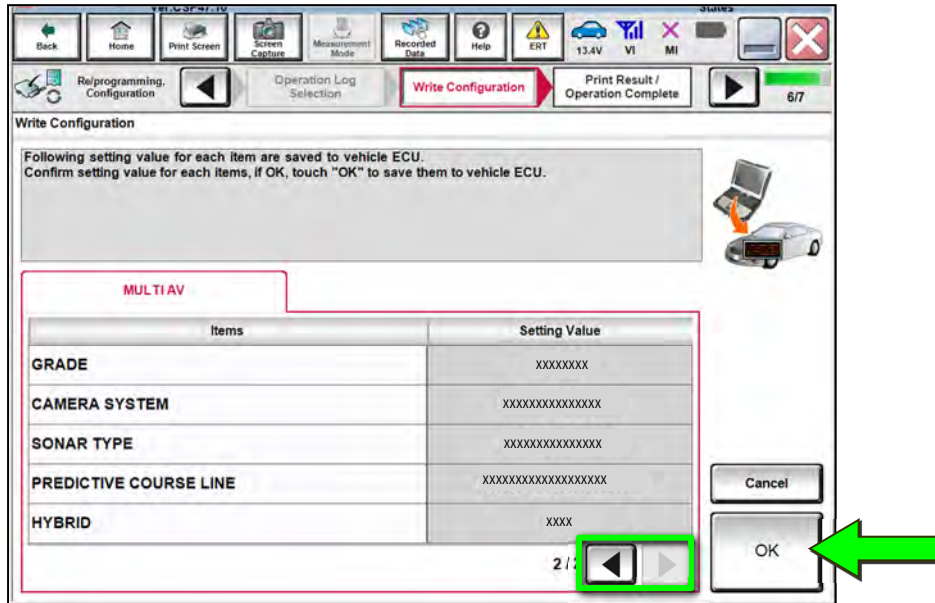


Figure 32

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

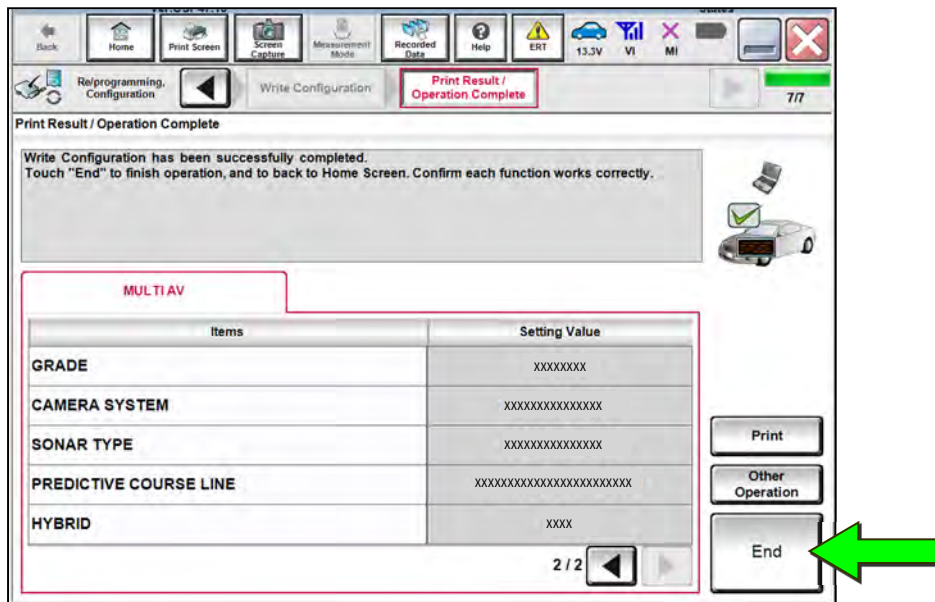


Figure 33

WRITE CONFIGURATION MANUALLY (Manual Selection)

51. Select Re/programming, Configuration.

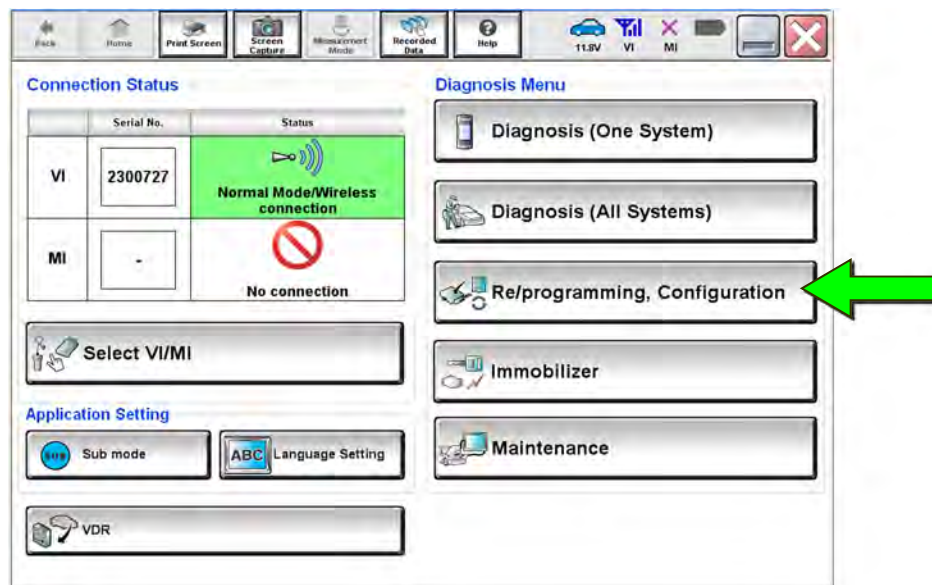


Figure 34

NOTE: C-III plus screens for steps 52-54 are not shown.

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

55. Select MULTI AV.

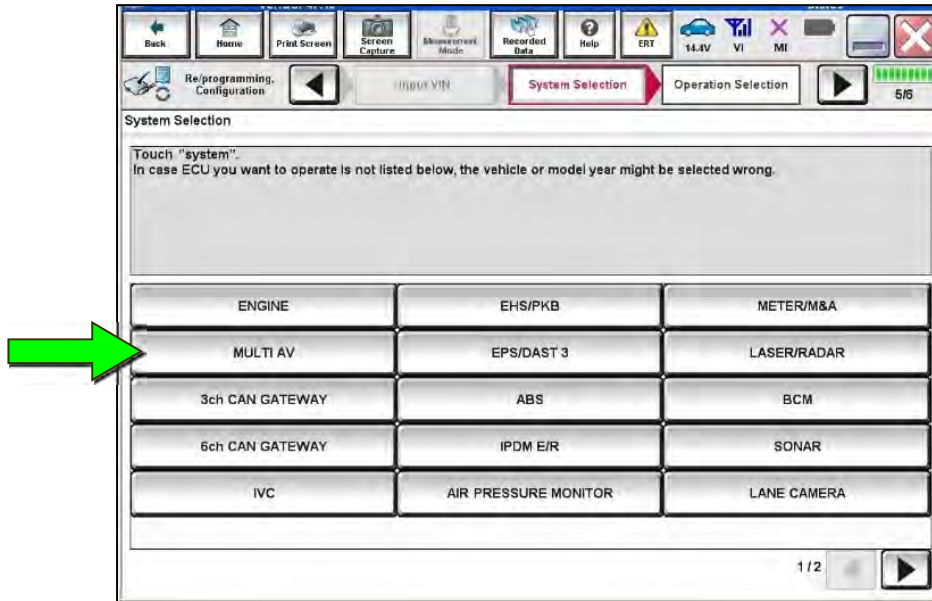


Figure 35

56. Select After ECU Replacement under VEHICLE CONFIGURATION.

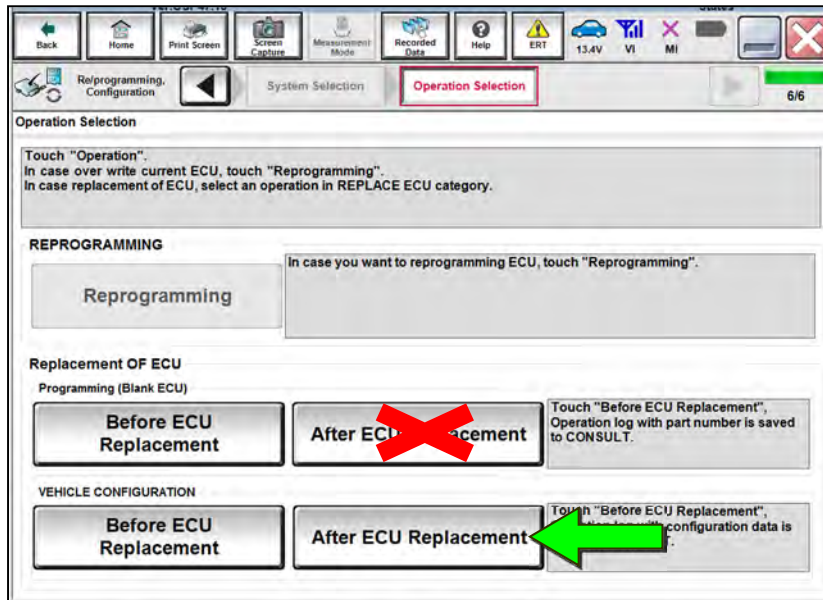


Figure 36

57. Select Manual selection.

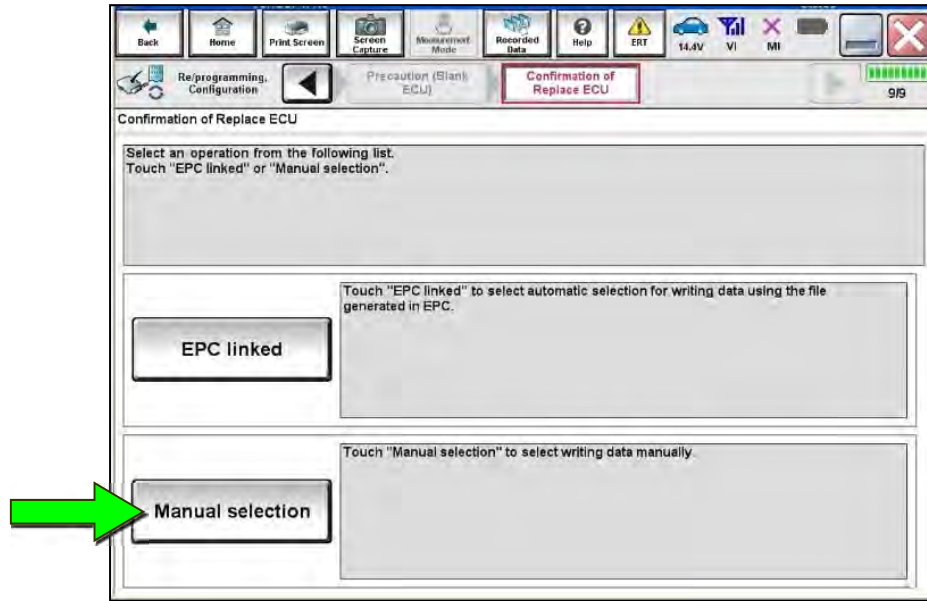


Figure 37

58. 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.

59. Select Next.

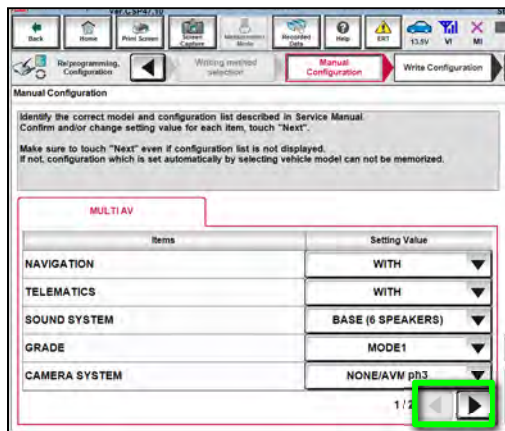


Figure 38

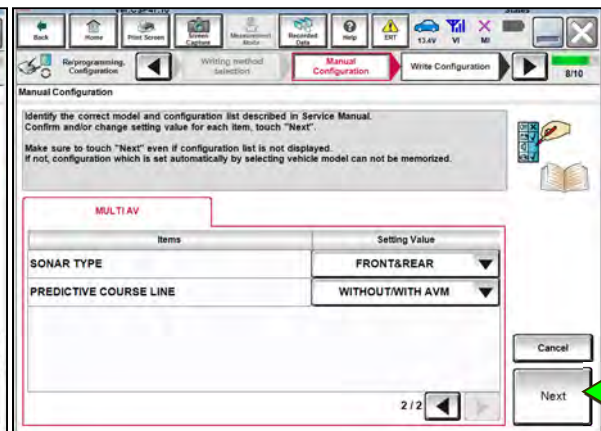


Figure 39

60. Confirm the **Setting Value** information is correct, and then select **OK**.

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

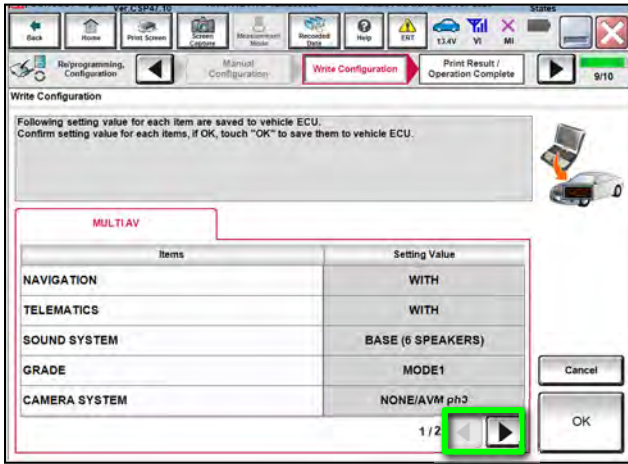


Figure 40

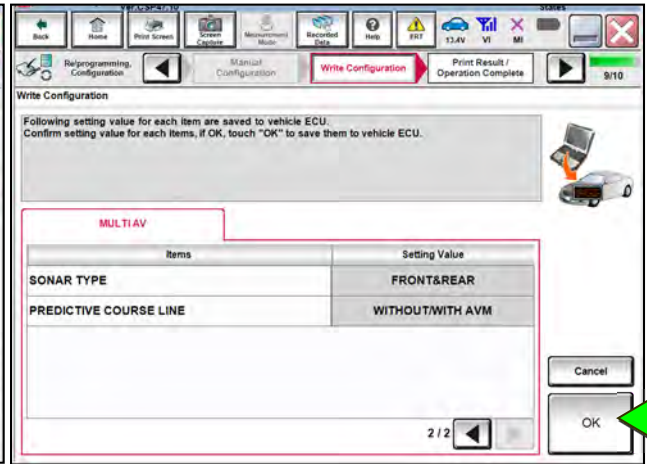


Figure 41

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

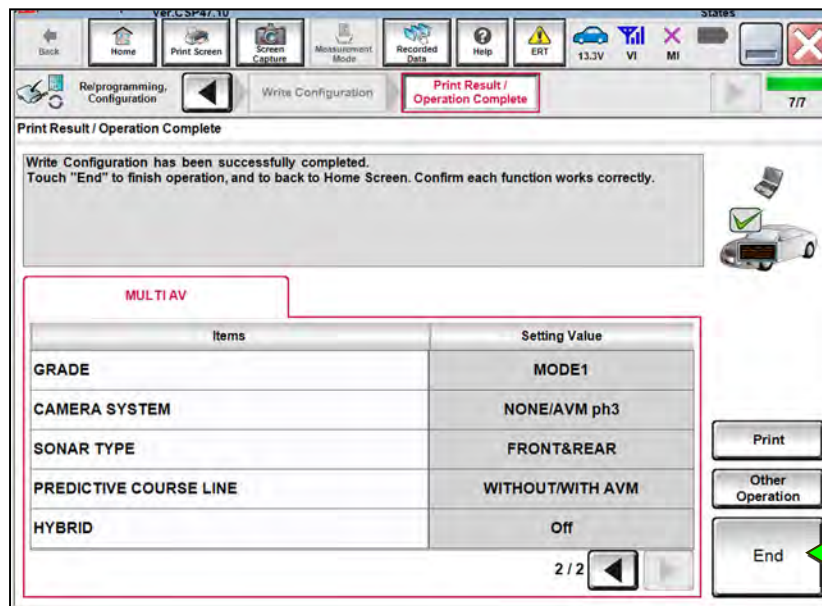


Figure 42

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

HINT:

- If the VIN data was saved using steps 1 - 7, continue to step 62.
- If the VIN data was **NOT** saved using steps 1 - 7, skip to step 68 on page 27.

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

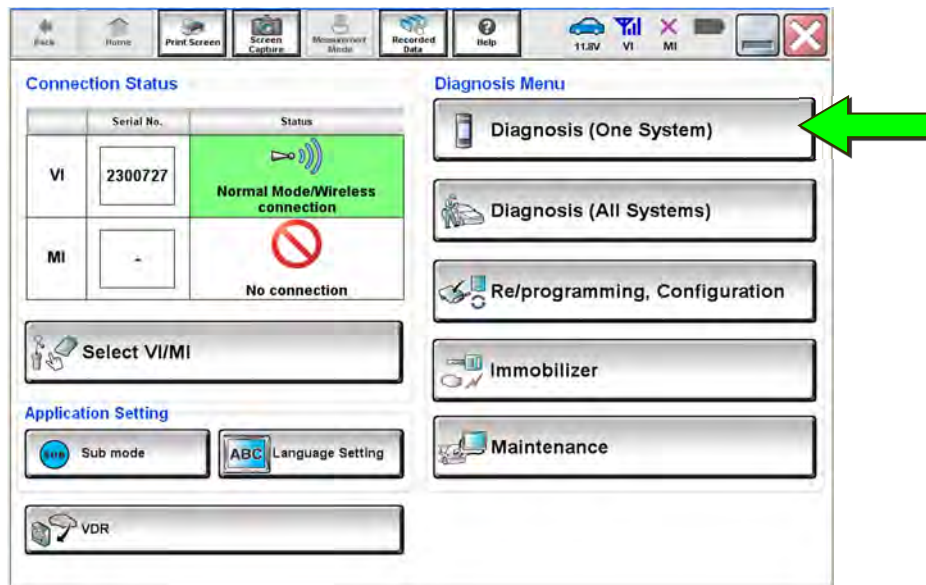


Figure 43

63. Select **MULTI AV**.

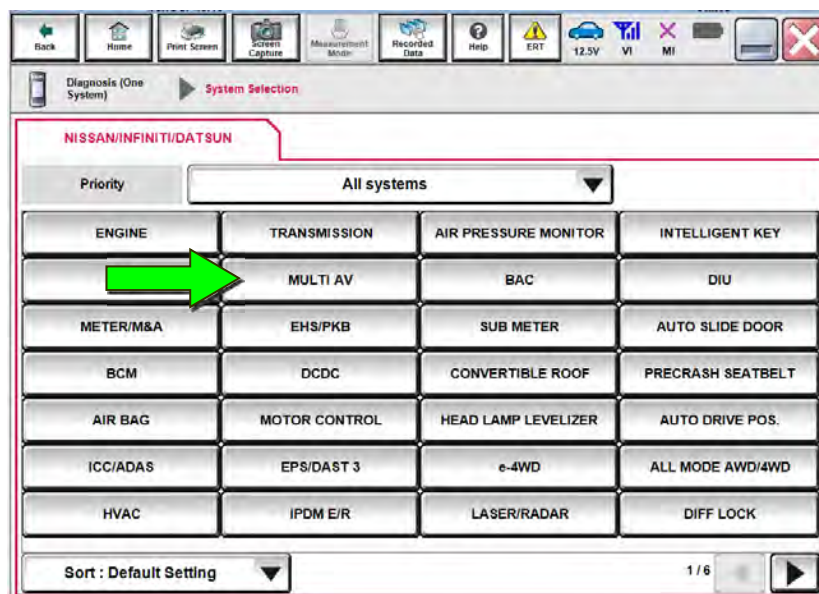


Figure 44

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

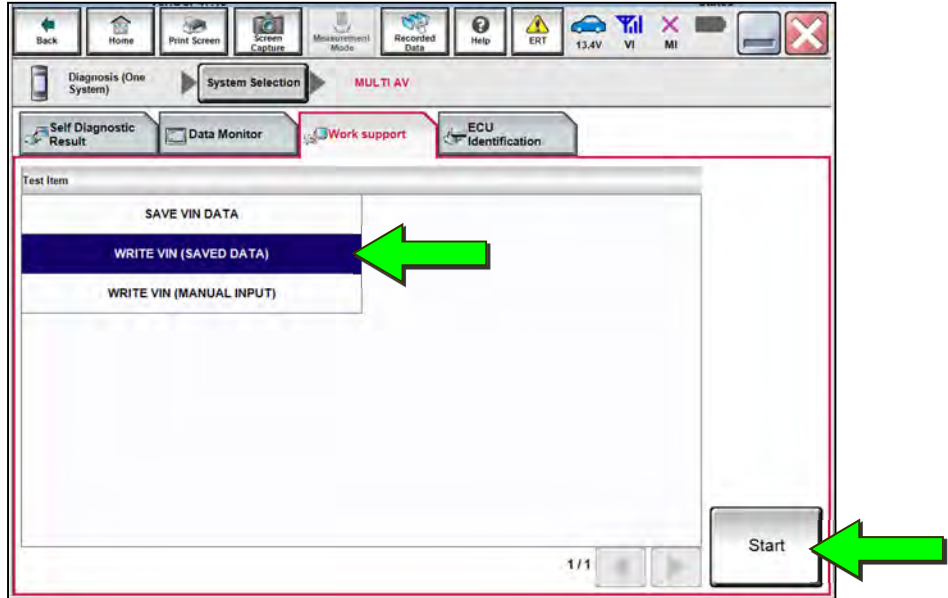


Figure 45

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

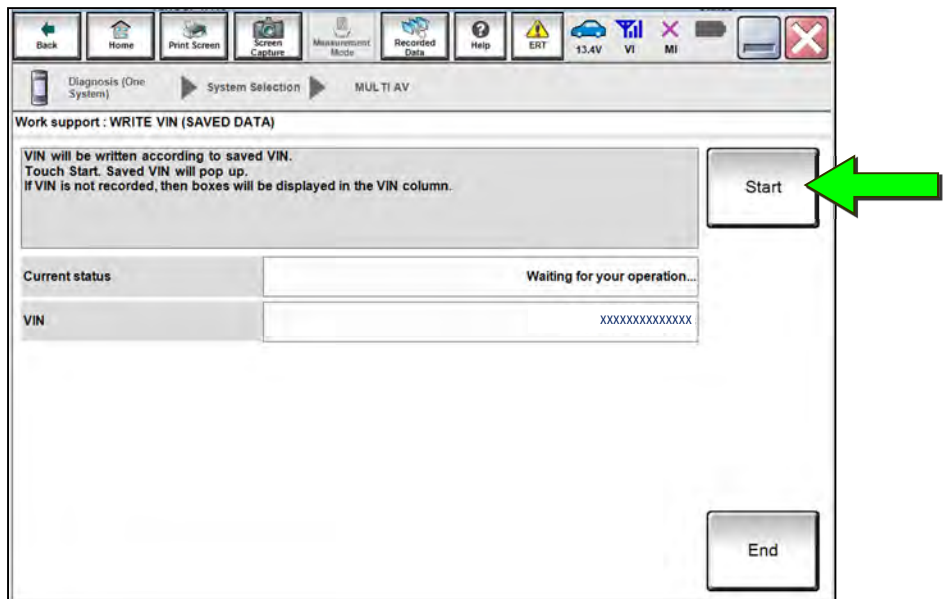


Figure 46

WRITE THE VIN MANUALLY (Manual Input)

68. Select Diagnosis (One System).

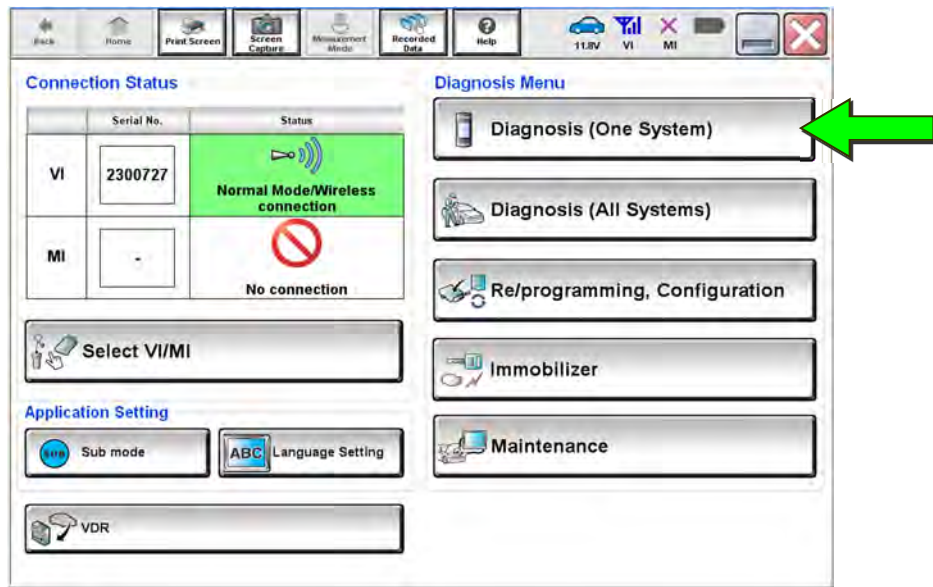


Figure 47

69. Select MULTI AV.

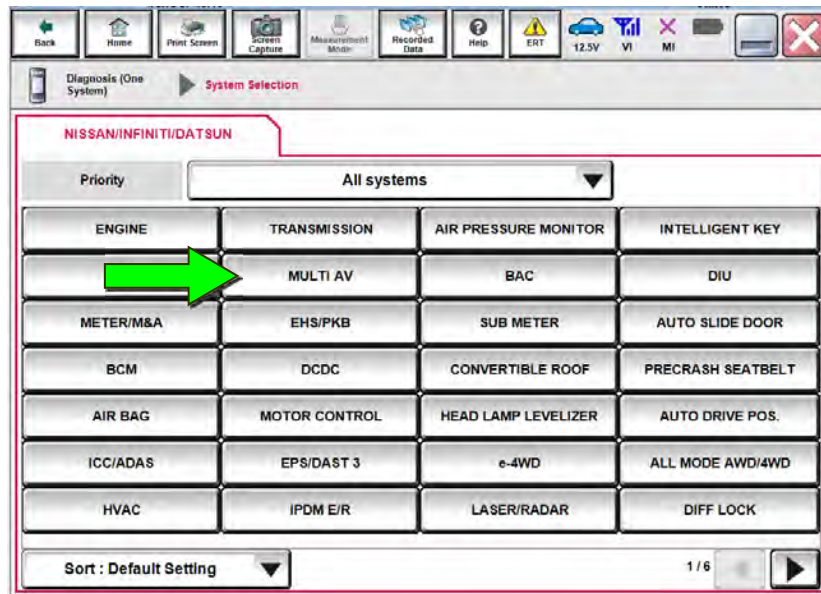


Figure 48

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

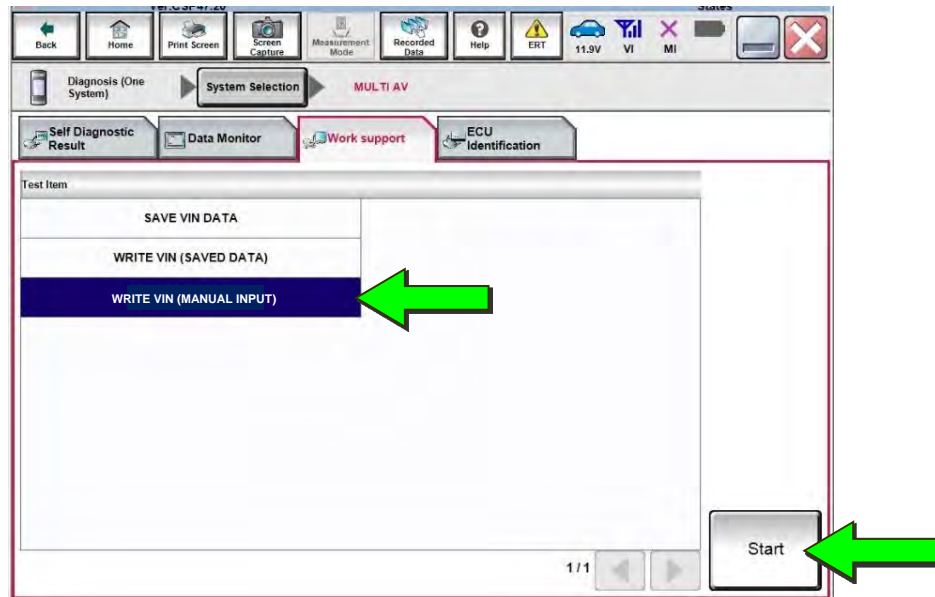


Figure 49

73. Manually type the VIN into the fields shown below.
HINT: The VIN must be entered two (2) times.
74. Select **Start**.

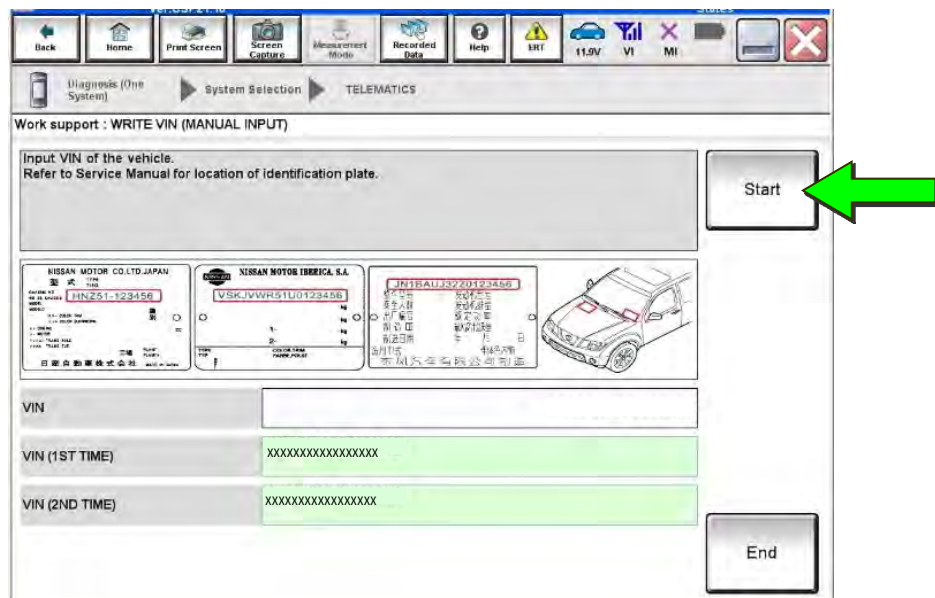


Figure 50

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

- The VIN should populate in the field shown below.

76. Select **End**.

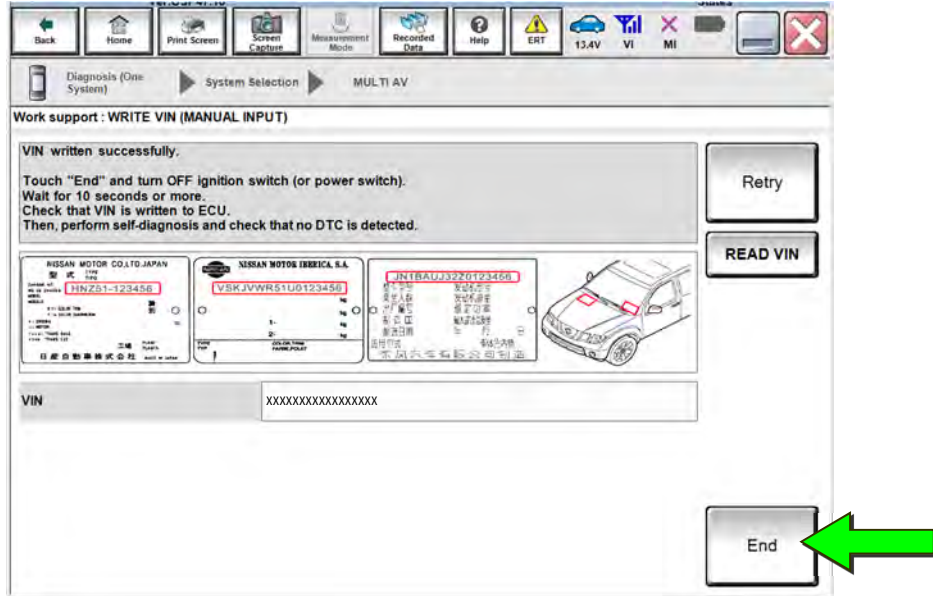


Figure 51

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 – QX55 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 – QX55 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
February 4, 2021	ITB19-042b	Classification number updated
March 3, 2022	ITB19-042C	APPLIED VEHICLES , Table A on page 13, and CLAIMS INFORMATION revised

