

Classification:

AN21-012

Reference:

ITB22-012

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Date:

March 24, 2022

## HEADREST DVD DISPLAY ISSUES

**APPLIED VEHICLES:** 2016-2020 QX60 (L50)  
**APPLIED SYSTEMS:** Rear Seat Entertainment

### IF YOU CONFIRM

One or both of the headrest DVD displays are inoperative.

### OR

One or both of the headrest DVD displays are gray (fuzzy) and then change to a solid blue color before displaying the image from the DVD.

### ACTION

Install 2 service jumper harnesses, which connect from each headrest DVD display to the video distributor.

**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

1. Obtain access to the video distributor located between the front seats in the center console (Figure 1 and Figure 2).
  - To allow access to the video distributor, remove all of the center console fasteners but do not remove the center console from the vehicle.
  - Refer to the ESM: **BODY INTERIOR > INSTRUMENT PANEL > REMOVAL AND INSTALLATION > CENTER CONSOLE ASSEMBLY**

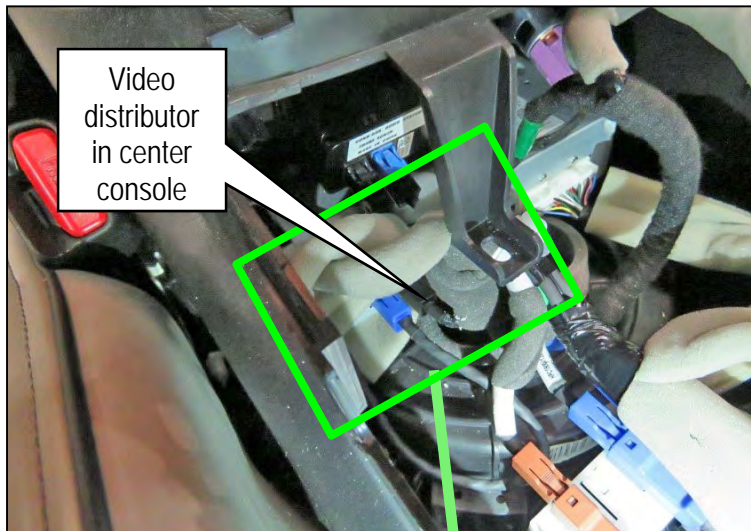


Figure 1

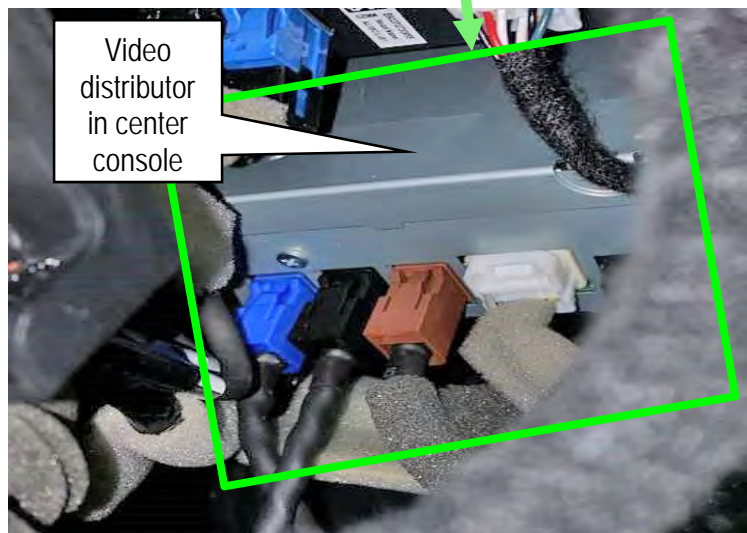


Figure 2

2. Remove both front seatback boards.
  - Refer to the ESM: **BODY INTERIOR > SEAT > REMOVAL AND INSTALLATION > FRONT SEAT > SEATBACK BOARD**
3. Locate the two (2) headrest display harness connectors located near the center of each front seatback (Figure 3).

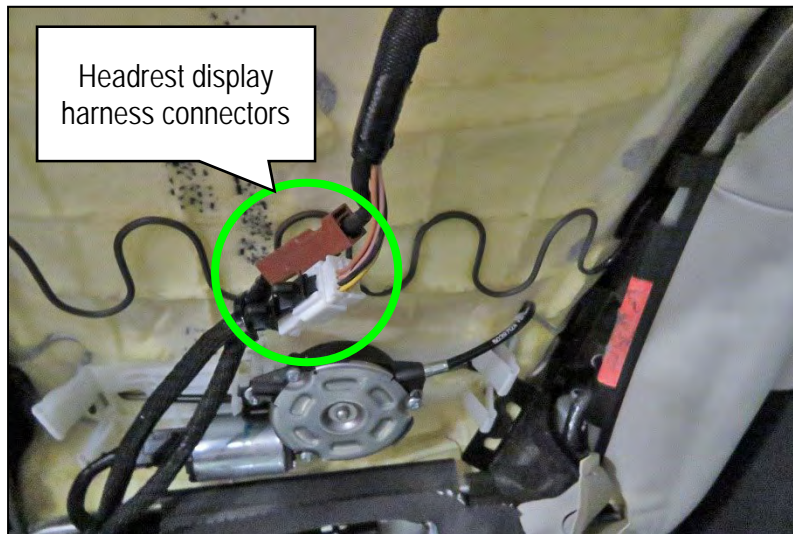


Figure 3

4. Disconnect the two (2) headrest display harness connectors (Figure 4).

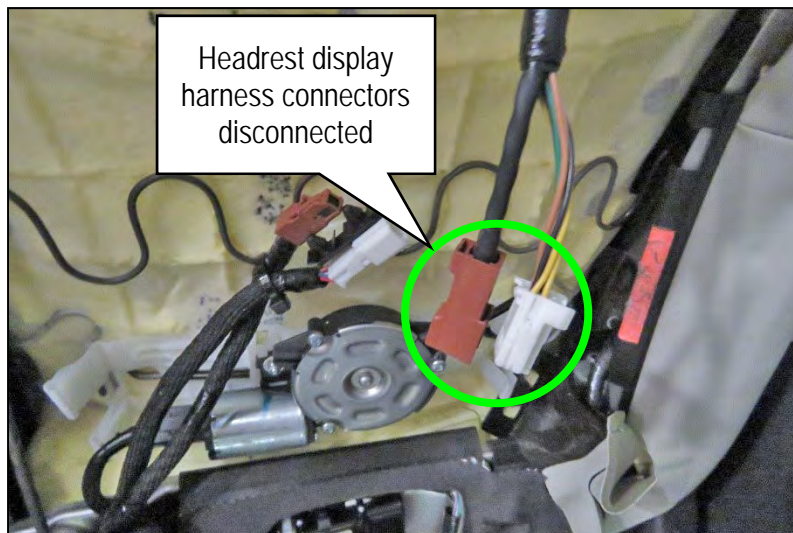


Figure 4

5. Recline both front seatbacks to allow for headrest removal.
6. Remove both front headrests.
  - a. Pull the headrest to the full upward position.
  - b. Press the release button on the side of the headrest post.
  - c. While holding the release button on the headrest post, pull the headrest out of the seat.
  - d. Place the headrests on a suitable work surface.
7. Remove the headrest display units and set them aside.
  - Refer to the ESM: **DRIVER INFORMATION & MULTIMEDIA > AUDIO, VISUAL & NAVIGATION SYSTEM > REAR SEAT ENTERTAINMENT (RSE) SYSTEM > REMOVAL AND INSTALLATION > HEADREST DISPLAY UNIT**
8. Identify the 2 original headrest display unit harness connectors inside both headrests (Figure 5).
  - The original black harness connector on both headrests will not be reused.

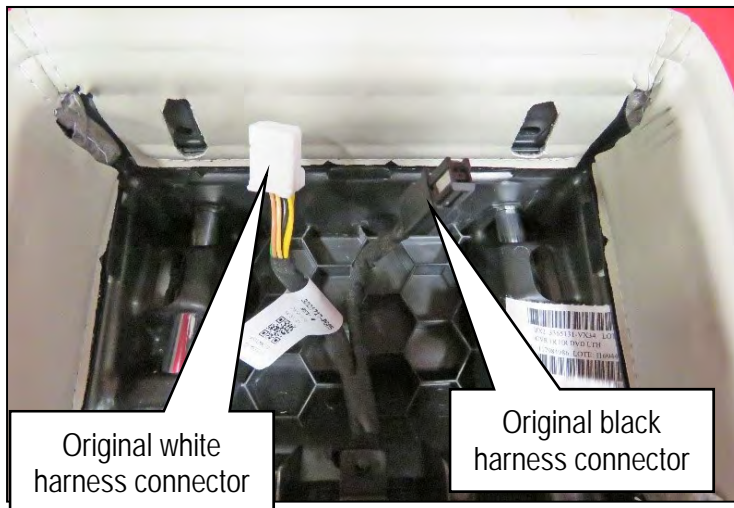


Figure 5

9. Apply foam tape around the original headrest display unit black harness connector of both headrests (Figure 6).

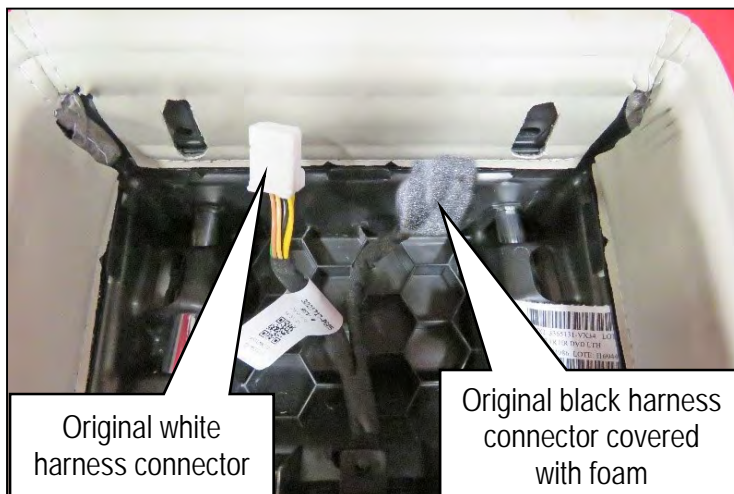


Figure 6

## Driver (LH) Side Headrest Display Jumper Harness Installation

10. Obtain the new driver side headrest display jumper harness which has one blue and one black harness connector (Figure 7).



Figure 7

11. Identify the 2 harness connectors on the new driver side headrest display jumper harness. The black harness connector will be connected at the headrest display unit and the blue harness connector will be connected at the video distributor (Figure 8).

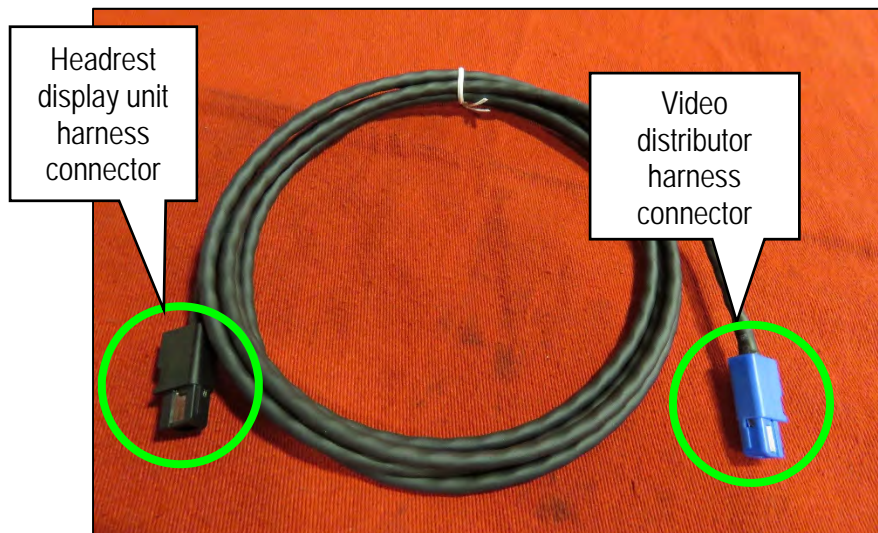


Figure 8

- Starting with the blue harness connector, route the new driver side headrest display jumper harness down through the opening in the top of the driver side seat, and allow it to run down the center of the driver side seatback (Figure 9).



Figure 9

- Route the lower end of the new driver side headrest display jumper harness down through the opening near the bottom of the seat (Figure 10).

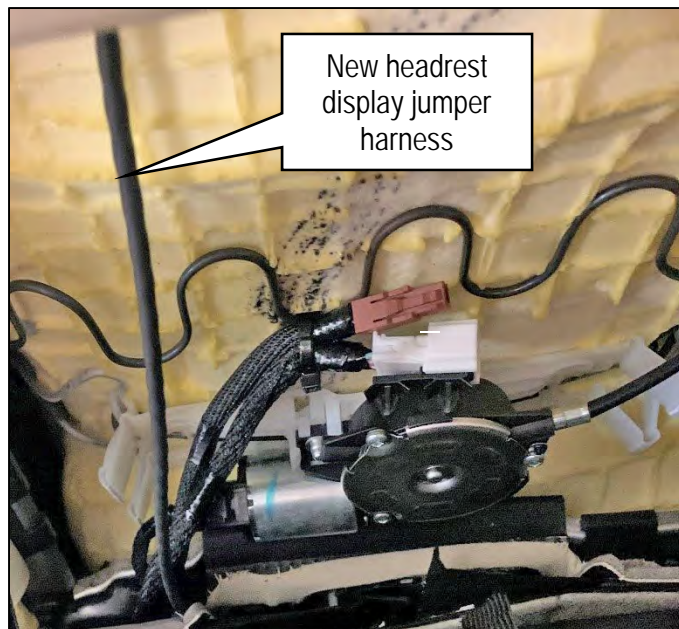


Figure 10

## Passenger (RH) Side Headrest Display Jumper Harness Installation

14. Obtain the new passenger side headrest display jumper harness which has two black harness connectors (Figure 11).
  - The 2 black harness connectors on the passenger side headrest display jumper harness are identical.

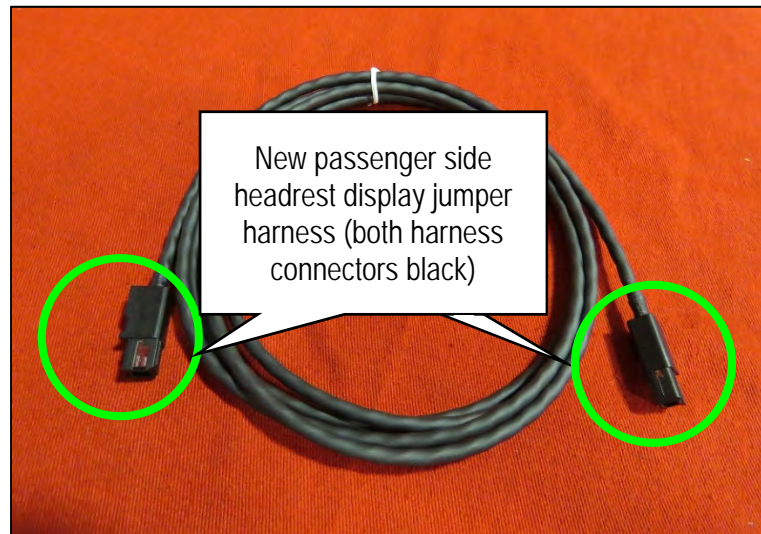


Figure 11

15. Route one end of the new passenger side headrest display jumper harness down through the opening in the top of the passenger side seat, and allow it to run down the center of the passenger side seatback (Figure 12).

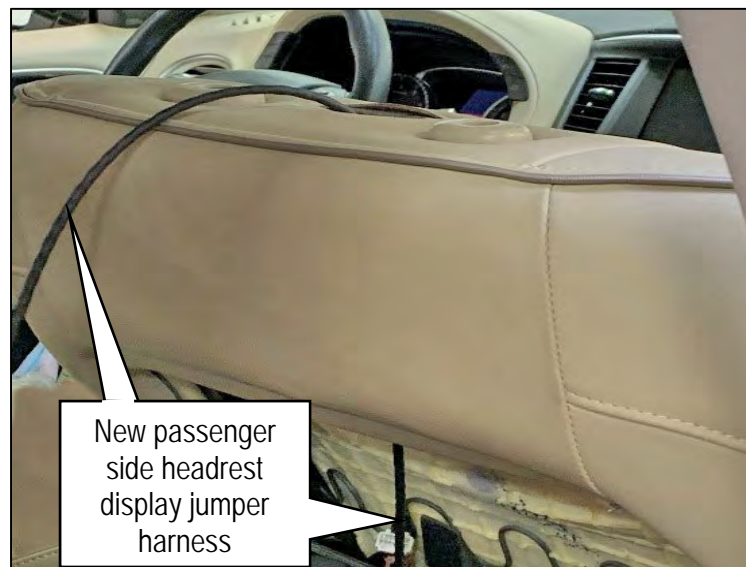


Figure 12

16. Route the lower end of the new passenger side headrest display jumper harness down through the opening near the bottom of the seat (Figure 13).

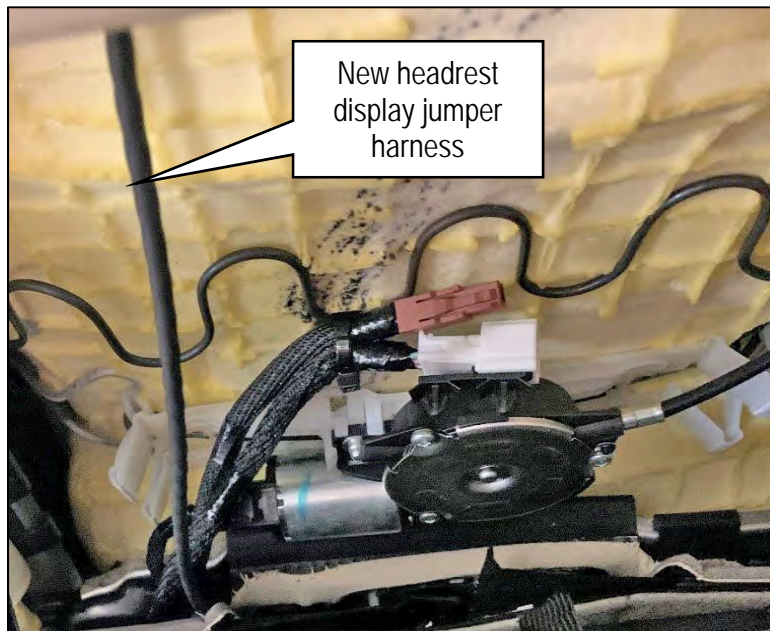


Figure 13

## Headrest Installation

17. Bring the driver side headrest into the vehicle.
18. Guide the black harness connector end of the new driver side headrest display jumper harness down through the escutcheon (Figure 14).

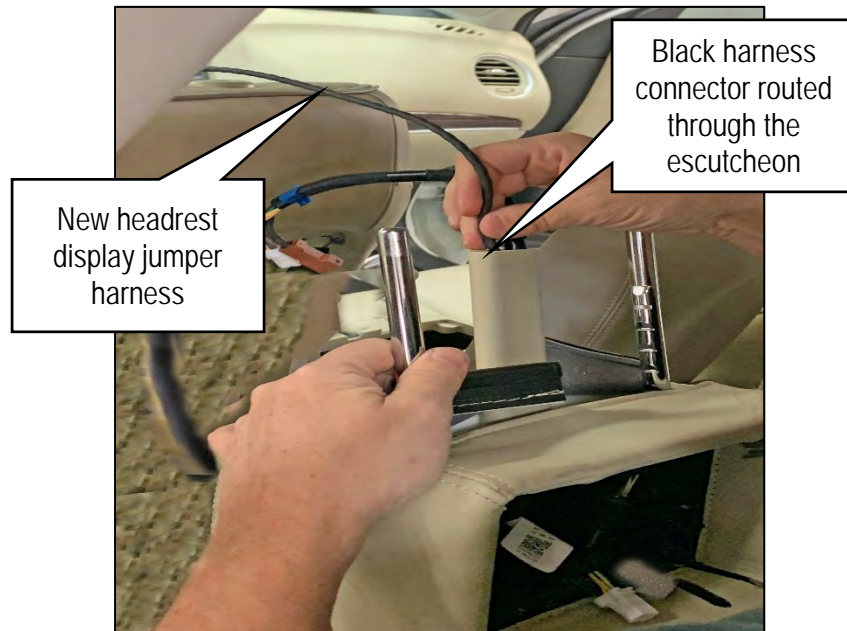


Figure 14

19. Guide the original headrest display wiring down through the center opening of the driver seat (Figure 15).



Figure 15

20. Guide the driver side headrest posts and escutcheon into the seatback (Figure 16).

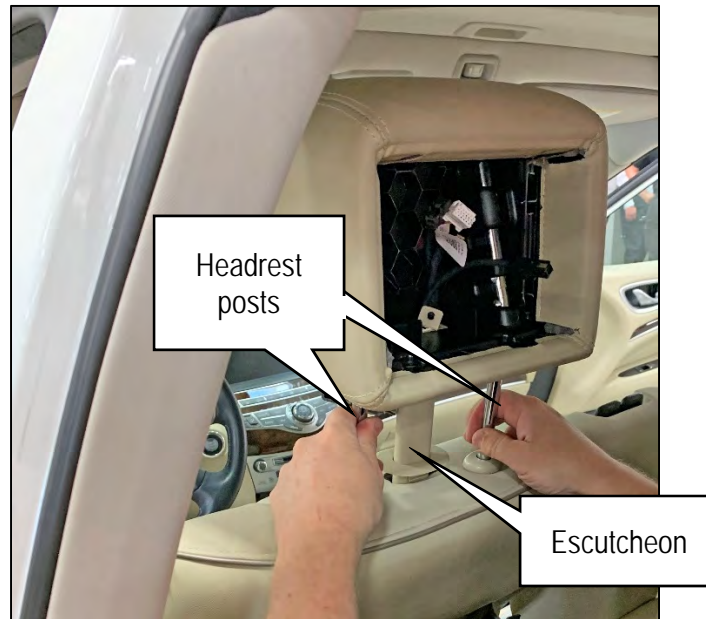


Figure 16

21. Move the driver side headrest to the highest, fully locked position.
22. Reinstall the driver side headrest display unit, connecting the headrest display unit to the original white harness connector, and to the black harness connector of the new jumper harness.
- Refer to the ESM: **DRIVER INFORMATION & MULTIMEDIA > AUDIO, VISUAL & NAVIGATION SYSTEM > REAR SEAT ENTERTAINMENT (RSE) SYSTEM > REMOVAL AND INSTALLATION > HEADREST DISPLAY UNIT**

23. Reconnect the two (2) headrest display harness connectors located near the center of the seatback (Figure 17).

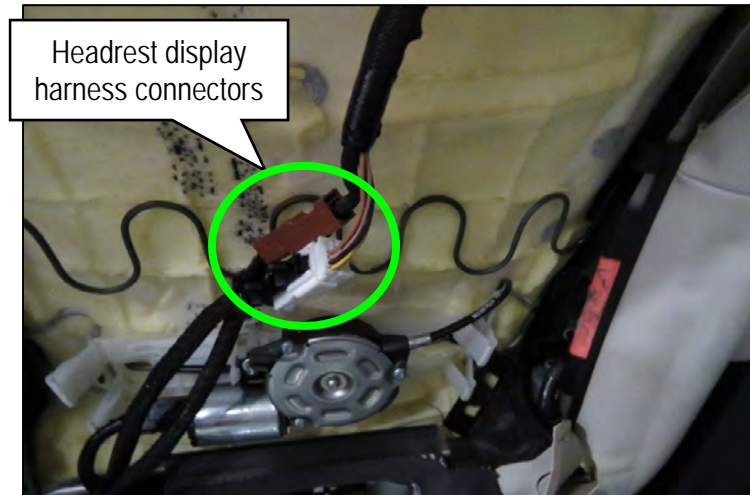


Figure 17

24. Route the new headrest display jumper harness along the same path as the original headrest display harness in the seatback (Figure 18).
25. Secure the new headrest display jumper harness to the original headrest display harness (Figure 18).
- Allow enough slack in the harness to permit the headrest to move to the highest position without stressing the wiring.

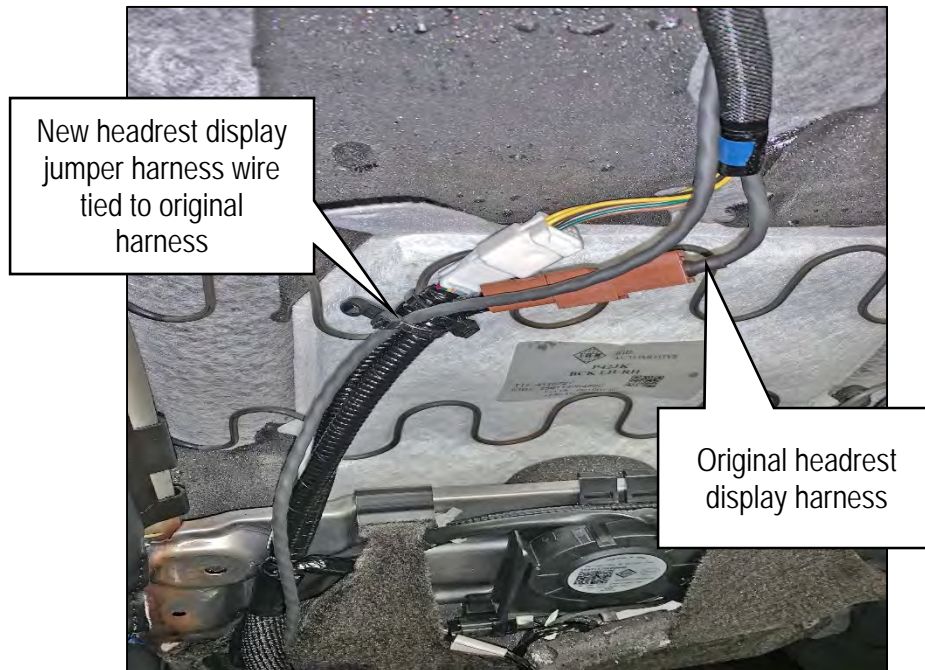


Figure 18

26. Repeat steps 17 - 25 on pages 9 - 11 for the passenger side of the vehicle, and then proceed to step 27 on page 12.

## Headrest Display Jumper Harness Routing (Through Center Console)

27. The new driver side headrest display jumper harness should be routed out the bottom of the driver seat, and routed under the driver side inboard seat track toward the center console (Figure 19).

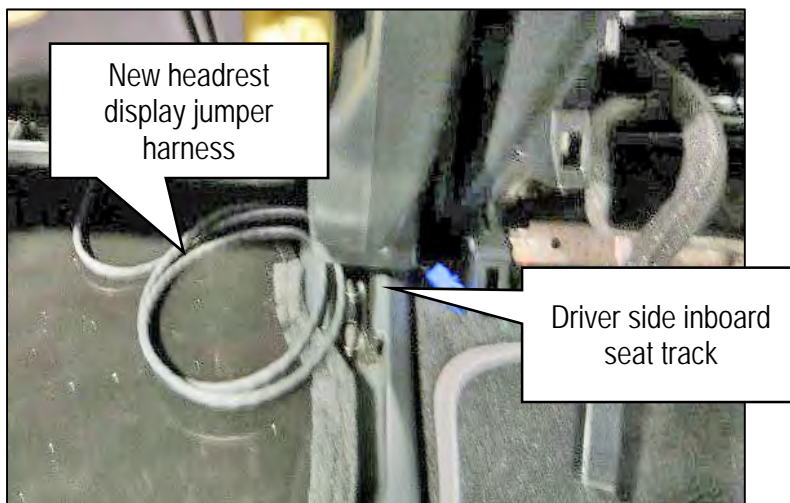


Figure 19

28. The new passenger side headrest display jumper harness should be routed out the bottom of the passenger seat, and routed under the passenger side inboard seat track toward the center console (Figure 20).

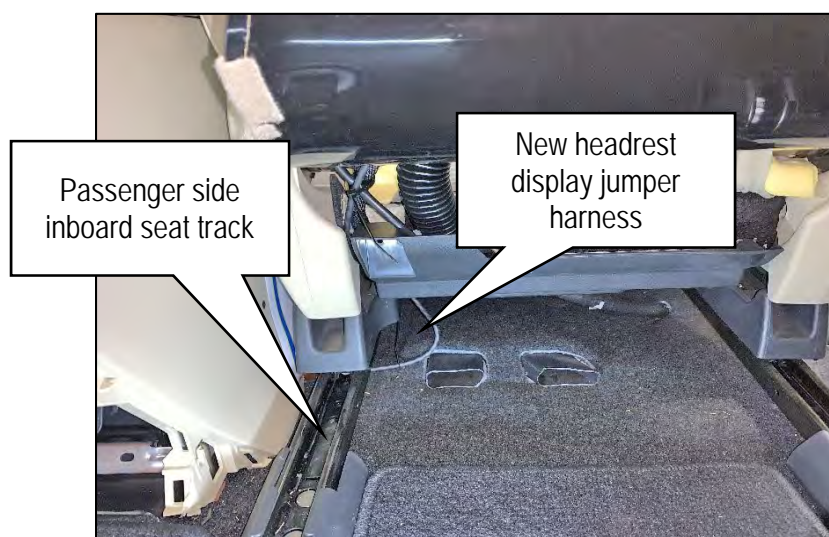


Figure 20

29. Locate the video distributor toward the middle of the center console (Figure 21 and Figure 22).

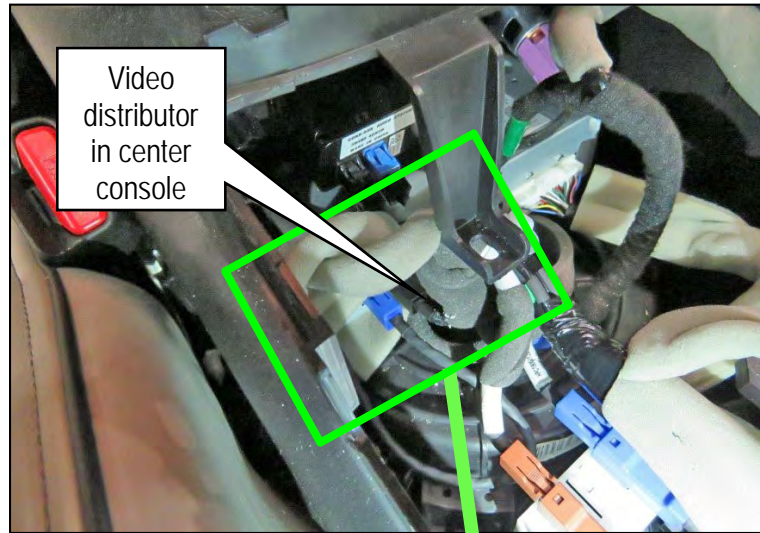


Figure 21



Figure 22

30. Disconnect the original blue video distributor harness connector (Figure 23).

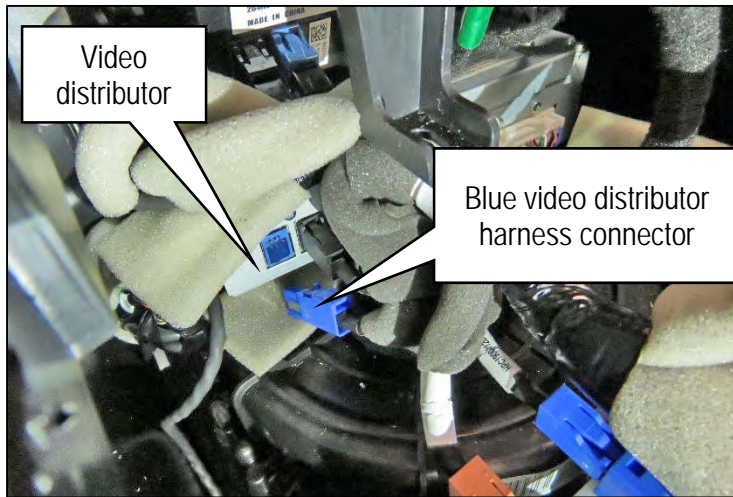


Figure 23

31. Apply foam tape around the original blue video distributor harness connector (Figure 24).

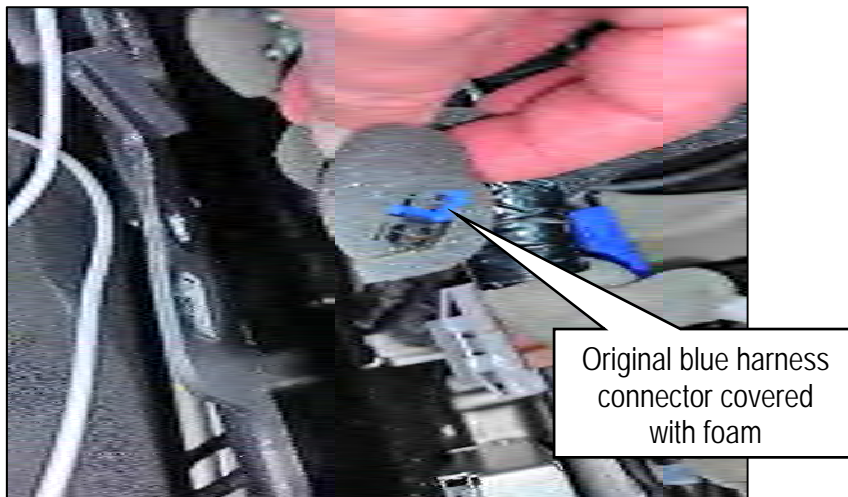


Figure 24

32. Disconnect the original black video distributor harness connector and apply foam tape around it, similar to the foam on the original blue harness connector.

33. Route a suitable tool through the center console, from front to back, for the purpose of pulling the 2 new headrest display jumper harnesses from the rear of the center console to the video distributor (Figure 25).

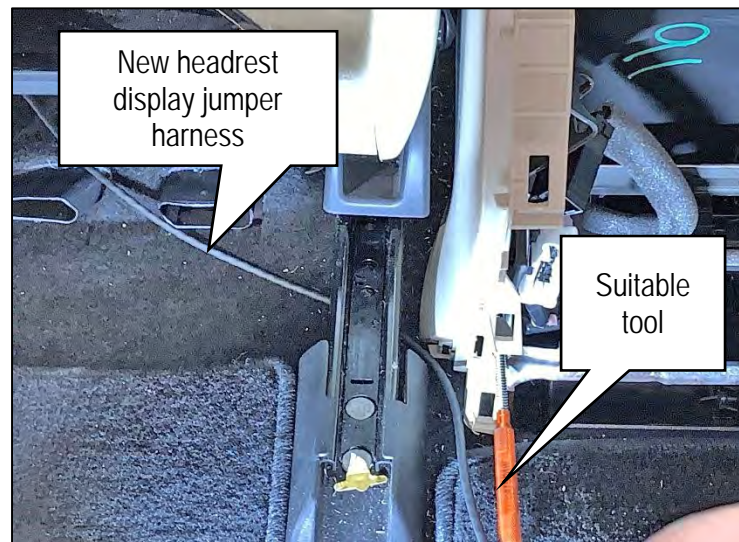


Figure 25

34. Attach one of the new headrest display jumper harnesses to the suitable tool and pull the jumper harness up through the console near the video distributor (Figure 26).

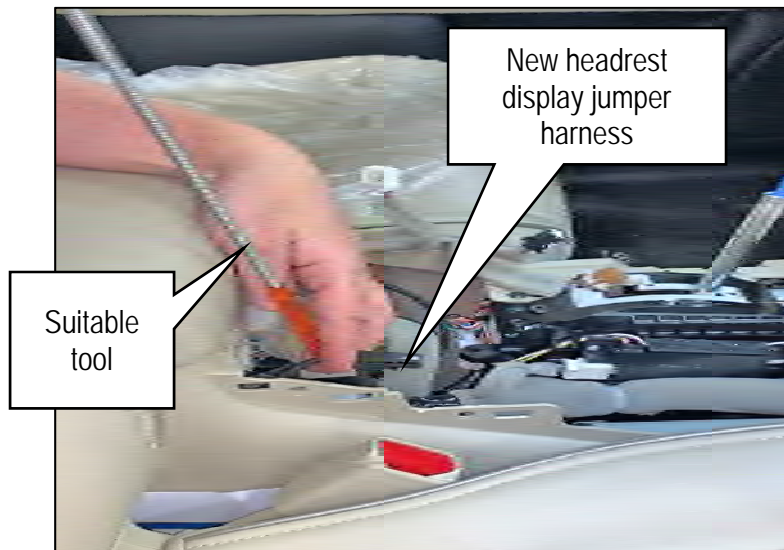


Figure 26

35. Repeat step 34 for the second new headrest display jumper harness.

36. Once the new headrest display jumper harnesses are routed up to the video distributor, connect the new blue headrest display harness connector to the blue port on the video distributor, and then connect the new black headrest display harness connector to the black port on the video distributor (Figure 27).

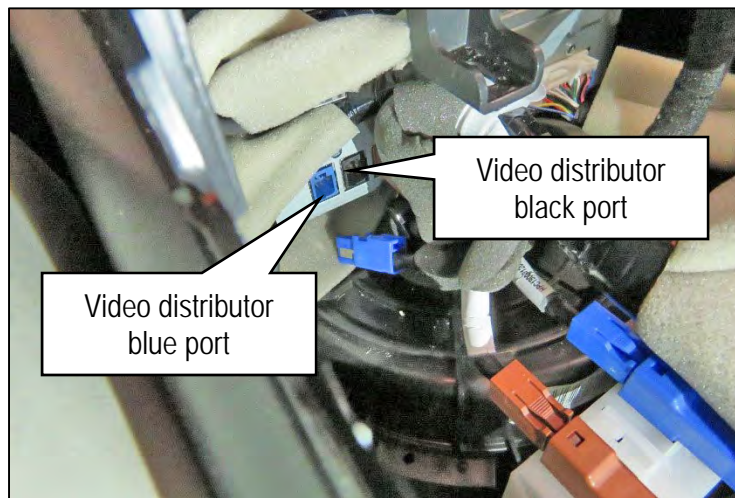


Figure 27

37. Ensure there is enough slack in the 2 new headrest display jumper harnesses under both front seats to allow for full travel of the seats (Figure 28).
- Do not leave excessive slack in the harness.
  - Place any excessive slack in the harness inside the center console area.



Figure 28

38. Verify correct operation of the DVD displays.
  
39. Reinstall both front seatback boards.
  - Refer to the ESM: **BODY INTERIOR > SEAT > REMOVAL AND INSTALLATION > FRONT SEAT > SEATBACK BOARD**
  
40. Reinstall the center console.
  - Refer to the ESM: **BODY INTERIOR > INSTRUMENT PANEL > REMOVAL AND INSTALLATION > CENTER CONSOLE ASSEMBLY**

## PARTS INFORMATION

| DESCRIPTION   | PART NUMBER | QUANTITY |
|---------------|-------------|----------|
| Cable-LVDS LH | 28089-9PJ4A | 1        |
| Cable-LVDS RH | 28089-9PJ4B | 1        |

## CLAIMS INFORMATION

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

| DESCRIPTION                                | PFP | OP CODE | SYM | DIA | FRT |
|--|-----|---------|-----|-----|-----|
| Install Both Headrest DVD Jumper Harnesses | (1) | VX5WAA  | ZE  | 32  | 1.1 |

(1) Reference the Parts Information table above and use the LVDS Cable as the Primary Failed Part (PFP).

## AMENDMENT HISTORY

| PUBLISHED DATE | REFERENCE | DESCRIPTION                 |
|----------------|-----------|-----------------------------|
| March 24, 2022 | ITB22-012 | Original bulletin published |