



INFINITI

TECHNICAL SERVICE BULLETIN

Classification: AN21-023A	Reference: ITB21-026A	Date: June 21, 2022
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SOFTWARE UPDATE FOR CLOCK INCORRECT

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)

APPLIED GRADES: Vehicles without Navigation

IF YOU CONFIRM

One or more of the following occurs:

- The clock resets to 1:00.
- The clock changes to 4-6 hours ahead of the actual time.
- The **Set Clock Manually** icon is grayed out.

ACTION

1. Confirm that the infotainment software version is not 4823. See **Check Software Version** on page 3.
2. If the infotainment software version is not 4823, perform **Update AV Control Unit** starting on page 5.
3. Manually set the clock time and date to complete the update.

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 previously shipped to each retailer (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: infinitechmate.com or 1-800-662-2001. Part number: J-52727-1.

HINT:

- The update-software only needs to be downloaded once and can then be used continuously on multiple **APPLIED VEHICLES**.
- The update-software must be the only file on the USB drive.



Figure 1

SERVICE PROCEDURE

Check Software Version

1. Press and hold the **AUDIO** button (Figure 2), and at the same time rotate the volume knob left and right until the **System Diagnostic Menu** displays (Figure 3).



Figure 2

2. Select **Confirmation/Adjustment**.

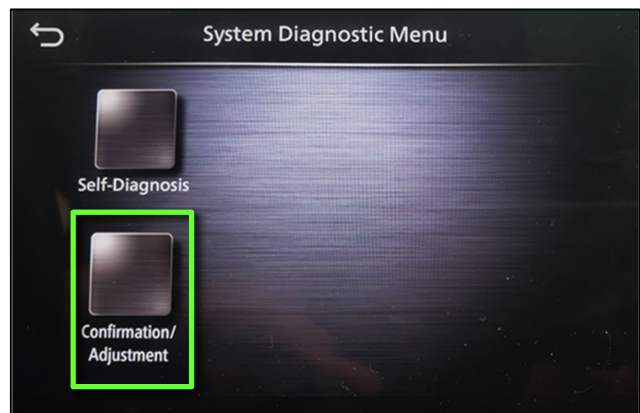


Figure 3

3. Scroll down and select **Version Information**.

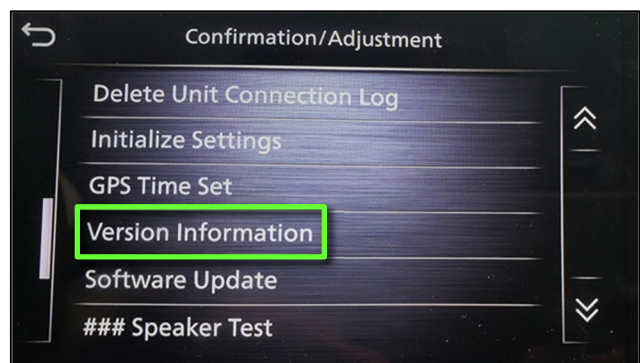


Figure 4

4. Confirm the **Software Version** number (Figure 5).

- If the Software Version (refer to digits 6-9, as shown in Figure 5) is **lower** than xxxxx**4823**x, select the back icon and continue to step 5 on the next page.
- If the Software Version (digits 6-9) is xxxxx**4823**x or higher, this bulletin does not apply. Select the back icon and refer to ASIST for further diagnostic information.

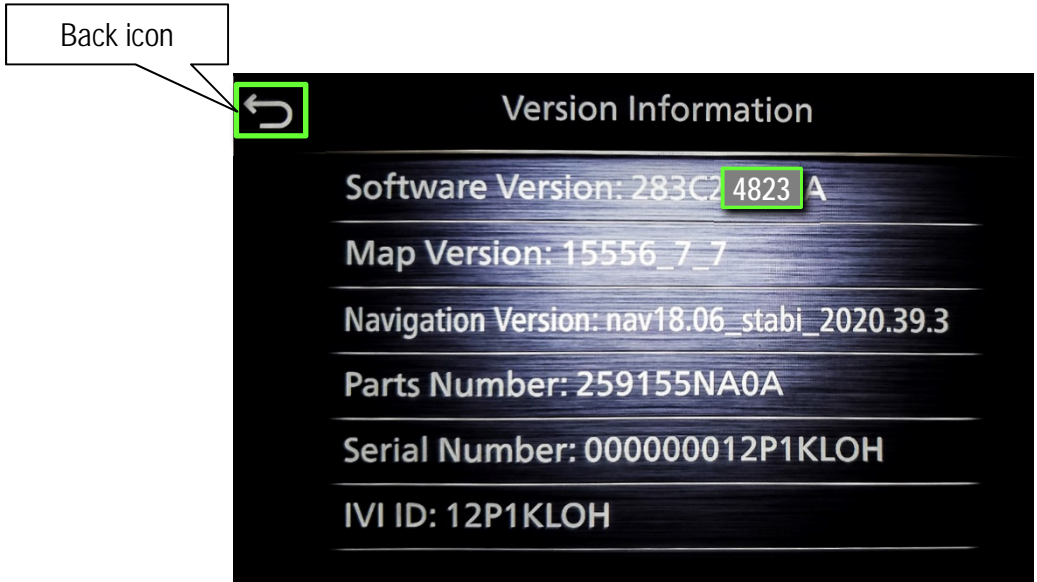


Figure 5

Update AV Control Unit

IMPORTANT: Before starting, make sure:

- The CONSULT PC is connected to the internet.
- ASIST has been synchronized (updated) to the current date.

NOTE: In the following steps, if more than one CONSULT PC is available and the **PVI_v4823** infotainment update-software has already been downloaded through ASIST to one of them, use the CONSULT PC with the pre-existing download.

5. Insert special tool USB drive J-52727 into the CONSULT PC.
 - If the infotainment update-software has already been downloaded onto special tool USB drive J-52727 from a prior service procedure, skip to step 14 on page 7.

HINT:

- Special tool USB drive J-52727 is the only USB drive approved for use with this procedure.
- The update-software only needs to be downloaded once and can then be used continuously on multiple **APPLIED VEHICLES**.
- The update-software must be the only file on the USB drive.

6. Open ASIST.

7. Select **Specialty Tools**, and then select **Infotainment Software Updates**.



Figure 6

8. Select the check box next to the **PVI_v4823** infotainment update-software (Figure 7).
 - If the **PVI_v4823** infotainment update-software has already been downloaded, "Transfer" will be displayed instead of "Download" when the box is checked.
9. Use the drop-down menu and select the location of the USB drive that was inserted in step 5 on page 5.

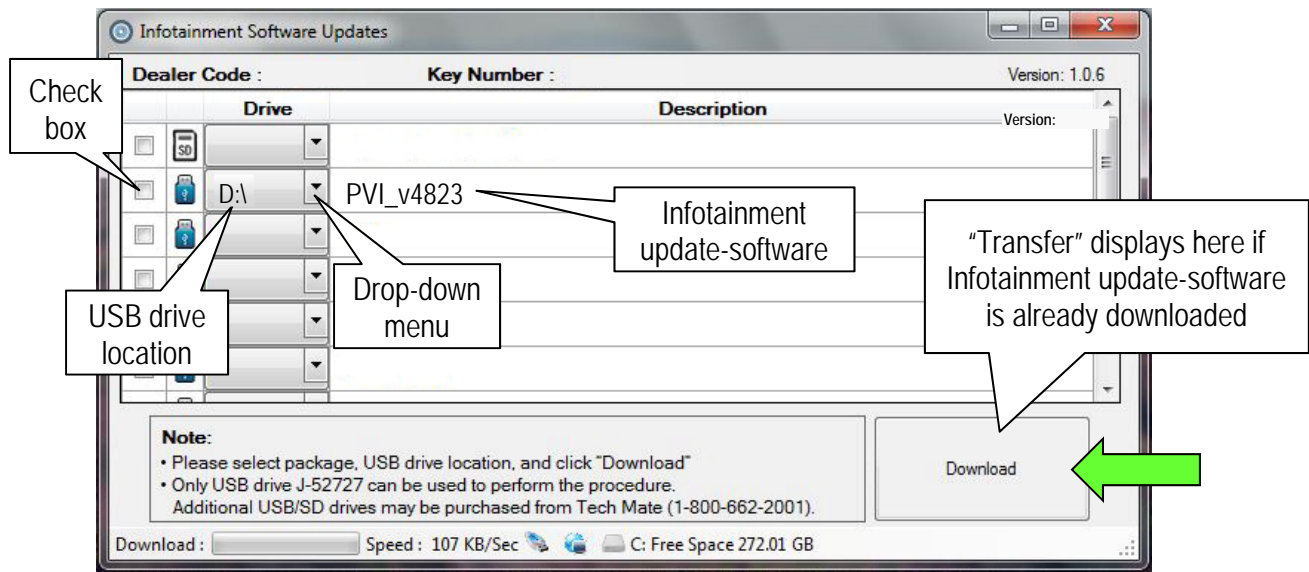


Figure 7

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

HINT:

- o The initial download of the update-software to the CONSULT PC and file transfer to the USB drive is estimated to take **6 hours**. After the initial download of the update-software, file transfer to the USB drive is estimated to take 1 hour.
- o If while attempting to download the update-software to the CONSULT PC, you receive the message shown in Figure 8:
 - a. Attempt to clear space on the CONSULT PC hard drive (40 GB required).
 - b. If space cannot be cleared and a second CONSULT PC is available with space, use it and start over from step 5.



Figure 8

11. Select **OK**.

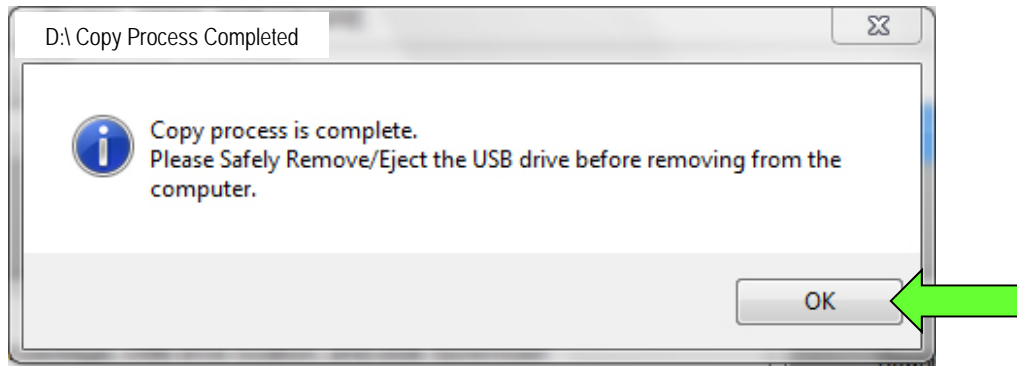


Figure 9

12. Once the transfer is complete, safely remove the USB drive from the CONSULT PC.
 - a. From the PC toolbar, select the **Safely Remove Hardware** icon.
 - o The icon is on the toolbar, or can be found after selecting the arrow.
 - b. Select the USB drive to be removed, and then remove the USB drive from the CONSULT PC.

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 retailer.

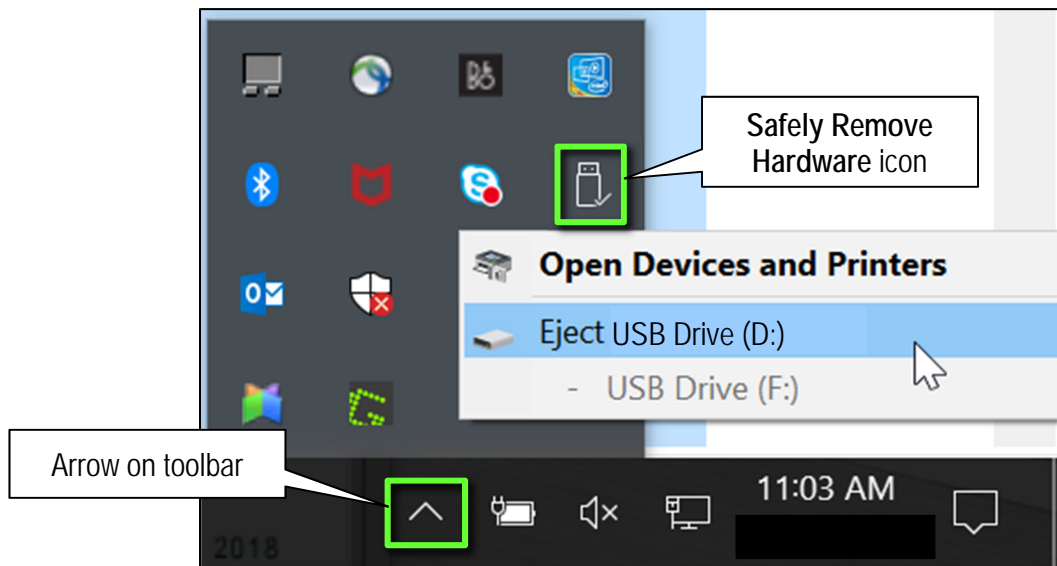


Figure 10

13. Close all **ASIST Infotainment Software Update** screens.
14. Set the parking brake.
15. 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.

16. Insert the USB drive with infotainment update-software into the vehicle's USB media port (Figure 11).
- Do not remove the USB drive during the update to the vehicle until instructed to.

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.

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

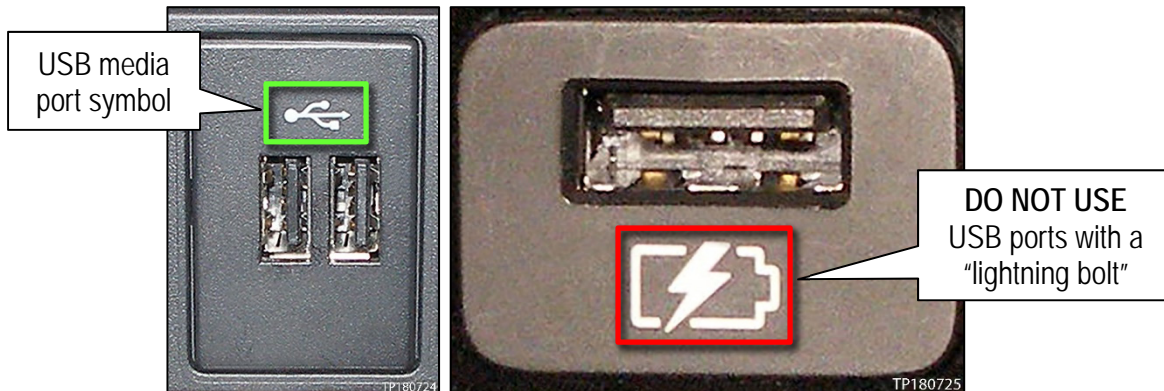


Figure 11

Figure 12

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

HINT: The update lasts 15-25 minutes.

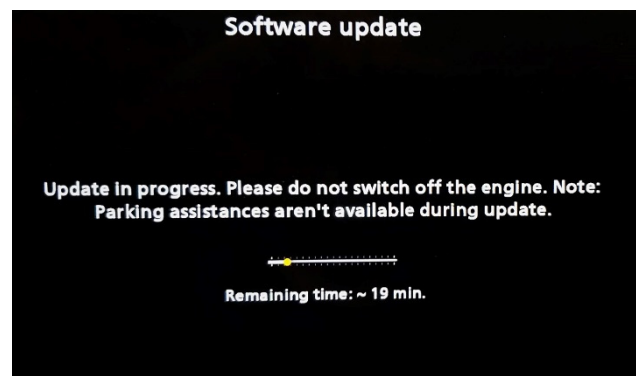


Figure 13

18. Once the update is complete (Figure 14), remove the USB drive; the system will reboot (restart).
HINT: The system will not reboot until the USB drive is removed.

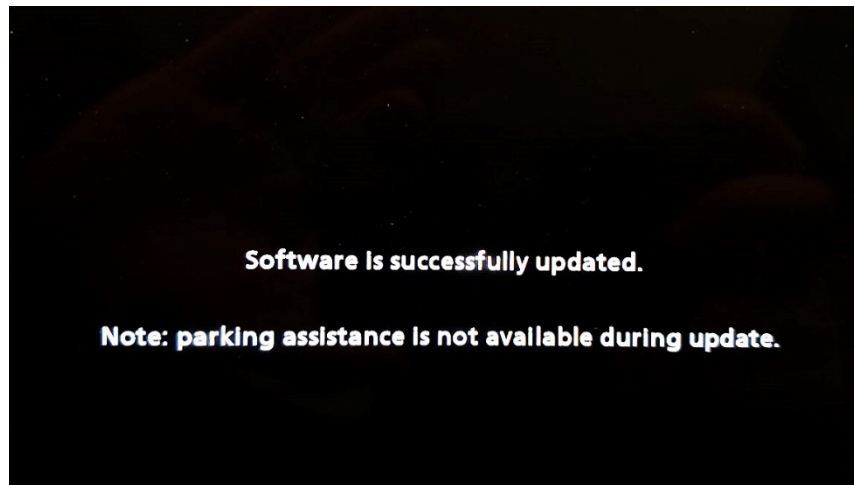


Figure 14

NOTICE

Steps 19-26 must be completed. If they are not completed, the update may become corrupt.

19. Allow the reboot to complete (approximately 30 seconds).
 - The Infiniti logo will be displayed during the reboot.
20. Turn the ignition OFF.



Figure 15

Steps 21-26 will fully reboot the infotainment system twice.

21. Open and close the driver door and ensure that all doors are closed.
22. Wait 5 minutes.

NOTICE

Ensure that all doors remain closed during the 5-minute wait period. If a door is opened during the 5-minute wait period, the update may not complete and the AV control unit may become inoperable.

HINT: The engine does not need to be running for the next steps.

23. Turn the ignition ON (engine OFF) and wait for the Infiniti logo to appear (Figure 15 on page 9).
 - If the Infiniti logo does not appear (this might take up to 30 seconds), start over from step 20.

24. After the Infiniti logo appears, wait about 1 minute.
 - The MENU (Home) screen in Figure 16 will be displayed.



Figure 16

25. Turn the ignition OFF.
26. Repeat steps 21-25 one more time (a total of two [2] times).
27. Manually set the clock time and date to complete the infotainment update.

CLAIMS INFORMATION

Submit a Primary Operation (PO) type line claim using the following claims coding:

DESCRIPTION	OP CODE	SYM	DIA	FRT
Perform Software Check	RX9KAA	ZE	32	0.2

OR

Submit a Primary Operation (PO) type line claim using the following claims coding:

DESCRIPTION	OP CODE	SYM	DIA	FRT
Perform Software Check and Update	RX9JAA	ZE	32	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
December 3, 2021	ITB21-026	Original bulletin published
June 21, 2022	ITB21-026A	Software version number updated on pages 1 and 4, infotainment update-software file information updated on pages 5 and 6, and Bosch contact information removed from page 6

