



INFINITI

# TECHNICAL SERVICE BULLETIN

Classification:

AN23-008

Reference:

ITB23-006

Date:

February 2, 2023

## DISPLAY SCREEN IS BLANK/BLACK WHEN IN AROUND VIEW® MONITOR MODE

**APPLIED VEHICLES:** 2022-2023 QX60 (L51)

**APPLIED SYSTEM:** Vehicles with Around View® Monitor

### IF YOU CONFIRM

The display screen is blank/black, instead of displaying the Around View® Monitor camera image, when the vehicle is shifted into Reverse or by pressing the **CAMERA button**.

### ACTION

1. Confirm the current Infotainment **Software Version**. See steps 1-4 starting on page 2.
2. If the current Infotainment **Software Version** is "1570" perform **MULTI AV Control Unit Configuration** starting on page 3.

**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.

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

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

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

### Check the Software Version

1. Starting from the **MENU** screen (Figure 1), select **Info**.



Figure 1

2. Select **System Information**.

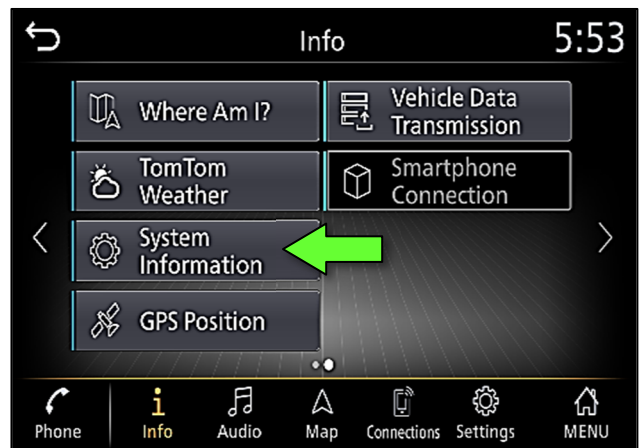


Figure 2

3. Select **Version Information**.

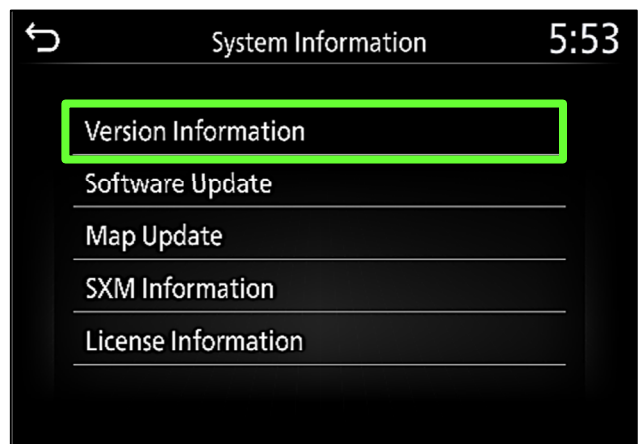


Figure 3

4. Confirm the **Software Version** number (Figure 4).
  - If the **Software Version** is “1570”, select the back icon and continue to step 5.
  - If the **Software Version** is not “1570”, this bulletin does not apply. Refer to the ESM for further diagnostic information.



Figure 4

## MULTI AV Control Unit Configuration

5. Confirm that the CONSULT PC is connected to Wi-Fi.
6. Connect the Vehicle Interface (VI) to the vehicle.
7. Turn the ignition ON with the engine OFF.
8. Start CONSULT-III plus on the CONSULT PC.
9. If prompted, select **USA/CANADA Dealers** from the drop-down menu, and then select **OK**.
10. Login using your NNAnet credentials.

**IMPORTANT:** If not prompted to enter your username and password, the CONSULT PC may not be connected to Wi-Fi. Close C-III plus, confirm the CONSULT PC is connected to Wi-Fi, and then reopen C-III plus.

11. Wait for the VI to be recognized.
  - The serial number will be displayed when the VI is recognized (Figure 5).
12. Select **Re/programming, Configuration**.

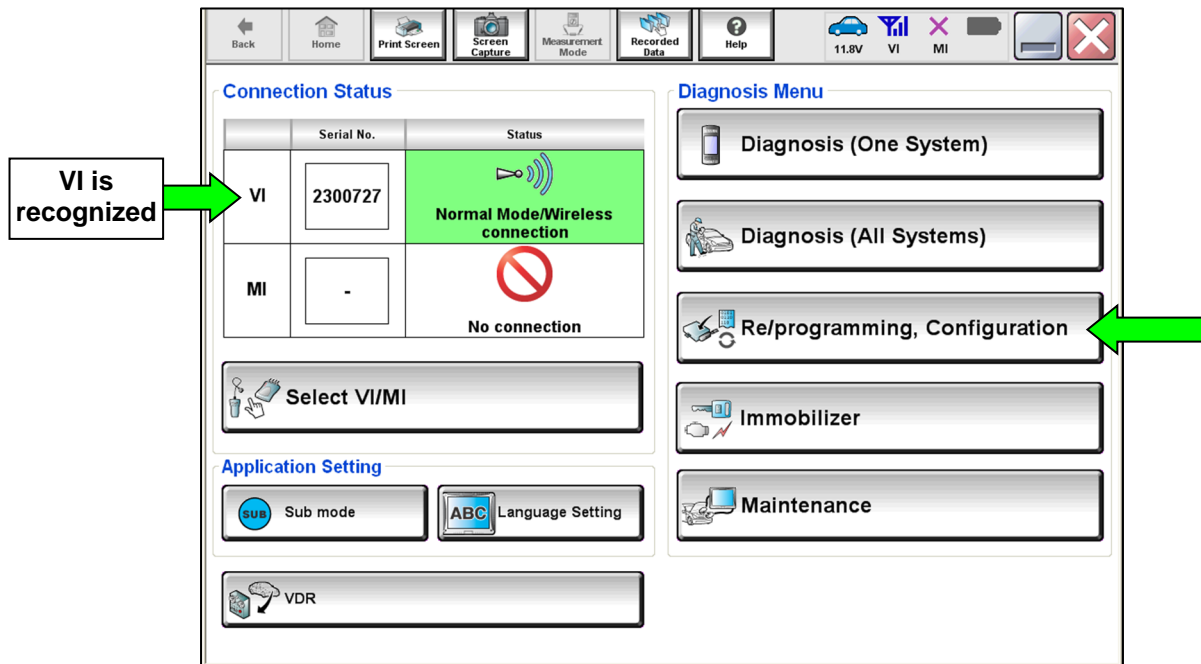


Figure 5

13. Use the arrows (if needed) to view and read all precautions.
14. Check the box confirming the precautions have been read.
15. Select **Next**.

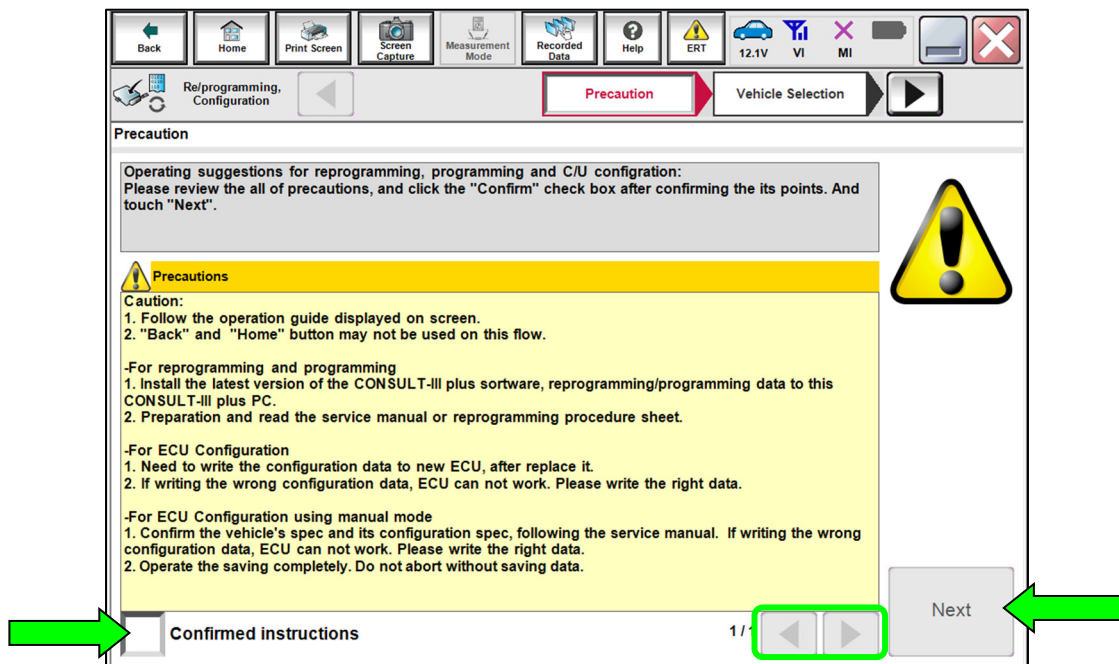


Figure 6

16. Select **Automatic Selection(VIN)**.

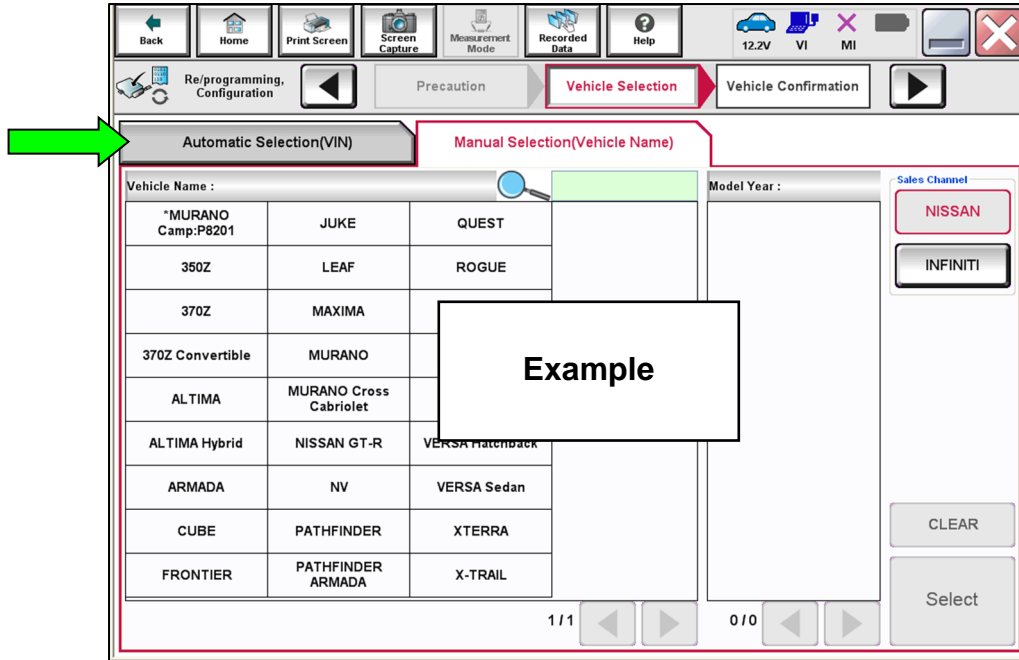


Figure 7

17. Make sure **VIN or Chassis #** matches the vehicle's VIN.

18. If the correct VIN is displayed, select **Confirm**.

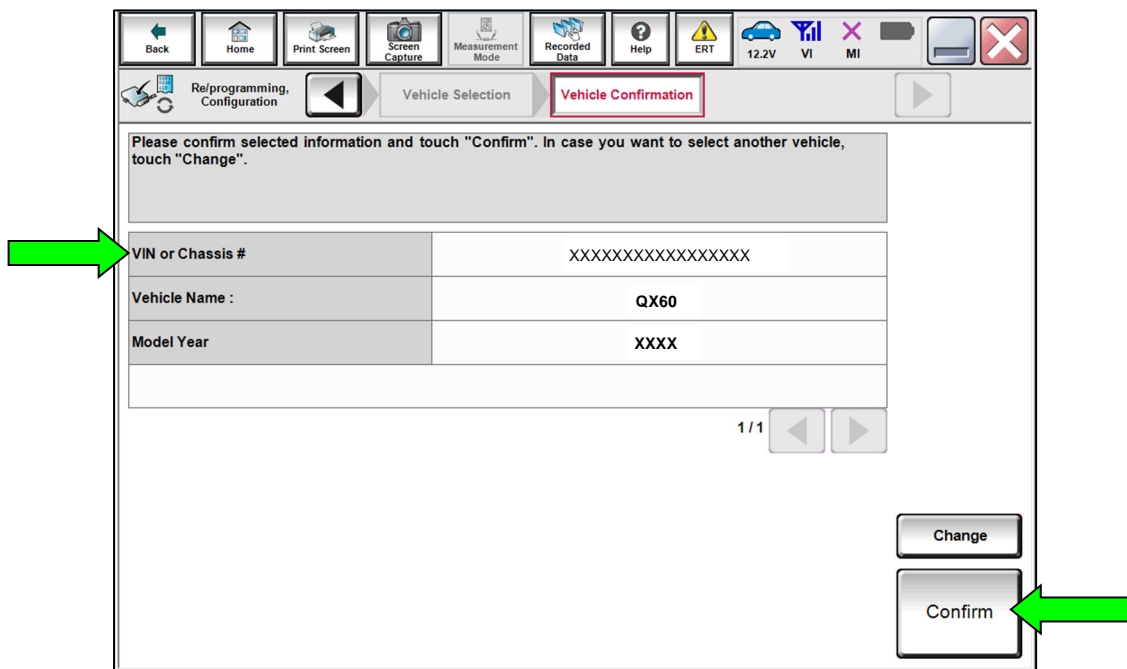


Figure 8

19. Select **Confirm**.

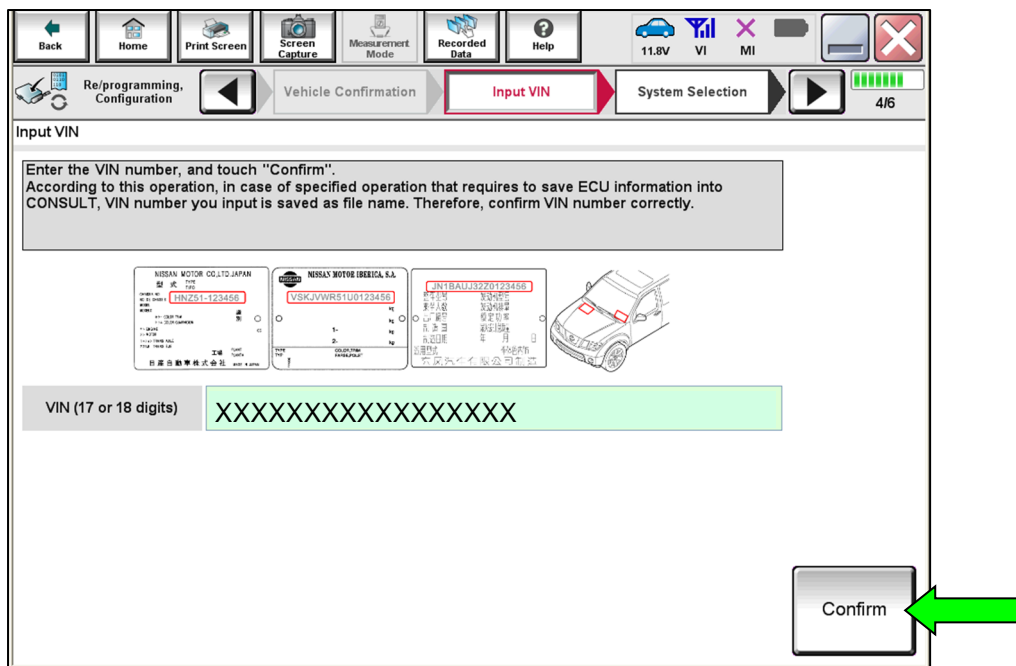


Figure 9

20. Select **MULTI AV**.

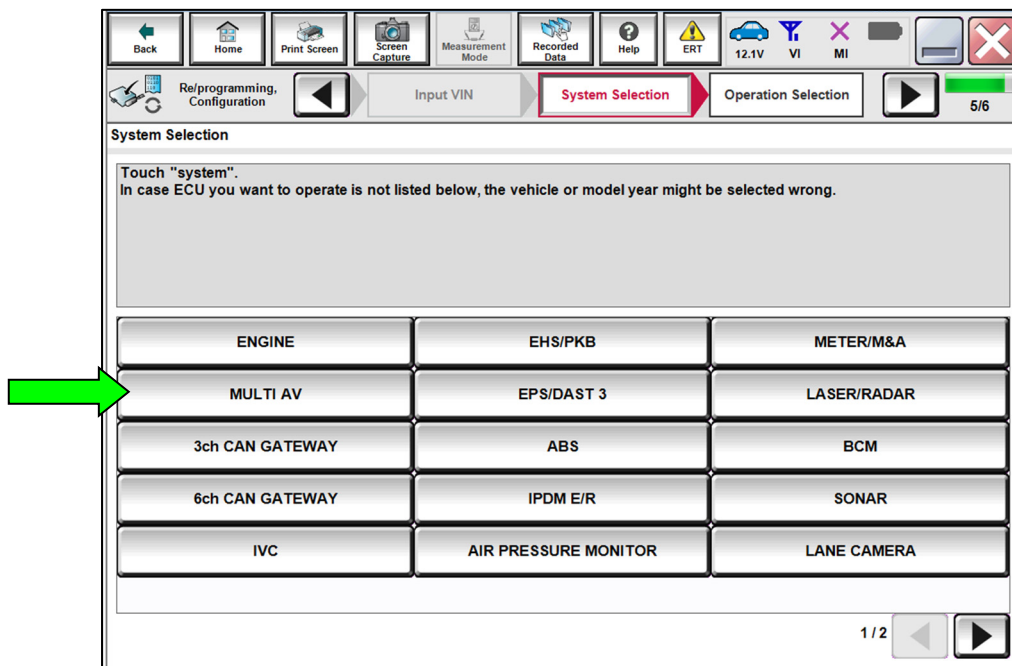


Figure 10

21. Select **Configuration**.

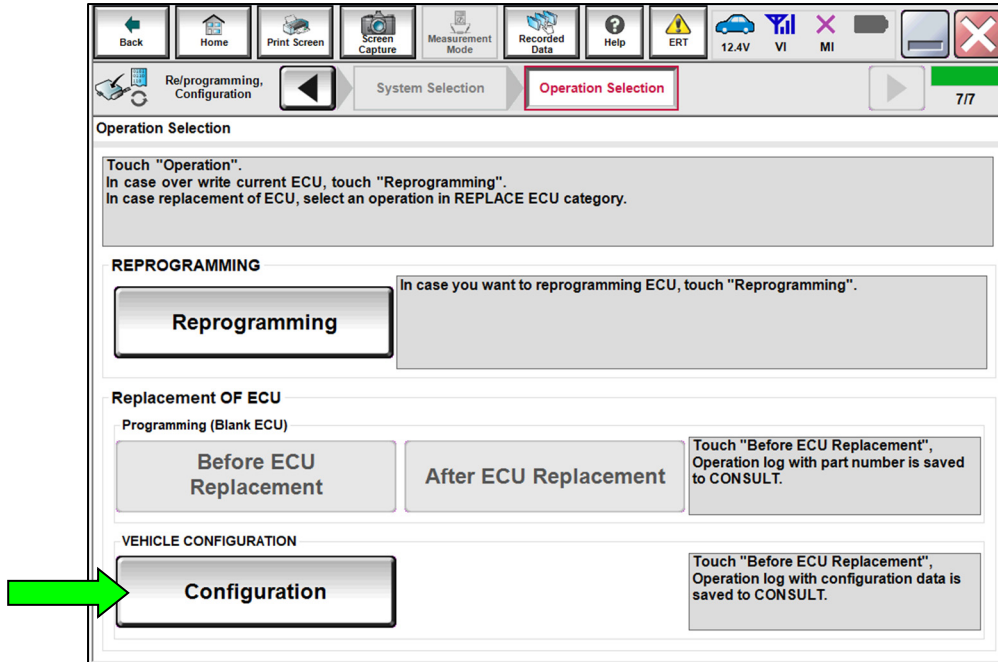


Figure 11

22. Select **START**.

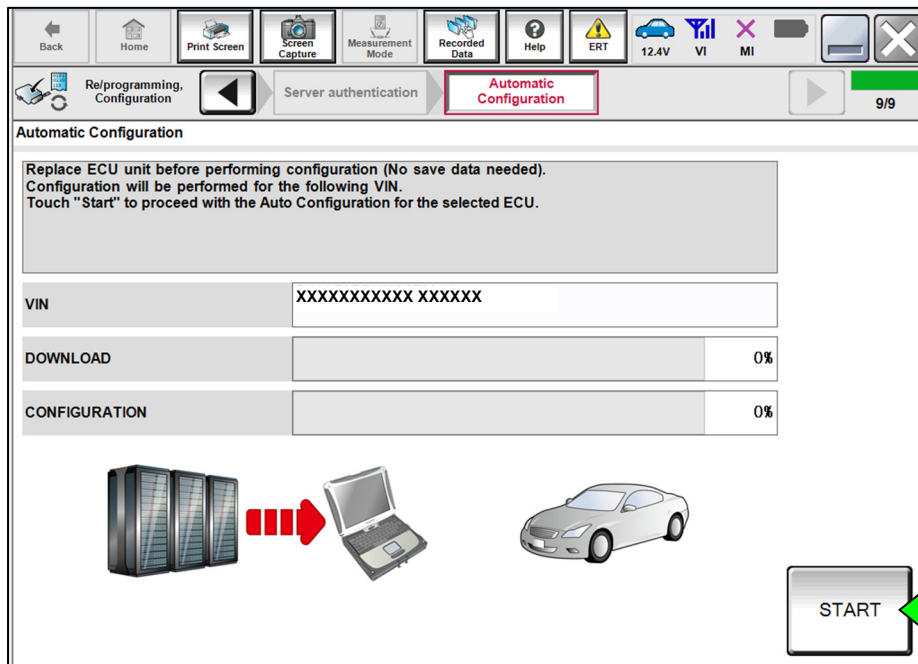


Figure 12

23. When the configuration reaches “100%”, select **End**.

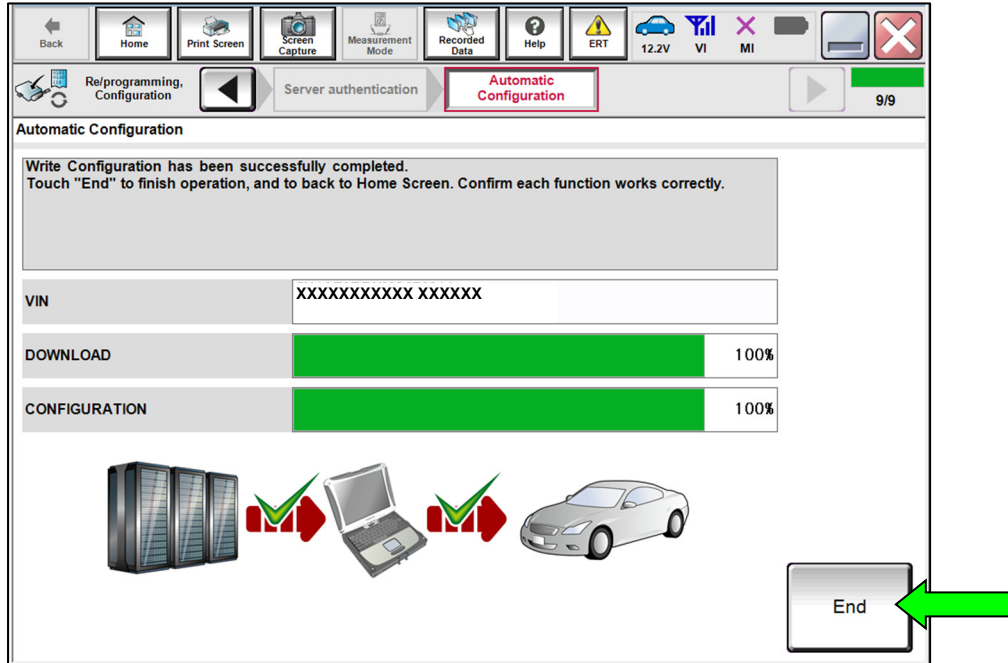


Figure 13

24. Close C-III plus and disconnect the VI.

25. Turn the vehicle OFF.

## CLAIMS INFORMATION

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

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

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 2, 2023	ITB23-006	Original bulletin published