



INFINITI

# TECHNICAL SERVICE BULLETIN

Classification: AN23-011	Reference: ITB23-012	Date: March 15, 2023
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## SXM RADIO CHANNELS WILL NOT SAVE AS PRESETS

**APPLIED VEHICLES:** 2023 QX60 (L51)  
**APPLIED DATES:** Built from February 23, 2023 to March 3, 2023

### IF YOU CONFIRM

The infotainment system will not save any SXM radio channels as presents.

### ACTION

Refer to the **SERVICE PROCEDURE** in this bulletin to:

1. Update the AV Control Unit to downgrade the infotainment software version to 283C31570B.
2. Update the AV Control Unit to the latest infotainment software version.

**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.

## REQUIRED SPECIAL TOOL

- One of special tool USB drive J-52727 (new tool number NI-52727-1) 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:  
[www.techmatetools.com](http://www.techmatetools.com) or 1-833-397-3493.

### 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

### Downgrade the Infotainment Software Version to 283C31570B

1. Download the infotainment update-software PVI\_1570 from ASIST to the special tool USB drive.
  - Refer to ITB23-010 for the procedure to download the software.
2. Refer to ITB23-010 and perform **Install 2** to install the infotainment update-software in the AV Control Unit.
3. Delete the infotainment update-software PVI\_1570 from the special tool USB drive.

### Update the Infotainment Software Version to the Latest Version.

**HINT:** The latest software version can be found in the “Latest Software Version” row of the vehicle table in ITB23-010.

4. Download the latest infotainment update-software from ASIST to the special tool USB drive.

**HINT:** The latest infotainment update-software can be found in the “Infotainment Update-Software” row of the vehicle table in ITB23-010.
5. Refer to ITB23-010 and perform **Install 2** to install the infotainment update-software in the AV Control Unit.

## CLAIMS INFORMATION

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

DESCRIPTION	OP CODE	SYM	DIA	FRT
Perform AV Control Unit Software Update 2 Times	RXD2AA	ZE	32	0.5

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 15, 2023	ITB23-012	Original bulletin published