

QUALITY ACTION



INFINITI®

CAMPAIGN BULLETIN IVI Reprogram SXM Presets

Reference: PC964
Date: March 24, 2023

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2023 QX60 (L51)	NA	66	March 24, 2023	NO

***** Retailer Announcement *****

INFINITI is conducting a quality action on **66** specific 2023 INFINITI QX60 vehicles identified in Service Comm. Retailers will reprogram the In Vehicle Infotainment (IVI) System. Due to a supplier issue, which has since been corrected, on certain 2023 INFINITI QX60 vehicles the SXM presets were found to be inoperable and clients are not able to save presets for SXM stations.

***** What Retailers Should Do *****

PLEASE FOLLOW THE ATTACHED INSTRUCTIONS:

1. Verify if vehicles are affected by this quality hold using Service Comm or DBS National Service History – Open Campaigns I.D. PC964
 - New vehicles in retailer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to IPSB 15-286 for additional information
 - Some vehicles may still be in transit. Please continue to check newly arriving inventory for QA Hold applicability.
2. Use the attached procedure to remedy any vehicles affected by this quality action prior to sale.
3. **URGENT:** The service department should submit the applicable warranty claim for the action performed as the action is completed so it can be closed on Service Comm, and release the vehicle.

***** Retailer Responsibility *****

It is the retailer's responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate campaign I.D for the inspection status on each affected vehicle currently in new vehicle inventory.

Thank you for your prompt attention to this matter.



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PC964 - 2023 QX60 AV CONTROL UNIT INFOTAINMENT SOFTWARE REPROGRAM

REPAIR OVERVIEW:

This repair procedure will require the (2) infotainment software reprograms below (Steps A and C):

- A. Download Infotainment software Version 283C31570B (**PVI_1570**) from ASIST to the special tool USB drive. Using the special tool USB drive, install the software into the AV Control Unit. **NOTE: This step is a software version DOWNGRADE.**
- B. Delete software version 283C31570B from the special tool USB drive.
- C. Download Infotainment software Version 283C31890B (**PVI31_1890**) from ASIST to the special tool USB drive. Using the special tool USB drive, install the software into the AV Control Unit. **NOTE: This step is a software version UPGRADE.**

SERVICE PROCEDURE:

IMPORTANT:

Before starting, make sure:

- ASIST is connected to the Internet
- ASIST has been synchronized (updated) to the current date

Required Special Tool:

- Each dealer was previously provided special tool USB drive J-52727-1 (New Tool Number NI-52727) (Figure 1)
- Do not use any other USB drive to perform this repair procedure
- Additional USB drives may be purchased from TechMate: nissantechmate.com or 1-800-662-2001



Figure 1

Note: The update software **must be** the only file on the USB drive when loading the software to the AV control unit.

DOWNLOAD **DOWNGRADE** SOFTWARE FROM THE ASIST DOWNLOADER TOOL:

1. Insert special tool USB drive J-52727-1 to an ASIST Station.

Note:

- Special tool USB drive J-52727-1 is the only one approved for use with this procedure
- The update software must be the only file on the USB drive
- Each update is estimated to take 4-5 hours to download to the USB drive

2. Open Infotainment downloader tool (Figure 2).

- Open ASIST
- Select Specialty Tools
- Select Infotainment Software Updates

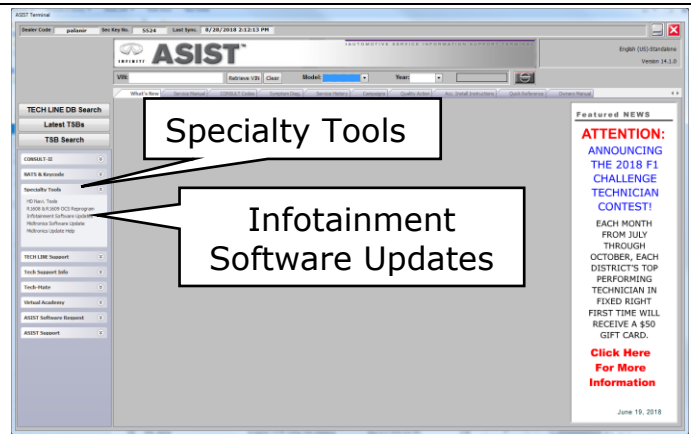


Figure 2

3. Select the check box next to the item titled **PVI_1570** (Figure 3).

- Use the drop-down menu and select the location of the USB drive
- Select Download, and then wait for the download to complete
- The update is estimated to take 4-5 hours to download to the USB drive

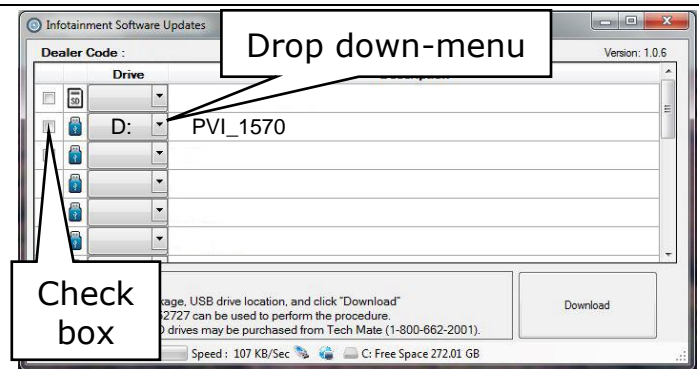


Figure 3

4. When the data download/transfer is completed, the message in Figure 4 will display.

- Select **OK**

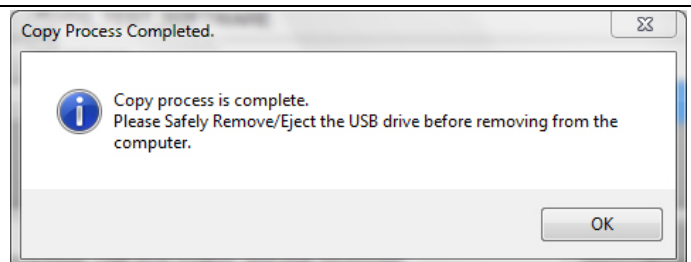


Figure 4

5. Once the transfer is complete, safely remove the USB drive from the ASIST Station (Figure 5).

- From the PC toolbar, select the Safely Remove Hardware icon
- Select the USB drive to be removed
- Wait for message to appear that states, It is safe to remove hardware
- Remove the USB drive from the ASIST station

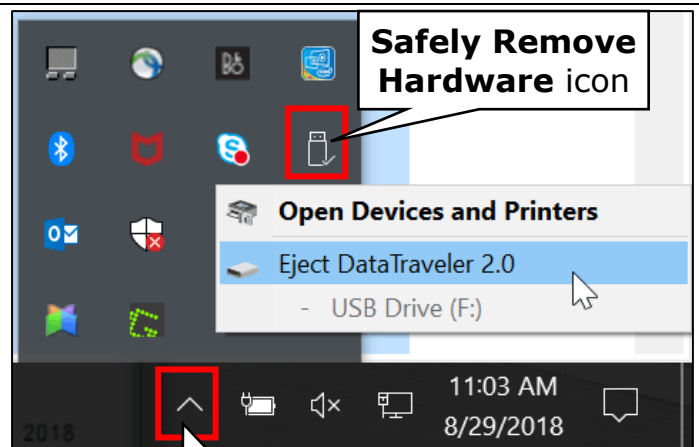


Figure 5

NOTICE

Follow the steps to safely remove the USB drive. If not followed, the USB drive may corrupt the update software.

- If you are not familiar with the process of safe USB drive removal, ask for assistance at your dealer

DOWNGRADE THE INFOTAINMENT SOFTWARE

6. If needed, push-in the extended storage switch (Figure 6).

- In fuse panel under Driver's side dash

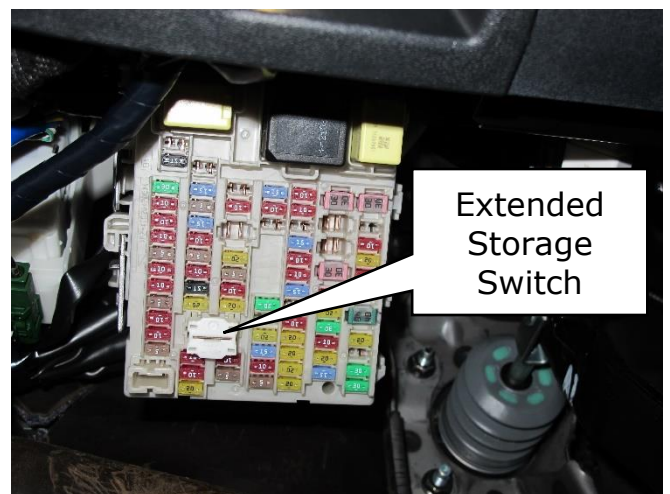
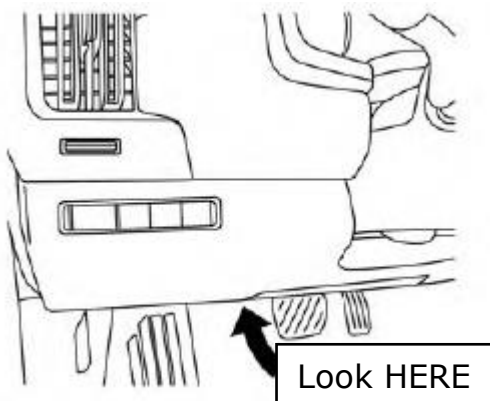


Figure 6

7. Prepare the vehicle for audio unit reprogramming.

- Set the Parking brake
- Depress the brake pedal and press the ignition button to **start the engine**, and wait 60 seconds for the system to load
- Turn the audio OFF

NOTICE

The Engine needs to idle for the duration of the software update to maintain battery voltage. If the battery voltage becomes too low, the reprogramming may not complete.

8. Insert the USB drive with infotainment software update into the vehicle's USB media port (Figure 7).

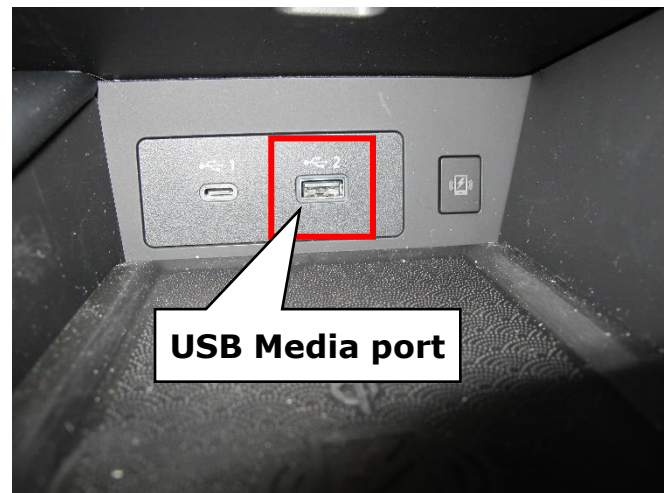


Figure 7

9. Wait approximately 10-30 seconds for the screen in Figure 8 to appear.

- The screen will display "**Software Update Initialization...**"
- The software update will start automatically

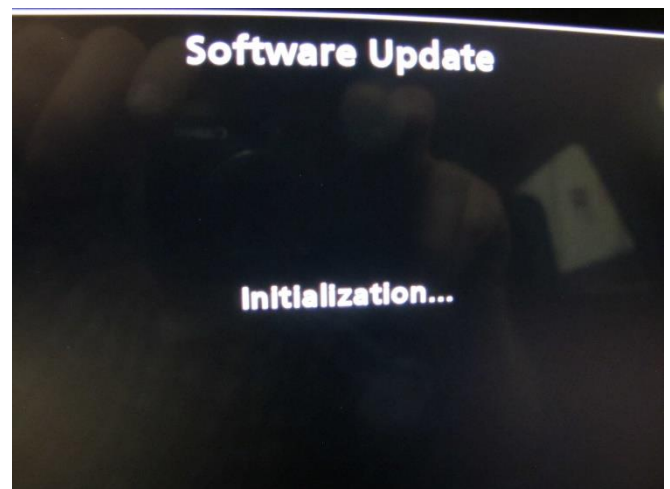


Figure 8

10. The software progress screen in Figure 9 will be displayed during the update.

- Do not remove the USB drive during the update
- The update will take approximately 20 minutes
- The parking brake must remain applied
- Do not drive the vehicle
- Do not turn the engine off during the update

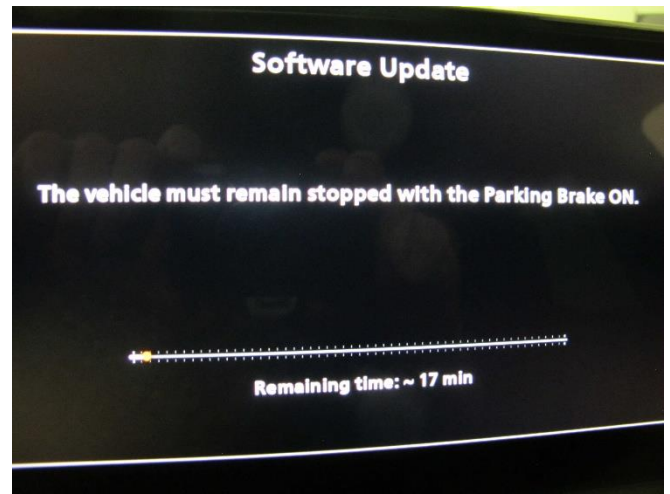


Figure 9

11. Once the software update is complete, the message shown in Figure 10 will display.

- With the engine still running, remove the USB drive from the USB port
- Wait approximately 10-30 seconds for the AV control unit to restart (INFINITI logo will display)
- Verify the home screen appears



Figure 10

12. Wait approximately 10-30 seconds for the AV control unit to restart (INFINITI logo will display) (Figure 11).

- Verify the home screen appears (Figure 12)
- Turn the ignition off



Figure 11



Figure 12

DOWNLOAD UPDATE SOFTWARE FROM THE ASIST DOWNLOADER TOOL:

13. Insert special tool USB drive J-52727-1 to an ASIST Station.

Note:

- Special tool USB drive J-52727-1 is the only one approved for use with this procedure
- The update software must be the only file on the USB drive
- Each update is estimated to take 4-5 hours to download to the USB drive

14. Open Infotainment downloader tool (Figure 13).

- Open ASIST
- Select Specialty Tools
- Select Infotainment Software Updates

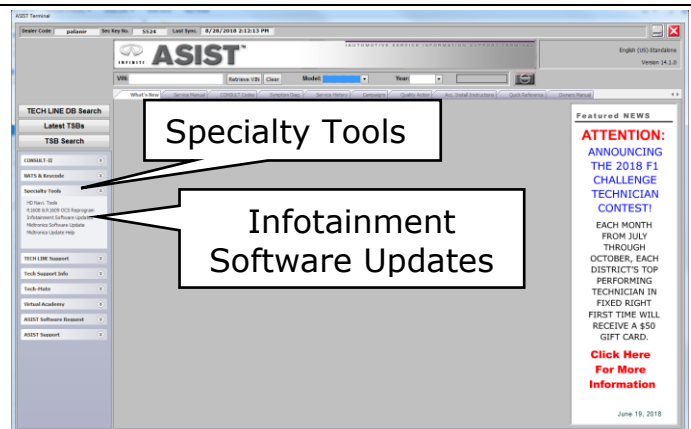


Figure 13

15. Select the check box next to the item titled **PIV131_1890** (Figure 14).

- Use the drop-down menu and select the location of the USB drive
- Select Download, and then wait for the download to complete
- The update is estimated to take 4-5 hours to download to the USB drive

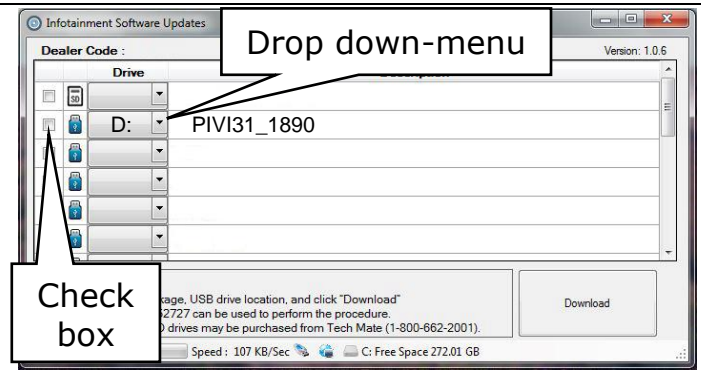


Figure 14

16. When the data download/transfer is completed, the message in Figure 15 will display.

- Select **OK**

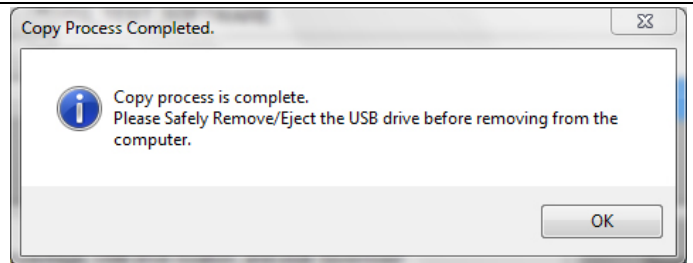


Figure 15

17. Once the transfer is complete, safely remove the USB drive from the ASIST Station (Figure 16).

- From the PC toolbar, select the Safely Remove Hardware icon
- Select the USB drive to be removed
- Wait for message to appear that states, It is safe to remove hardware
- Remove the USB drive from the ASIST station

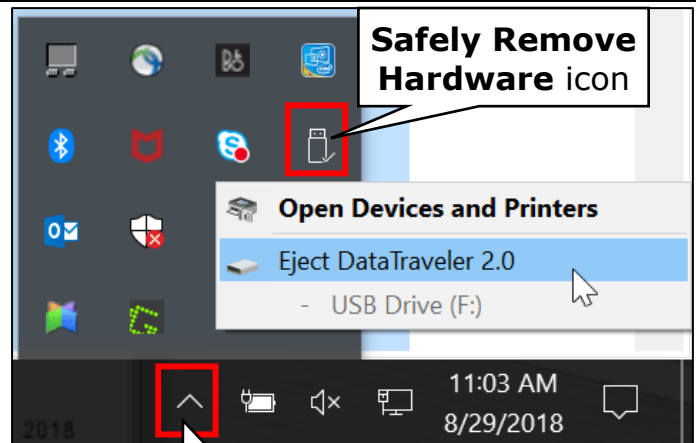


Figure 16

NOTICE

Follow the steps to safely remove the USB drive. If not followed, the USB drive may corrupt the update software.

- If you are not familiar with the process of safe USB drive removal, ask for assistance at your dealer

UPDATE THE INFOTAINMENT SOFTWARE

18. Prepare the vehicle for audio unit reprogramming.

- Set the Parking brake
- Depress the brake pedal and press the ignition button to **start the engine**, and wait 60 seconds for the system to load
- Turn the audio OFF

NOTICE

The Engine needs to idle for the duration of the software update to maintain battery voltage. If the battery voltage becomes too low, the reprogramming may not complete.

19. Insert the USB drive with infotainment software update into the vehicle's USB media port (Figure 17).

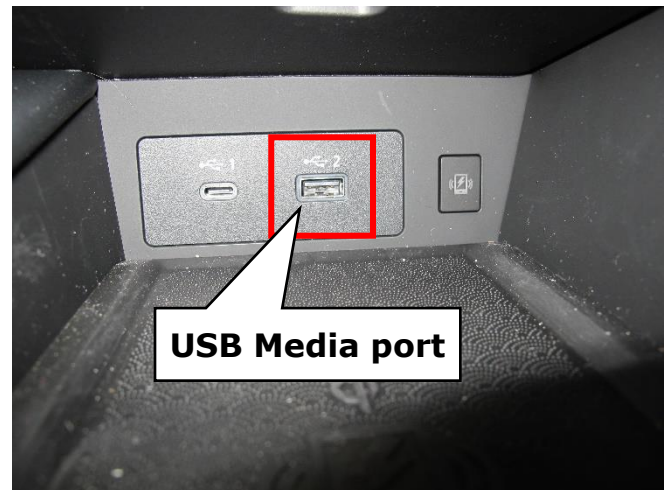


Figure 17

20. Wait approximately 10-30 seconds for the screen in Figure 18 to appear.

- The screen will display "**Software Update Initialization...**"
- The software update will start automatically

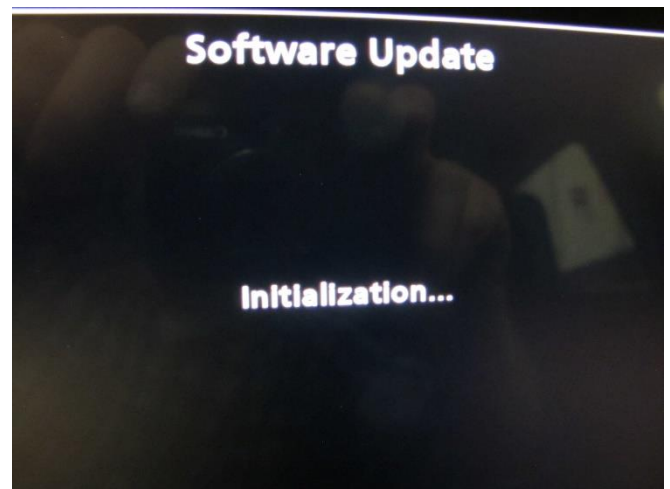


Figure 18

21. The software progress screen (Figure 19) will be displayed during the update.

- Do not remove the USB drive during the update
- The update will take approximately 20 minutes
- The parking brake must remain applied
- Do not drive the vehicle
- Do not turn the engine off during the update

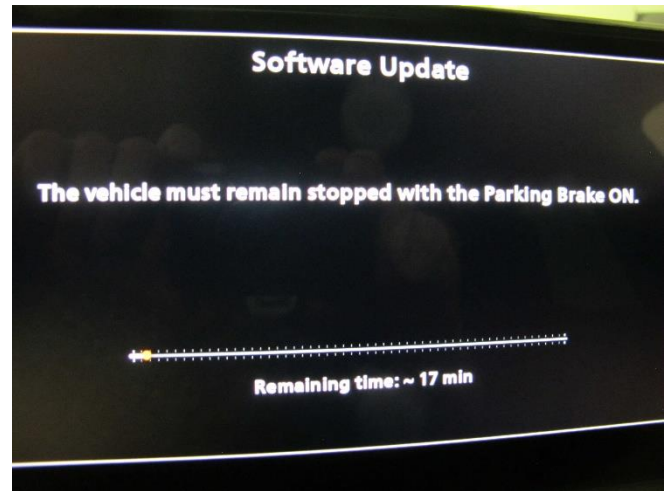


Figure 19

22. Once the software update is complete, the message shown in Figure 20 will display.

- With the engine still running, remove the USB drive from the USB port
- Wait approximately 10-30 seconds for the AV control unit to restart (INFINITI logo will display)
- Verify the home screen appears

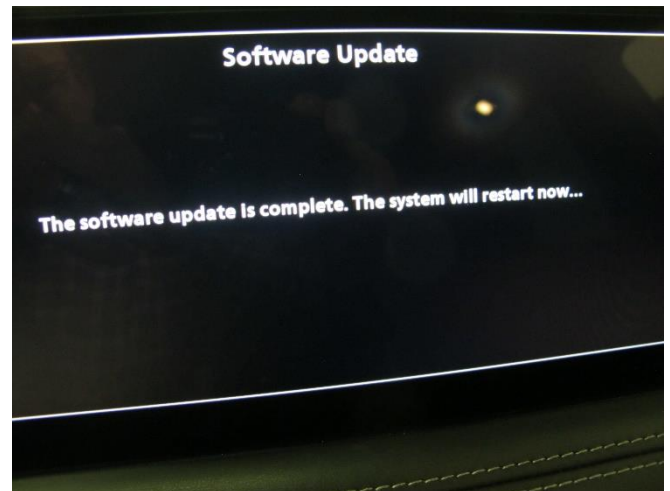


Figure 20

23. Wait approximately 10-30 seconds for the AV control unit to restart (INFINITI logo will display) (Figure 21).

- Verify the home screen appears (Figure 22)
- Turn the ignition off
- Open and close the driver's door
- Restart the engine



Figure 21



Figure 22

CONFIRM SOFTWARE VERSION

24. From the Home screen, select **Info** from the bottom of the screen (Figure 23).



Figure 23

25. Select **System Information** (Figure 24).



Figure 24

26. Select **Version Information** (Figure 25).

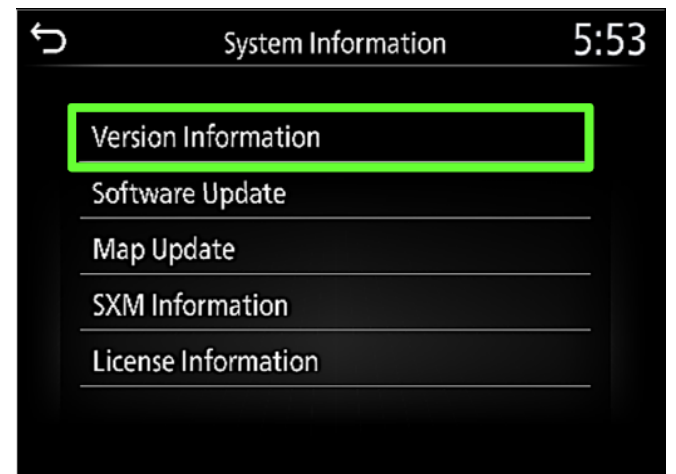


Figure 25

27. Confirm Software Version is **283C31890B** (Figure 26).

- If software version is correct, procedure is complete, proceed to claims information
- If the software version is **NOT 283C31890B**, start this procedure over and verify the correct software shown in Step 3 and Step 15 is downloaded



Figure 26

CLAIMS INFORMATION

Submit a "CM" claim using the following claims coding:

Campaign ("CM") ID	Description:	Op Code	FRT
PC964	Reprogram Audio Control Unit	PM9640	0.5 Hr

