



INFINITI

# TECHNICAL SERVICE BULLETIN

Classification: AN22-027A	Reference: ITB22-043A	Date: May 26, 2023
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## INFOTAINMENT CONTROL UNIT REPLACEMENT SERVICE INFORMATION

This bulletin has been amended. See AMENDMENT HISTORY on the last page.  
Please discard previous versions of this bulletin.

**APPLIED VEHICLES:** 2020-2023 Q50 (V37)  
2020-2022 Q60 (CV37)  
2020-2023 QX50 (J55)  
2022-2023 QX55 (FJ55)  
2022-2023 QX60 (L51)  
2021-2023 QX80 (Z62)

### SERVICE INFORMATION

When replacing an AV Control Unit (Infotainment Control Unit), for any reason, all three steps below are required. If all three steps are not completed on vehicles equipped with a TCU, the Over The Air (OTA) updates will not work, and other functions may be inoperative.

**HINT:** Not all **APPLIED VEHICLES** are OTA-update capable.

1. Reprogram the AV Control Unit following the procedure in the ESM.
2. Configure the AV Control Unit following the procedure in the ESM.
3. Write the VIN to the AV Control Unit following the procedure in the ESM along with the supplemental information in this bulletin.

**IMPORTANT:** Steps 1-3 above must be performed in the sequential order shown below.

### ORDER OF COMPLETION

**REPROGRAM** AV Control Unit → **CONFIGURE** AV Control Unit → **WRITE VIN** to AV Control Unit

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.

## SUPPLEMENTAL INFORMATION FOR WRITING THE VIN TO THE AV CONTROL UNIT

**IMPORTANT:** On vehicles equipped with a TCU, Writing the VIN to the AV Control Unit has to be performed correctly for the vehicle to receive OTA software updates.

**HINT:** When writing the VIN to the AV Control Unit, use the C-III plus “Help” button for detailed information.

- **Help > All Information > VIN Writing to ECU**

### 1. Select **Diagnosis (One System)**.

- **Work Support** can also be accessed via **Diagnosis (All Systems)**. Use the C-III plus “Help” button for detailed information.

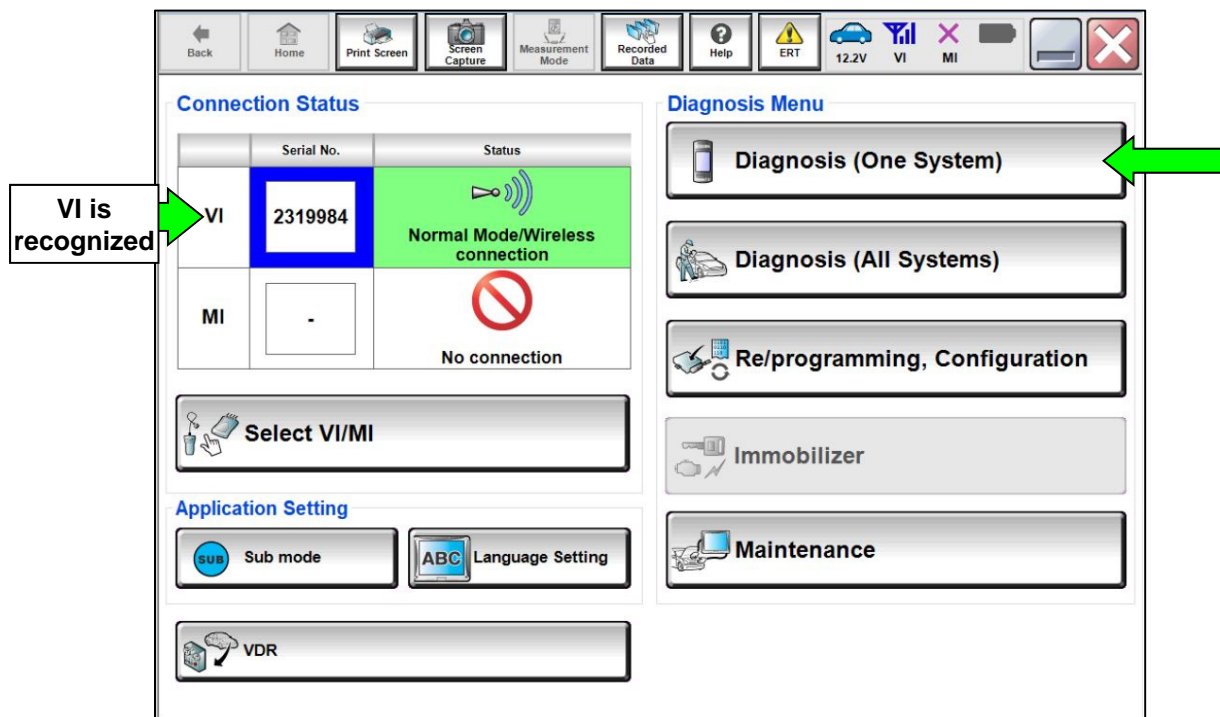


Figure 1

2. Select **MULTI AV**.

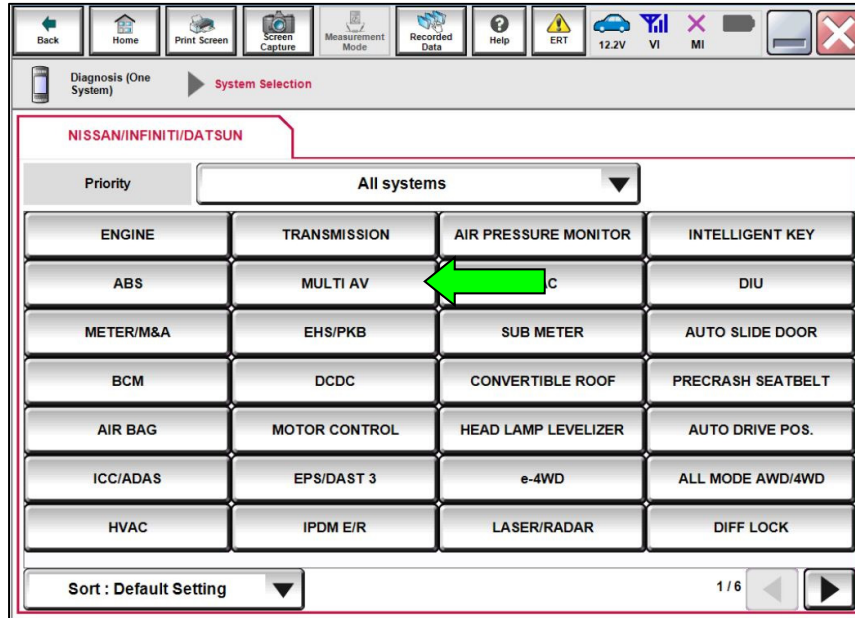


Figure 2

3. Select **Work support**.

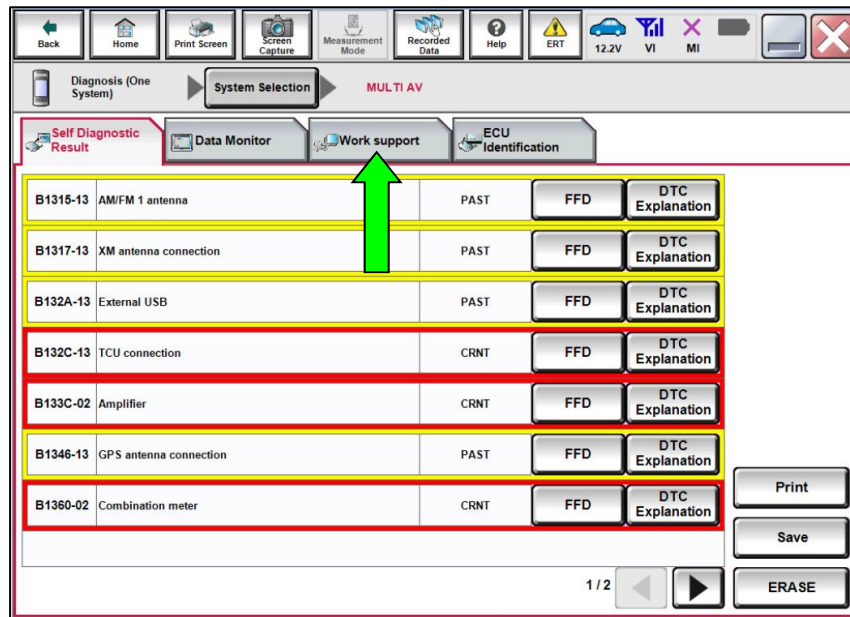


Figure 3

4. Utilize the **WRITE VIN** function per the ESM and/or C-III plus Help section.

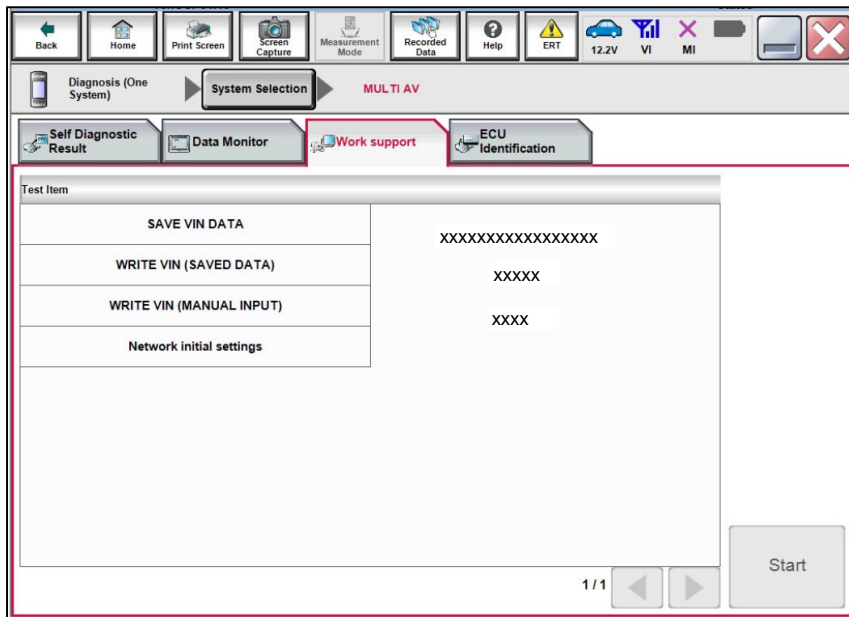


Figure 4

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
December 8, 2022	ITB22-043	Original bulletin published
May 26, 2023	ITB22-043A	Changes made throughout