



I N F I N I T I

TECHNICAL SERVICE BULLETIN

Classification: AN21-023C	Reference: ITB21-026C	Date: January 29, 2024
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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: 2020-2023 Q50 (V37)
2020-2022 Q60 (CV37)
2020-2023 QX50 (J55)
2022-2023 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

Check the current infotainment software version. If the software version is 4823 or older, update the software to the latest version.

- Refer to the **Infotainment Software Update Utility**, located in ASIST under SPECIALTY TOOLS → Infotainment Software Updates, for the latest infotainment update-software, infotainment update procedures, and claims information.

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 procedure(s) provided in the **Infotainment Software Update Utility** 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.

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
April 3, 2023	ITB21-026B	Changes made throughout
January 29, 2024	ITB21-026C	Revised to reference the Infotainment Software Update Utility in ASIST instead of ITB23-010

