



I N F I N I T I

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# TECHNICAL SERVICE BULLETIN

Classification: AN23-009A	Reference: ITB23-009A	Date: January 29, 2024
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## INFOTAINMENT SYSTEM IN RENTAL CARS FREQUENTLY REBOOTS

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 SYSTEMS:** Infotainment System with SXM and without Navigation

### IF YOU CONFIRM

The infotainment system of an **APPLIED VEHICLE** is frequently rebooting,

### AND

The **APPLIED VEHICLE** is in a rental car fleet.

### ACTION

Update the infotainment software.

- 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.

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
March 8, 2023	ITB23-009	Original bulletin published
January 29, 2024	ITB23-009A	Revised to reference the <b>Infotainment Software Update Utility</b> in ASIST instead of ITB23-010

