

# TECHNICAL SERVICE BULLETIN

Classification: AN19-059E	Reference: ITB19-042E	Date: August 15, 2024
------------------------------	--------------------------	--------------------------

## AV CONTROL UNIT REPLACEMENT PROCESS

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

**APPLIED VEHICLES:**

- 2020-2024 Q50 (V37)
- 2020-2022 Q60 (CV37)
- 2020-2024 QX50 (J55)
- 2022-2024 QX55 (FJ55)
- 2020-2021 QX80 (Z62)

### IF YOU CONFIRM

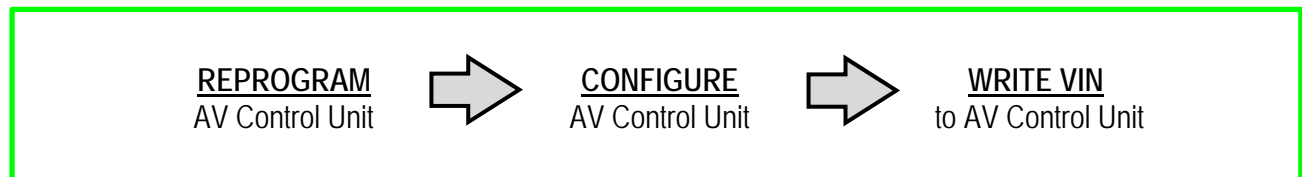
The AV control unit needs to be replaced.

### ACTION

1. Read and save the VIN.
2. Read and save the configuration.
3. Replace the AV control unit.
4. Reprogram the AV control unit.
5. Configure the AV control unit.
6. Write the VIN to the AV control unit.

**IMPORTANT:** Procedures 4-6 above must be performed in the order shown below.

### ORDER OF COMPLETION



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.

## SERVICE PROCEDURE

### NOTICE

Perform the following before starting the reprogramming procedure to prevent damage to the control unit:

- Connect the AC Adapter to the CONSULT PC.
- Connect the CONSULT PC to the internet (Wi-Fi or cable).
- Ensure ASIST on the CONSULT PC has been synchronized (updated) to the current date and all C-III plus software updates (if any) have been installed.
- Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI. If Bluetooth® signal waves are within range of the CONSULT PC during reprogramming, the reprogramming may be interrupted.
- Turn OFF all vehicle electrical loads.
- Connect a battery maintainer or smart charger, set to reflash mode or a similar setting, to ensure the battery voltage stays between 12.0 V and 13.5 V.

### Read and Save the VIN

**HINT:** If the VIN data cannot be saved, proceed to step 19 on page 9. You will be instructed to manually enter the VIN later in the procedure.

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

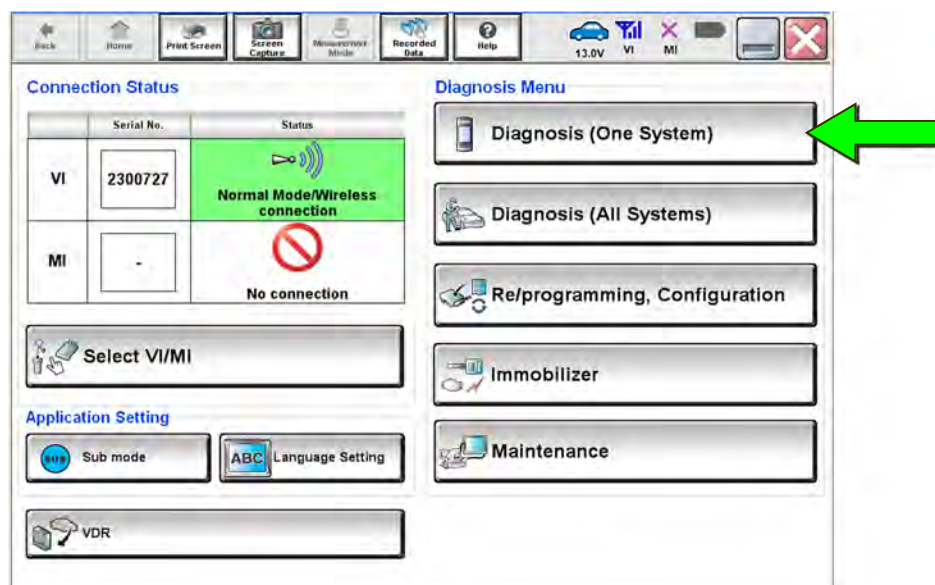


Figure 1

2. Select MULTI AV.

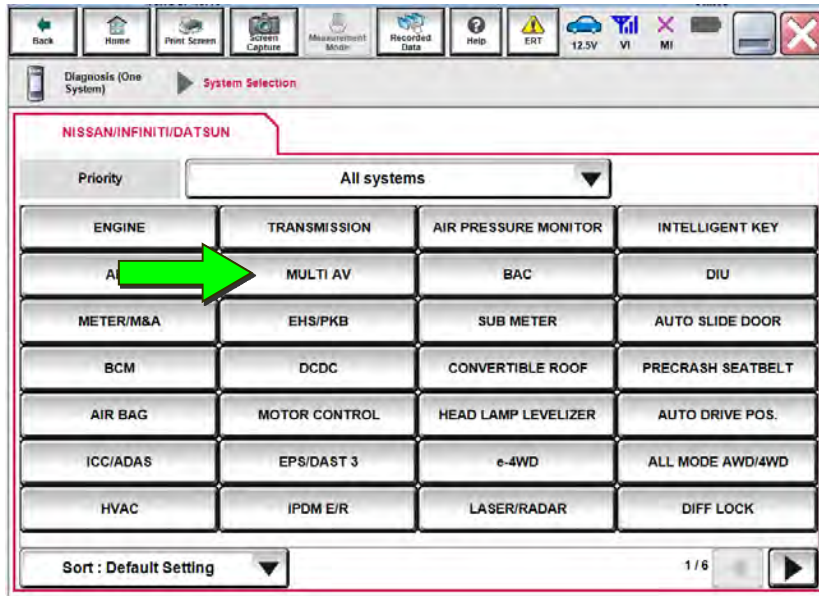


Figure 2

3. Select Work support.
4. Select SAVE VIN DATA.
5. Select Start.

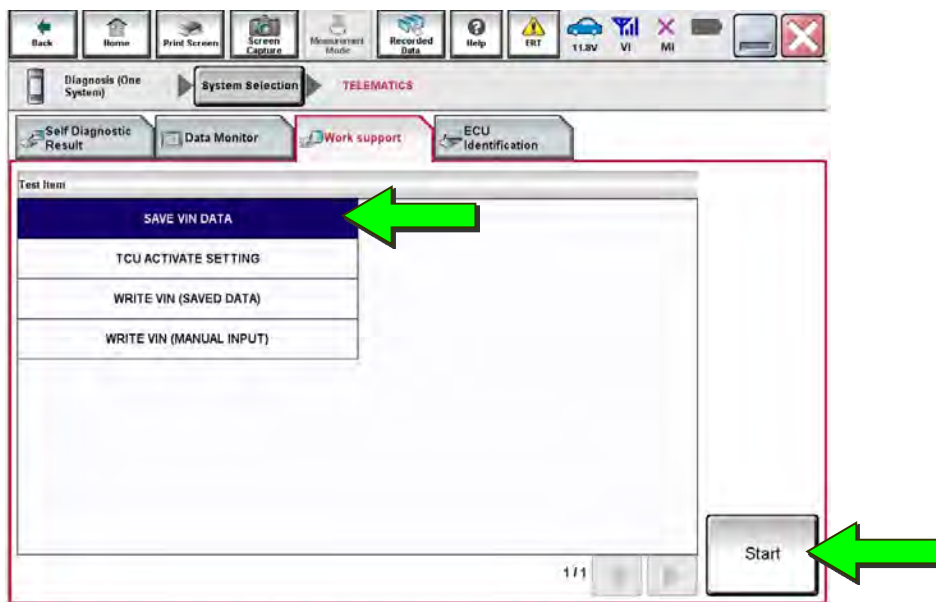


Figure 3

6. Select **Start**.

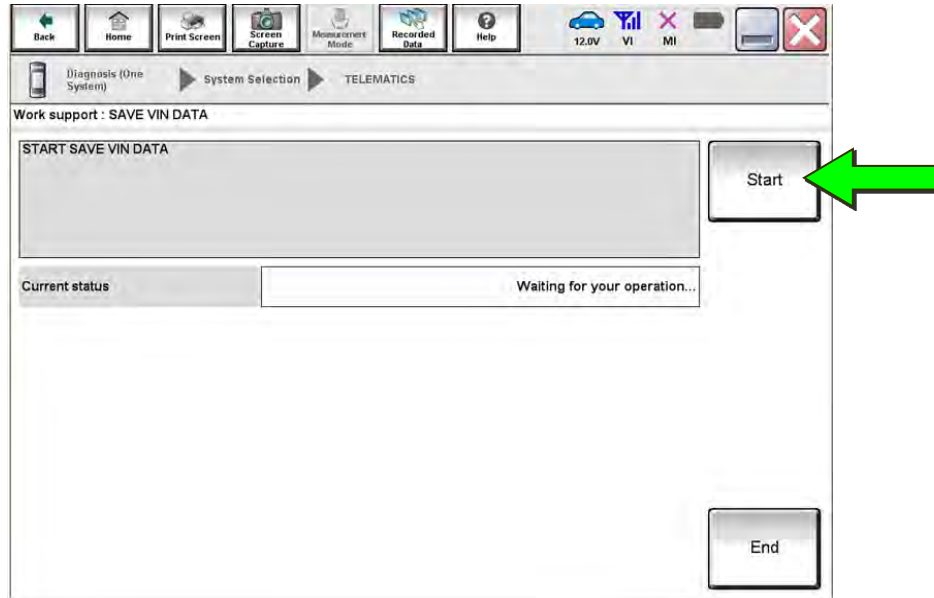


Figure 4

7. Wait for the **Current status** to show "CMPLT", and then select **End**.

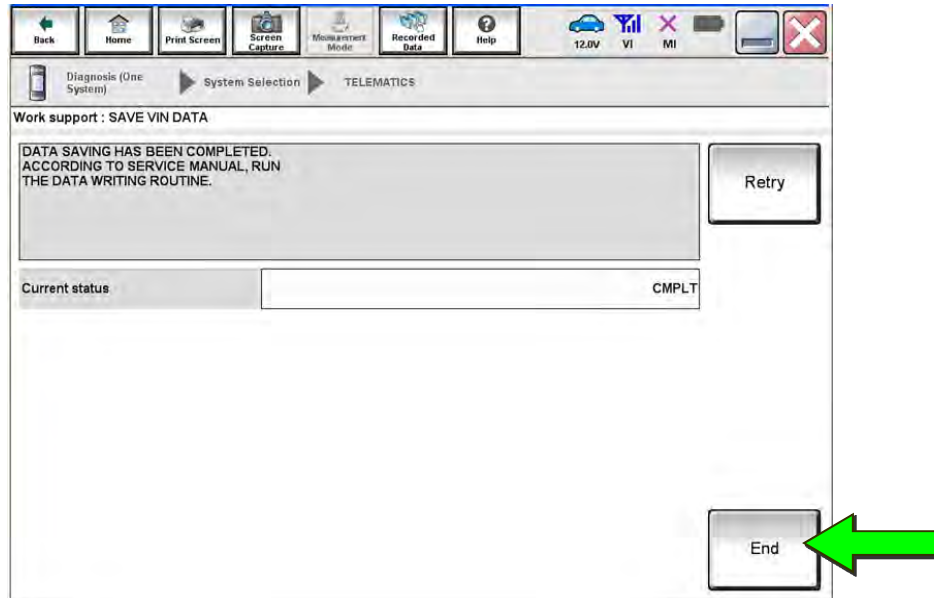


Figure 5

8. Select **Home**.

## Read and Save the Configuration

9. Select **Re/programming, Configuration**.

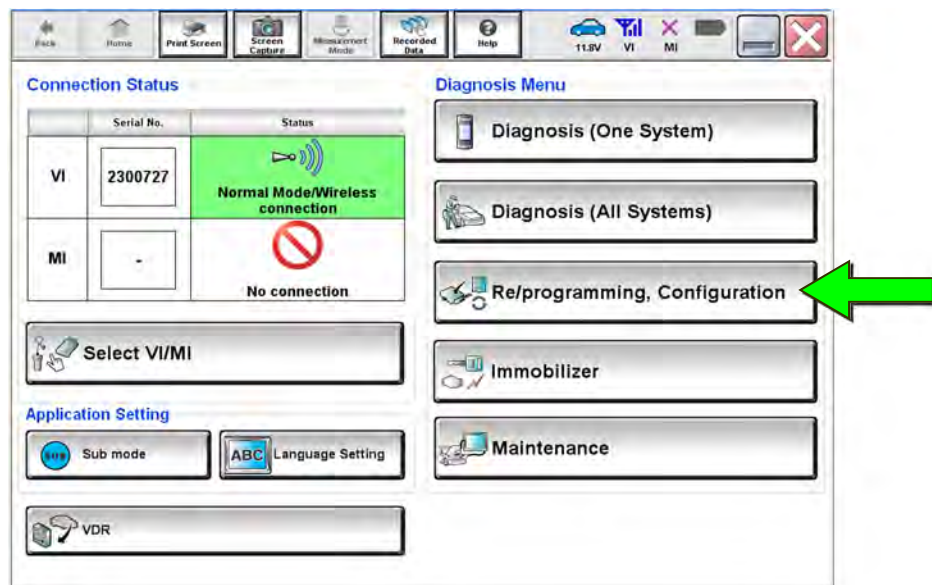


Figure 6

**HINT:** C-III plus screens for steps 10-13 are not shown.

10. Read the on-screen Precaution and select **Confirmed Instructions** at the bottom of the screen.
11. Select **Next**.
12. Confirm the vehicle details are correct for the vehicle you are working on, and then select **Confirm**.
13. Confirm the correct VIN, and then select **Confirm**.

14. Select MULTI AV.



Figure 7

15. Select Before ECU Replacement under VEHICLE CONFIGURATION.

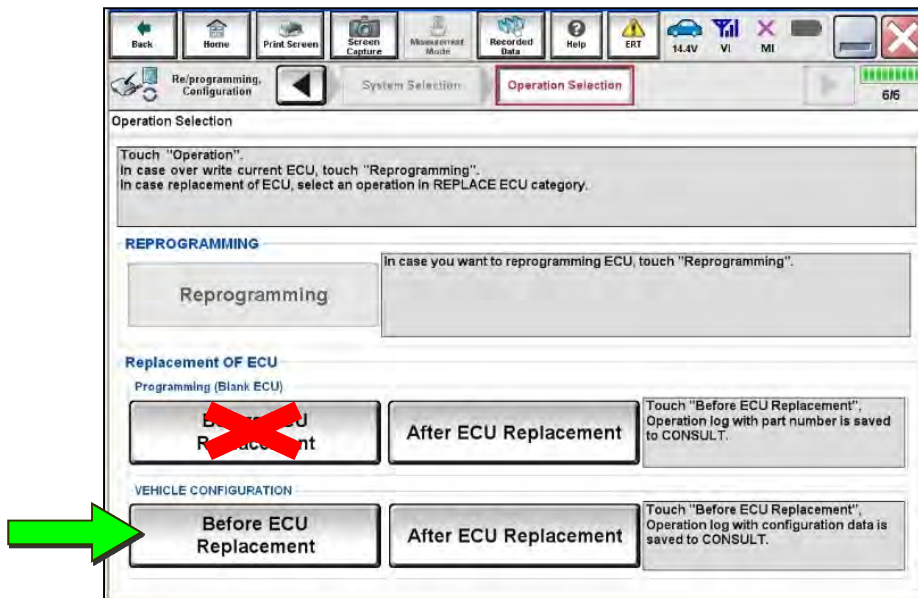


Figure 8

16. Write down all **Setting Value** information.

**HINT:** Use arrows to view all **Setting Value** screens.

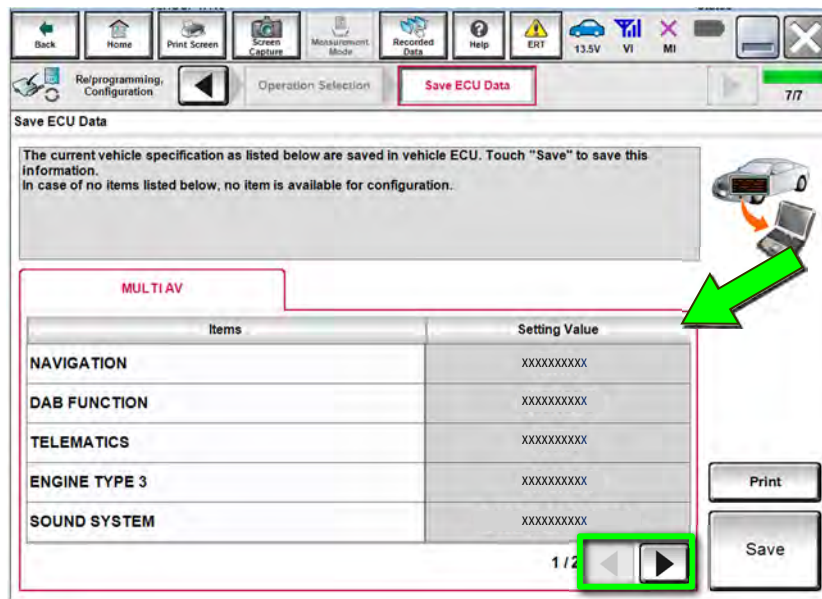


Figure 9

17. Select **Save**.

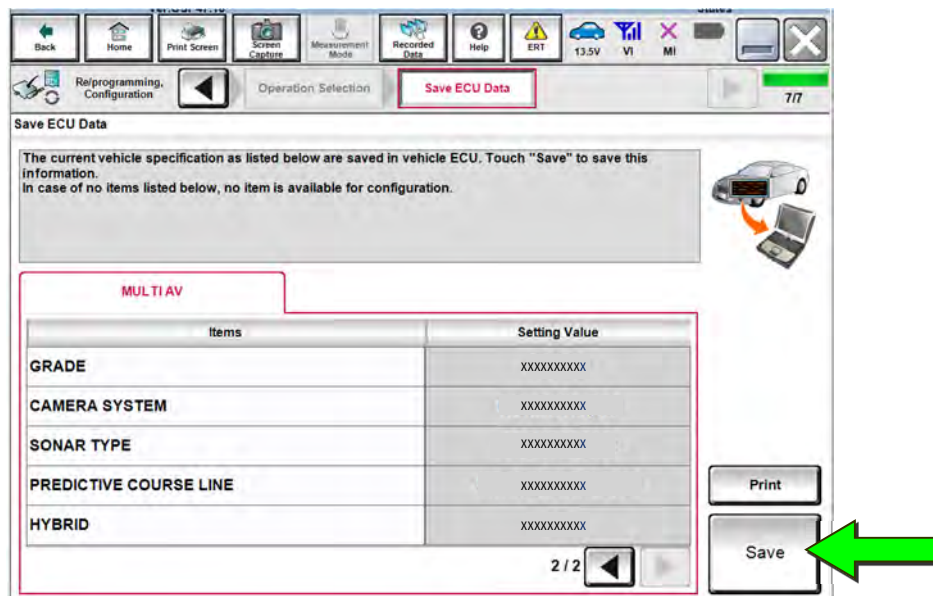


Figure 10

18. Select End.

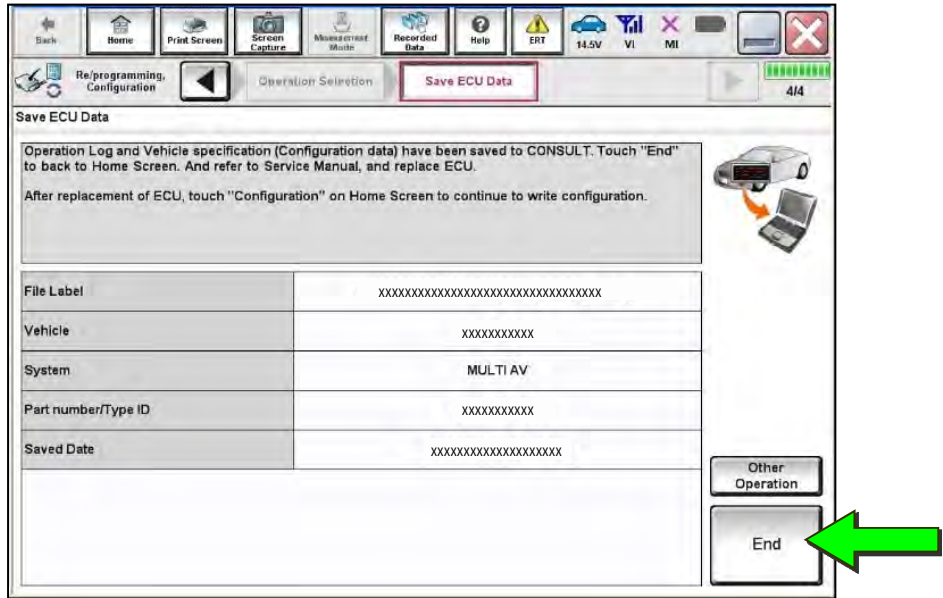


Figure 11

## Replace the AV Control Unit

19. Replace the AV Control Unit.

- Refer to the ESM:
  - Q50, Q60, QX80: DRIVER INFORMATION & MULTIMEDIA > AUDIO, VISUAL & NAVIGATION SYSTEM > REMOVAL AND INSTALLATION > AV CONTROL UNIT
  - QX50 and QX55: DRIVER INFORMATION & MULTIMEDIA > AUDIO, VISUAL & NAVIGATION SYSTEM > INFINITI INTOUCH > REMOVAL AND INSTALLATION > AV CONTROL UNIT

## Reprogram the AV Control Unit

20. Select Re/programming, Configuration.

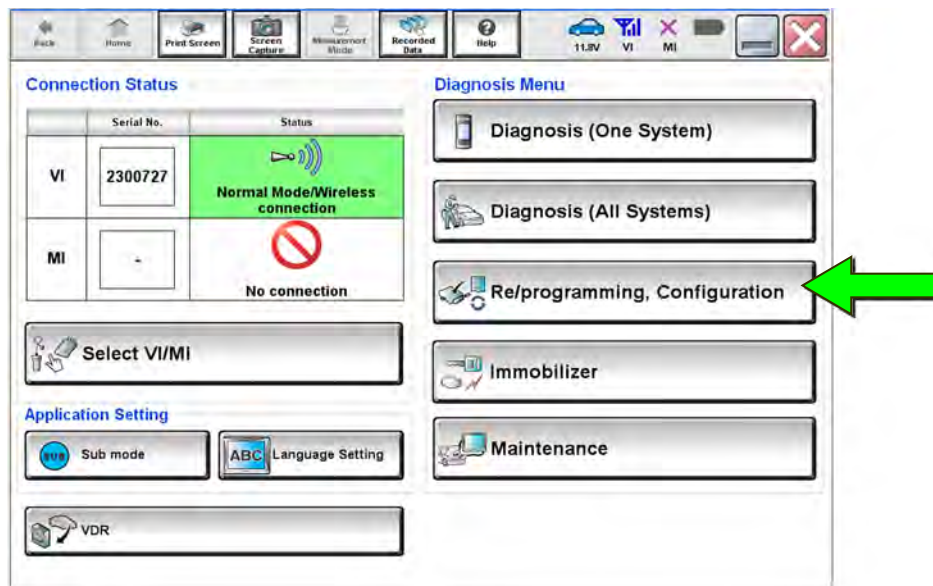


Figure 12

**HINT:** C-III plus screens for steps 21-25 are not shown.

21. Select **Confirmed instructions**.
22. Select **Next**.
23. Select **Confirm**.
24. Confirm the correct VIN is populated.
25. Select **Confirm**.

26. Select Other Operation.

HINT: If the VIN could not be read/saved, proceed to step 27.

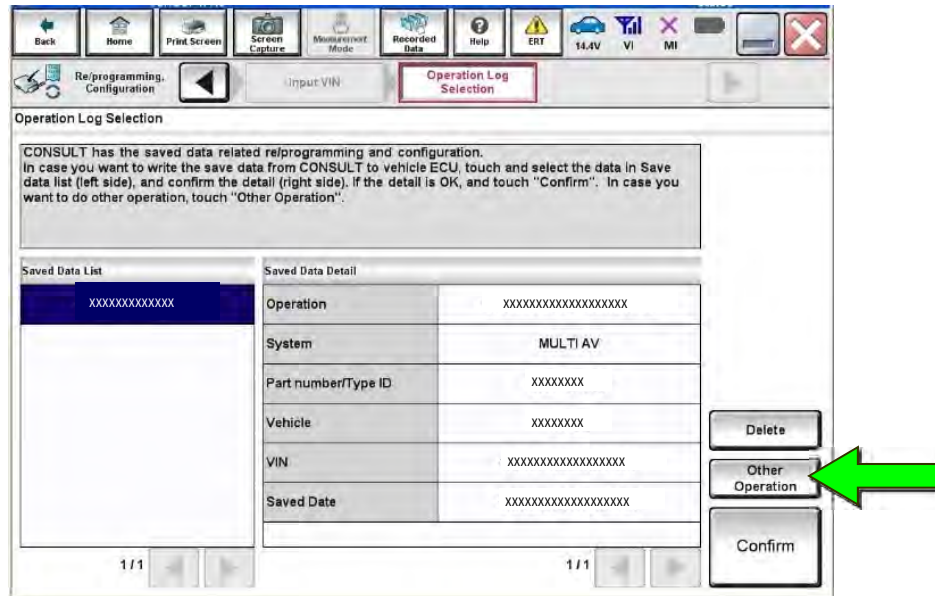


Figure 13

27. Select MULTI AV.

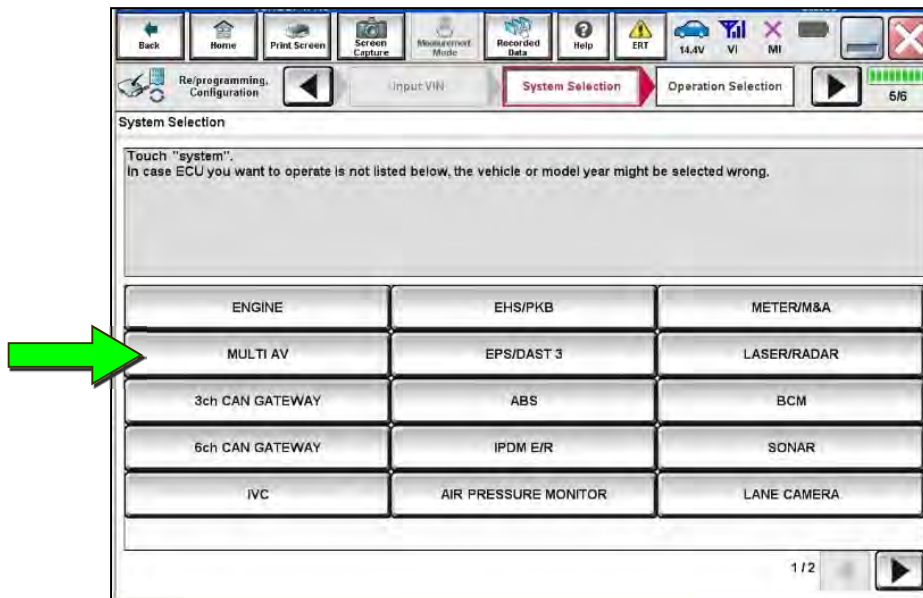


Figure 14

28. Select After ECU Replacement under Programming (Blank ECU).

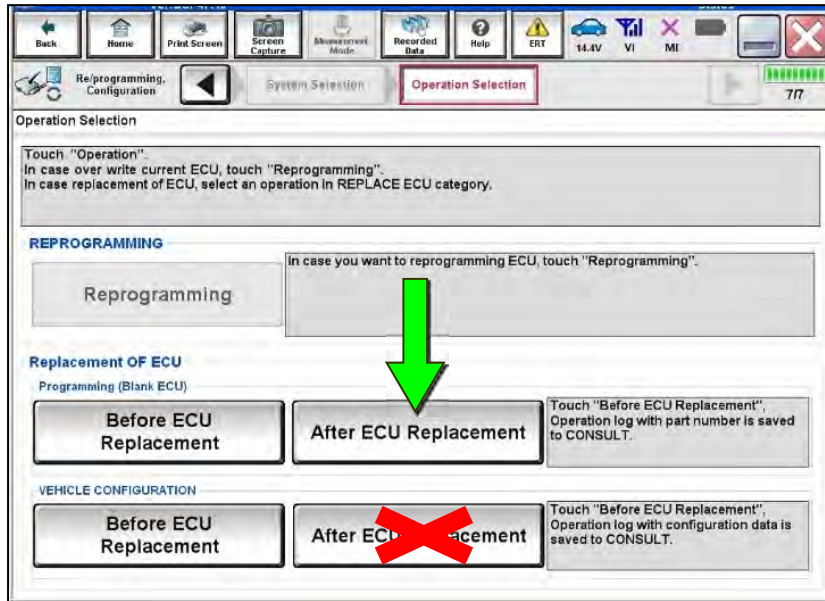


Figure 15

29. Select Next after reading the precaution.

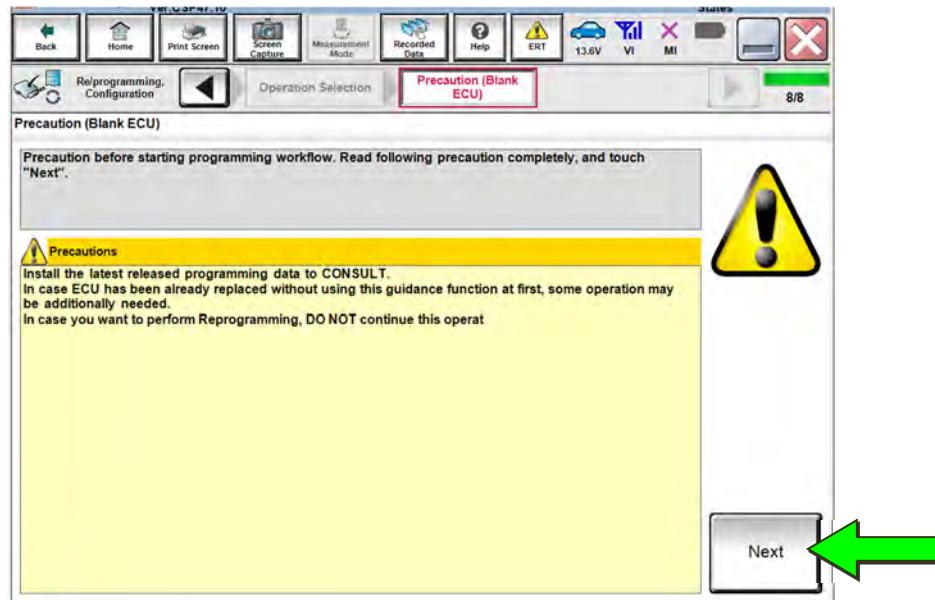


Figure 16

30. Select Manual selection.

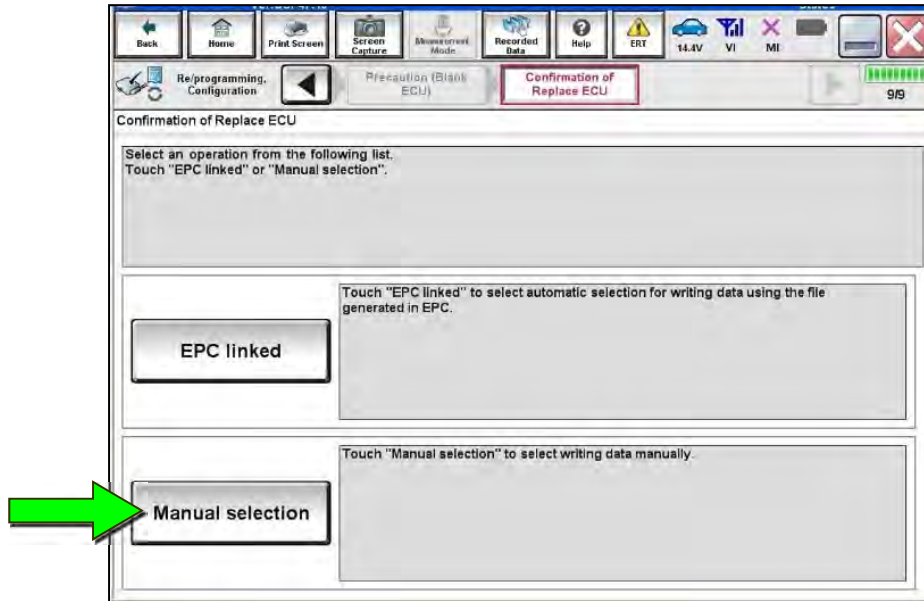


Figure 17

31. After reading all of the precautions, select **Confirmed instructions** and then select **Next**.

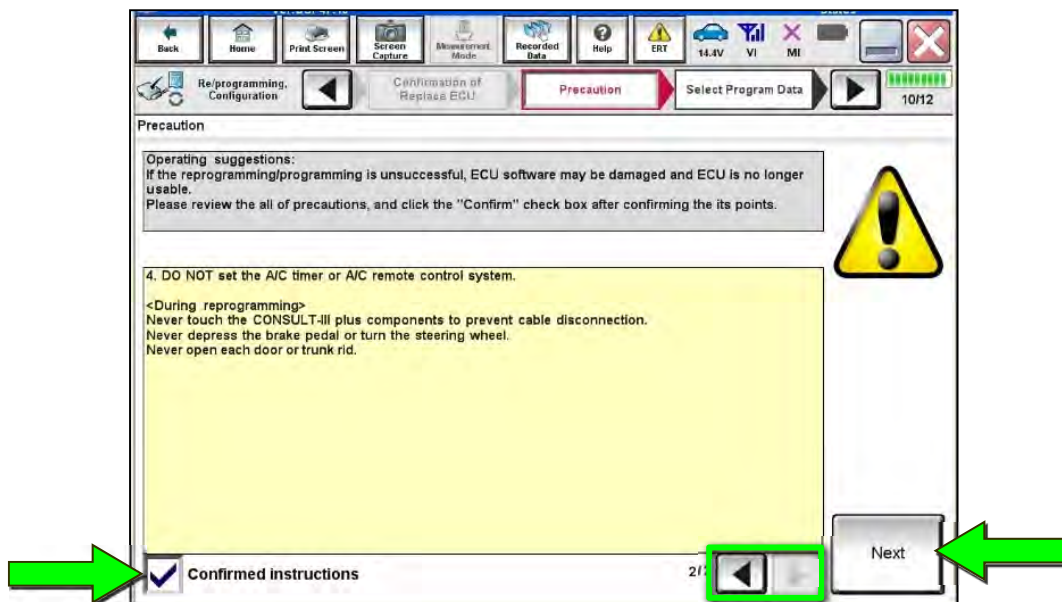


Figure 18

32. Review **Table A**, below, and find the applicable **ROM Data ID** for the vehicle you are working on.

**Table A**

Model	System	ROM Data ID
2020-2024 Q50	BOSE	283C2 6HL5C
	NON-BOSE	283C2 6HL5D
2020-2022 Q60	BOSE	283C2 5CR0B
	NON-BOSE	283C2 5CR0A
2020-2024 QX50	BOSE	283C2 5NY1A
	NON-BOSE	283C2 5NY0A
2022-2024 QX55	BOSE	283C2 5VG1A
	NON-BOSE	283C2 5VG0A
2020-2021 QX80	BOSE	283C2 6JF0B
	NON-BOSE	283C2 6JF0A

33. Use the arrows to scroll to locate and select the applicable **ROM Data ID**.

34. Select **Next**.

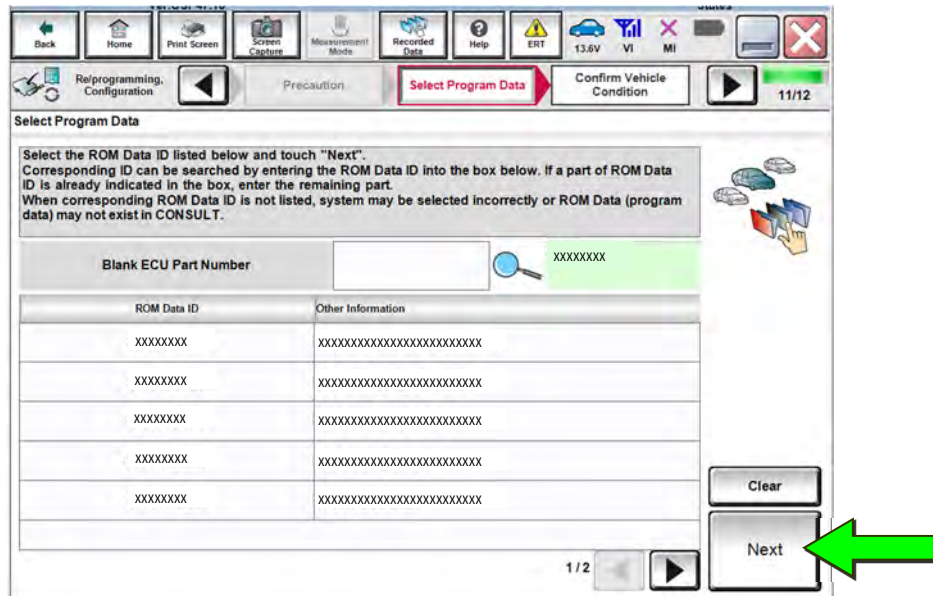


Figure 19

35. Confirm the information matches the vehicle you are working on, and then select **Next**.

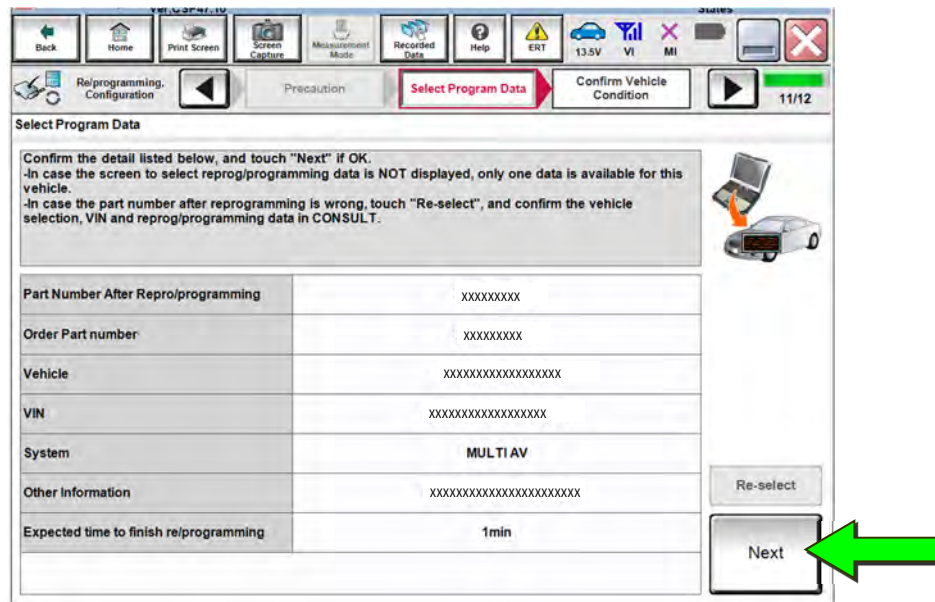


Figure 20

36. Follow the on-screen instructions, and then select **Next**.

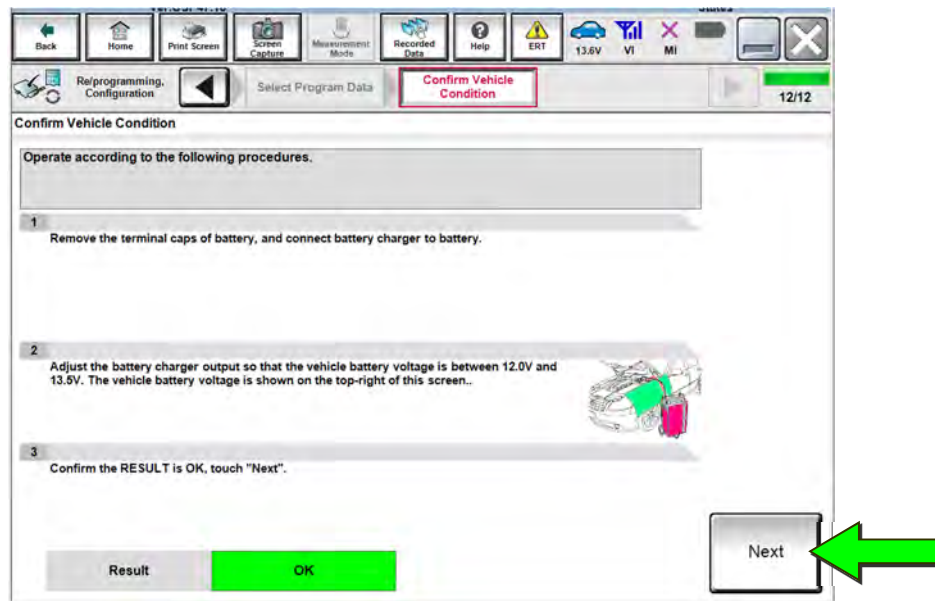


Figure 21

37. Confirm the battery voltage is within acceptable limits, and then select **Start**.

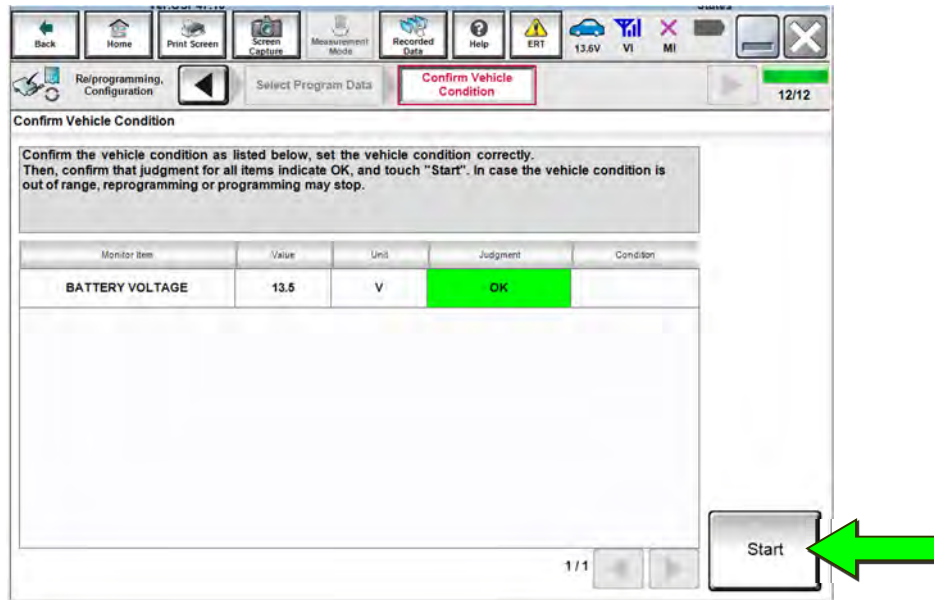


Figure 22

38. Wait for Transfer Data to complete, and then select **Next**.

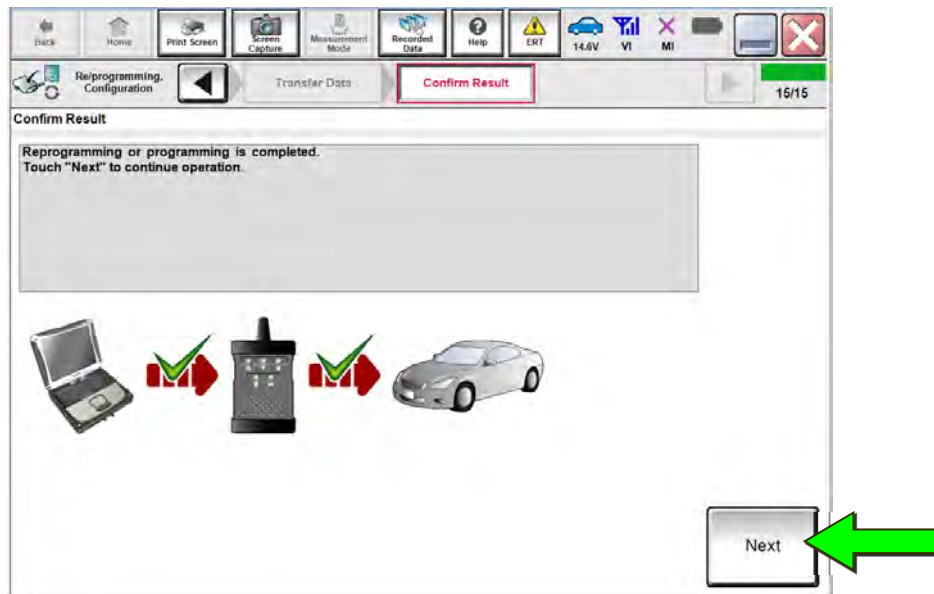


Figure 23

39. Follow the on-screen instructions, and then select **Next**.

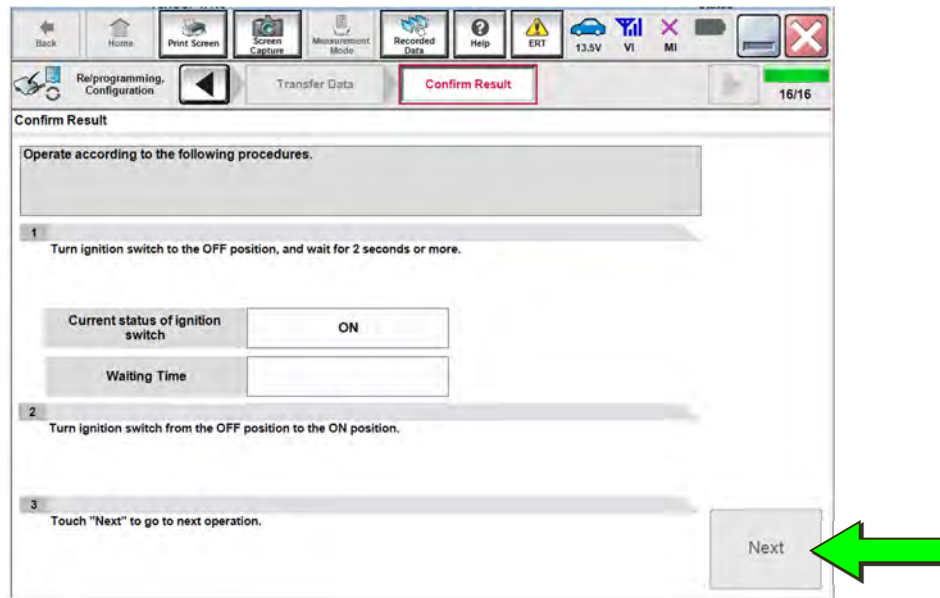


Figure 24

40. Erase all DTCs.

- Follow the on-screen instructions to erase the DTCs by turning the ignition OFF and then ON, and then wait for the erase to complete.

41. Confirm the before and after part numbers are different, and then select **Next**.

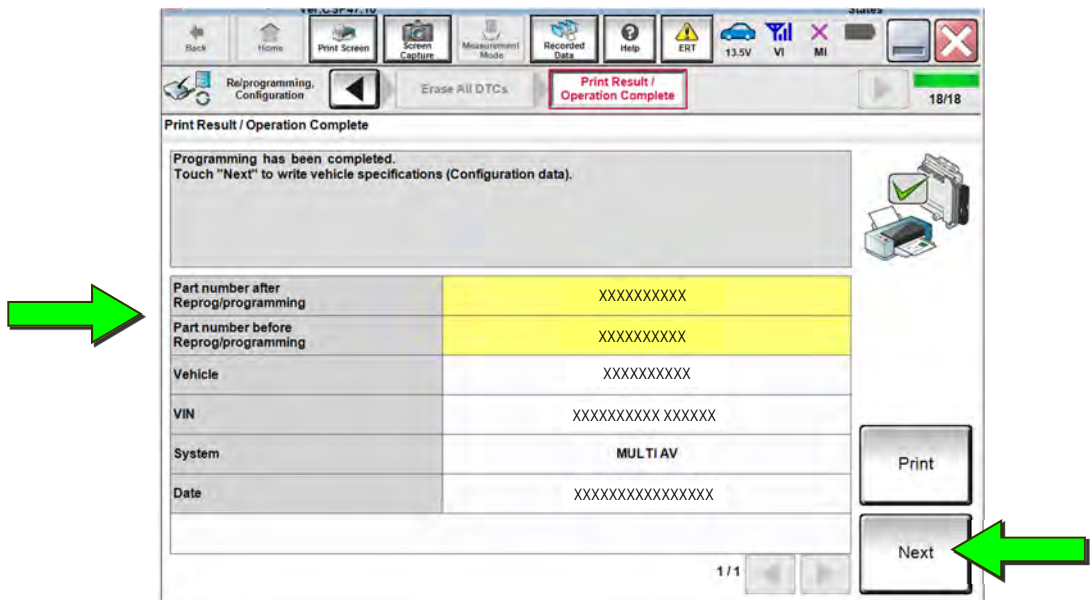


Figure 25

## Write the Configuration From Saved Data (From Read/Save)

42. Select Re/programming, Configuration.

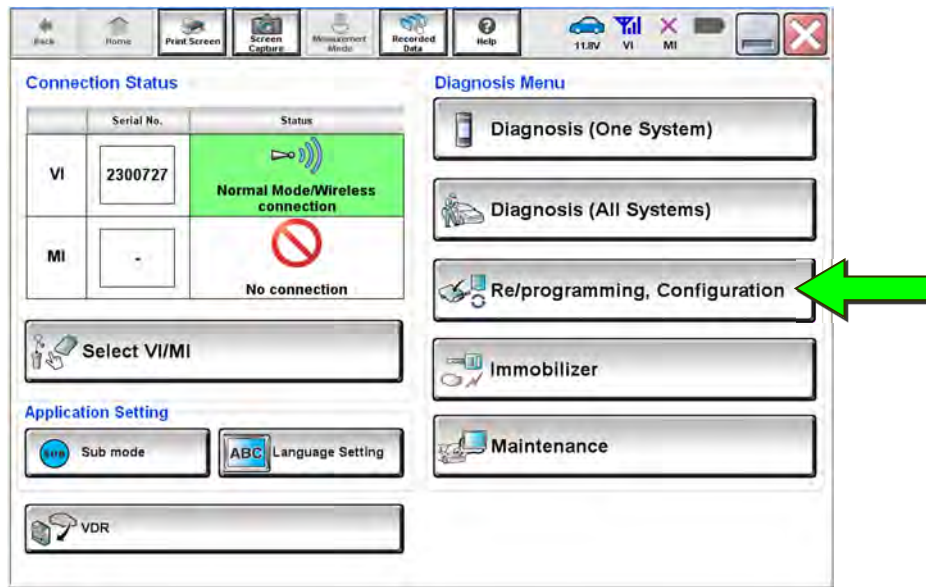


Figure 26

43. After reading all of the precautions, select **Confirmed instructions** and then select **Next**.

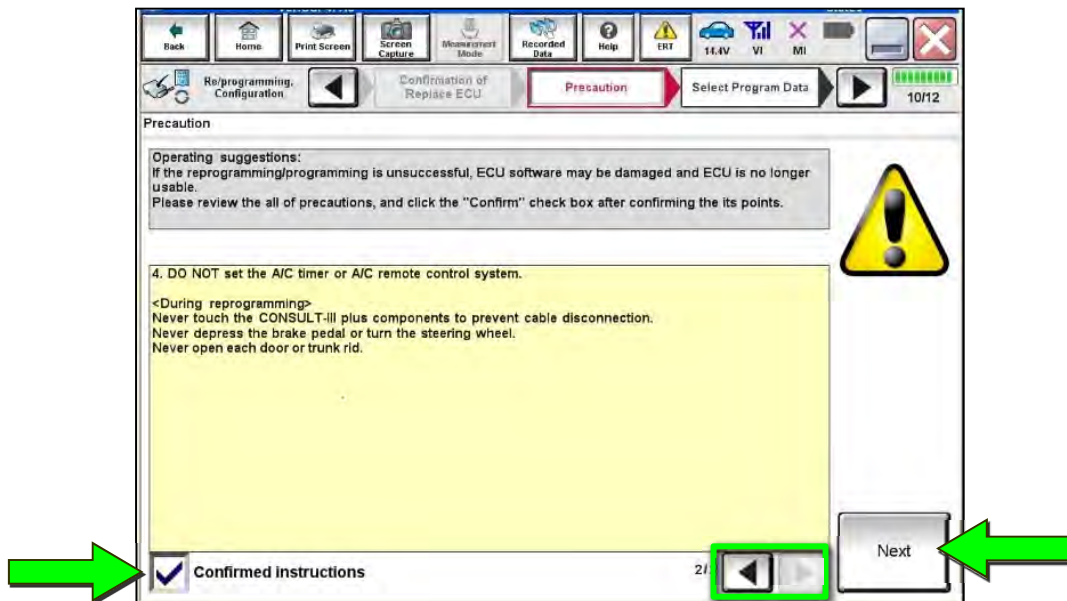


Figure 27

44. Confirm the correct vehicle information is populated, and then select **Confirm**.

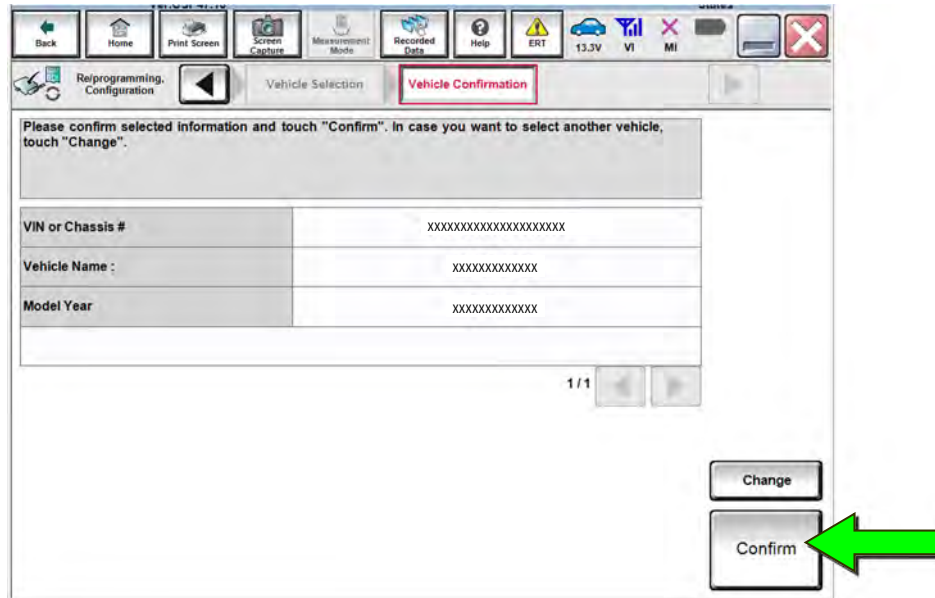


Figure 28

45. Confirm the **Saved Data Detail** information is correct, and then select **Confirm**.

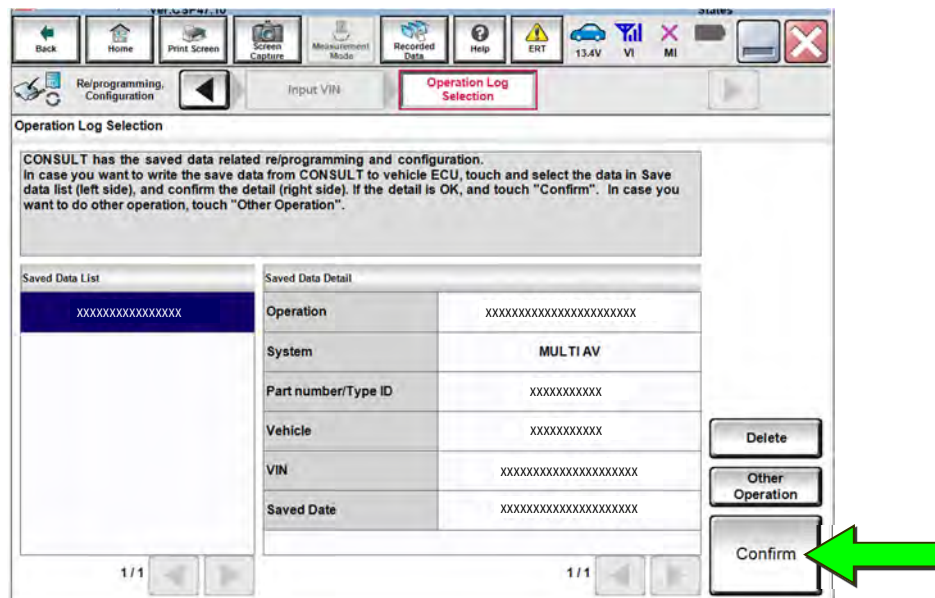


Figure 29

46. Use the arrows to confirm all **Setting Value** information is correct, and then select **OK**.

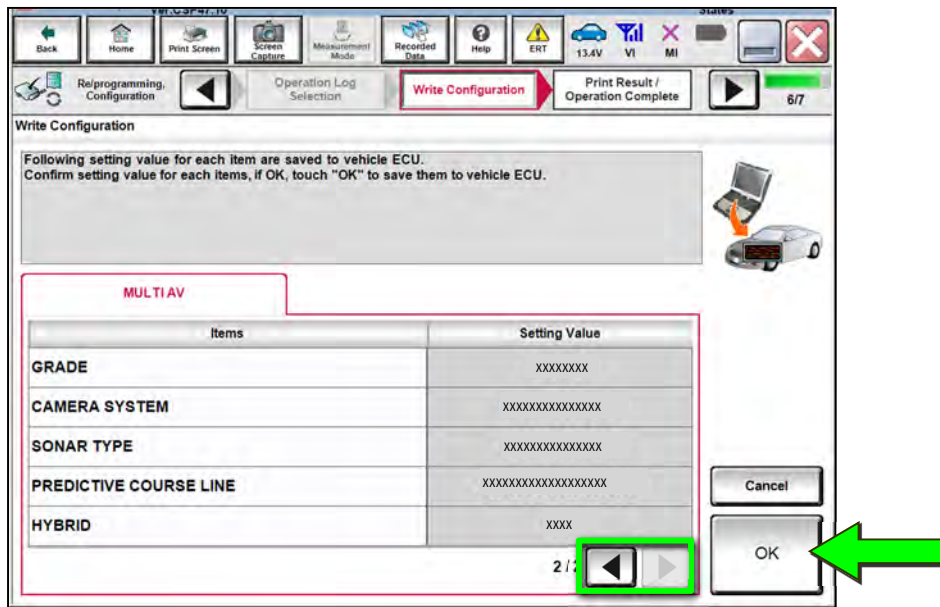


Figure 30

47. Select **End** after the configuration has been successfully written.

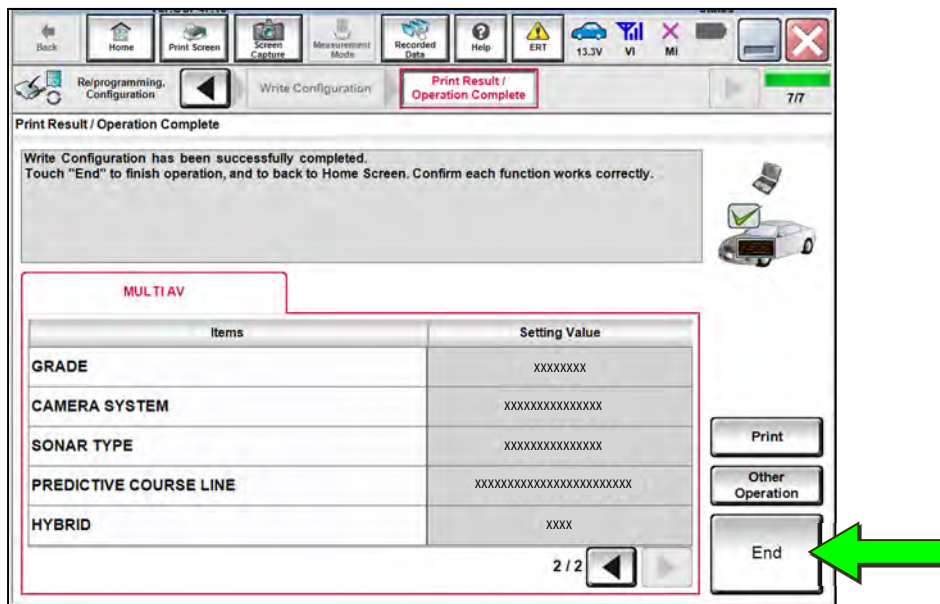


Figure 31

## Write Configuration Manually (Manual Selection)

48. Select Re/programming, Configuration.

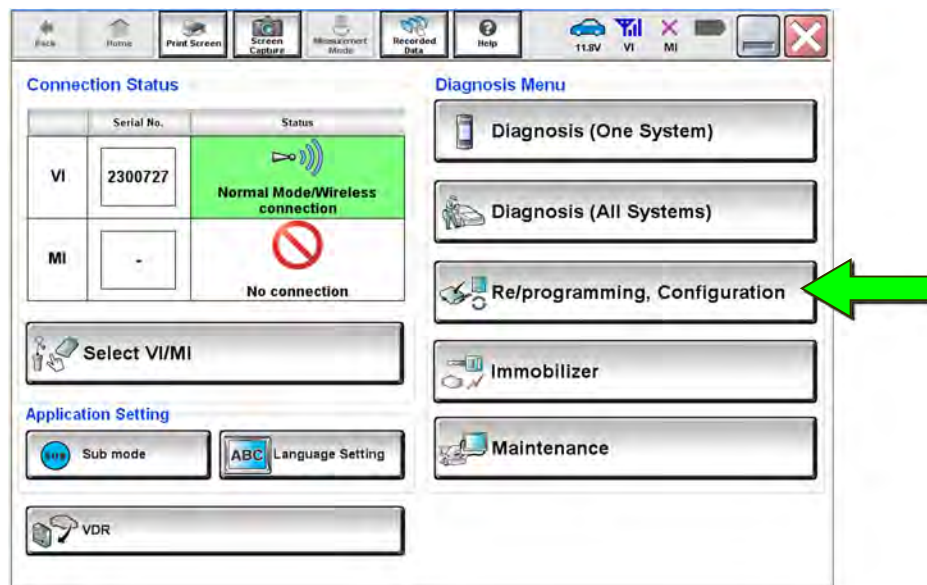


Figure 32

**HINT:** C-III plus screens for steps 49-51 are not shown.

49. Confirm the on-screen instructions, and then select **Next**.
50. Confirm the vehicle details, and then select **Confirm**.
51. Confirm the correct VIN is populated, and then select **Confirm**.

52. Select MULTI AV.

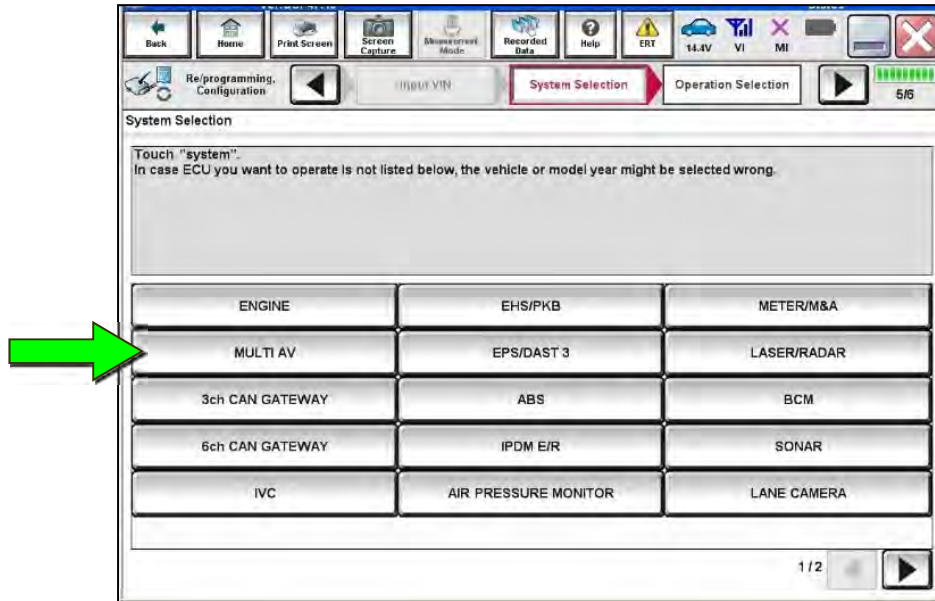


Figure 33

53. Select After ECU Replacement under VEHICLE CONFIGURATION.

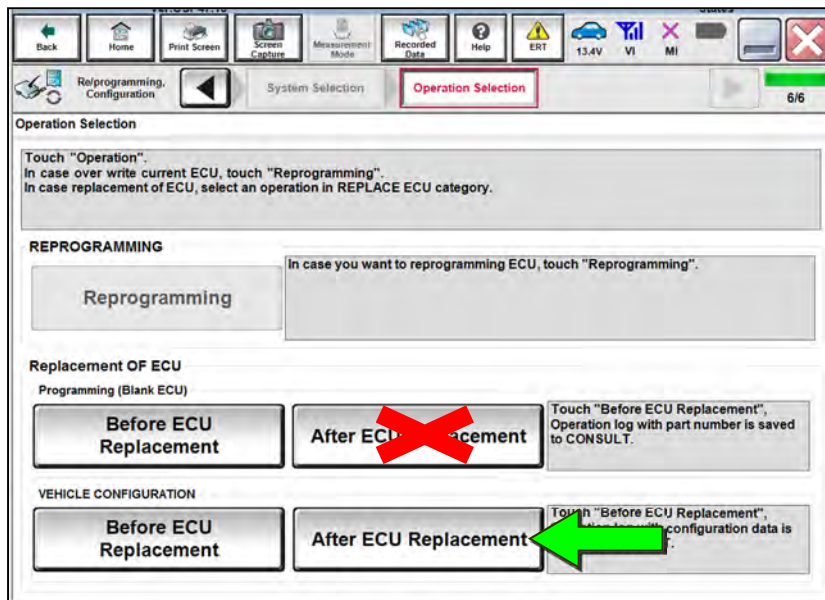


Figure 34

54. Select Manual selection.

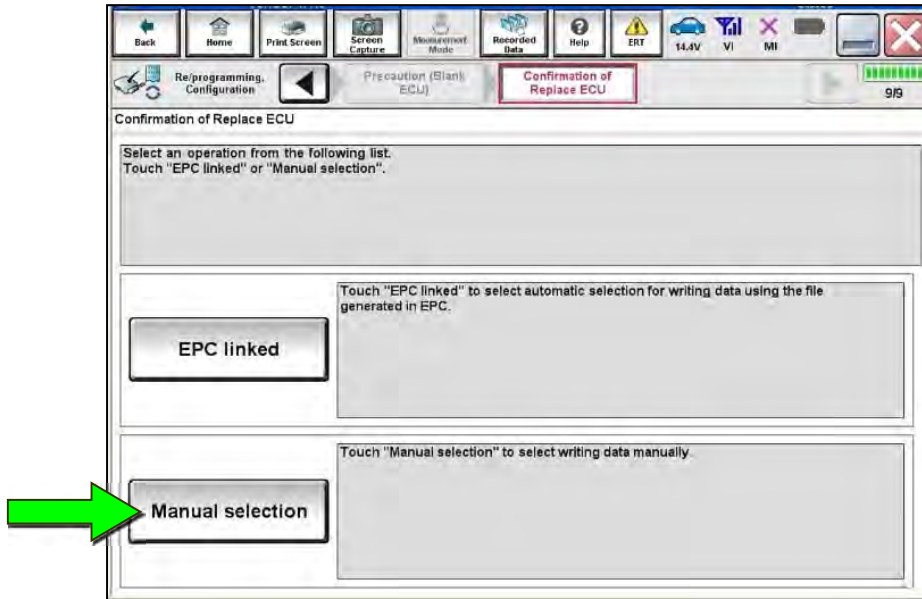


Figure 35

55. Use the drop down menus (Figure 36) to select the values that were written down in step 16 on page 7.

**HINT:**

- Use the arrows to scroll to any additional pages.
- The selections shown may not reflect the features of your vehicle.

56. Select Next.

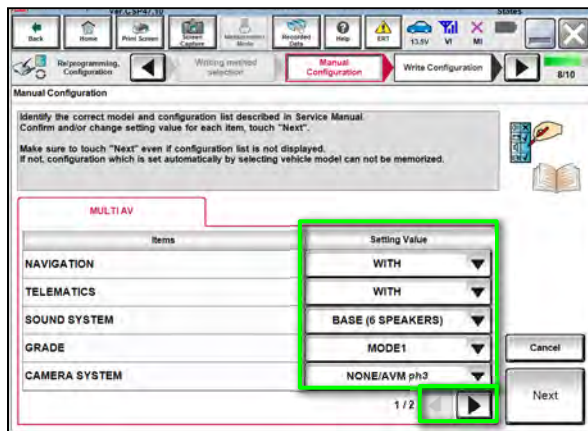


Figure 36

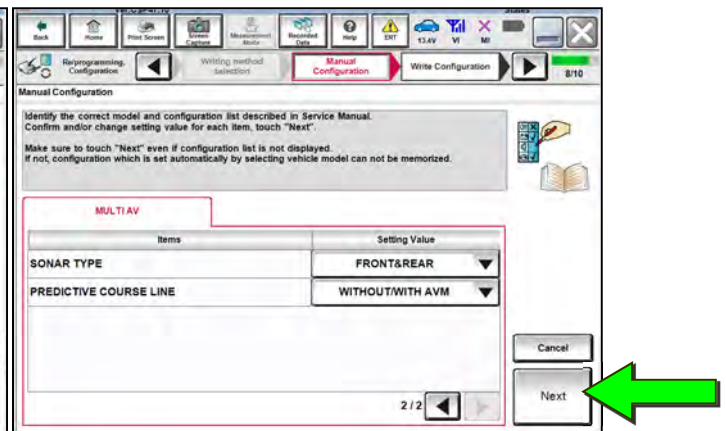


Figure 37

57. Confirm the **Setting Value** information is correct, and then select **OK**.

**HINT:** Use the arrows to scroll to any additional pages.

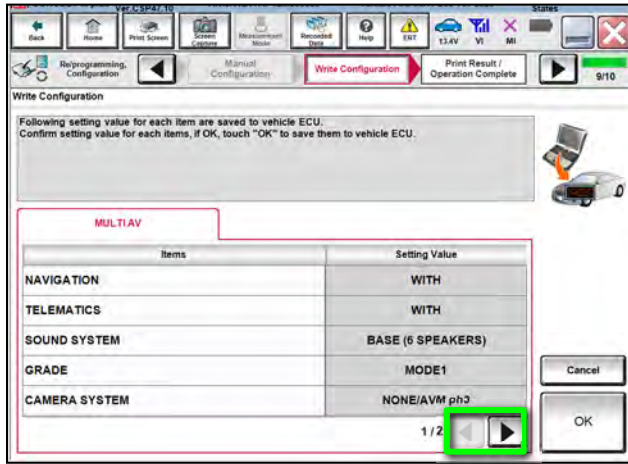


Figure 38

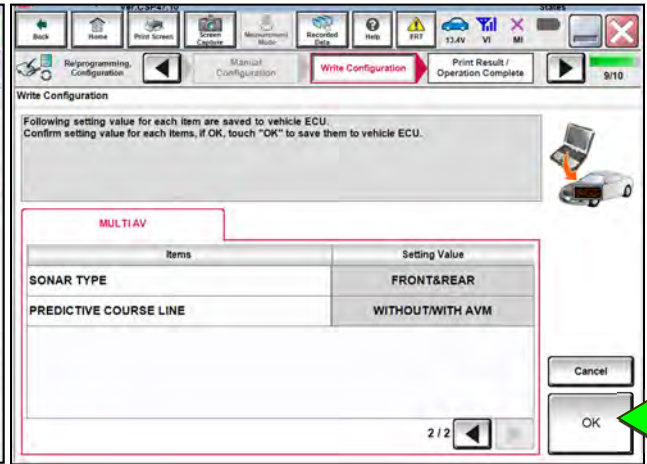


Figure 39

58. Select **End** after the configuration has been successfully written.

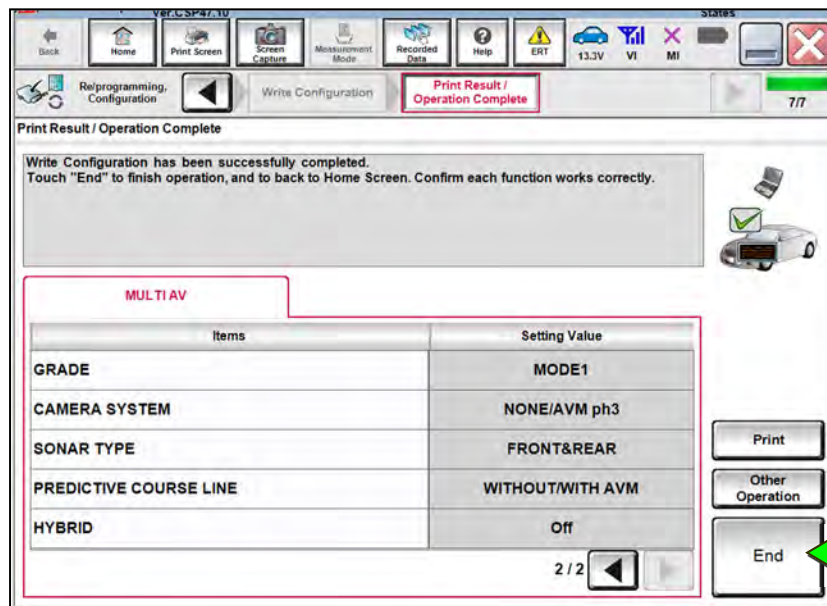


Figure 40

## Write the VIN From Saved Data (From Read/Save)

### HINT:

- If the VIN data was saved using steps 1 - 7, continue to step 59.
- If the VIN data was **NOT** saved using steps 1 - 7, skip to step 65 on page 26.

### 59. Select Diagnosis (One System).

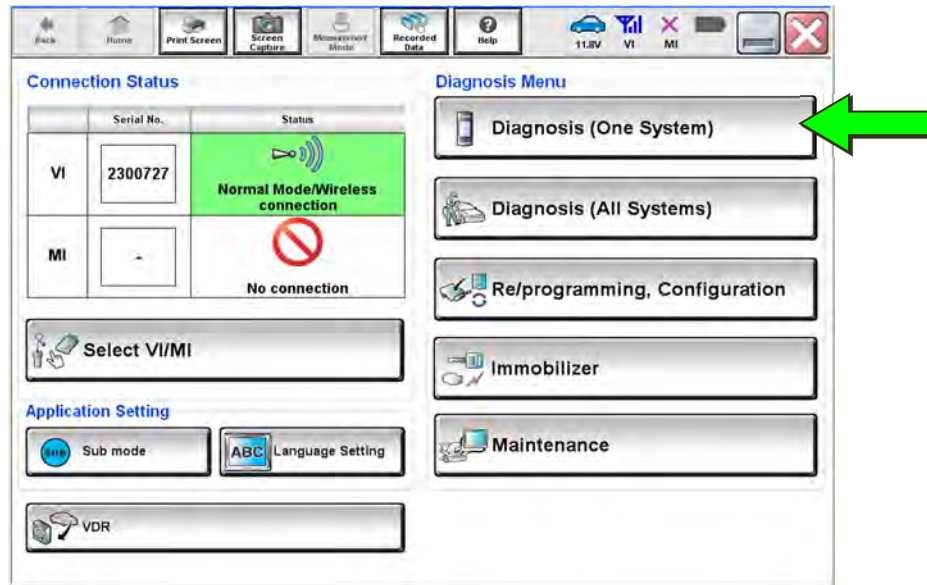


Figure 41

### 60. Select MULTI AV.

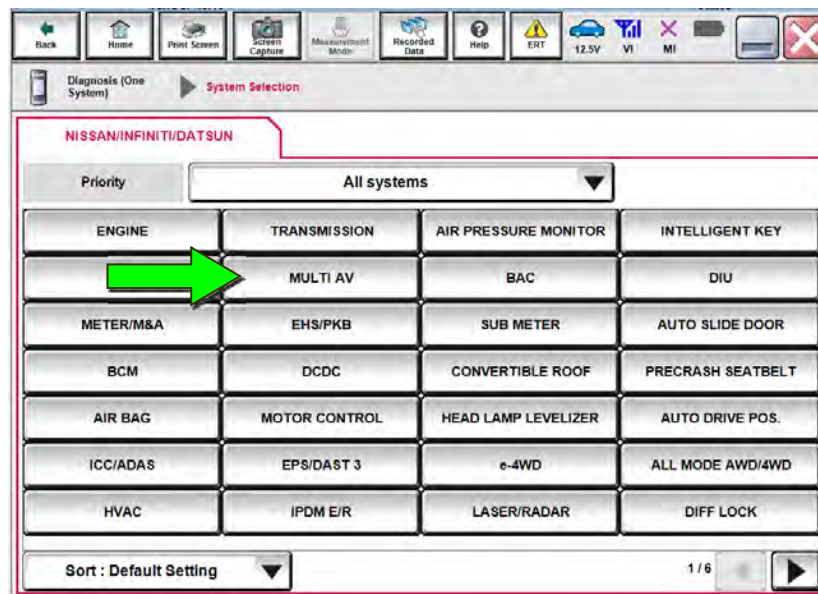


Figure 42

61. Select the **Work support** tab.
62. Select **WRITE VIN (SAVED DATA)**.
63. Select **Start**.

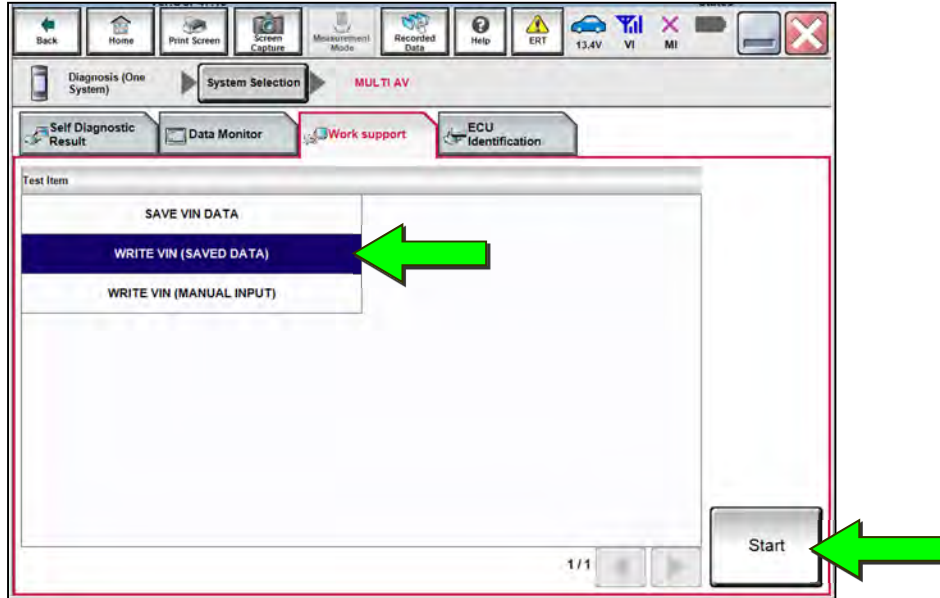


Figure 43

64. Confirm the correct VIN is displayed, and then select **Start**.

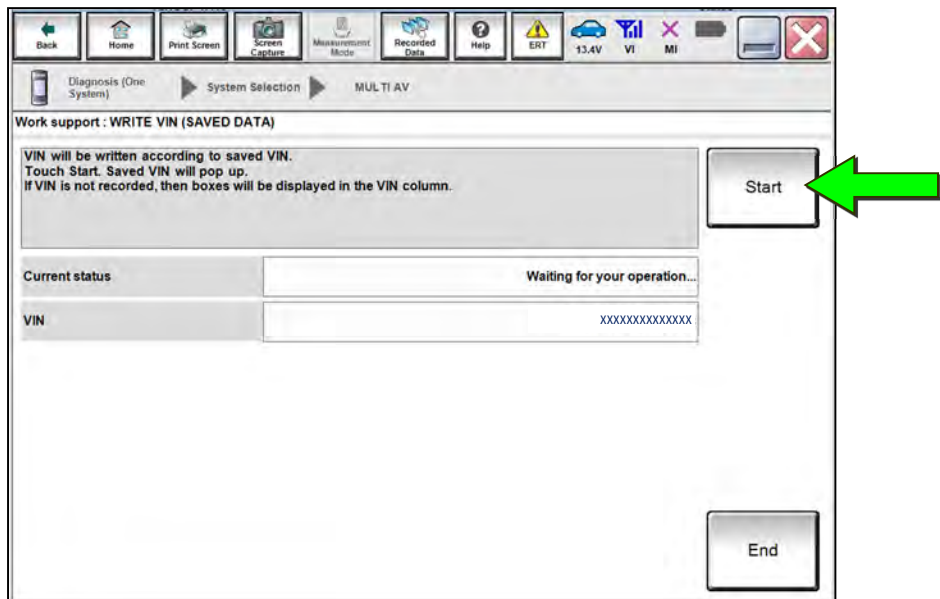


Figure 44

## Write the VIN Manually (Manual Input)

65. Select Diagnosis (One System).

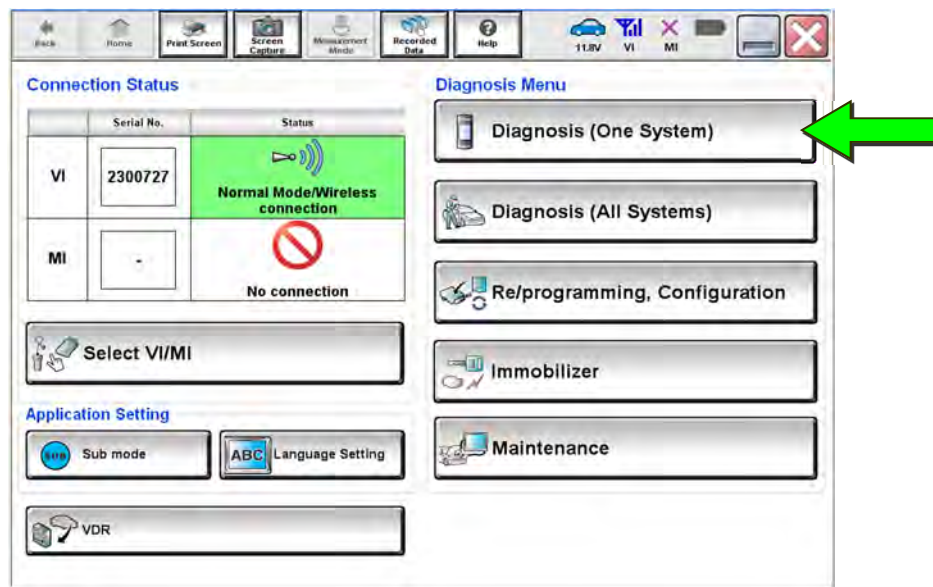


Figure 45

66. Select MULTI AV.

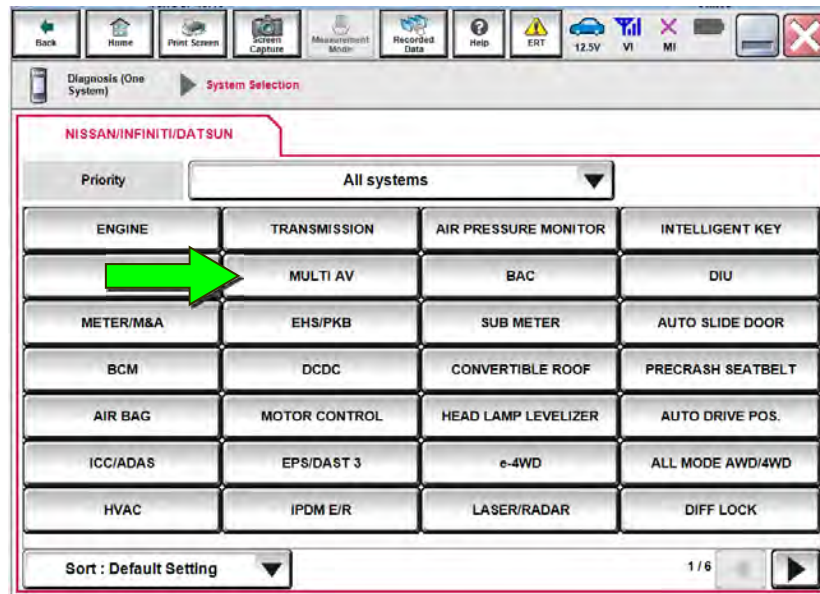


Figure 46

67. Select the **Work support** tab.
68. Select **WRITE VIN (MANUAL INPUT)**.
69. Select **Start**.

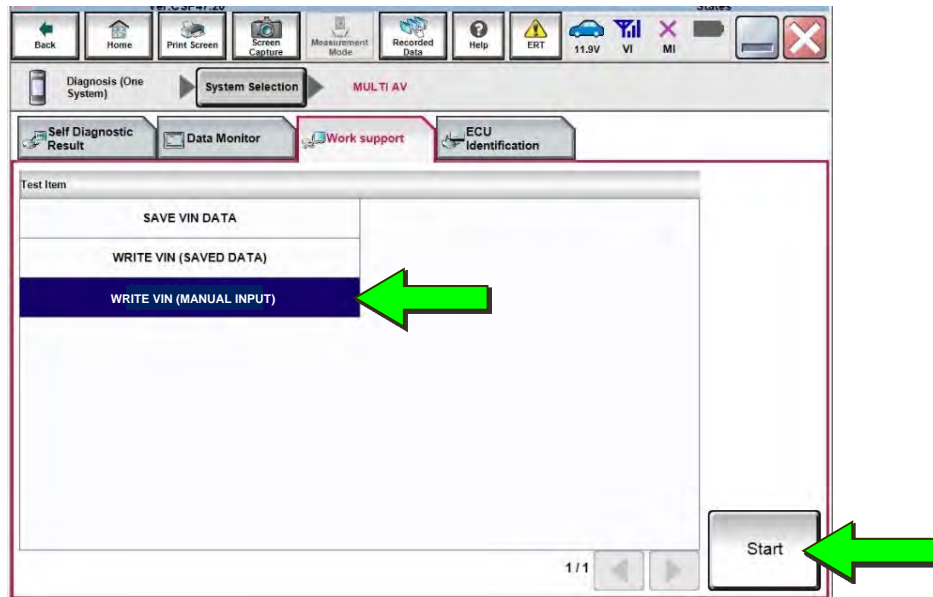


Figure 47

70. Manually type the VIN into the fields shown below.  
**HINT:** The VIN must be entered two (2) times.
71. Select **Start**.

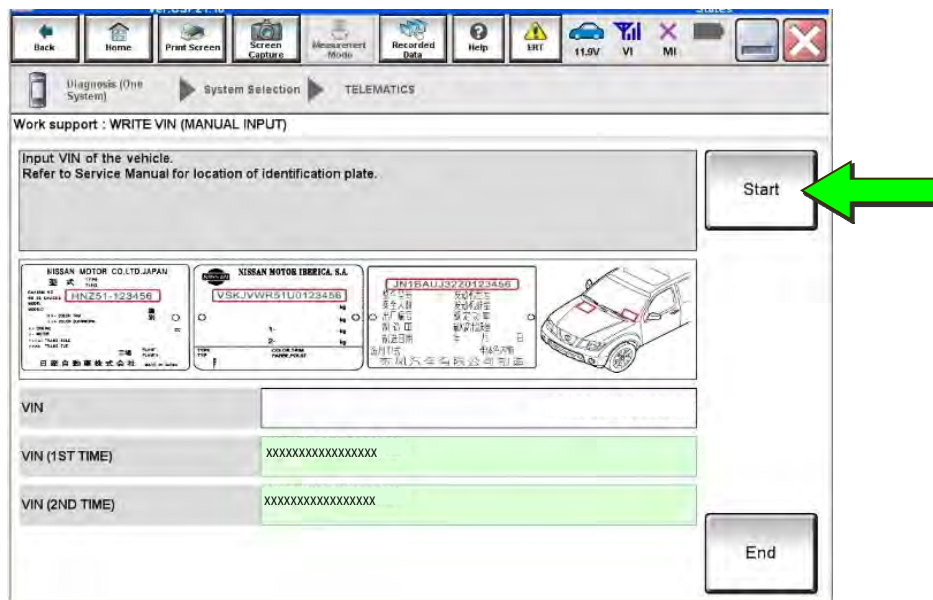


Figure 48

72. Follow the on-screen instructions to verify the VIN was written successfully.

- The VIN should populate in the field shown below.

73. Select **End**.

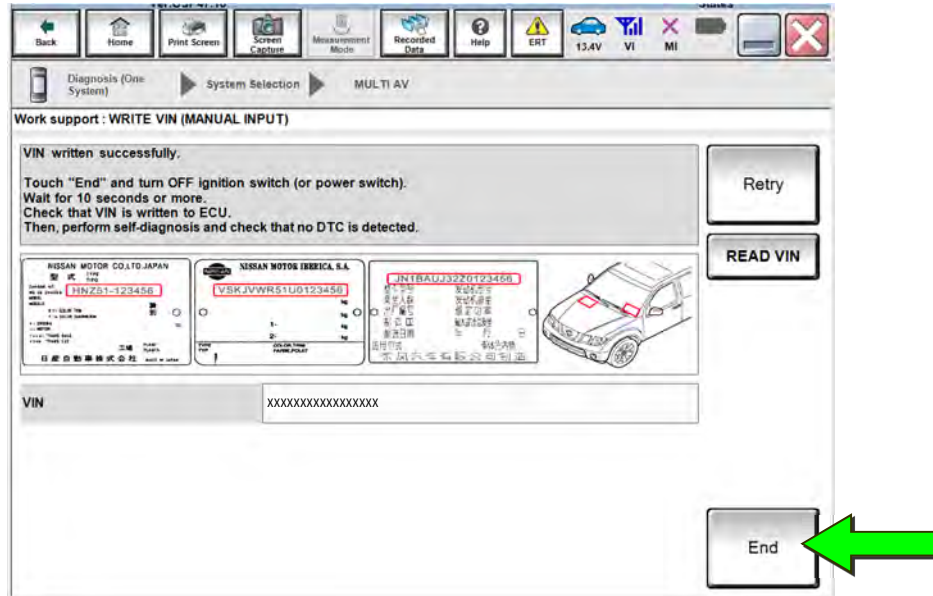


Figure 49

## CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace AV Control Unit – Q50 Auto	(1)	RX8SAA	ZE	32	1.9
Replace AV Control Unit – Q60 Auto					1.9
Replace AV Control Unit – QX50 Auto					1.5
Replace AV Control Unit – QX55 Auto					1.5
Replace AV Control Unit – QX80 Auto					1.7
Replace AV Control Unit – Q50 Manual		RX8TAA			1.9
Replace AV Control Unit – Q60 Manual					1.9
Replace AV Control Unit – QX50 Manual					1.6
Replace AV Control Unit – QX55 Manual					1.6
Replace AV Control Unit – QX80 Manual					1.7

(1) Reference the electronic parts catalog and use the Navigation Control Assembly (25915-\*\*\*\*\*) as the Primary Failed Part (PFP).

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 26, 2019	ITB19-042	Original bulletin published
April 27, 2020	ITB19-042a	Information on page 1 updated
February 4, 2021	ITB19-042b	Classification number updated
March 3, 2022	ITB19-042C	<b>APPLIED VEHICLES, Table A</b> on page 13, and <b>CLAIMS INFORMATION</b> revised
February 10, 2023	ITB19-042D	<b>APPLIED VEHICLES</b> , step 19, and <b>Table A</b> on page 13 revised
August 15, 2024	ITB19-042E	<b>APPLIED VEHICLES, Table A</b> on page 13, and battery voltage range on page 2 revised