

Classification:

EL19-040

Reference:

ITB19-033

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Date:

October 29, 2019

VOLUNTARY RECALL CAMPAIGN DISPLAY CONTROL UNIT (INFOTAINMENT) SOFTWARE UPDATE

CAMPAIGN ID #: R1912
NHTSA #: 19V654
APPLIED VEHICLES: 2018-2019 Q50 (V37) 2018-2019 QX30 (H15)
2018 Q50 Hybrid (HV37) 2019 QX50 (J55)
2018-2019 Q60 (CV37) 2018-2019 QX60 (L50)
2019 Q70 (Y51) 2018-2019 QX60 Hybrid (L50H)
2018-2019 QX80 (Z62)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Infiniti is conducting this voluntary recall campaign on certain specific model year Infiniti vehicles (see **APPLIED VEHICLES**). The display control unit (DCU) will be reprogrammed. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number R1912 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Infiniti strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

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.

REQUIRED SPECIAL TOOL

- One special tool USB drive J-52812-3 with ID card has been shipped to each dealer (see Figure 1).
- Additional USB drives are available from Tech•Mate: infinittitechmate.com or 1-800-662-2001.



Figure 1

IMPORTANT

It is highly recommended that the provided campaign USB drive, J-52812-3, be used.

HINT:

- If unavailable, the reprogramming software may be downloaded onto special tool USB drive J-52727-1 using the Infotainment Software Download procedure.
 - Special tool USB drive J-52727-1 has also been shipped to each dealer.
 - *Click here* to access the Infotainment Software Download procedure. After the software has been downloaded, continue to step 1 below.

SERVICE PROCEDURE

Update the Display Control Unit

1. Start the engine, and then wait 60 seconds for the audio system to load.

HINT:

- The engine needs to idle for the duration of the update to retain battery charge.
 - If vehicle battery voltage becomes too low, the reprogram may not complete.

2. Open the **Settings** Menu, and then select **Bluetooth**.
 - The **Settings** menu is accessed with the hard button located on the display.



Figure 2

3. Select **Connect Device** from the **Bluetooth Settings** menu.
HINT: If no connected devices are present, Figure 9 (page 6) will display.



Figure 3

4. Check for devices in the **Device List**:
- **YES**, one or more devices are listed: Select a device, and then proceed to step 5.
 - **NO**, there are no listed devices: Skip to step 7.

IMPORTANT: All paired (listed) devices must be deleted before proceeding to step 7.



Figure 4

5. Select **Delete**.

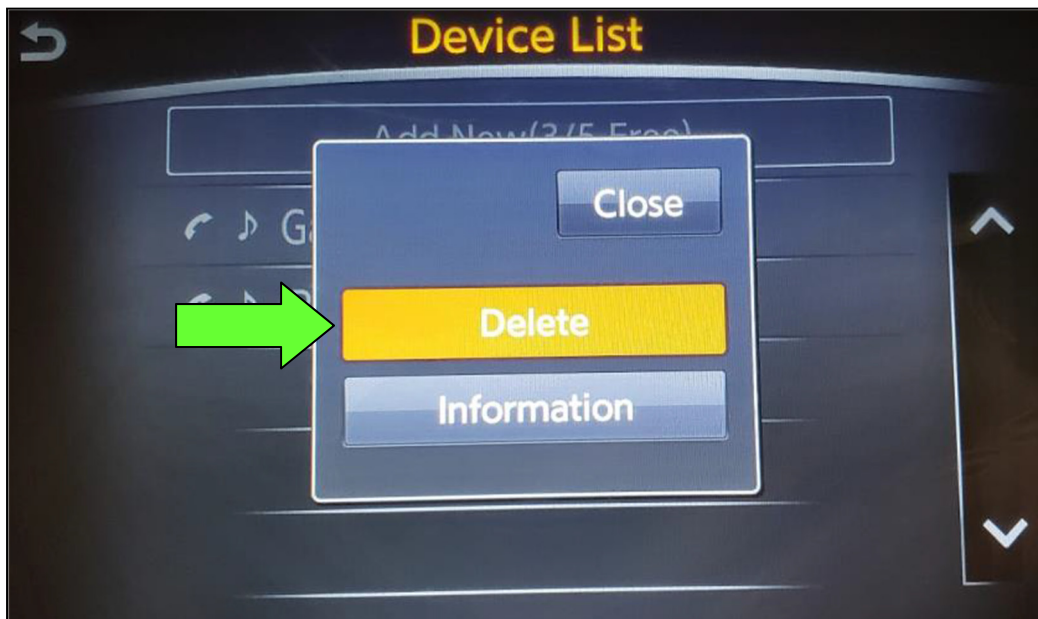


Figure 5

HINT: The following screens will be displayed while a paired device is being deleted.

- The first screen will show "Deleting..." followed by the device name.

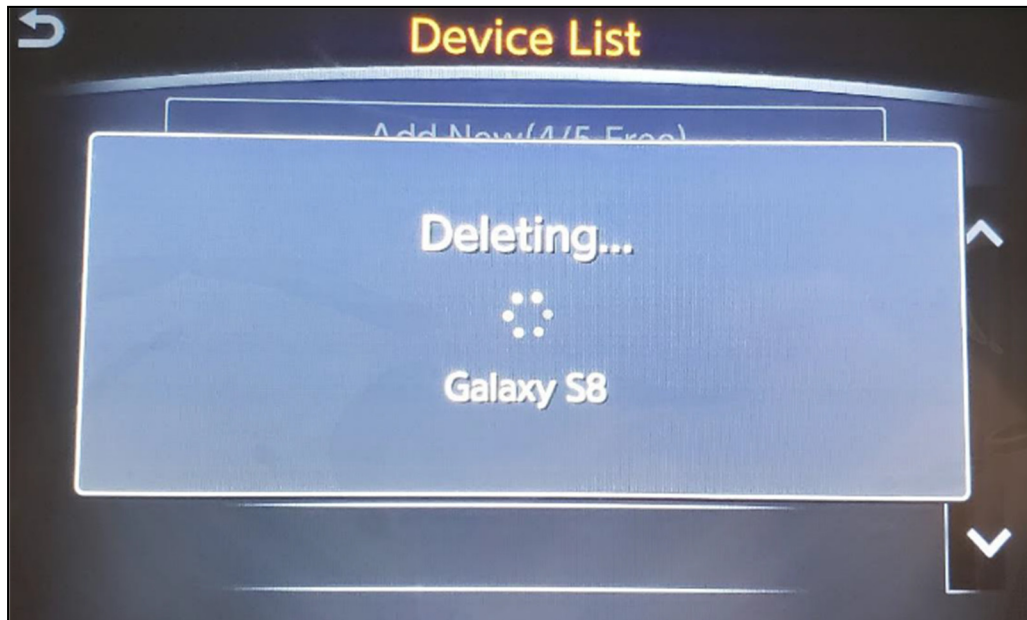


Figure 6

- The second screen will show information regarding repairing the Bluetooth® device.

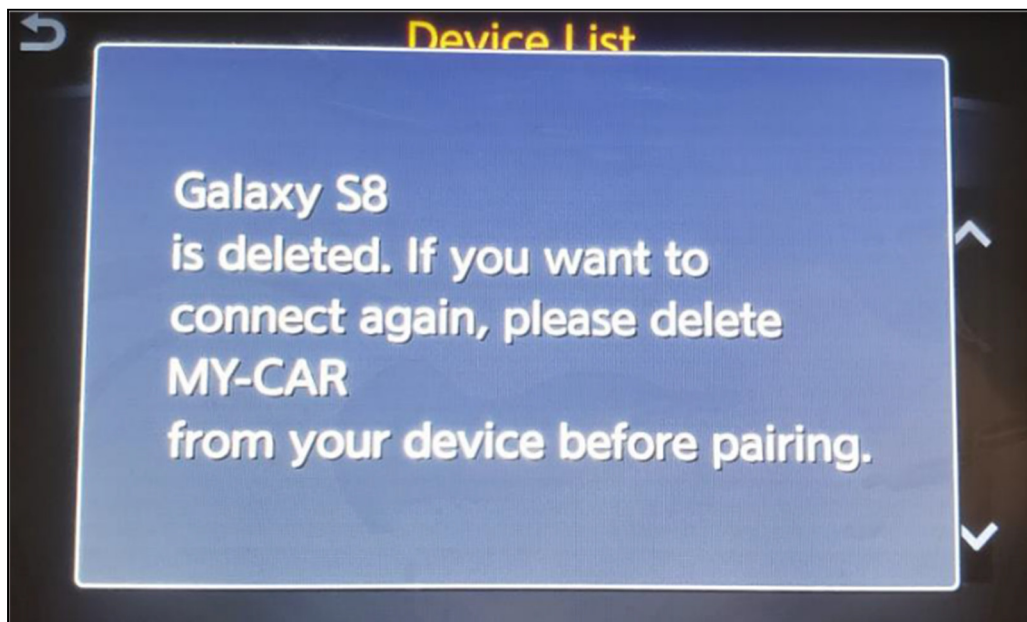


Figure 7

6. Check for additional devices in the **Device List**:

- **YES**, there are more listed devices: Perform steps 4 and 5 until all listed devices are deleted.
- **NO**, there are no listed devices: Proceed to step 7.

IMPORTANT: All paired (listed) devices must be deleted before proceeding to step 7.



Figure 8

- Figure 9 will be displayed when all listed devices have been deleted.

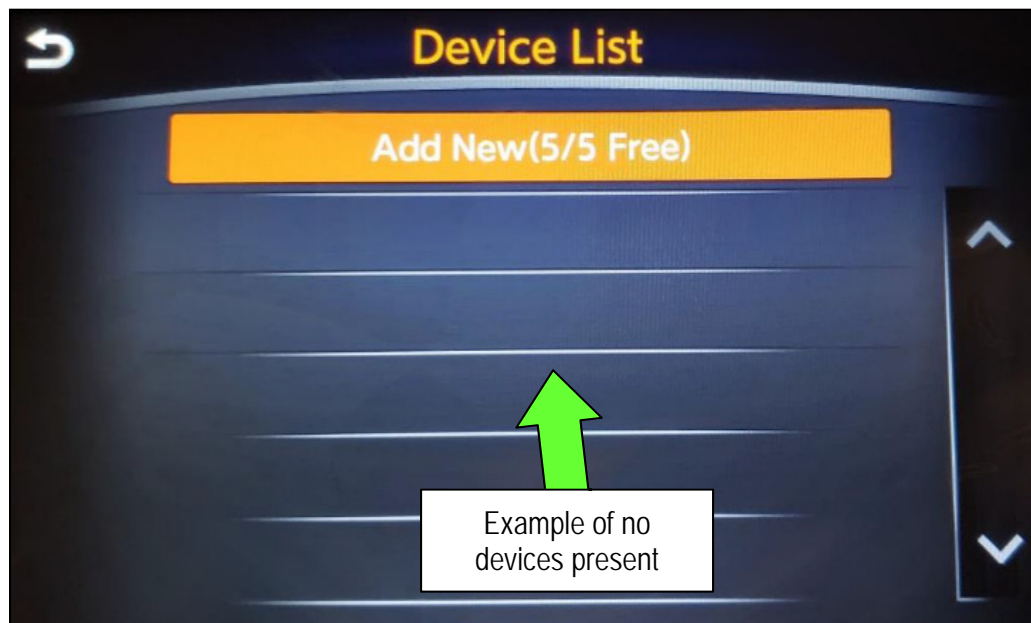


Figure 9

7. Insert special tool J-52812-3 into the vehicle's USB media port (see Figure 10).

- Do not remove the USB drive during the update to the vehicle until instructed.

HINT: Charging ports are marked in the vehicle with a "lightning bolt" symbol.

NOTICE

Do not insert the USB drive into a charging port. If used, the update software and/or USB drive may become damaged. Only insert the USB drive in a USB media port.

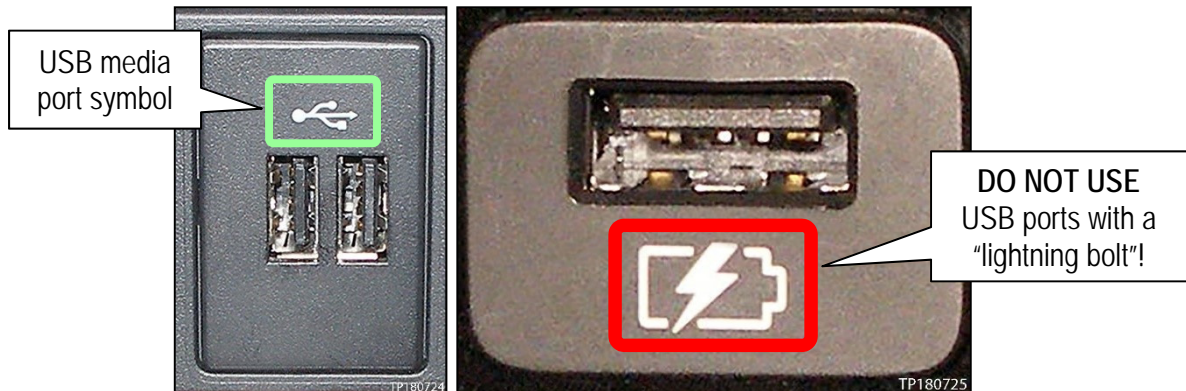


Figure 10

Figure 11

8. Wait approximately 10-30 seconds for the screen in Figure 12 or Figure 13 to appear.
 - a. If the screen shown in Figure 12 appears, proceed to step 9 below.
 - b. If the screen shown in Figure 13 appears, then no software update is available. Remove special tool J-52812-3, and then go to step 15.

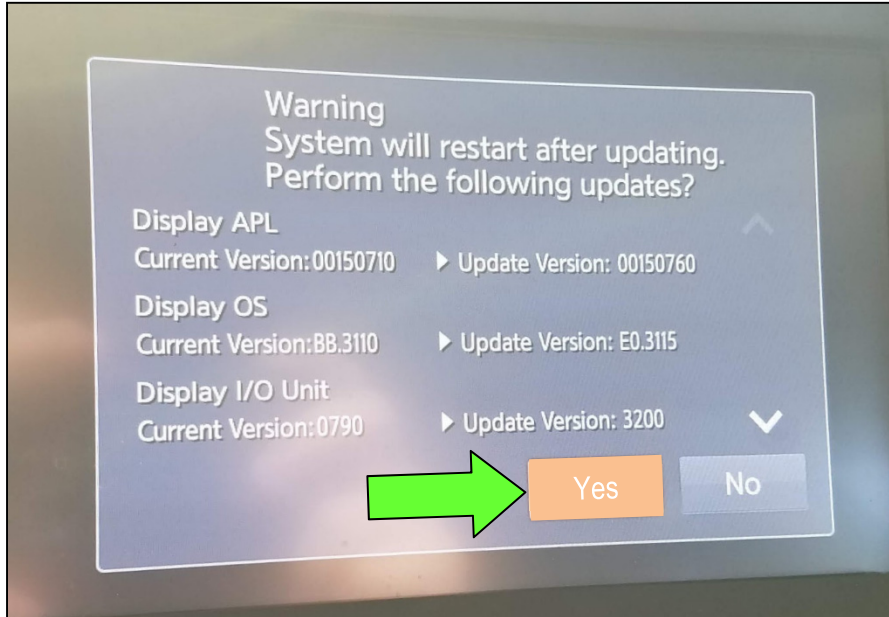


Figure 12

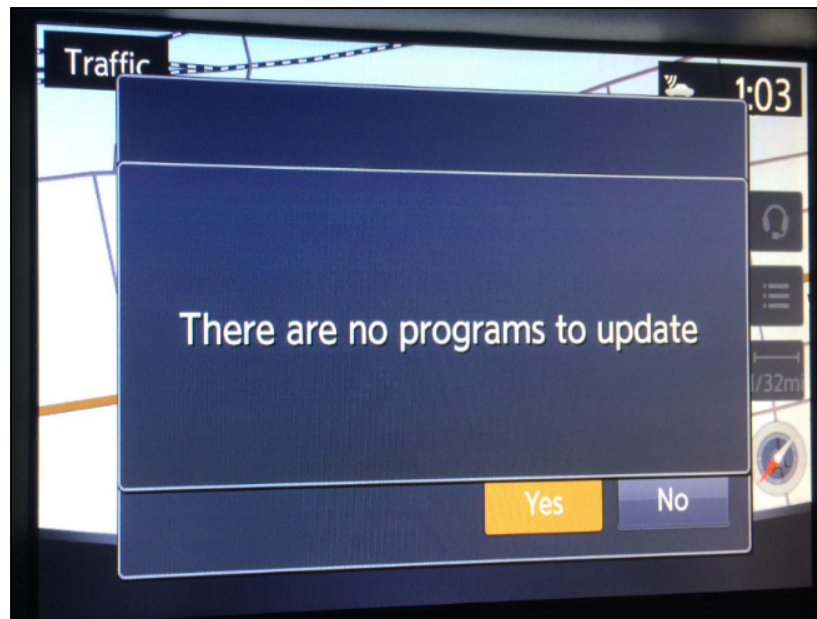


Figure 13

9. Select Yes to begin the software update.

10. Wait for the update to complete.

- Follow the on-screen instructions while waiting.

HINT: The update lasts 1-2 minutes.

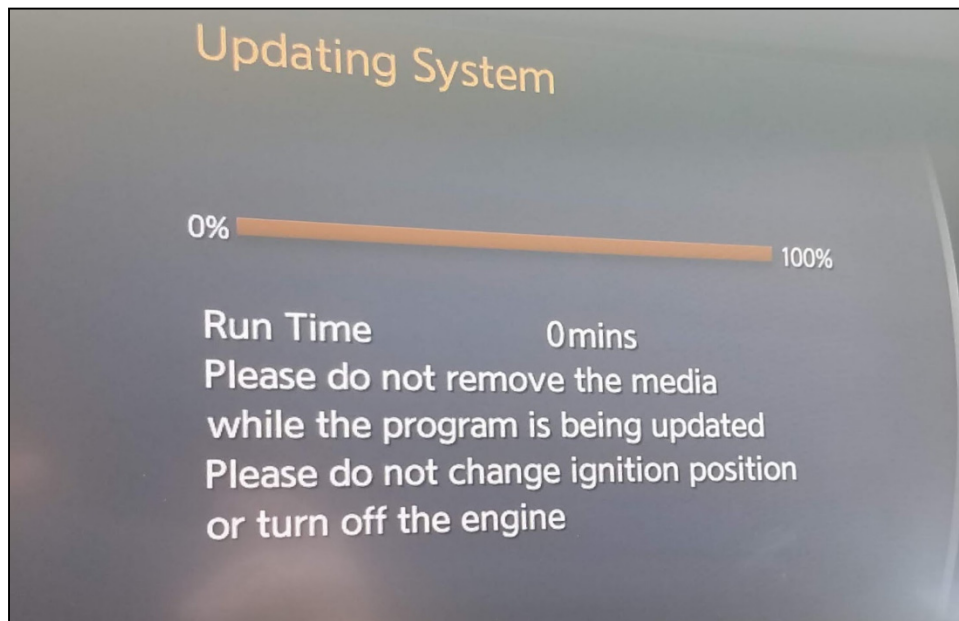


Figure 14

11. Once the update is complete, remove special tool J-52812-3, and then select **Restart**.

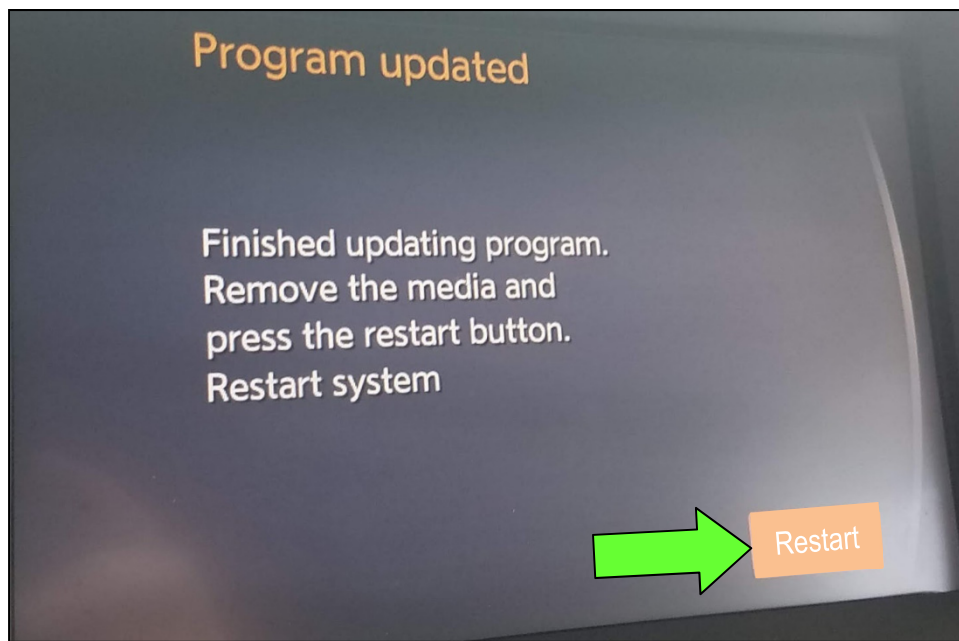


Figure 15

NOTICE

Steps 12-15 must be completed. If they are not completed, the update may become corrupted.

12. Allow the reboot to complete (2-5 minutes after selecting **Restart**).
13. Once the reboot has completed, turn OFF the engine, and then wait three (3) minutes.
14. Start the engine and allow the vehicle to run for two (2) minutes.
15. Turn OFF the engine.

CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
R1912	Inspect And Reprogram DCU	R19120	0.4
	DCU Reprogram Not Needed	R19121	0.2

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 29, 2019	ITB19-033	Original bulletin published