Classification:	Reference:	Date:
EL18-023c	ITB18-040c	September 6, 2019

SOFTWARE UPDATES FOR INFOTAINMENT ISSUES

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

APPLIED VEHICLES:
2016-2018 Q50 (V37)
2016-2018 Q50 Hybrid (V37)
2017-2018 Q60 (V37)
2018 Q70 (Y51)
2018 Q70 Hybrid (Y51)

2017-2018 QX30 (H15)
2017-2018 QX60 (L50)
2017-2018 QX60 Hybrid (L50)
2018 QX80 (Z62)

IF YOU CONFIRM

Any one or a combination of the following on an applied vehicle:

- Reverse camera is blank (vehicles manufactured before May 1, 2018)
- Reverse camera remains ON when in Drive (vehicles manufactured before May 1, 2018)
- Average fuel economy displays 99.9 MPG
- Display screen flickers at higher ambient interior temperatures
- SXM Info Apps (Weather, Stocks, Fuel Prices) inoperative

ACTION

1. To confirm an update applies to the Display Control Unit (DCU) of the vehicle being worked on, you **MUST** refer to page 4, step 8, **AND** page 14, Figure 19 in the **SERVICE PROCEDURE**.

    IMPORTANT: Confirmation is determined by performing the following two steps.

    1. Comparing the DCU part number with those listed in **Table A** on page 5,

        AND

    2. Verifying new software is required as shown on page 14, Figure 19.

2. If this bulletin applies, update the DCU software.

    - See **REQUIRED SPECIAL TOOL** on page 2.

    NOTE: The updated software resolves the items above along with improving software stability.

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 entire **SERVICE PROCEDURE** as it contains information that is essential to successfully completing this repair.

REQUIRED SPECIAL TOOL

- One of special tool USB drive J-52727 has been shipped to each dealer (see Figure 1).
- Do not use any other USB drive to perform the procedure in this bulletin.
- Additional USB drives may be purchased from Tech•Mate (1-800-662-2001).

Figure 1

SERVICE PROCEDURE

Check the DCU (P/N)

IMPORTANT: Before starting, make sure:

- ASIST is connected to the Internet.
- ASIST on the CONSULT PC has been synchronized (updated) to the current date.

1. Connect the CONSULT PC and plus VI to the vehicle.
2. Start CONSULT-III plus (C-III plus).
3. Turn ON the ignition.
4. Wait for the plus VI to be recognized / connected.
   - The serial number will display when the plus VI is recognized / connected.
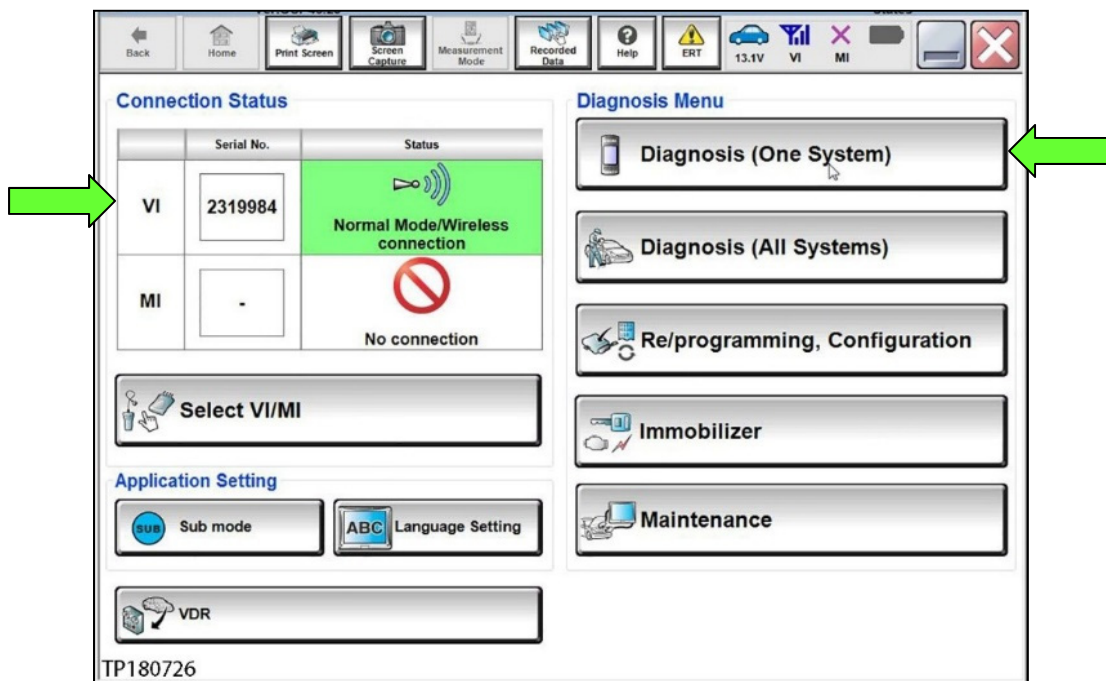5. Select **Diagnosis (One System)**.
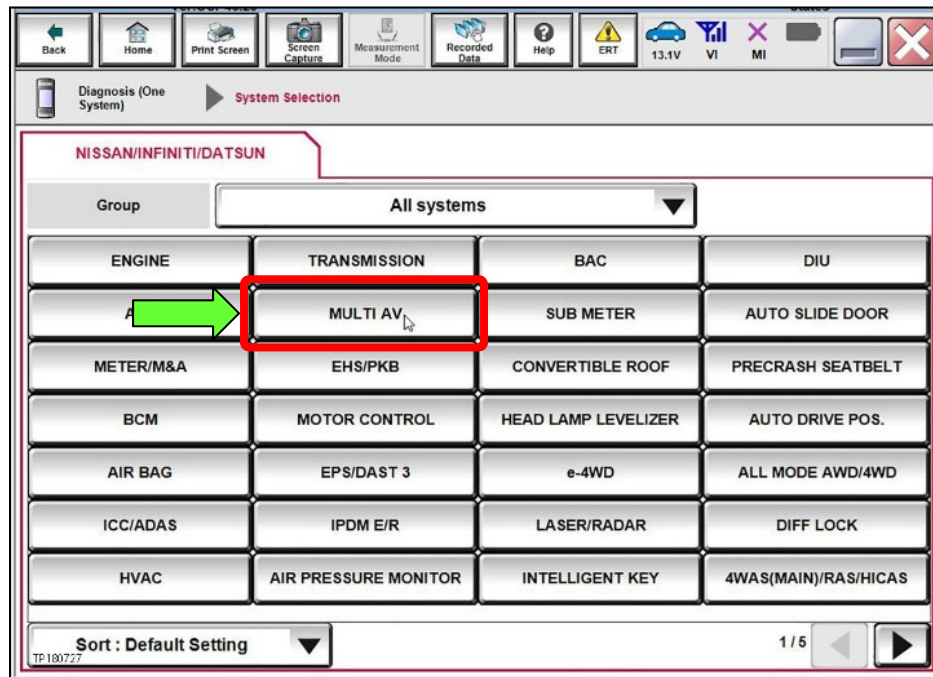

Figure 2

6. Select **MULTI AV**.

Figure 3

7. Select the **ECU Identification** tab.

8. When the screen in Figure 4 displays, confirm this bulletin applies as follows:

   a. Write down the **ECU PART NUMBER** on the repair order.

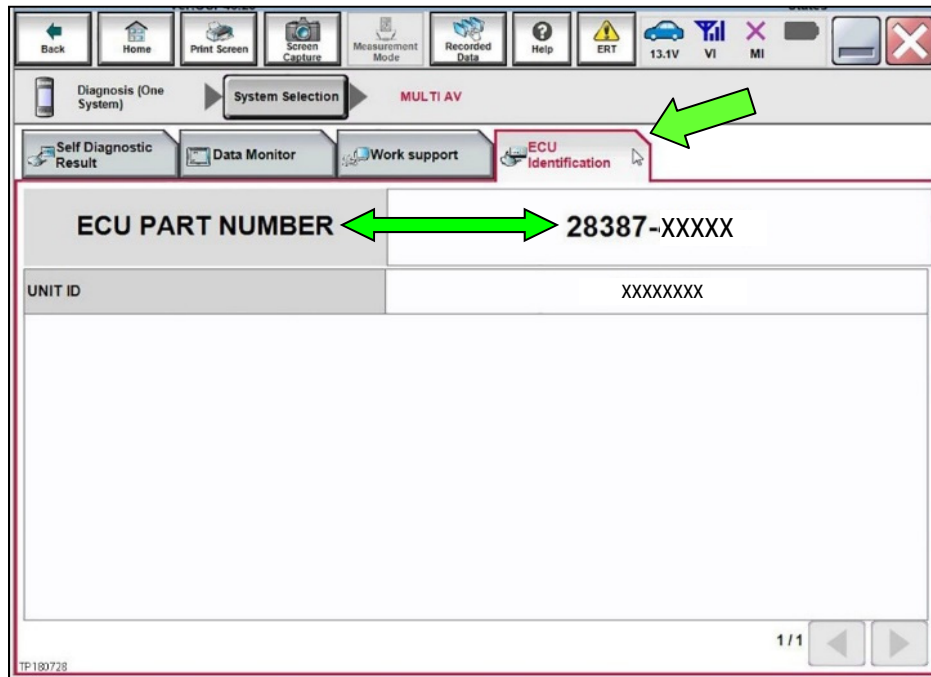   **NOTE:** This is the current DCU part number (P/N).

Figure 4

   b. Compare the P/N written down to the P/Ns in the **CURRENT DCU PART NUMBER** column in **Table A** on the next page.

      - If there is a match, proceed to step 9 on page 6.

      - If there is not a match, DCU updating does not apply. Refer to ASIST for further diagnosis.

Table A

MODEL	MODEL YEAR	CURRENT DCU PART NUMBER: 28387-
Q50 and Q50 Hybrid	2016	4HK0A, 4HK2A
		4HK0C, 4HK2C
	2017	4HK0D, 4HK2D
		4HK1A, 4HK3A
	2018	4HK4A, 4HK5A
		4HK4B, 4HK5B
Q60	2017	4HK0B, 4HK2B
		4HK1A, 4HK3A
	2018	4HK4A, 4HK5A
		4HK4B, 4HK5B
Q70 and Q70 Hybrid	2018	6GY01, 6GY1A
		6GY0B, 6GY1B
		6GY0E, 6GY1E
		5ZA0D
		9PB0E
QX30	2017	4DL0A, 4DL1A, 4DL2A, 4DL3A, 4DL6A, 4DL7A
	2018	4DL4A, 4DL5A, 4DL8A, 4DL9A
QX60 and QX60 Hybrid	2017	5ZA0A, 5ZA0B
		9PB0A, 9PB0D
	2018	6GY0A, 6GY0B, 6GY0E
		6GY1A, 6GY1B, 6GY1E
QX80	2018	6GY0A, 6GY0B, 6GY0E
		6GY1A, 6GY1B, 6GY1E
		5ZA0D
		9PB0E

Update the Display Control Unit

IMPORTANT: Before starting, make sure:

- ASIST is connected to the Internet.
- ASIST has been synchronized (updated) to the current date.

9. Insert special tool USB drive J-52727 to an ASIST Station.

   HINT: Special tool USB drive J-52727 is the only one approved for use with this procedure.

10. Open ASIST.

11. Select **Specialty Tools**, and then select **Infotainment Software Updates**.
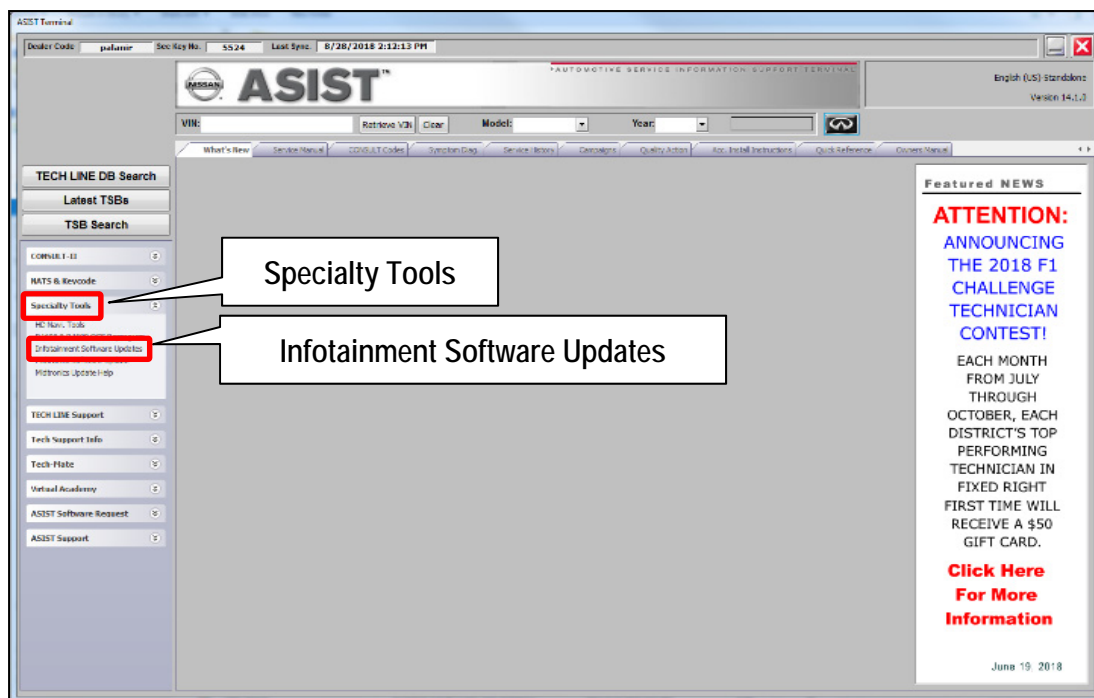

Figure 5

12. Select the check box next to the correct update software package based on **Table B** below (see Figure 6).

   HINT: Use the scroll bar, if needed, to find the correct update software package.

   NOTICE
   Failure to select the correct update software package may result in needing to replace the DCU.

   HINT: Replacement of an incorrectly updated DCU is not covered under warranty.

Table B

MODEL	AUDIO SYSTEM	DESCRIPTION
2017-2018 QX60, 2017-2018 QX60 Hybrid, 2018 Q70, 2018 Q70 Hybrid, and 2018 QX80	CD capable *	IT5001
2017-2018 QX60, 2017-2018 QX60 Hybrid, and 2018 QX80	Rear Entertainment system with CD and DVD capability *	IT5002
2016-2018 Q50, 2016-2018 Q50 Hybrid, and 2017-2018 Q60	CD capable	IT5003
2017-2018 QX30	CD capable *	IT5005

* If you are unsure which audio system the vehicle is equipped with, insert a DVD into the instrument panel mounted AV control unit. With CD only audio systems, an error message will display on the screen. In CD/DVD capable systems, the DVD will work.

13. Use the drop-down menu and select the location of the USB drive that was inserted in step 9.

   HINT: The **Description** section in Figure 6 may show differently than your C-III plus screen.
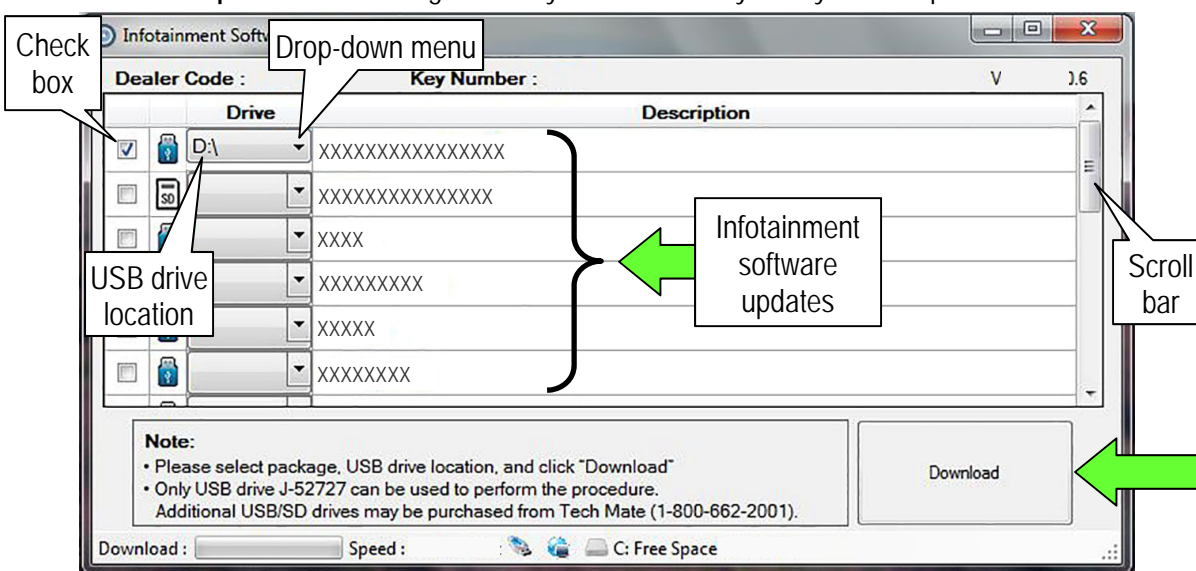

Figure 6

14. Select **Download**, and then wait for the download to complete.
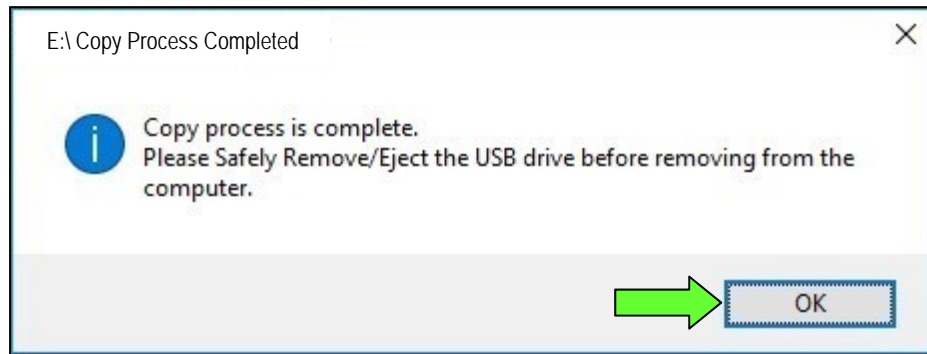
15. Select **OK**.

Figure 7

16. Once the transfer is complete, safely remove the USB drive from the ASIST Station.

   a. From the PC toolbar, select the **Safely Remove Hardware** icon.

   - The icon is on the toolbar, or to be found after selecting the arrow.

   b. Select the USB drive to be removed, and then remove the USB drive from the ASIST Station.

   NOTICE
   Follow the steps to safely remove the USB drive. If not followed, the USB drive may corrupt the infotainment update software.

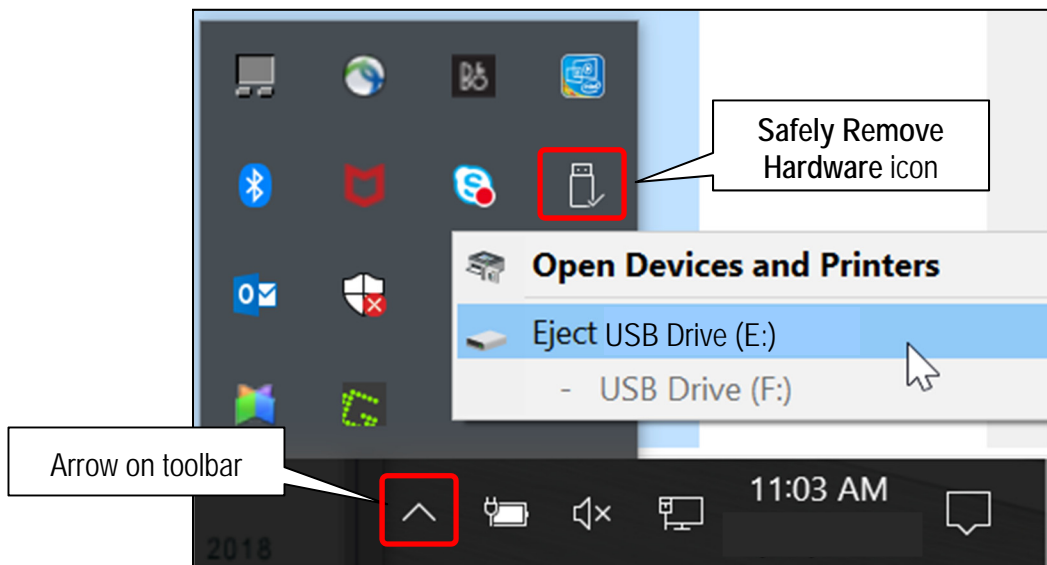   - If you are not familiar with the process of safe USB drive removal, ask for assistance at your dealer.

Figure 8

17. Close all ASIST **Infotainment Software Update** screens.

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

   HINT: The engine needs to idle for the duration of the update to retain battery charge.

19. Open the Settings Menu, and then select **Bluetooth**.

- The **Settings** menu is accessed with the hard button located under the display.

Figure 9

20. Select **Connect Device** from the **Bluetooth Settings** menu.

HINT: If no connected devices are present, Figure 16 (page 12) will display.

Figure 10

21. Check for devices in the **Device List**:

- **YES**, one or more devices are listed**:** Select a device, and then proceed to step 22.

- **NO**, there are no listed devices: Skip to step 24.

  IMPORTANT: All paired (listed) devices <u>must be</u> deleted before proceeding to step 24.

Figure 11

22. Select **Delete** and confirm the screens in Figure 13 and then Figure 14 are displayed.
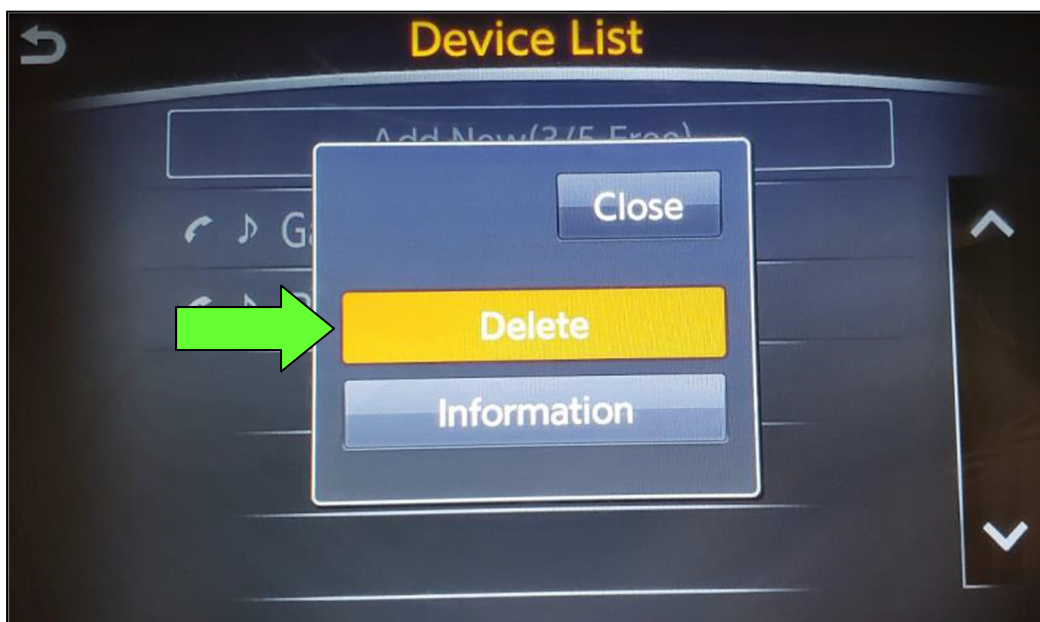

Figure 12

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

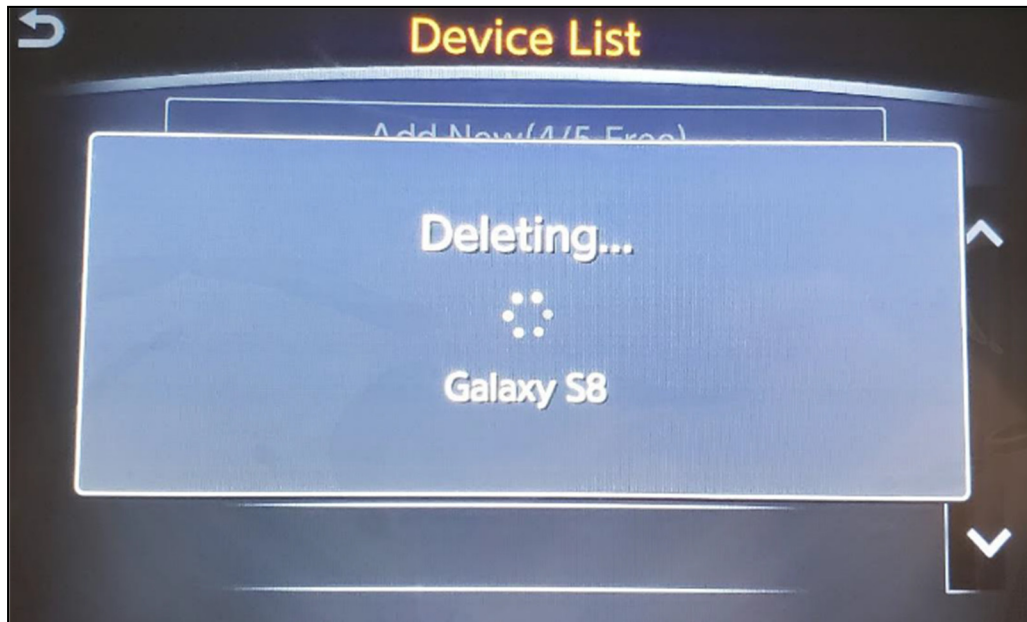• The first screen will show "Deleting…" followed by the device name.

Figure 13

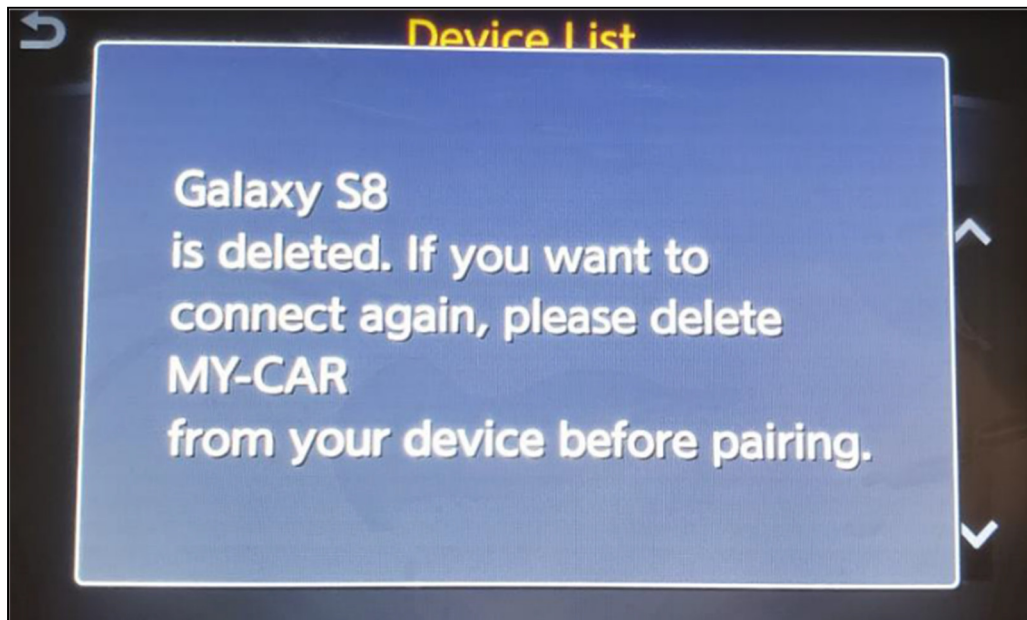• The second screen will show information regarding repairing the Bluetooth® device.

Figure 14

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

- **YES**, there are more listed devices**:** Perform steps 21 and 22 until all listed devices are deleted.

- **NO**, there are no listed devices: Proceed to step 24.

  IMPORTANT: All paired (listed) devices <u>must be</u> deleted before proceeding to step 24.

Figure 15

- Figure 16 will be displayed when all listed devices have been deleted.
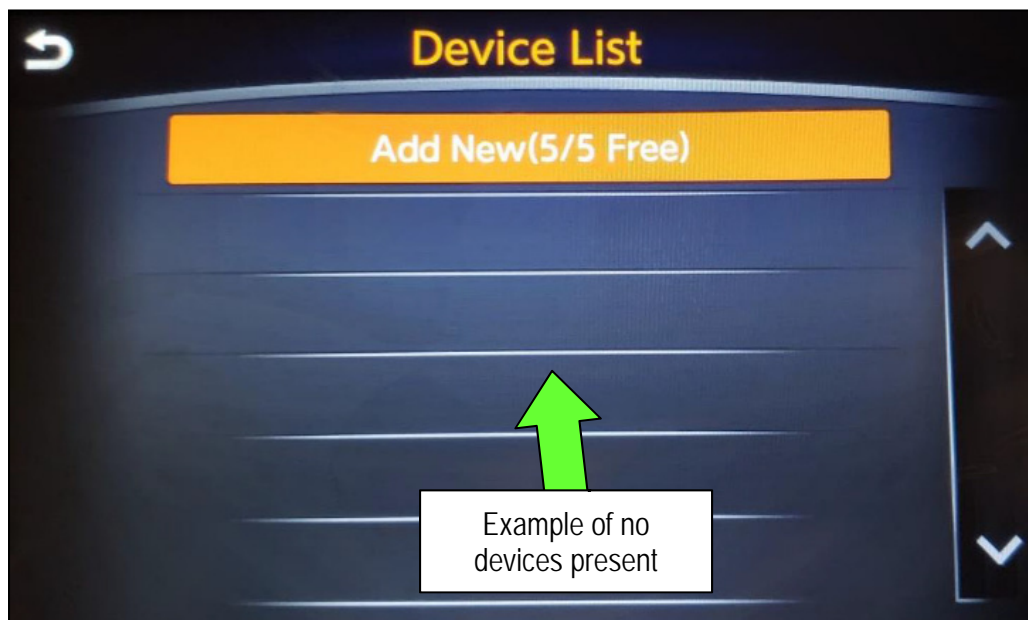

Figure 16

24. Insert the USB drive with infotainment update software into the vehicle's <u>USB media port</u> (see Figure 17).

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

USB media port symbol

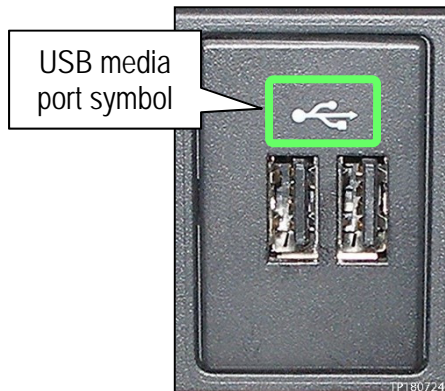DO NOT USE USB ports with a "Lightning bolt"!
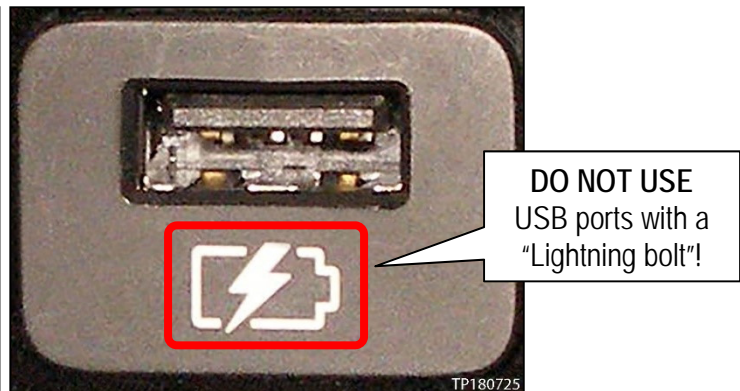
Figure 17   Figure 18

25. Wait approximately 10-30 seconds for the screen in Figure 19 or Figure 20 to appear.

- If the screen shown in Figure 19 appears, proceed to step 26 below.

- If the screen shown in Figure 20 appears, then no software update is available. Refer to ASIST for further diagnostic information.
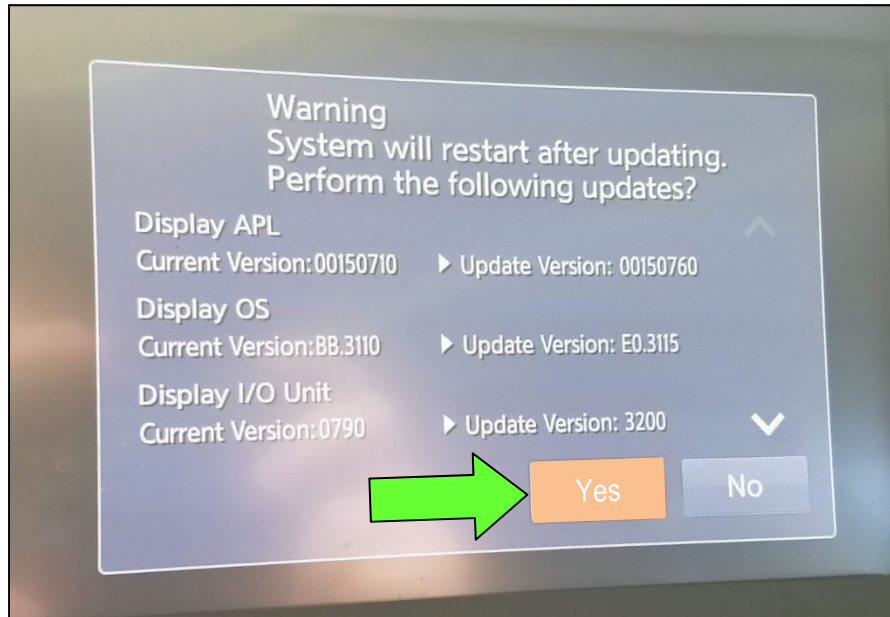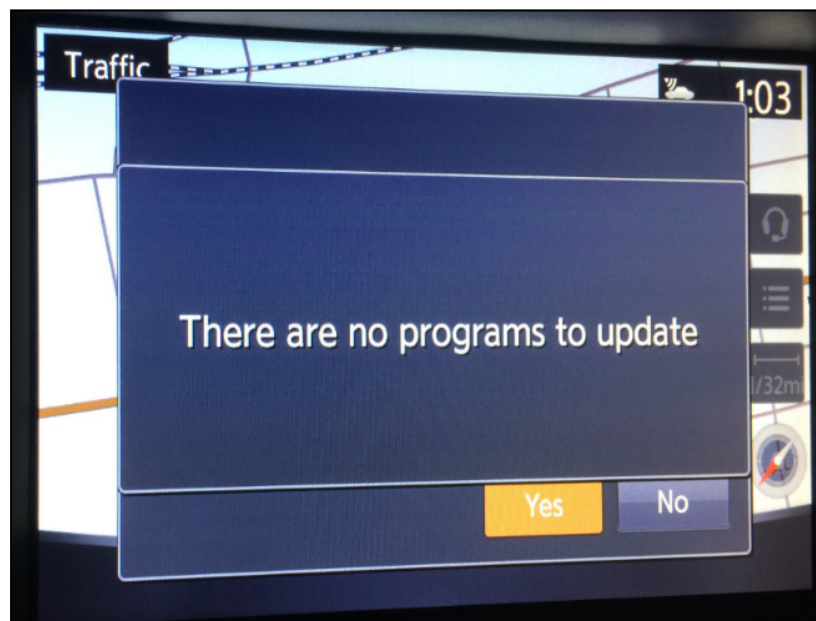

Figure 19

Figure 20

26. Select **Yes** to begin the software update.

27. Wait for the update to complete.

- Follow the on-screen instructions while waiting.
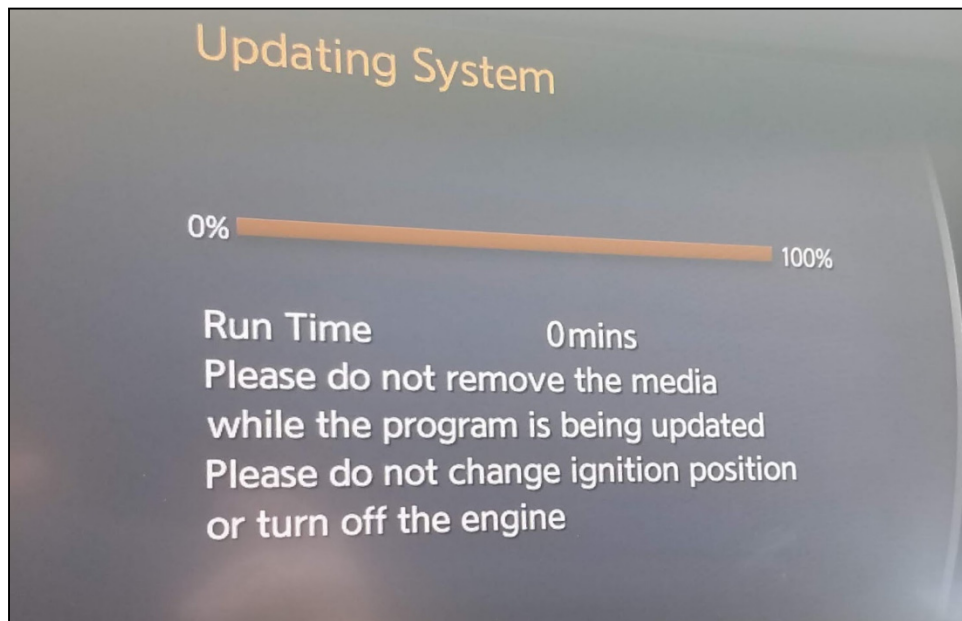
HINT: The update lasts 10-70 minutes.

Figure 21

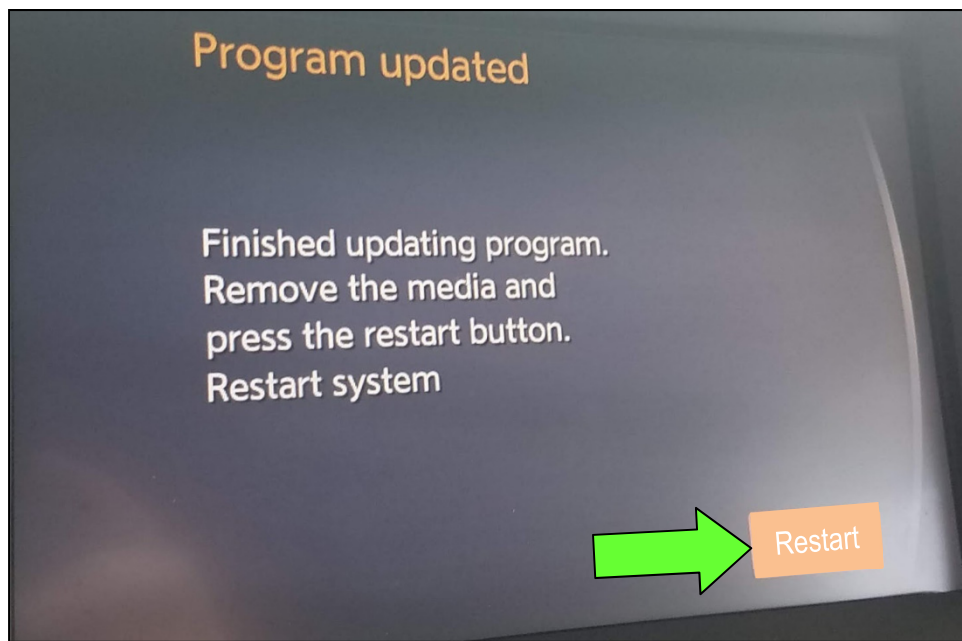28. Once the update is complete, remove the USB drive, and then select **Restart**.

Figure 22

> **NOTICE**
>
> **Steps 29-32 must be completed. If they are not completed, the update may become corrupted.**

29. Allow the reboot to complete (2-5 minutes after selecting **Restart**).

30. Once the reboot has completed, turn OFF the engine, and then wait three (3) minutes.

31. Start the engine and allow the vehicle to run for two (2) minutes.

32. Turn OFF the engine.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Perform Software Update	(1)	RX6SAA	ZE	32	0.5

(1) Reference the Electronic Parts Catalog (EPC), and use the Display Control Assy (28387-*****) as the Primary Failed Part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
December 2, 2018	ITB18-040	Original bulletin published
December 19, 2018	ITB18-040a	Amended to add Bluetooth® device deletion procedure
March 19, 2019	ITB18-040b	Added part numbers to **Table A,** added Figure 20, and modified the **ACTION** statement on page 1
September 6, 2019	ITB18-040c	**SERVICE PROCEDURE** amended throughout