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DISPLAY CONTROL UNIT REPLACEMENT

> This bulletin has been amended. Modifications have been made to include 2017 Q50, Q50 Hybrid, Q60, QX30, QX60 and QX60 Hybrid vehicles. No other changes have been made. Please discard all previous versions of this bulletin.

APPLIED VEHICLES: 2014-2017 Q50 and Q50 Hybrid (V37)
2017 QX60 and QX60 Hybrid (L50)
2017 QX30 (H15)
2017 Q60 (V37)

SERVICE INFORMATION

If the Display Control Unit (DCU) needs to be replaced on an Applied Vehicle for any reason, follow the steps in the Service Procedure to:

- Confirm proper diagnosis and repair with TECH LINE to obtain DCU order approval, then place the order with DENSO.

- Configure the Multi AV system.

- 2014-2016 Q50 and 2017 QX30 vehicles only: Register the replacement DCU. DCU registration is necessary whether or not the vehicle has an active Infiniti InTouch Apps subscription.

Q50 and Q60 vehicles

Display Control Unit
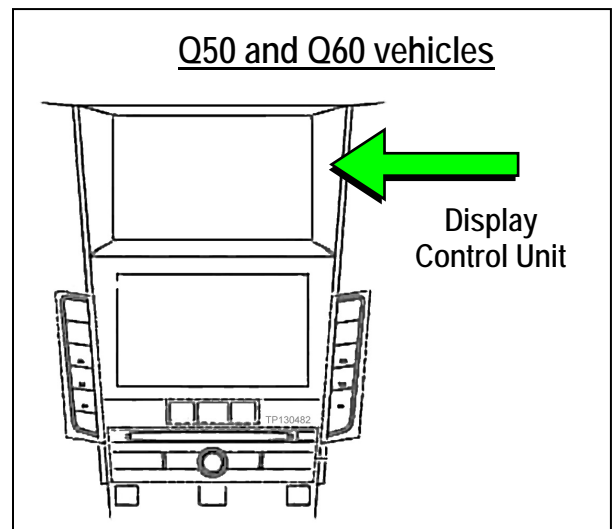
NOTE: The original DCU must be installed in the vehicle while performing part of this procedure. **DO NOT remove the original DCU until instructed.**

SERVICE PROCEDURE

Before starting, make sure your ASIST has been synchronized to the current date and all CONSULT-III plus (C-III plus) upgrades have been installed.

Parts of the Procedure

PART 1: Confirm Proper Diagnosis and Repair with TECH LINE to Obtain Display Control Unit Order Approval, Then Place the Order with DENSO

PART 2: Record Multi AV Configuration Values of Original Display Control Unit; Replace Display Control Unit

PART 3: Configure the Multi AV System

PART 4: Manually Configure the Multi AV System **(if needed)**

PART 5: 2014-2016 Q50 and 2017 QX30 Vehicles Only: Register the Replacement Display Control Unit

PART 6: 2014 Q50 Vehicles Only: Check the Software Version, Confirm it is the Newest Version, Then Update If Needed

PART 1:
Confirm Proper Diagnosis and Repair with TECH LINE to Obtain Display Control Unit Order Approval, Then Place the Order with DENSO

To improve customer satisfaction by providing the correct repair on the first visit, Infiniti has put in place a procedure for ordering an "exchange" or "new" DCU.

- To ensure a proper diagnosis and repair, the technician will need to call TECH LINE to confirm (or assist with) their diagnosis and the proper repair prior to ordering the DCU.

- DENSO will require a confirmation from TECH LINE prior to shipping an exchange DCU.

- New DCUs will be put on **parts restriction** and will need to be cleared prior to the order shipping. In the event that a new DCU is required, the warranty claims call center will verify that TECH LINE has recommended replacement.

- This process applies to vehicles equipped with a Navigation system as well as non-Navigation vehicles.

- TECH LINE has the support of engineering and DENSO in diagnosis, if needed.

- Most DCUs ordered should be an exchange unit versus a new unit.

The requirement of calling TECH LINE for confirmation to replace a DCU will be monitored to ensure the most effective and accurate method of repair. Future changes or adjustments may be made to this process to increase repair timeliness and/or customer satisfaction.

A new DCU is required only if:
- The vehicle has not yet been sold.
- The customer requests a new DCU on a non-warranty repair.
- The exchange DCU is not available.
- Insurance claim replacement.

NOTE: Infiniti also recommends using this procedure for non-warranty repairs to ensure that proper diagnosis and repair is performed.

Contact TECH LINE to Confirm DCU Replacement is Needed

NOTE: Contacting TECH LINE is done to confirm diagnosis. An exchange DCU must be ordered by your parts department directly from DENSO. See Order an Exchange DCU Form DENSO below.

1. Duplicate and verify the customer's concern if possible. If duplication is not possible, gather as much information about the issue as possible from the service advisor/writer or customer.

2. Check for any connected devices (phone, iPod, MP3 player, etc.) or determine if a connected device is present during the concern. Gather model and software version information if possible.

3. Call TECH LINE, after gathering preliminary information of the concern. After a diagnosis of the concern has been performed, and the technician and TECH LINE agree that the DCU should be replaced, go to step 4.

4. Provide the following information to TECH LINE:

    DCU part number   _____

    NOTE: The DCU part number can be found on the label on the back of the DCU, or with CONSULT-III plus by going to Diagnosis (One System) > MULTI AV > ECU Identification.

    Is the vehicle equipped with a Navigation System?   _____

    Dealer name and fax number   _____

    Dealer contact name   _____

5. TECH LINE will confirm with DENSO, by email, that the diagnosis has occurred and a DCU replacement is approved.

    NOTE: TECH LINE **does not** send an email or fax to your parts department.

Order an Exchange DCU From DENSO

6. After steps 1-5 have been completed, **your parts department** will order the replacement exchange DCU as follows:

    a. Fill out the Exchange Order Form and fax or email it to DENSO.

        Order forms are found on nnanet.com:

        a. Log onto NNAnet.com.
        b. Confirm Brand View is Infiniti.
        c. Select **Workspace**.
        d. In the Warranty section, select **Electronic Exchange Information**.

    b. **After** the order is submitted, **and after** TECHLINE has submitted authorization by email, **then** DENSO will fax the confirmation form back to your parts department.

        NOTE: If you are logged on to nnanet.com, clicking on this link will take you directly to the form.

        https://www.nnanet.com/wps/myportal/DPInfinitiElectronicExchangeInformation

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PART 2:
Record Multi AV Configuration Values of Original Display Control Unit; Replace Display Control Unit

7. Prepare the vehicle:

   - Make sure the shift selector is in Park, and the parking brake is set.

   - Connect the GR8 to the 12V battery and select **ECM Power Supply Mode**.

   - Connect the C-III plus VI to the vehicle

   - Launch C-III plus on the CONSULT PC.

   - Turn the ignition ON:

     For Q50, Q60, QX30 and QX60 vehicles

     Cycle the ignition to ON. **DO NOT** start the engine.

     For Q50 Hybrid and QX60 Hybrid vehicles

     Cycle the ignition to ON. **DO NOT** cycle to Ready Mode.

8. Select **Re/programming Configuration**.
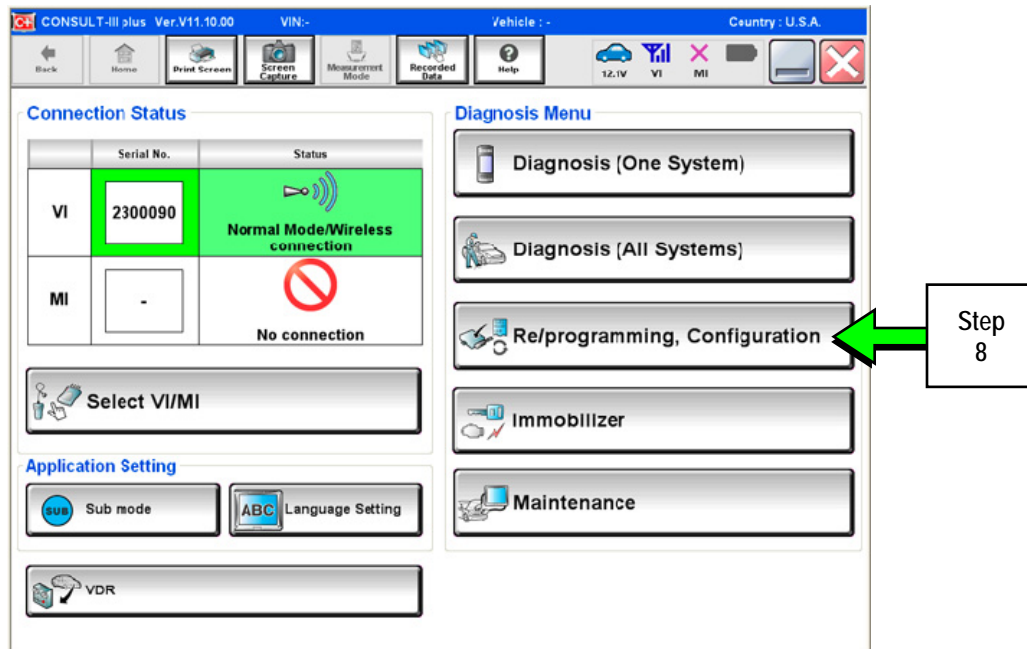
Figure 1

9. Read the Precautions.

   When finished, touch the "Confirmed instructions" box to insert a check mark, then select **Next**.
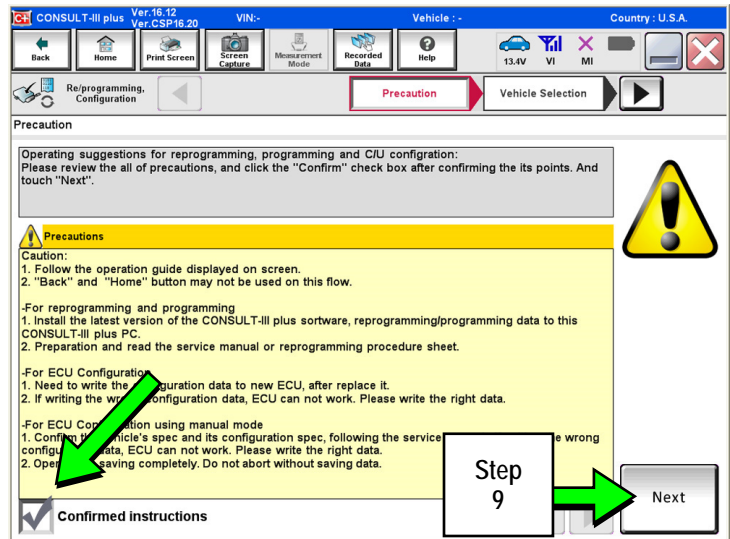
Figure 2

10. Select the **Manual Selection (Vehicle Name)** tab, then select the applicable **Model** and **Year**.

    NOTE: If the screen shown in Figure 3 does not display, proceed to step 12.

11. Select **Select**.
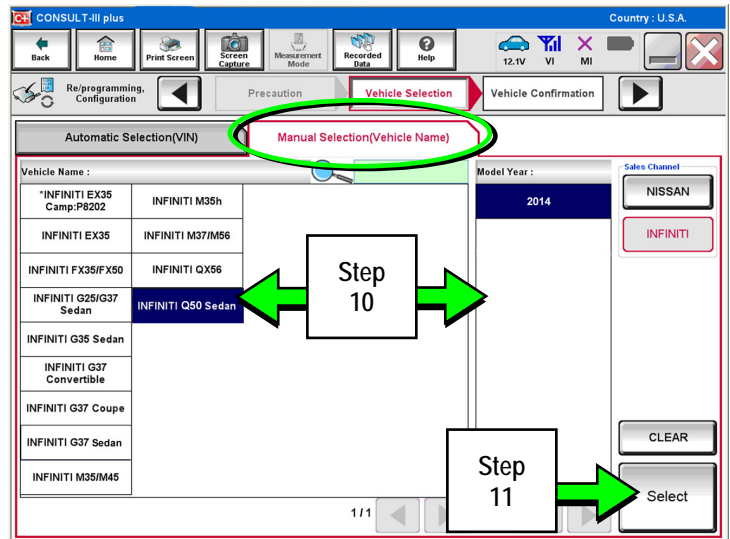
Figure 3

12. Confirm the correct **Model Name** and **Model Year** are displayed.

    When finished, select **Confirm**.
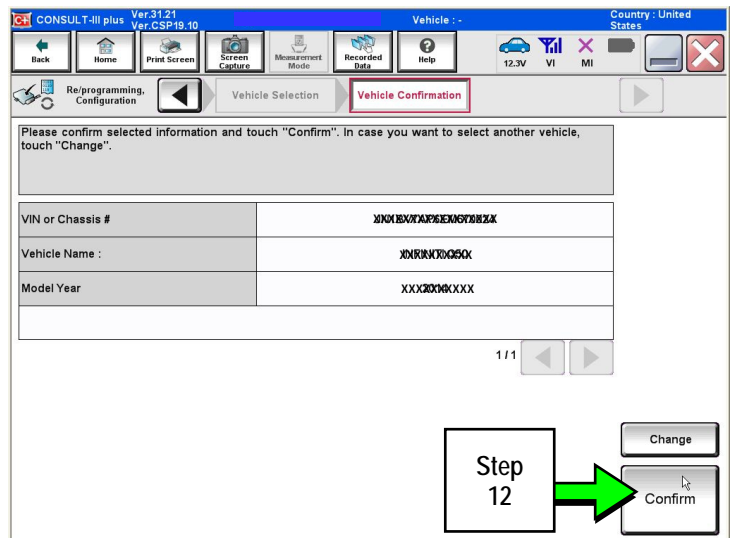
Figure 4

Steps 13 and 14 below apply to 2017 QX30 vehicles ONLY. For all other vehicles, proceed to step 15 on page 7.

13. Select **USA/CANADA Dealers** in the drop down menu, then select **OK**.

   NOTE:

   - The screen in Figure 5 will only appear during the first login on a CONSULT PC. Future logins with same CONSULT PC will display the screen in Figure 6 only.

   - If the screen shown in Figure 5 does not display, proceed to step 14.
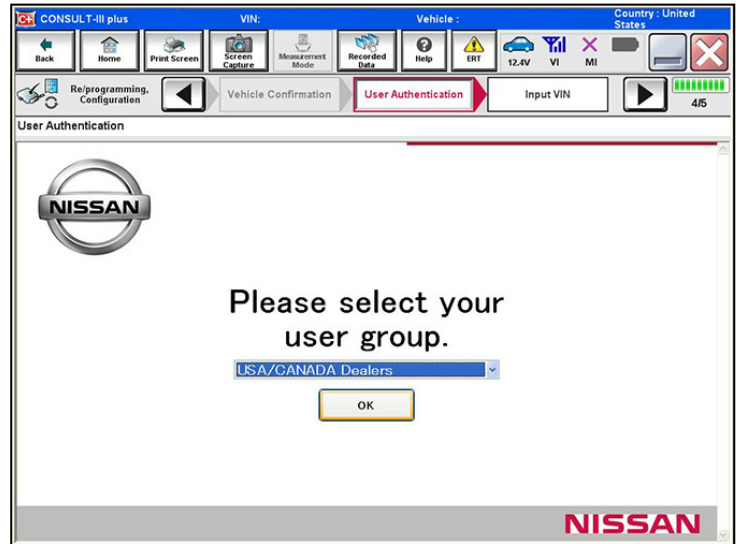
Figure 5

14. Enter your NNAnet.com **Username** & **Password**, then select **Submit**.
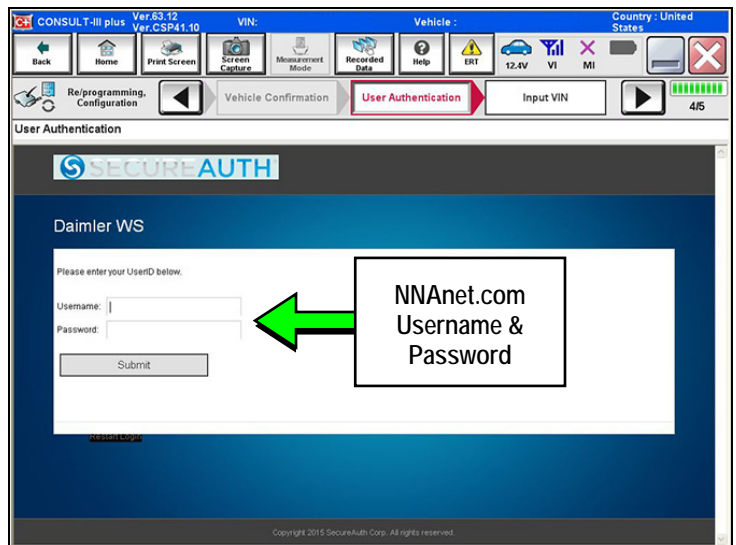
Figure 6

15. After system call completes, confirm the correct VIN is displayed.

When finished, select **Confirm**.

NOTE: If the VIN displayed is incorrect, input the correct VIN. When finished, select **Confirm**.
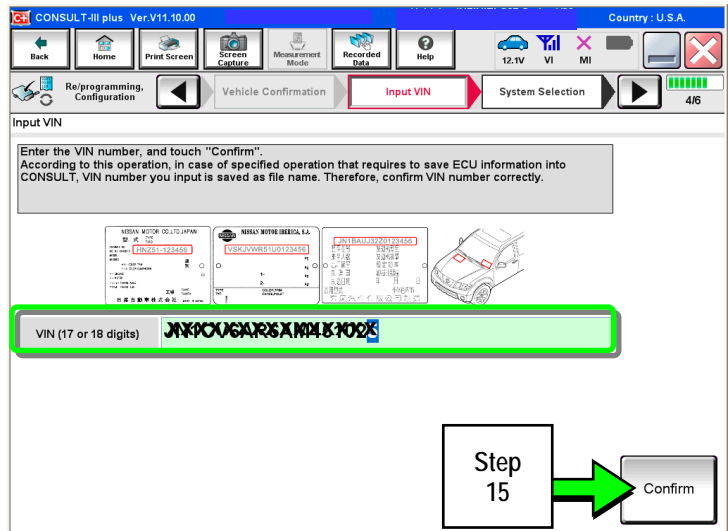
Figure 7

16. Select **MULTI AV**.

- Use the scroll arrow if needed.
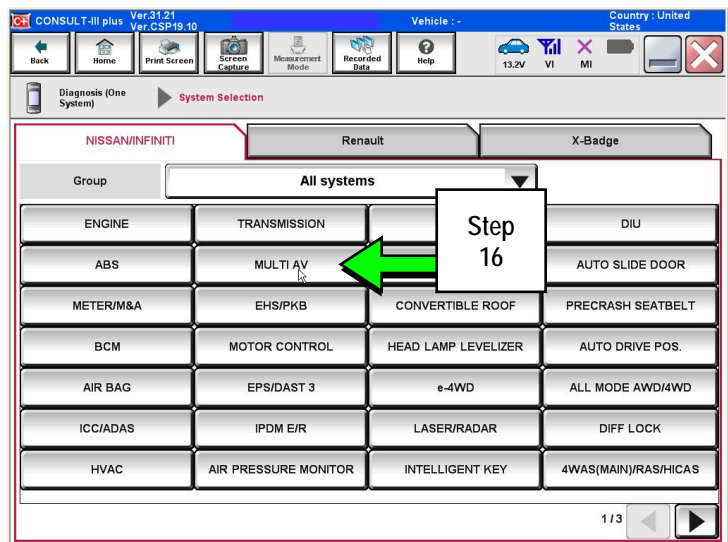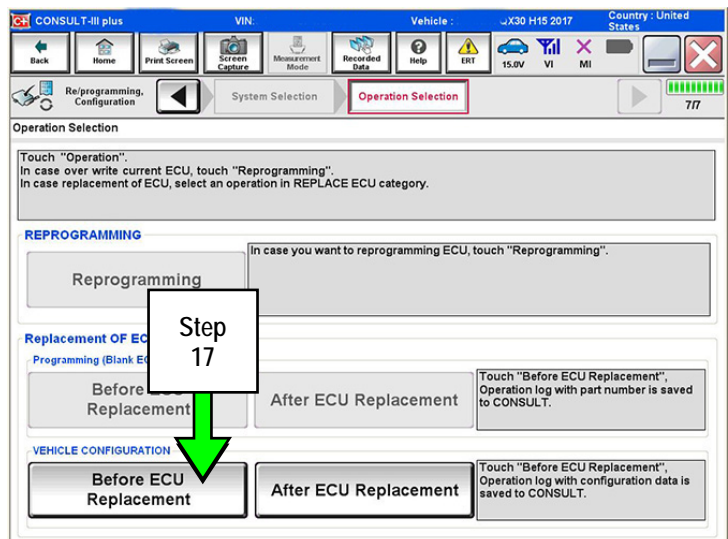

Figure 8

17. Select **Before ECU Replacement**.

Figure 9

18. Confirm current configuration and write it down.

   - Configuration can also be printed with the **Print Screen** button or **Screen Capture** button.

   - Use the scroll arrow if more than one page of information is available.

   NOTE: Configurable options will differ between models. Your screen may look different.
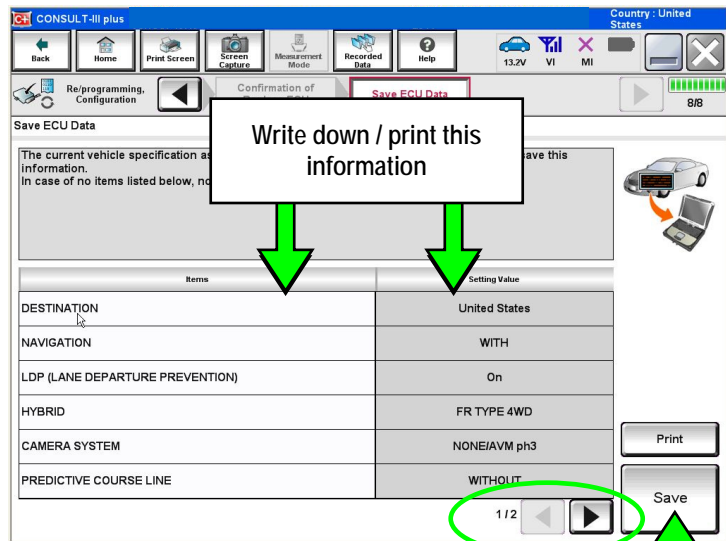
Figure 10

19. Select **Save**.

   NOTE: If the configuration data cannot be saved, replace the DCU as instructed in the applicable Electronic Service Manual (ESM) and then proceed to **PART 4: Manually Configure the Multi AV System (if needed)** on page 10 of this bulletin.
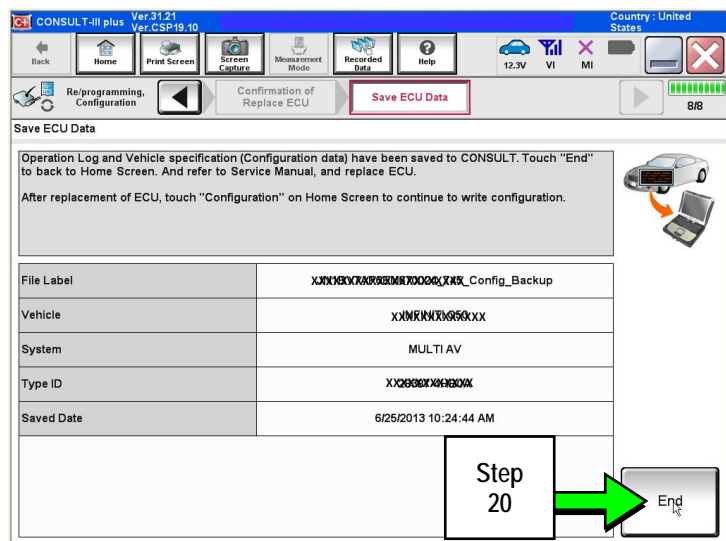
20. Select **End**.

Figure 11

21. Replace the DCU Unit as instructed in the applicable ESM.

   - Refer to section **AV** > **DISPLAY CONTROL UNIT** > **Removal and Installation**.

22. Perform steps 7-17.

23. When you get to the screen shown in Figure 12, select **Confirm**.
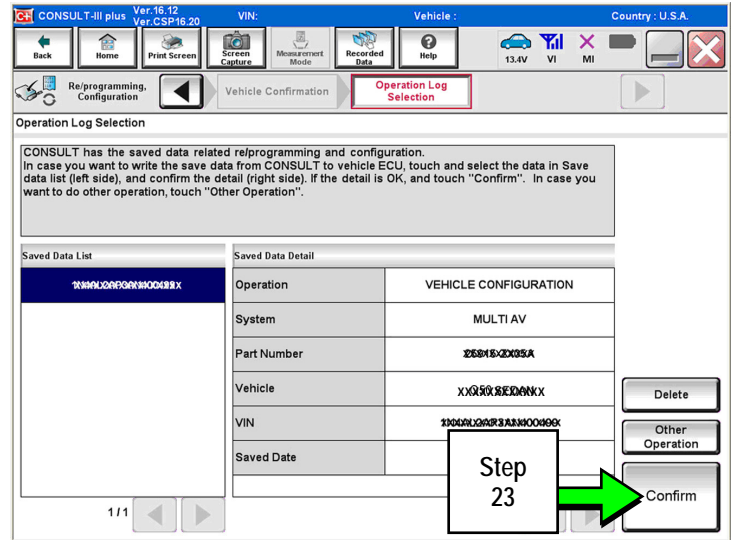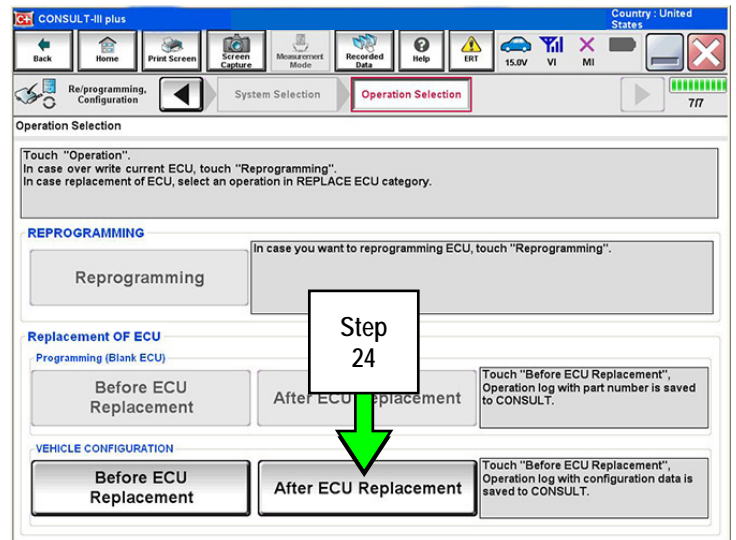

Figure 12

24. Select **After ECU Replacement**.

Figure 13

25. Select **OK**.

After performing step 25

If an error message <u>does not</u> display:

- Proceed to step 39 on page 14.

If an error message <u>does</u> display:

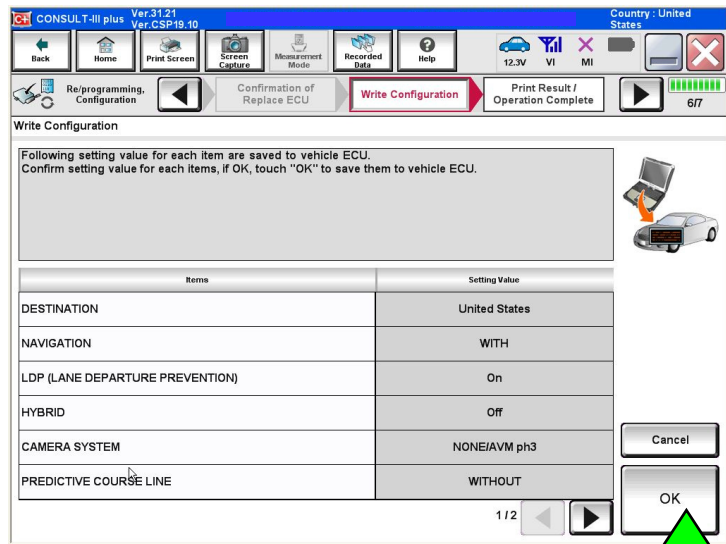- Proceed to **PART 4: Manually Configure the Multi AV System (if needed)**, below.

Figure 14

Step
25

PART 4:
Manually Configure the Multi AV System (if needed)

NOTE: If the screen in Figure 15 is not displayed, click on the **Home** icon.
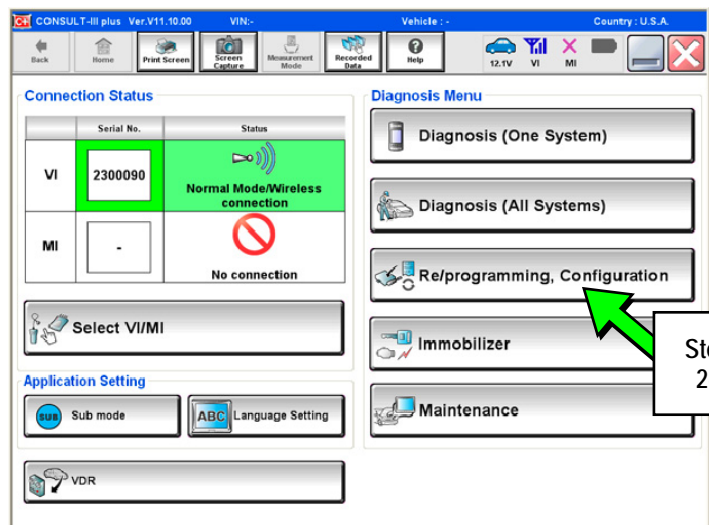
26. Select **Re/programming Configuration**.

Figure 15

Step
26

27. Read the Precautions.

When finished, touch the "Confirmed instructions" box to insert a check mark, then select **Next**.
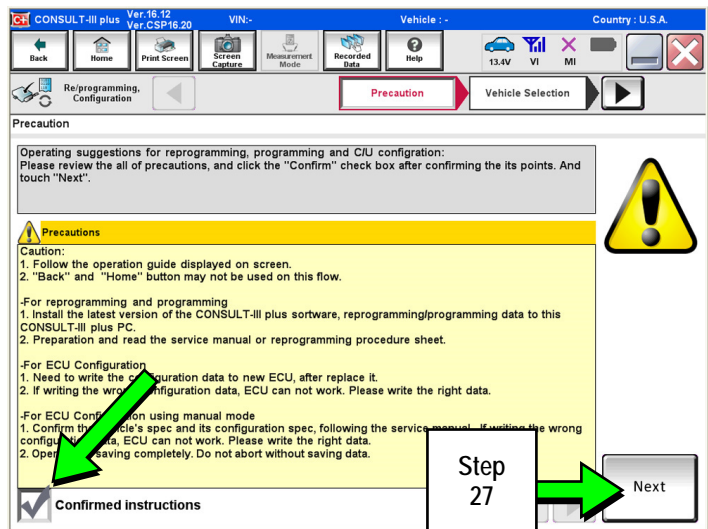

Figure 16

28. Select the **Manual Selection (Vehicle Name)** tab, then select the applicable **Model** and **Year**.

NOTE: If the screen shown in Figure 17 does not display, proceed to step 30.
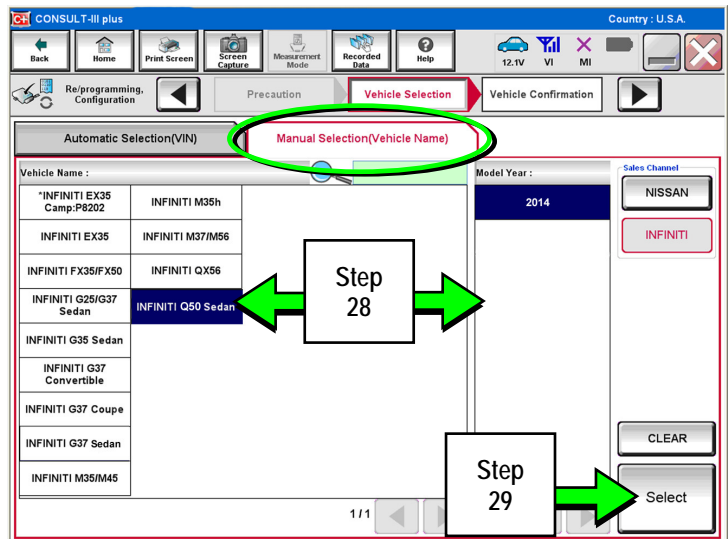
29. Select **Select**.

Figure 17

30. Confirm the correct **Model Name** and **Model Year** are displayed.
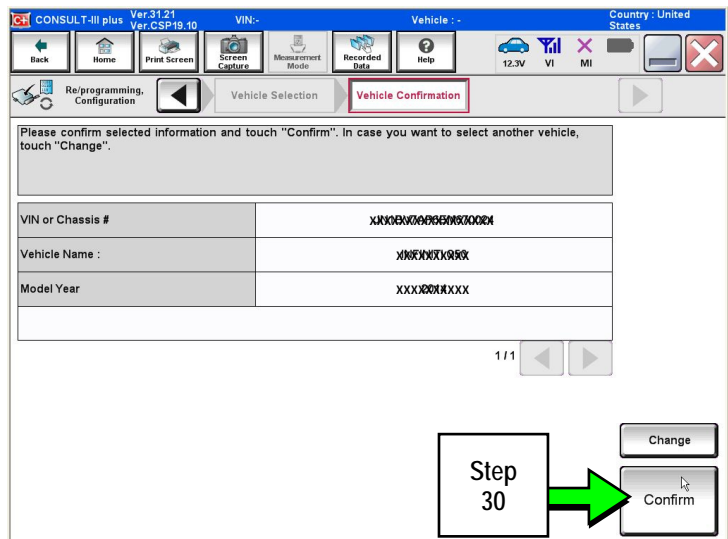
When finished, select **Confirm**.

Figure 18

Step 31 below applies to 2017 QX30 vehicles ONLY. For all other vehicles, proceed to step 32.

31. Enter your NNAnet.com **Username** & **Password**, then select **Submit**.
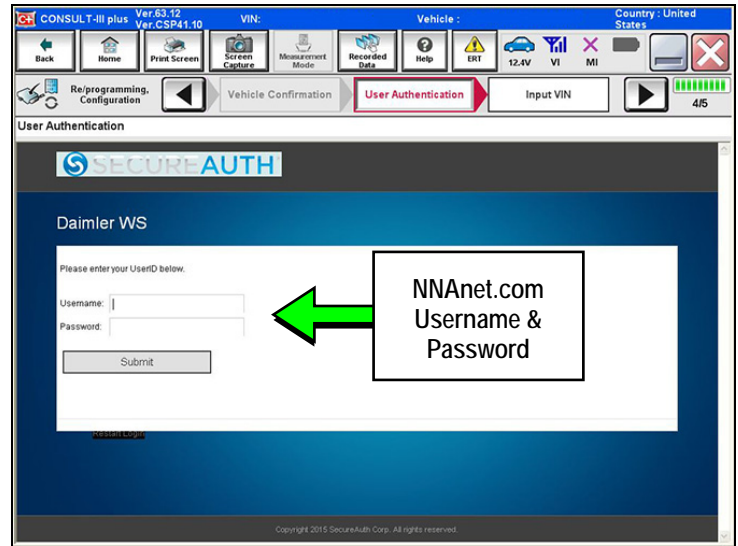

Figure 19

32. Confirm the correct VIN is displayed.

When finished, select **Confirm**.

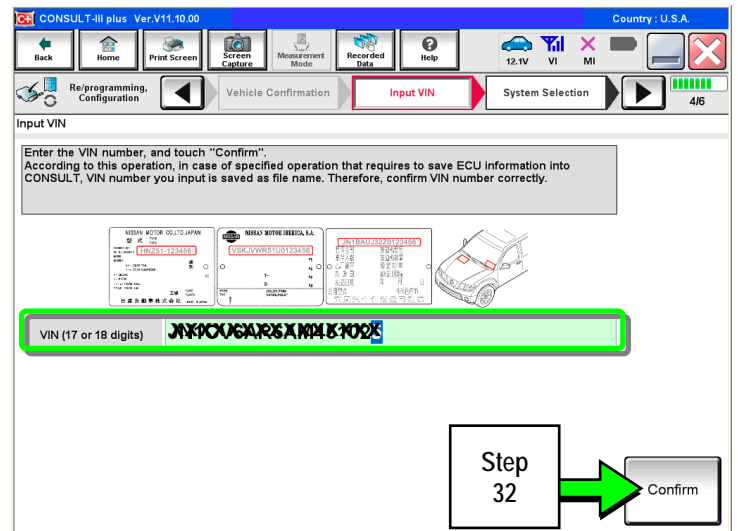**NOTE:** If the VIN displayed is incorrect, input the correct VIN. When finished, select **Confirm**.

Figure 20

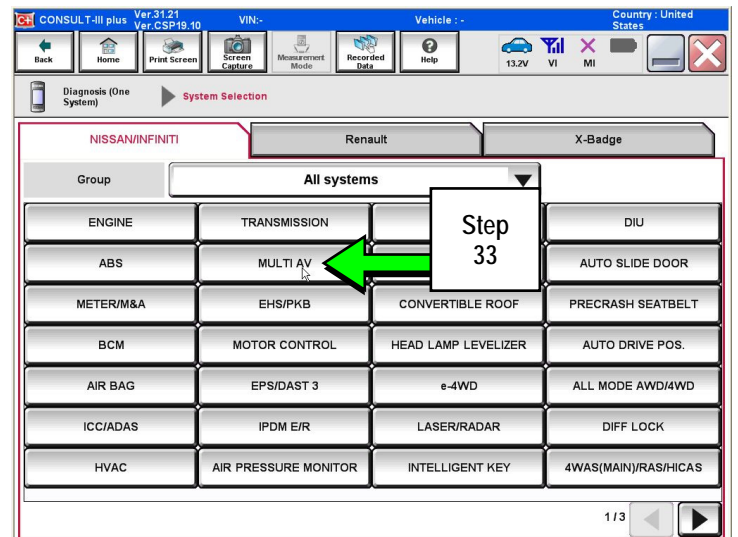33. Select **MULTI AV**.

- Use the scroll arrow if needed.

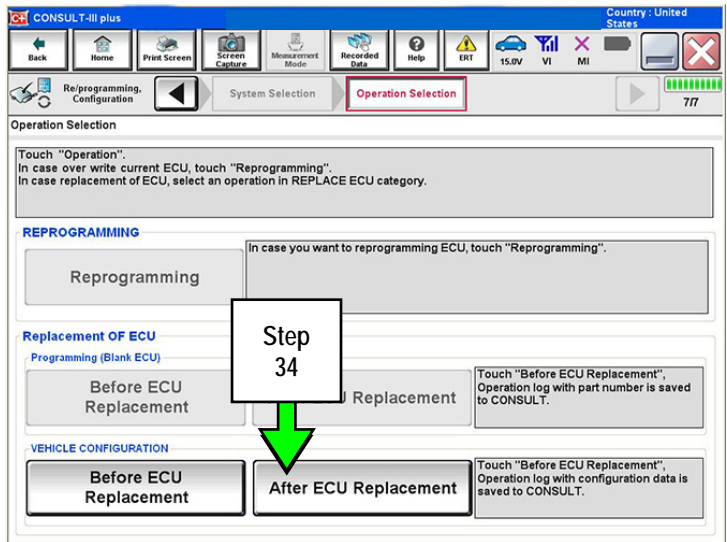Figure 21

34. Select **After ECU Replacement**.

Figure 22

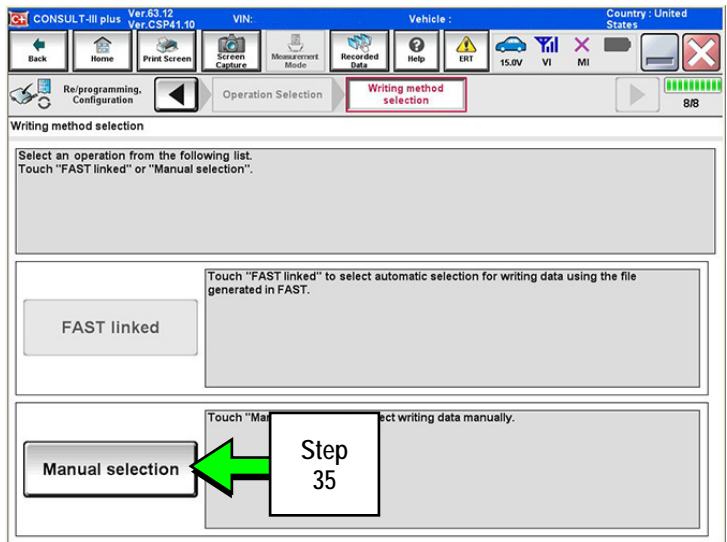35. Select **Manual selection**.

Figure 23

36. Use the drop down menus to select the **Configuration** options that were printed or written down in step 18.

- Use the scroll arrow if more than one page of information is available.

NOTE: Configurable options will differ between models. Your screen may look different from Figures 24 and 25.
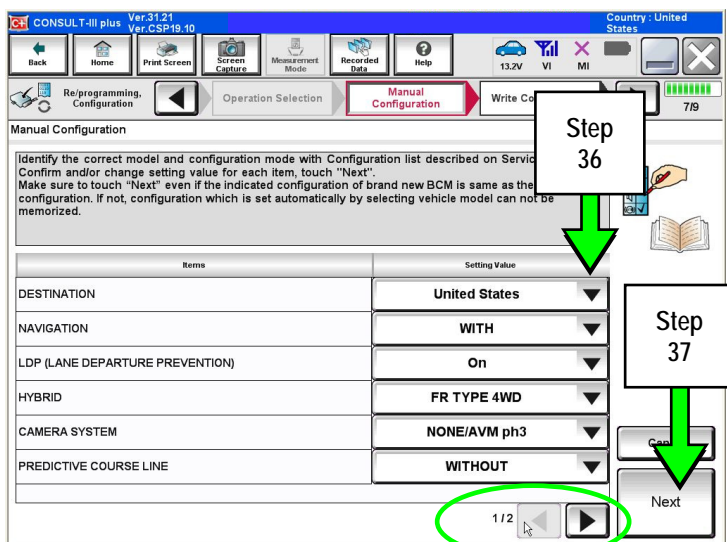
37. Select **Next**.

Figure 24

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38. Confirm the configuration displayed is correct, then select **OK**.

Figure 25

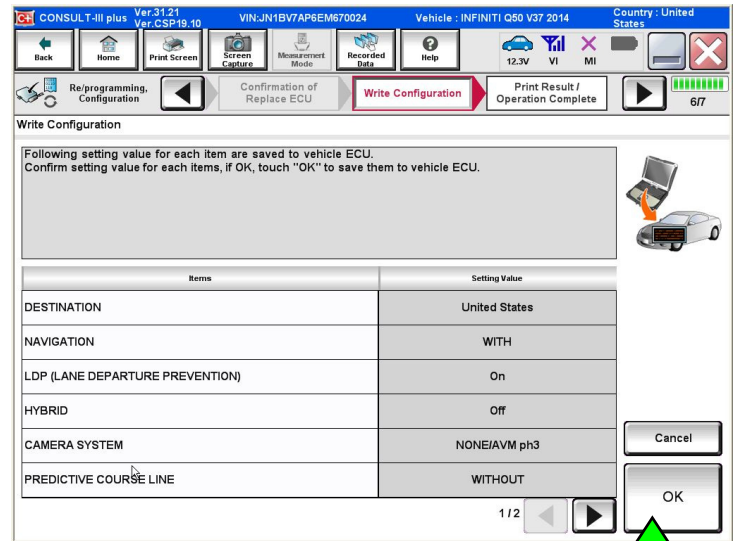Step 38

39. Turn the ignition OFF, then start the engine or Ready, and wait for about 30 seconds.

40. Use C-III plus to clear any codes from the Multi AV system.

   a.   Select Home on the C-III plus screen.

   b.   Select **Diagnosis (One System)** > **Multi AV** > **Self Diagnosis Results**.

   c.   Clear any codes that may be present.

Step 41 below applies to 2014-2016 Q50 and 2017 QX30 vehicles ONLY. For all other vehicles, proceed to step 42.

41. Write down the Unit ID number (see Figure 26) as follows:

    NOTE: The unit ID number will be used in Part 5 of the procedure.

    a. Select ECU Identification on the C-III plus screen.
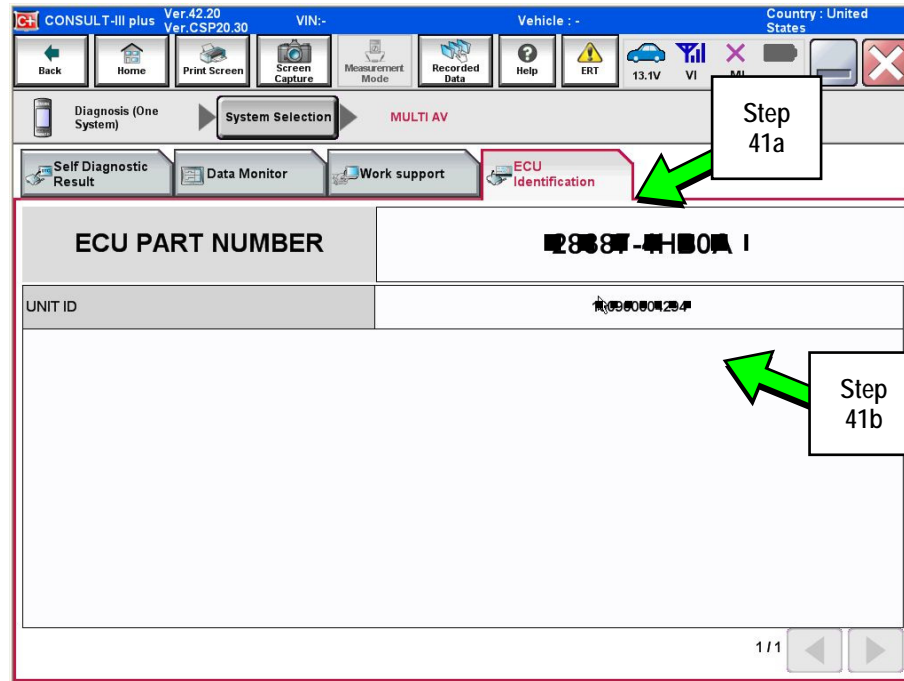
    b. Write down the UNIT ID number.

Figure 26

42. Close C-III plus and disconnect the plus VI from the vehicle.

43. Check that the operation of the DCU and, if equipped, RearView Monitor camera images (fixed guide lines and predictive course lines) are normal.

PART 5:
2014-2016 Q50 and 2017 QX30 Vehicles <u>ONLY</u>
Register the Replacement Display Control Unit

44. Register the replacement DCU by calling Infiniti Owner Services at **1-855-444-7244**. Listen to the prompts and select the option for the "**Infiniti Connection Specialist**."

- During this call you will be asked for the Unit ID number (see step 38) and the VIN.

- Infiniti Owner Services hours of operation are:

    Monday – Saturday: 8:00am to Midnight EST
    Closed Thanksgiving, Christmas, and New Years Day

IMPORTANT: <u>Step 44</u> **MUST be performed to register the replacement DCU**. If this step is not performed, the Infiniti InTouch Apps feature – if the vehicle has an active subscription – will not function. Perform this step even if the vehicle does not have an active Infiniti InTouch Apps subscription, as future enrollment will also be affected.

45. Disconnect the GR8 from the 12V battery.

PART 6:
2014 Q50 Vehicles <u>ONLY</u>
Check the Software Version, Confirm it is the Newest Version, Update if Needed.

NOTE: PART 6 does NOT apply to 2015-2017 model year vehicles.

Click → **HERE** ← This will link you to the General Procedure for Infiniti InTouch Software Update.