



Reference:

Date:

EL18-039

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NTB19-002

January 15, 2019

2018-2019 ARMADA AND PATHFINDER; **DISPLAY CONTROL UNIT SERVICE INFORMATION**

APPLIED VEHICLES: 2018-2019 Armada (Y62) 2018-2019 Pathfinder (R52)

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. •
- Place the order with DENSO.
- Configure the Multi AV system.

NOTE:

- The original DCU must be installed in the vehicle while performing part of this procedure. DO NOT remove the original DCU until instructed.
- > The DCU order approval process does not apply to 2017 Pathfinder vehicles. TECH LINE authorization is not needed for 2017 Pathfinder vehicles. For 2017 Pathfinder vehicles, refer to NTB16-104.
- This process does not apply to 2017 Armada vehicles since it uses a different system.

Nissan Bulletins are intended for use by gualified 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 Nissan dealer to determine if this applies to your vehicle.

SERVICE PROCEDURE

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

Parts of the Procedure

- PART 1: Confirm Proper Diagnosis and Repair with TECH LINE to Obtain DCU Order Approval / Place Order with DENSO
- PART 2: Record Multi AV Configuration Values of Original DCU / Replace DCU
- PART 3: Configure Multi AV System
- PART 4: Manually Configure Multi AV System (if needed)

PART 1: Confirm Proper Diagnosis and Repair with TECH LINE to Obtain DCU Order Approval / Place Order with DENSO

NOTE: The DCU order approval process is to be performed on all 2018-2019 APPLIED VEHICLES and <u>does not apply</u> to 2017 and earlier models. TECH LINE authorization is not needed for 2017 and earlier models.

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

- To ensure proper diagnosis and repair, the technician will need to contact 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.
- Approval from TECH LINE <u>does not</u> mean the DCU has been ordered. The DCU can be ordered from DENSO only after approval from TECH LINE.
- New DCUs will be put on **parts restriction** and will need to be cleared before the order is shipped. 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 contacting TECH LINE for confirmation to replace a DCU will be monitored to ensure the most effective and accurate method of repair.

NOTE: In most cases, an exchange DCU will be ordered. 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.
- It is an insurance claim replacement.

NOTE: While not required, Nissan 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. After diagnosis, an exchange DCU can be ordered by your parts department directly from DENSO. See <u>Order an Exchange</u> <u>DCU from DENSO</u> on the next page.

- 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. Contact TECH LINE <u>after</u> gathering preliminary information of the concern. After 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. <u>TECH LINE</u> will confirm with DENSO, by email, that the diagnosis has occurred and a DCU replacement is approved.

NOTE:

- TECH LINE will not send an email or fax to your parts department.
- Approval from TECH LINE <u>does not</u> mean the DCU has been ordered. The DCU can be ordered from DENSO only after approval from TECH LINE (see page 4).

Order Exchange DCU from DENSO

After steps 1-4 have been completed, **<u>your parts department</u>** will order the replacement exchange DCU as instructed below.

5. Fill out the DENSO Exchange Order Form and fax or email it to <u>DENSO</u>.

Order forms are found on NNAnet.com:

- a. Log onto NNAnet.com.
- b. Confirm Brand View is Nissan.
- c. Select My Links.
- d. Select Warranty.
- e. Select Electronic Exchange Information Nissan.
- f. Scroll down to **Denso**, and then click on Link to Denso Order Form.
- g. Fill out the form. Be sure to use the DCU part number in the Exchange Part #: field.

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**.

- <u>After</u> the order is submitted, <u>and after</u> TECH LINE has submitted authorization by email, <u>then</u> DENSO will email confirmation to your parts department that the order has been placed.*
 - * The DCU order approval process <u>does not apply</u> to 2017 Pathfinder vehicles. TECH LINE authorization is not needed for 2017 Pathfinder vehicles. This process does not apply to 2017 Armada since it uses a different system. For 2017 Pathfinder, refer to NTB16-104.

- 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 plus VI to the vehicle.
 - Launch C-III plus on the CONSULT PC.
 - Turn the ignition ON. **DO NOT** start the engine.
- 8. Select Re/programming Configuration.

nec	Serial No.	Status	
VI	2300090	Normal Mode/Wireless	Diagnosis (Ole System)
мі		No connection	Re/programming, Configuration
9:	Select VI/MI		immobilizer
olicat	ion Setting Sub mode	ABC Language Setting	Maintenance

Figure 1

9. Read the Precautions.

When finished, click in the **Confirmed instructions** box to insert a check mark, and then select **Next**.



Figure 2

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

NOTE: If the screen shown in Figure 3 does not display, proceed to step 13.

11. Select Select.

- 12. Confirm the correct **Vehicle Name** and **Model Year** are displayed.
 - When finished, select **Confirm**.





Figure 4

- 13. After System Call completes, confirm the correct Vehicle Identification Number (VIN) is displayed.
 - When finished, select Confirm.

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





0 ALLAN YI X E D)agnosés (One System) System Selects X-Badge NISSANJINFINITI Renault All systems Ŧ Group TRANSMISSION BAC DIU ENGINE MULTI AV SUB METER AUTO SLIDE DOOR PRECRASH SEATBELT CONVERTIBLE ROOF METER/M&A EHS/PKB HEAD LAMP LEVELIZER AUTO DRIVE POS BCM MOTOR CONTROL AIR BAG EPS/DAST 3 e-4WD ALL MODE AWD/4WD ICC/ADAS IPDM E/R LASER/RADAR DIFF LOCK HVAC AIR PRESSURE MONITOR INTELLIGENT KEY 4WAS(MAIN)/RAS/HICAS 1/3 •

Figure 6

14. Select MULTI AV.

Use the scroll arrows if needed.

15. Select Before ECU Replacement.



Figure 7

- 16. Confirm **Setting Value** (current configuration) and write it down.
 - The current configuration can also be printed with the Print Screen button or Screen Capture button.
 - Use the scroll arrows if more than one page of information is available.

NOTE: Configurable options will differ. Your screen may look different.

17. 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 page 10, **PART 4: Manually Configure the Multi AV System (if needed)**.

18. Select End.



Operation Log and Vehicle specification (Configuration data) have been saved to CONSULT. Touch "End" to back to Home Screen. And refer to Service Manual, and replace ECU. After replacement of ECU, touch "Configuration" on Home Screen to continue to write configuration. File Labert JOXIXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Operation Log and Vehicle specification to back to Home Screen. And refer to After replacement of ECU, touch "Con	n (Configuration data) have been saved to CONSULT. Touch "End" Service Manual, and replace ECU.	٥
JIKOKIKKOREKIKKEKOROLUGU KAROLUGU		guration" on Home Screen to continue to write configuration.	J
Vehicle XXXXBEXBXXXQBXXXX System MULTI AV Type ID XXXXBEXBXXXBBXXXX Saved Date BXXXXBXXXXXBBXXXXBBXXXX	Filê Label	XXX X X X X X X X X X X X X X X X X X	
System MULTI AV Type ID XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Vehicle	XXXXXXXXXXXXXXXXX	
Type ID XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Svatem	MULTI AV	
Saved Date NCKKXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	oyatem		
	Type ID	XXXXXXXXXXXX	
· · · · · · · · · · · · · · · · · · ·	Type ID Saved Date	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	

Figure 9

19. Replace the DCU as instructed in the applicable ESM.

• Refer to the ESM, section DRIVER INFORMATION & MULTIMEDIA > AUDIO, VISUAL & NAVIGATION SYSTEM > NISSANCONNECT > REMOVAL AND INSTALLATION > DISPLAY CONTROL UNIT > Removal and Installation.

- 20. Perform steps 7-13 again before performing step 21.
- 21. When you get to the screen shown in Figure 10, select **Confirm**.

Configuration	Vahiala Confirmation	Operation Log Selection	1-	
peration Log Selection				
2DNSULT has the saved data re n case you want to write the save data list (left side), and confirm the vant to do other operation, touch '	ated reiprogramming and cont data from CONSULT to vehicle e detail (right side). If the detail "Other Operation".	Iguration, ECU, touch and select the data in Save is OK, and touch "Confirm". In case you		
aved Data List	Saved Data Detail			
TANNAL SOAR NOOABB X	Operation	VEHICLE CONFIGURATION		
	System	MULTI AV		
	Part Number	255H5×2335A		
	Vehicle	XXXXXXXXXXXXXX	Delete	
	VIN	210000000R3A340001000	Other	
	Saved Date	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Operation	
	Sures Sure			

Figure 10

- 22. If the screen in Figure 11 appears, skip to page 12, step 32.
- 23. If the screen in Figure 11 does not appear, go to step 24.

Configuration	System Selection Operation Selection	7
eration Selection		
ouch "Operation". n case over write current ECU, touc n case replacement of ECU, select ar	h "Reprogramming". operation in REPLACE ECU category.	
REPROGRAMMING		
Reprogramming	In case you want to reprogramming ECU	, touch "Reprogramming",
Kepregrammig		
Replacement OF ECU Programming (Blank ECU)		
Replacement OF ECU Programming (Blank ECU) Before ECU Replacement	After ECU Replacement	Touch "Before ECU Replacement", Operation log with part number is saved to CONSULT.
Replacement OF ECU Programming (Blank ECU) Before ECU Replacement	After ECU Replacement	Touch "Before ECU Replacement", Operation log with part number is saved to CONSULT.

24. Select OK.

After performing Step 24:

- If an error message <u>does not</u> display, proceed to page 14, step 36.
- If an error message <u>does</u> display, proceed to PART 4: Manually Configure the Multi AV System (if needed), below.

rite Configuration		
allowing setting value for each item are saved to vehicle i Confirm setting value for each items, if OK, touch "OK" to sa	ECU. Ive them to vehicle ECU.	2
Berns	Setting Value	
DESTINATION	United States	
AVIGATION	WITH	
DP (LANE DEPARTURE PREVENTION)	On	
IYBRID	Off	_
CAMERA SYSTEM	NONE/AVM ph3	Cancel
PREDICTIVE COURSE LINE	WITHOUT	
	1/2	OK
F	iguro 12	

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

NOTE: If the screen in Figure 13 is not displayed, click on the **Home** icon.

25. Select **Re/programming Configuration**.

nnee	ction Status		Diagnosis Menu
_	Serial No.	Status	Diagnosis (One System)
VI	2300090	Normal Mode/Wireless connection	Diagnosis (All Systems)
MI	•	No connection	Re/programming, Configuration
8	Select VI/MI	1	Immobilizer
plicat	ion Setting Sub mode	ABC Language Setting	Maintenance
-			· · · · · · · · · · · · · · · · · · ·



26. Read the Precautions.

When finished, click in the **Confirmed instructions** box to insert a check mark, and then select **Next**.





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

NOTE: If the screen shown in Figure 15 does not display, skip to the next page, step 30.

- 28. Select Select.
- 29. Confirm the correct **Vehicle Name** and **Model Year** are displayed.

When finished, select **Confirm**.

Figure 16

30. 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**.

NISSAN/INFINIT	Rena	Renault				
Group	All system	s 🔻	-			
ENGINE	TRANSMISSION	BAC	DIU			
	MULTIAV	SUB METER	AUTO SLIDE DOOF			
METER/M&A	EHS/PKB	CONVERTIBLE ROOF	PRECRASH SEATBEL			
ВСМ	MOTOR CONTROL	HEAD LAMP LEVELIZER	AUTO DRIVE POS			
AIR BAG	EPS/DAST 3	e-4WD	ALL MODE AWD/AW			
ICCIADAS	IPDM E/R	LASER/RADAR	DIFF LOCK			
HVAC	AIR PRESSURE MONITOR	INTELLIGENT KEY	4WAS(MAIN)/RAS/HIC/			

31. Select MULTI AV.

• Use the scroll arrows if needed.

32. Select After ECU Replacement.

Figure 19

33. Select Manual selection.

Back Home Print S	Creen Sefern Music Received Bas
Configuration	Operation Selection Selection Sile
Vriting method selection	
Select an operation from the Touch "FAST linked" or "Ma	ne following list. Inual selection".
	Touch "FAST linked" to select automatic selection for writing data using the file generated in FAST.
FAST linked	
	Touch "Manual selection" to select writing data manually.
Manual selectio	
L	
	<u>I</u>

Figure 20

- 34. Use the drop down menus to select the configuration options that were printed or written down in step 16.
 - Use the scroll arrow if more than one page of information is available.

NOTE: Configurable options may differ and look different from Figure 21.

35. Confirm the configuration settings displayed under **Setting Value** are correct, and then select **OK**.

Hack Home Print Screen Capture	Minute Data	Hings	13.2V	VI	MI	-
Configuration	nion Siljection	Manual Configuration	Write C	anfigura	wan	•
anual Configuration					-	
Identify the correct model and configuratio Confirm and/or change satting value for a Make sure for touch "Next" even if the indic configuration, if not, configuration which is memorized.	on mode with Configu ach itam, touch "Next ated configuration of set automatically by	ination list describe Prand new BCM is selecting vehicle m	nd on Servi same as the odel can no	ce Man desira of be	103	
Berras		3	etting Value		V	
DESTINATION	United States			•		
NAVIGATION	WITH		•			
LOP (LANE DEPARTURE PREVENTION)	On			•		
HYBRID	FR TYPE 4WD		1	•		
CAMERA SYSTEM	NONE/AVM ph3		1	•		
PREDICTIVE COURSE LINE	WITHOUT			-	V	
				_	\leq	Next
			1/2 4	,		
	 :					

Figure 21

Beck Home Print Screen Streen Tom	Anner Breuten Hele 12.3V VI MI
rite Configuration	CII Operation Complete 677
ollowing setting value for each item are saved to confirm setting value for each items, if OK, touch '	i vehicle ECU. "OK" to save tham to vehicle ECU.
Derm	Setting Veine
DESTINATION	United States
AVIGATION	WITH
DP (LANE DEPARTURE PREVENTION)	On
YBRID	ОП
YYBRID CAMERA SYSTEM	Off NONE/AVM ph3 Cancel
AYBRID CAMERA SYSTEM REDICTIVE COURSE LINE	Off NONEIAVM ph3 Cancel WITHOUT

- 36. Turn the ignition OFF, and then start the engine.
- 37. After starting the engine, wait for about 30 seconds.
- 38. Use C-III plus to erase 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. Erase any codes that may be present.
- 39. Close C-III plus and disconnect the plus VI from the vehicle.
- 40. Check that the operation of the DCU and, if equipped, Rear View Monitor camera images (fixed guide lines and predictive course lines) are normal.
- 41. Disconnect the GR8 from the 12V battery.

AMENDMENT HISTORY

PUBLISHED DATE REFERENCE		DESCRIPTION
January 15, 2019	NTB19-002	Original bulletin published