INFINITI®

SERVICE BULLETIN

Classification:	Reference:	Date:
EL13-023k	ITB13-026k	January 10, 2020

2014-2017 INFINITI; DISPLAY CONTROL UNIT REPLACEMENT

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

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

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:

- Place the order with DENSO.

- Configure the Multi AV system.

- 2014-2016 Q50/Q50 Hybrid 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.

- 2014 Q50/Q50 Hybrid vehicles only: Check/update the software version.
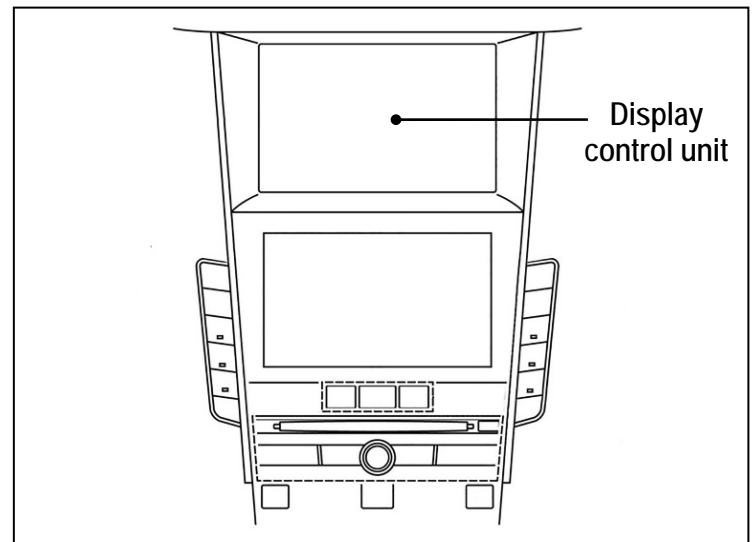
Q50 and Q60 vehicles

Figure 1

NOTE:

- **For all 2017 model year and earlier Infiniti vehicles, the need to contact TECH LINE for DCU order approval has been eliminated.**

- **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) updates have been installed.

Parts of the Procedure

PART 1: Take Preliminary Steps Prior to Ordering DCU / Order DCU

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 5: 2014-2016 Q50/Q50 Hybrid and 2017 QX30 Vehicles Only: Register Replacement DCU

PART 6: 2014 Q50/Q50 Hybrid Vehicles Only: Check Software Version / Confirm as Newest Version / Update as Needed

PART 1: Take Preliminary Steps Prior to Ordering DCU / Order DCU

While not required, Infiniti recommends using the following preliminary steps along with any other necessary diagnosis for non-warranty repairs:

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.

   NOTE: TECH LINE can be contacted IF technical assistance is needed with diagnosis and repairs.

Order Exchange DCU from DENSO

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.

- Insurance claim replacement.

After steps 1 and 2 have been completed, <u>your parts department will order the replacement exchange DCU</u> as instructed below.

3. Go to the Denso-Ten website (https://www.f10ncs.com), and login with your username and password.

- If you do not have a login username and password (first time users), call Denso-Ten tech line (1-800-237-5413, Mon – Fri: 7:00am – 4:00pm PT) to obtain a login username and password.

4. Select **Orders** > **Place An Order**.
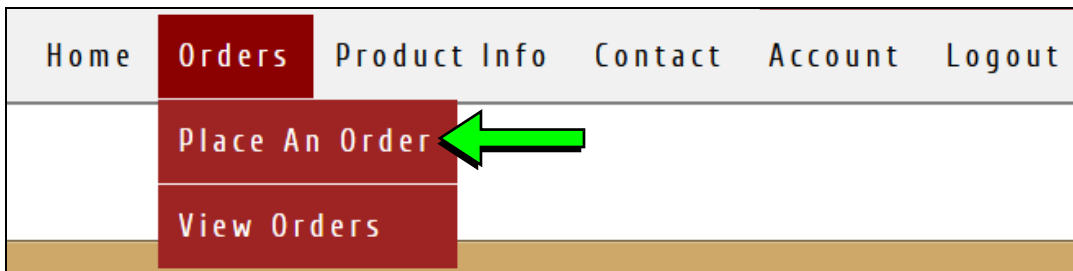
Figure 2

5. Enter the **Dealer contact information**, **vehicle information**, and **warranty status information**.

6. Select **Next**.

Figure 3

7. Select the **vehicle model** and **original DCU part number**.

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

   NOTE: The replacement DCU you receive may have a different part number than the original DCU.

8. Select **Next**.

Figure 4

9. Populate the **Customer Complaint field**, choose a **symptom** from the drop down menu, and select an option for each displayed question.
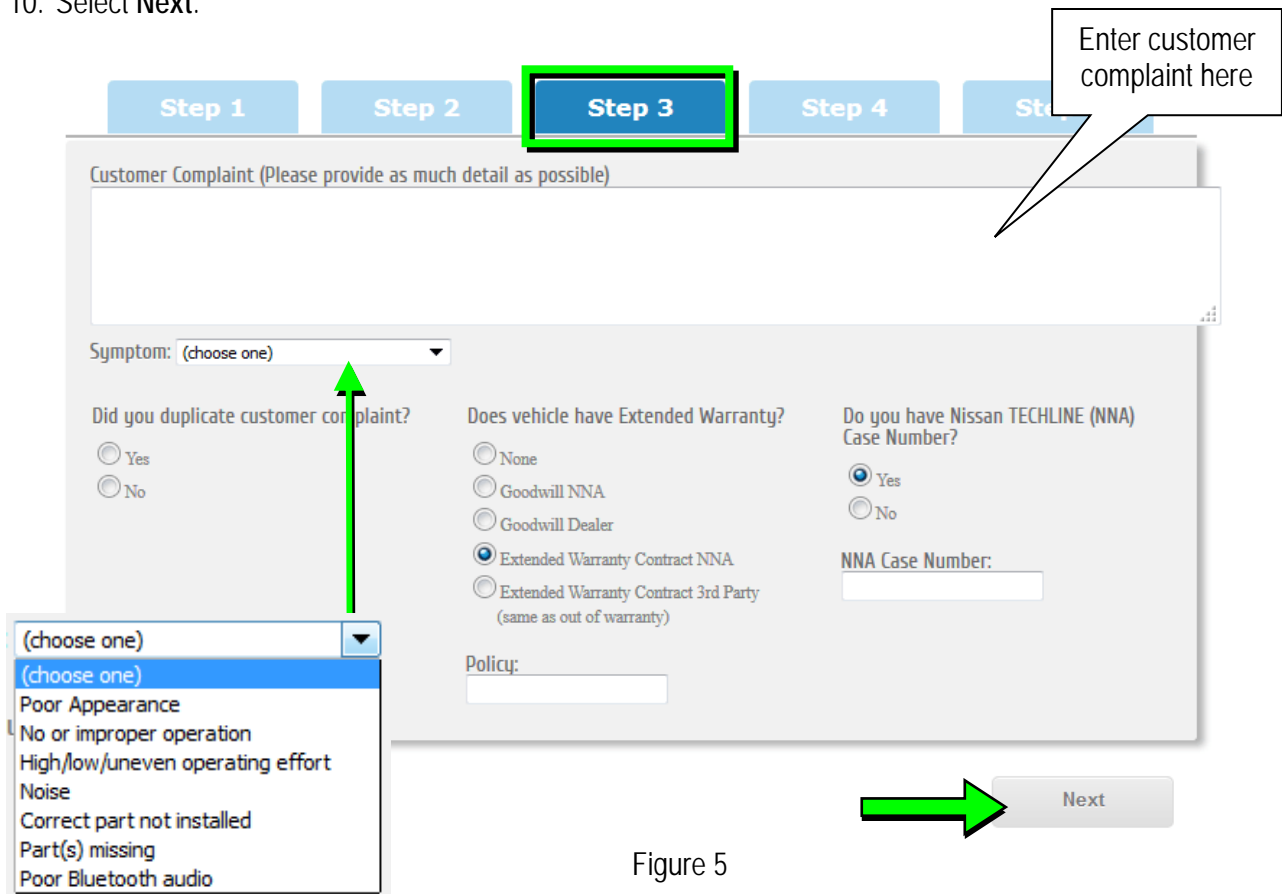
10. Select **Next**.

Enter customer complaint here

Step 1 | Step 2 | **Step 3** | Step 4 | Ste

Customer Complaint (Please provide as much detail as possible)

Symptom: (choose one) ▼

Did you duplicate customer complaint?
○ Yes
○ No

Does vehicle have Extended Warranty?
○ None
○ Goodwill NNA
○ Goodwill Dealer
◉ Extended Warranty Contract NNA
○ Extended Warranty Contract 3rd Party
   (same as out of warranty)

Policy:

Do you have Nissan TECHLINE (NNA) Case Number?
◉ Yes
○ No

NNA Case Number:

(choose one) ▼
(choose one)
Poor Appearance
No or improper operation
High/low/uneven operating effort
Noise
Correct part not installed
Part(s) missing
Poor Bluetooth audio

Next

Figure 5

11. Select the conditions under which the symptoms occurred.

12. Select **Next**.

Step 1 | Step 2 | Step 3 | **Step 4** | Step 5

When problem first occurred?
(choose one) ▼

Where did the problem occur?
(choose one) ▼

How often does problem occur?
(choose one) ▼

Weather when problem occurred?
(choose one) ▼

Conditions when the problem occurred?
(choose one) ▼

Cabin Temperature when the problem occurred?
(choose one) ▼

Back

Next
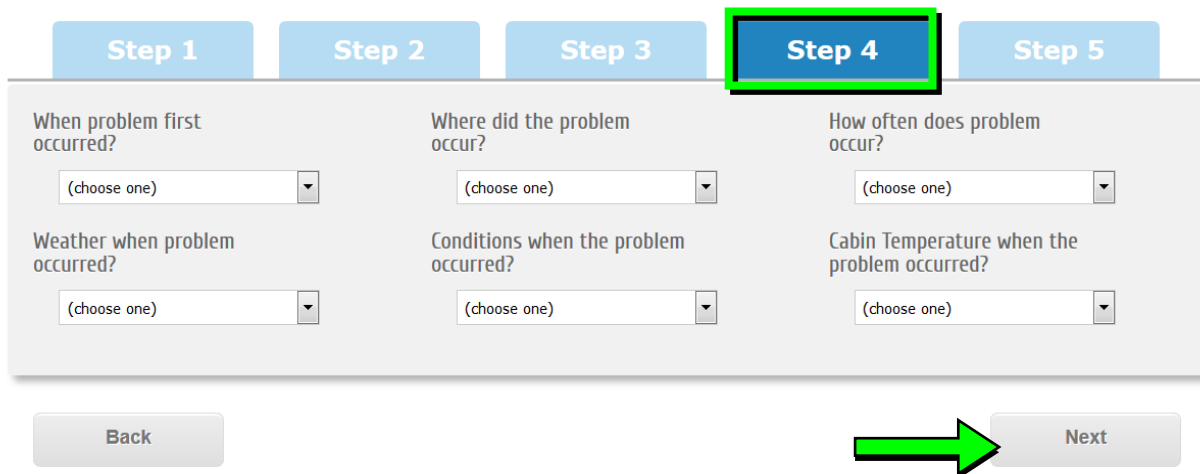
Figure 6

13. Check all symptoms that apply for each component.

14. Select **Review**.

Step 1	Step 2	Step 3	Step 4	**Step 5**

(Check all that apply)

Shared Functions

- ☐ No Sound
- ☐ Noise/Static
- ☐ No Power
- ☐ Does not change Mode
- ☐ Changes Volume Automatically (Without User Input)
- ☐ Volume does not change
- ☐ No Illumination
- ☐ No Display
- ☐ Touch SW does not respond
- ☐ Hard key does not respond
- ☐ Voice recognition does not respond
- ☐ Other

Radio

- ☐ AM
- ☐ FM
- ☐ XM
- ☐ HD Radio
- ☐ All Stations
- ☐ Fades in and Out
- ☐ Cuts in and Out
- ☐ Sound Distorted
- ☐ Electrical Noise
- ☐ Noisy
- ☐ Weak Sound
- ☐ No Sound
- ☐ Song Title and Artist not shown
- ☐ XM Service (account active)
- ☐ Other

Bluetooth Hands Free Phone

- ☐ Unable to pair
- ☐ Loses Connection
- ☐ Sound Distorted/Not Clear
- ☐ Caller does not hear driver
- ☐ Driver does not hear caller
- ☐ Does not make automatic connection
- ☐ Must re-pair after ignition key cycling
- ☐ Does not transmit Phone Book
- ☐ Noise/Static
- ☐ No Sound
- ☐ Other

Bluetooth-Audio/AUX

- ☐ Unable to pair
- ☐ Loses Connection
- ☐ Does not connect automatically
- ☐ No Sound
- ☐ No Play
- ☐ Skips
- ☐ Other

USB Audio/AUX

- ☐ Unable to pair device
- ☐ Unable to connect automatically
- ☐ Loses Connection
- ☐ No Play
- ☐ No Sound
- ☐ Other

CD Player

- ☐ MP3/WMA/AAC
- ☐ Purchased CD
- ☐ Specific disc
- ☐ Error Code
- ☐ No Eject
- ☐ Ejects by itself
- ☐ No Loading
- ☐ No Play
- ☐ No Sound (won't play CD)
- ☐ Skips
- ☐ Other

Navigation (ECU)

- ☐ Unable to read disc
- ☐ Map does not appear
- ☐ Will not boot up
- ☐ Resets by itself
- ☐ Vehicle position icon drifts
- ☐ Vehicle icon rotates
- ☐ Vehicle icon skips
- ☐ Vehicle icon does not match driven road
- ☐ GPS icon does not appear
- ☐ Route guidance inoperative / inaccurate
- ☐ Does not detect speed pulse from vehicle
- ☐ Other

Display

- ☐ No Display
- ☐ No Color
- ☐ Bright or Dark Spot (pixel)
- ☐ Contrast in Coloring
- ☐ Lines in Screen
- ☐ Display does not change (frozen)
- ☐ Day/Night Mode does not change
- ☐ Rearview and AVM do not display image
- ☐ Out of Sync (Horizontal/Vertical)
- ☐ Cosmetic Blemishes on the screen
- ☐ Touch screen does not respond
- ☐ All blank/black
- ☐ All white
- ☐ Poor Focus
- ☐ Drifts
- ☐ Diagnostic Codes displayed
- ☐ Other

Other functions

- ☐ Does not transit to APPS (Applications)
- ☐ Does not play Internet Radio
- ☐ Intermittent Internet Radio audio
- ☐ APPS tab not displayed when 'AUDIO' button is pressed
- ☐ Wrong / Inaccurate results when Search
- ☐ Other

Back   Review

Figure 7

ITB13-026k

15. Confirm all of the information displayed is accurate, and then select **submit order**.

    NOTE: Changes <u>cannot</u> be made once an order has been submitted.

    - If changes are needed, select **Cancel and Edit** to return to the form.

Figure 8

16. After **sumbit order** is selected, a confirmation page and number will display. If needed, select **View My Order**, **Submit a New Request**, or **Printer Friendly Page**.

Figure 9

NOTE:

- To view order status and shipping/tracking information at a later date, select **View Orders** on the Denso-Ten website and select the applicable order.
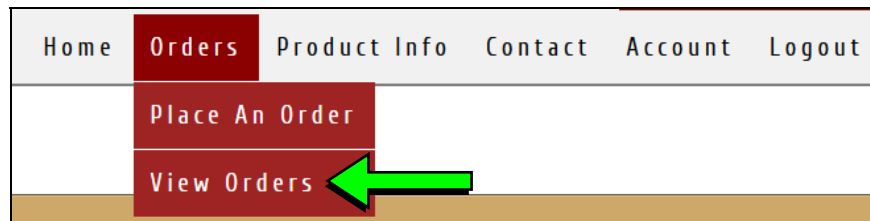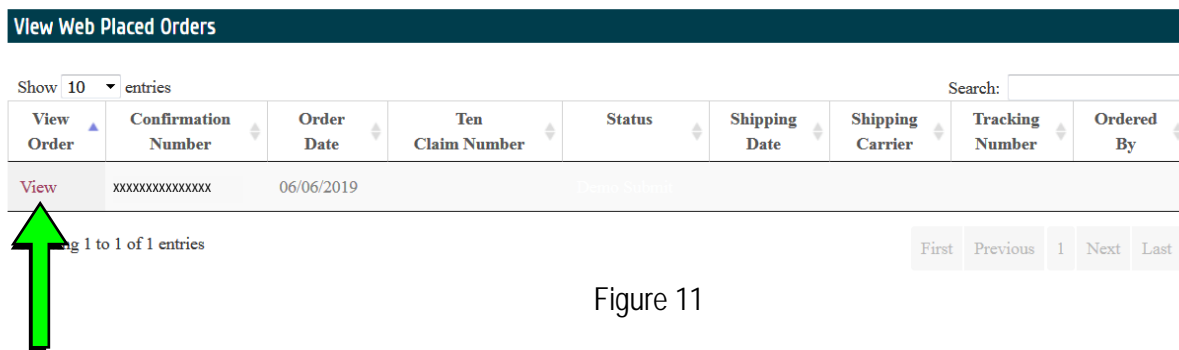

Figure 10

Figure 11

17. After the order is submitted, DENSO will email a confirmation to your parts department stating the order has been placed.

PART 2: Record Multi AV Configuration Values of Original DCU / Replace DCU

18. Prepare the vehicle:

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

    • Connect a battery maintainer or smart charger set to reflash mode or a similar setting.

    • Connect the plus VI to the vehicle.

    • Launch C-III plus on the CONSULT PC.

    • Turn the ignition ON but **DO NOT** start the engine.
      Q50 Hybrid and QX60 Hybrid vehicles: Turn the ignition ON but **DO NOT** put in Ready Mode.

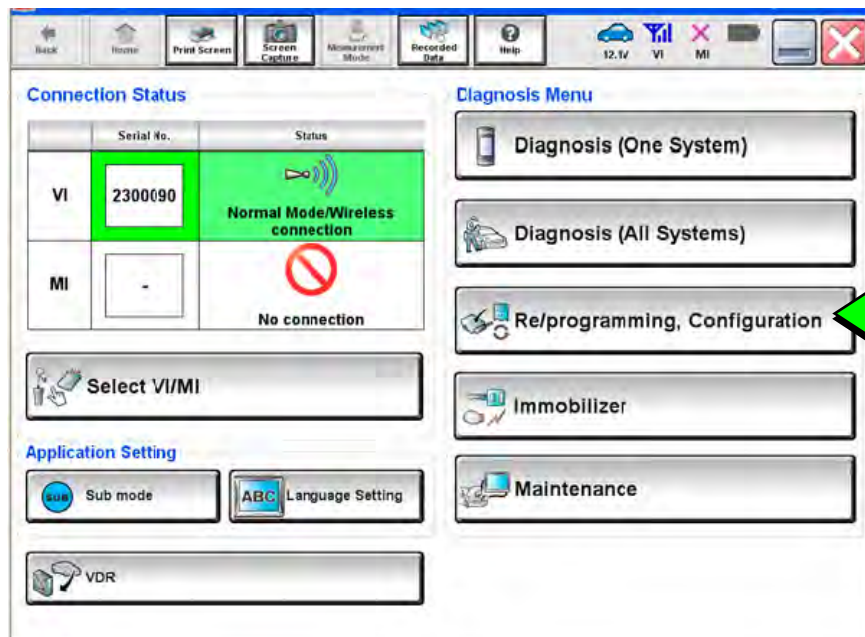19. Select **Re/programming Configuration**.

Figure 12

20. Read the Precautions.

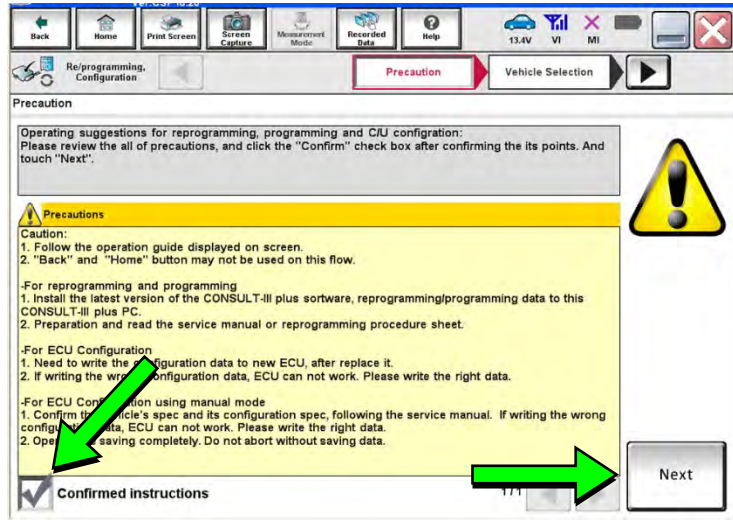   When finished, click in the **Confirmed instructions** box to insert a check mark, and then select **Next**.

Figure 13

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

    NOTE: If the screen shown in Figure 14 does not display, proceed to step 26.
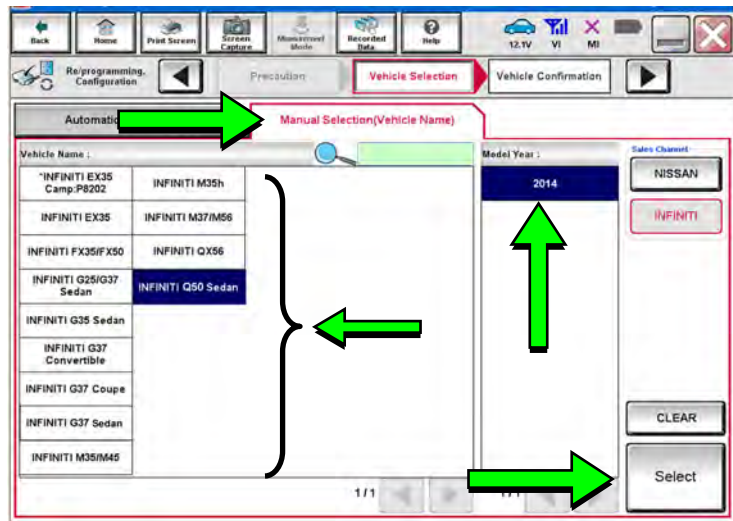
22. Select **Select**.

Figure 14

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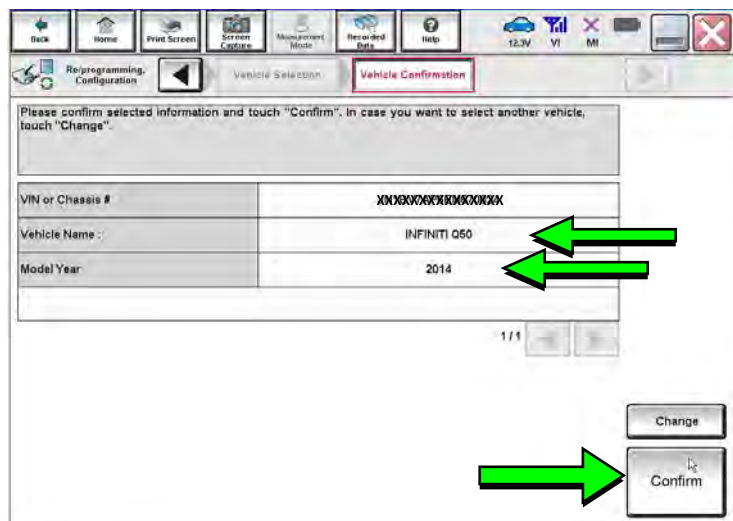
    • When finished, select **Confirm**.

Figure 15

Steps 24 and 25 below apply to 2017 QX30 vehicles ONLY. For all other vehicles, proceed to step 26 on the next page.

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

    NOTE:

    - The screen in Figure 16 will only appear during the first login on a CONSULT PC. Future logins with the same CONSULT PC will display the screen in Figure 17 only.

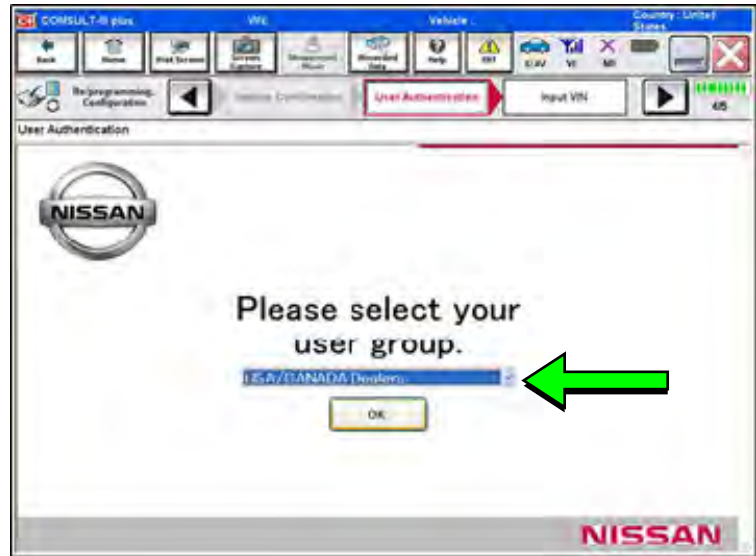   - If the screen shown in Figure 16 does not display, proceed to step 25.

Figure 16

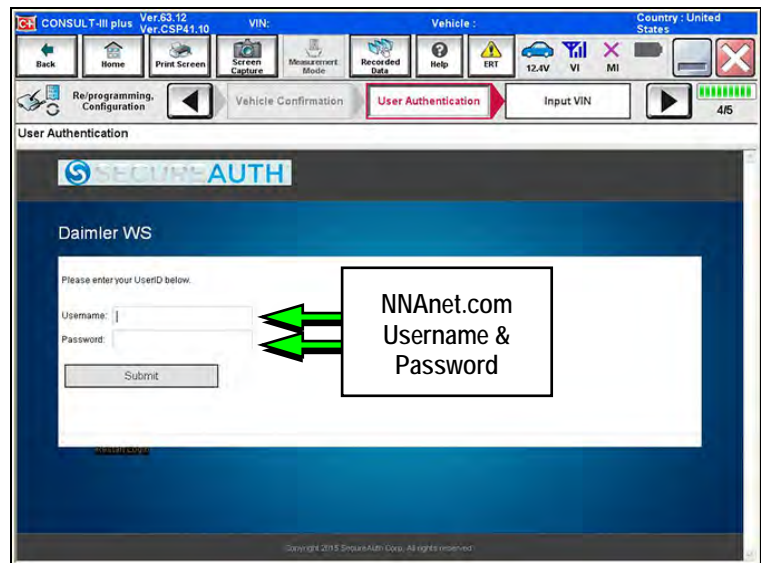25. Enter your NNAnet.com **Username** and **Password**, and then select **Submit**.

Figure 17

26. 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**.
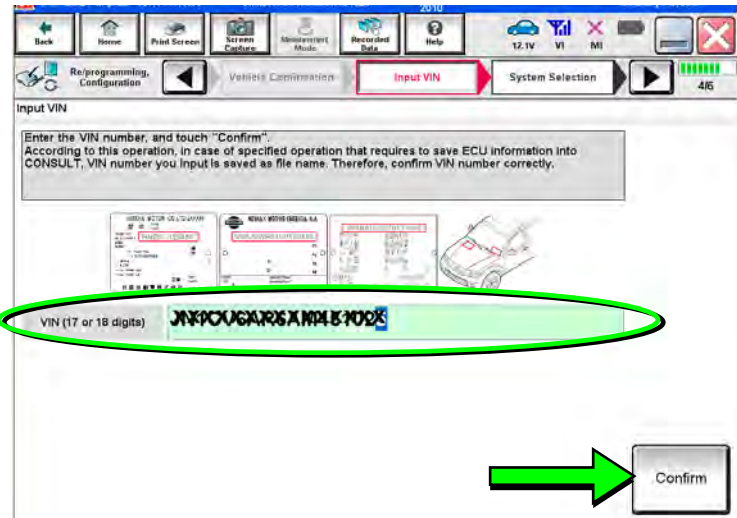

Figure 18

27. Select **MULTI AV**.

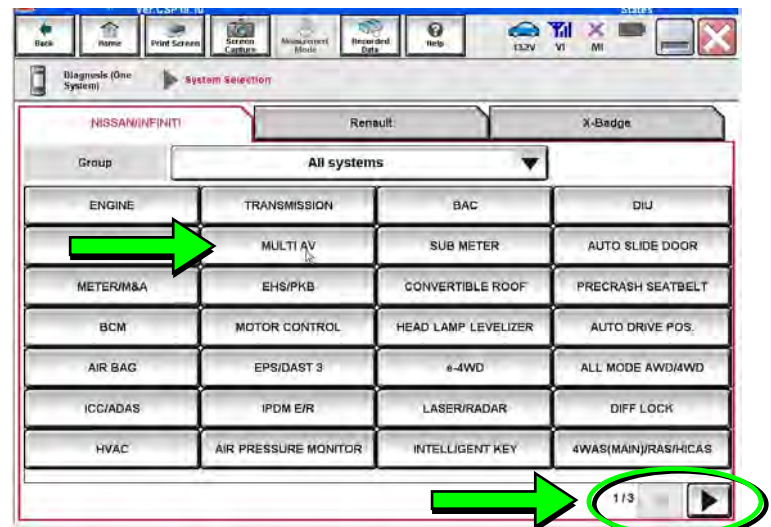- Use the scroll arrows if needed.

Figure 19

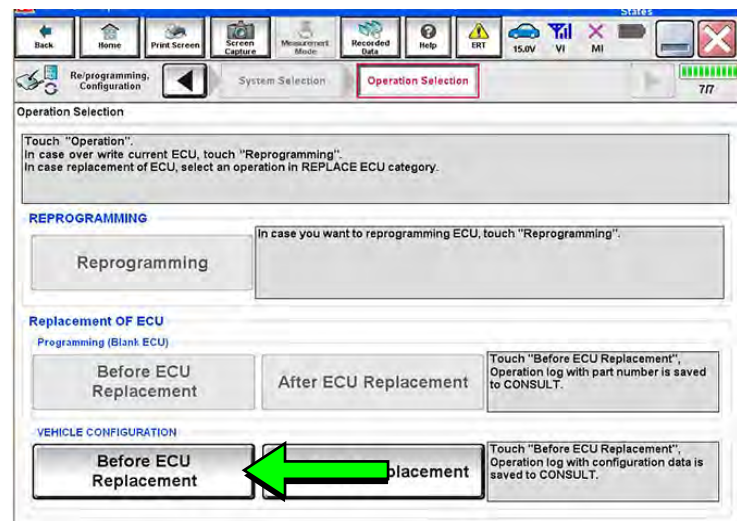28. Select **Before ECU Replacement**.

Figure 20

29. Confirm **Setting Value** (current configuration) and write it on the repair order.

- 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 and your screen may look different.

30. Select **Save**.

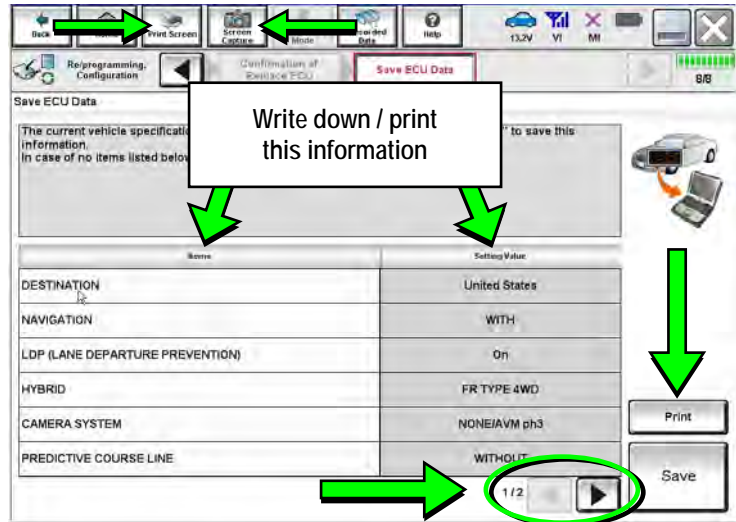Write down / print this information

Figure 21

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 16, **PART 4: Manually Configure the Multi AV System (if needed)**.
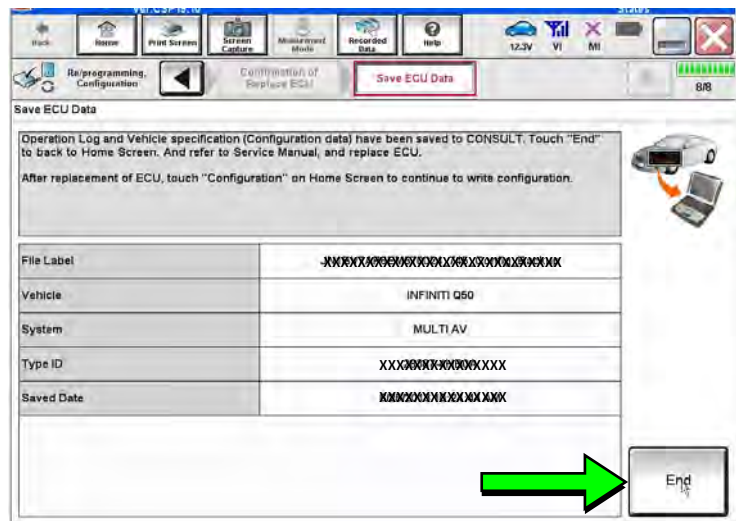
31. Select **End**.

Figure 22

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

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

PART 3: Configure the Multi AV System

33. Perform steps 18-26 again before proceeding to step 34.

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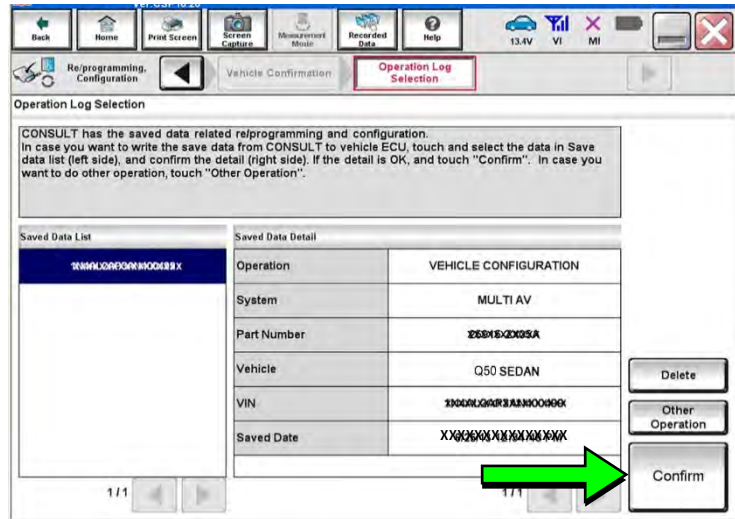

Figure 23

35. If the screen in Figure 24 appears, skip to page 19, step 46.

36. If the screen in Figure 24 does not appear, go to step 37.
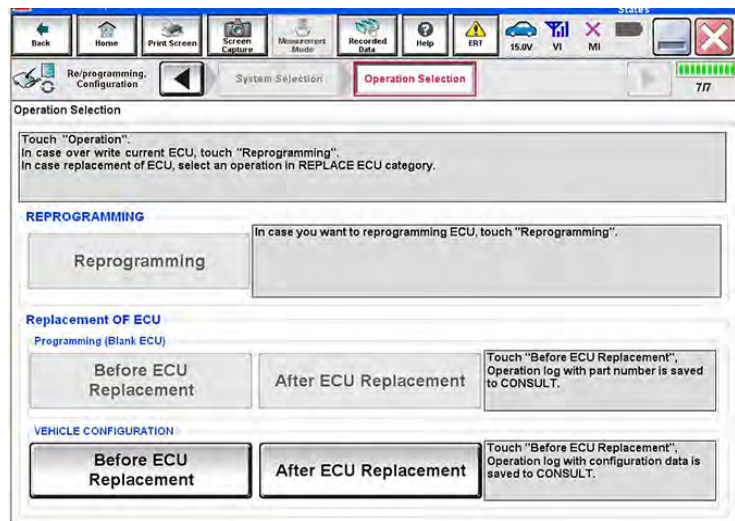
Figure 24

37. Select **OK**.

After performing Step 37:

- If an error message <u>does not</u> display, proceed to page 20, step 51.

- If an error message <u>does</u> display, proceed to **PART 4: Manually Configure the Multi AV System (if needed)**, below.
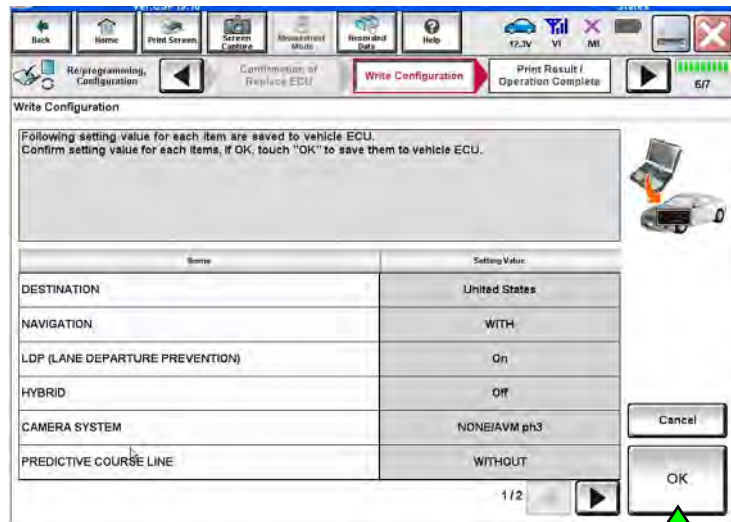

Figure 25

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

NOTE: If the screen in Figure 26 is not displayed, click on the **Home** icon.

38. Select **Re/programming Configuration**.
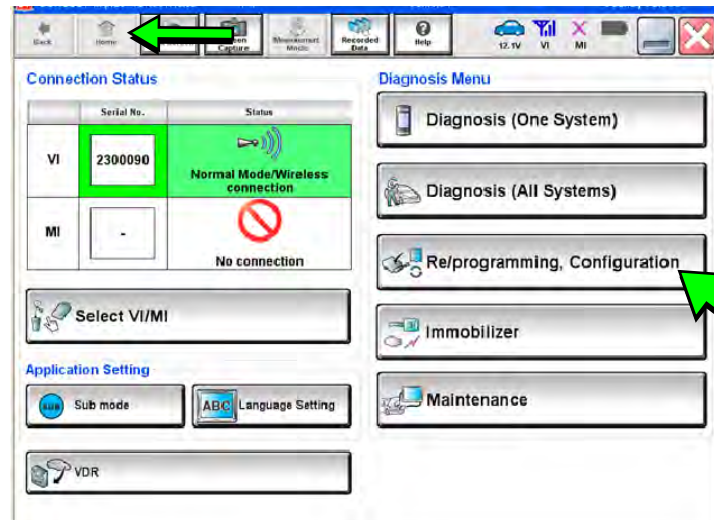
Figure 26

39. Read the **Precautions**.

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

Figure 27

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

NOTE: If the screen shown in Figure 28 does not display, proceed to the next page, step 44.

41. Select **Select**.
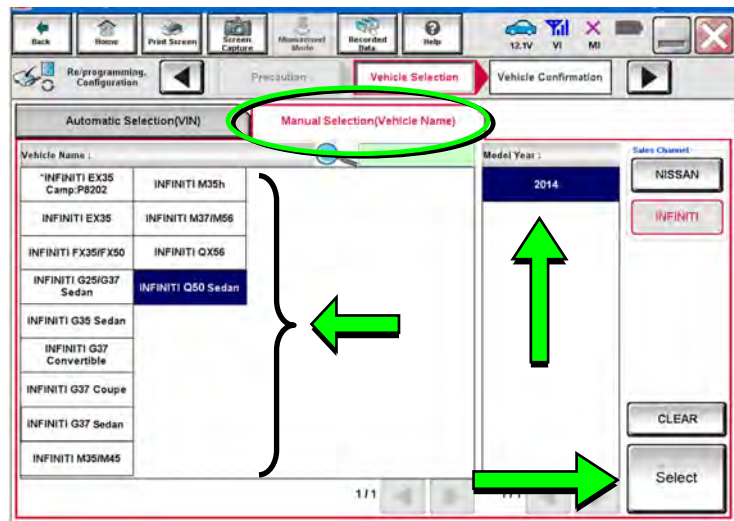
Figure 28

42. Confirm the correct **Vehicle Name** and **Model Year** are displayed.

When finished, select **Confirm**.
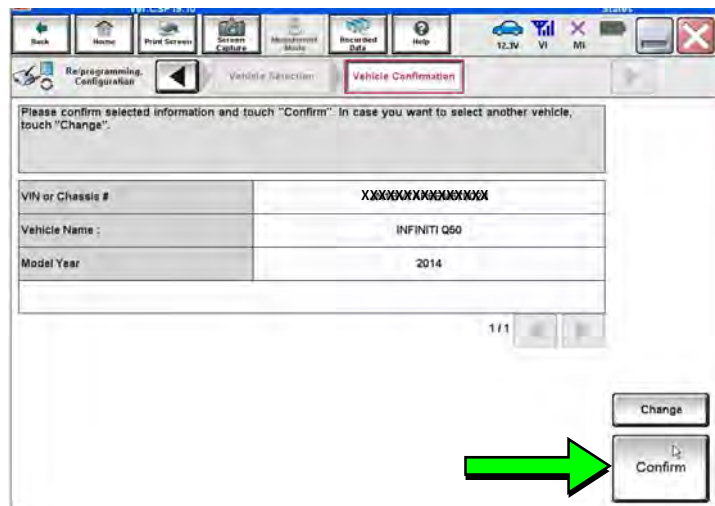
Figure 29

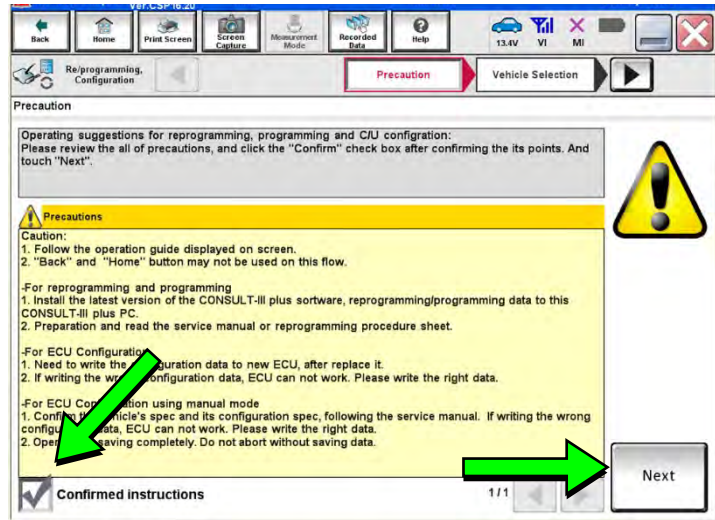**Step 43 below applies to 2017 QX30 vehicles ONLY. For all other vehicles, skip to step 44.**

43. Enter your NNAnet.com **Username** and **Password**, and then select **Submit**.

NNAnet.com Username & Password
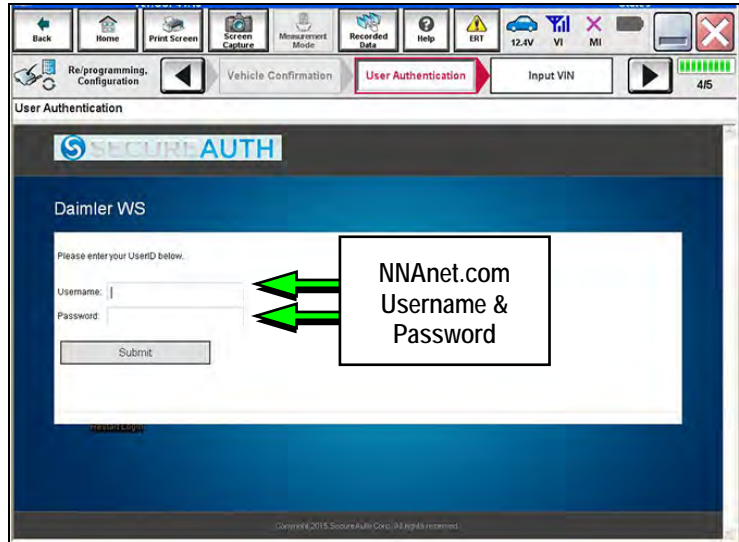
Figure 30

44. 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**.
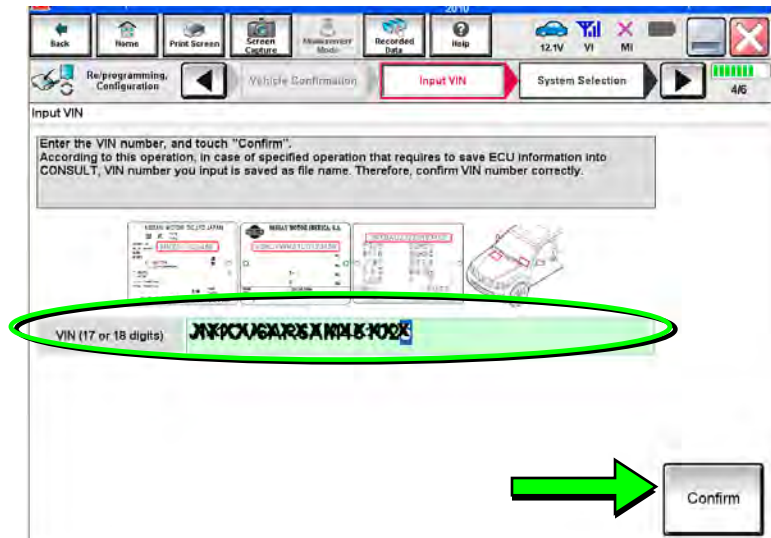
Figure 31

45. Select **MULTI AV**.

- Use the scroll arrows if needed.
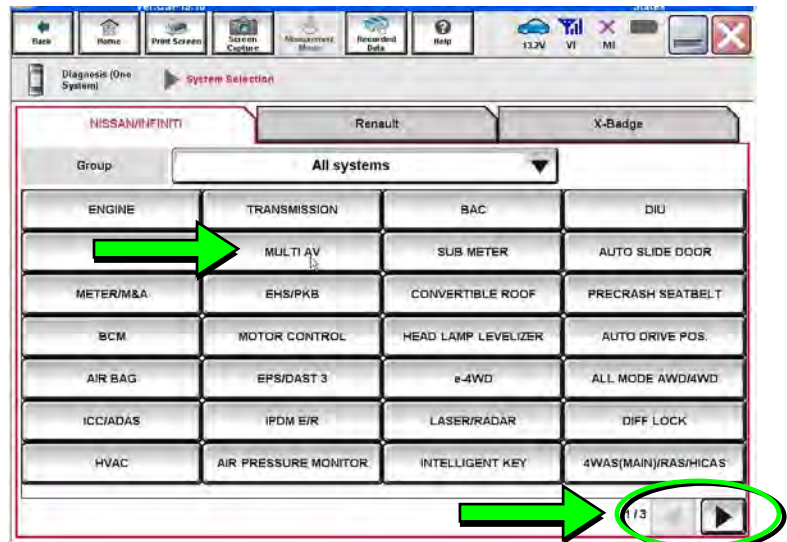
Figure 32

46. Select **After ECU Replacement**.
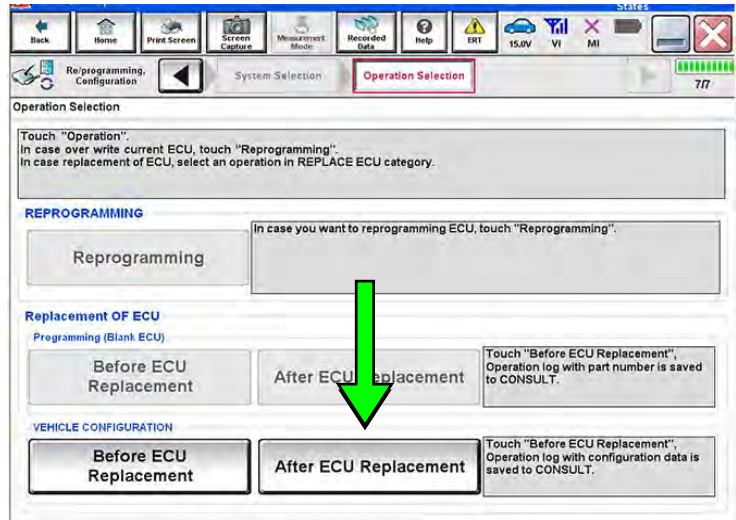
Figure 33

47. Select **Manual selection**.
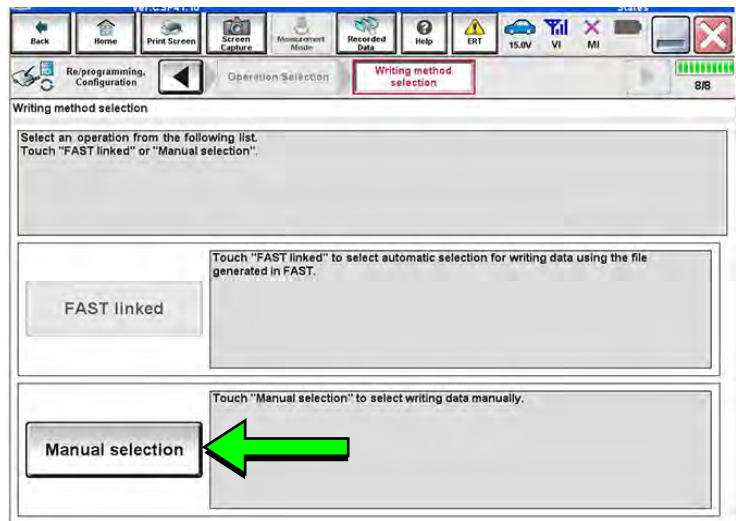
Figure 34

48. Use the drop down menus to select the configuration options that were printed or written down in step 29.

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

NOTE: Configurable options may differ and look different from Figure 35.

49. Select **Next**.
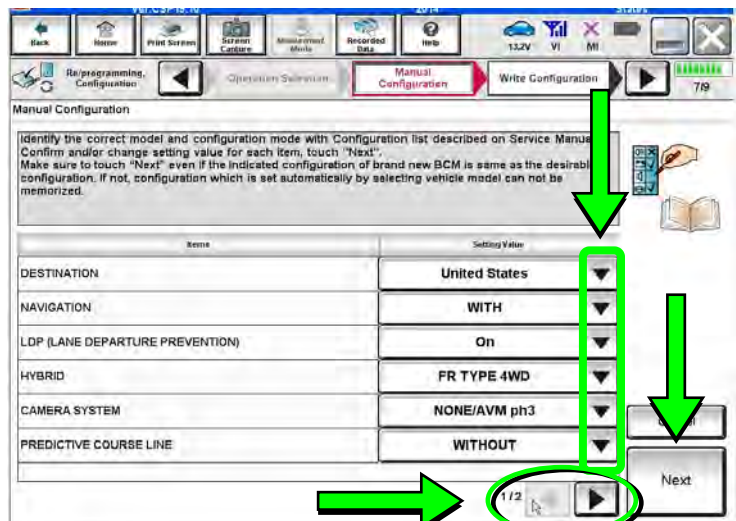
Figure 35

50. Confirm the configuration settings displayed under **Setting Value** are correct, and then select **OK**.
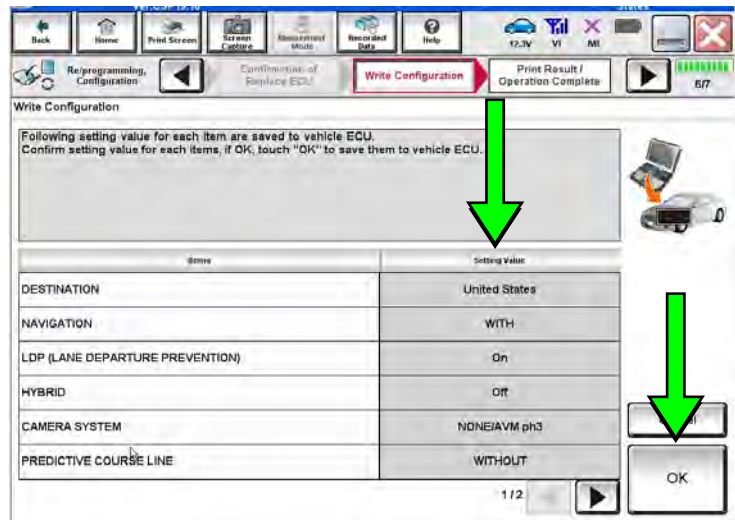
Figure 36

51. Turn the ignition OFF, start the engine or put in Ready Mode, and then wait for about 30 seconds.

52. 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.

Step 53 below applies to 2014-2016 Q50/Q50 Hybrid and 2017 QX30 vehicles ONLY. **For all other vehicles, proceed to step 54.**

53. Write down the **UNIT ID** number (Figure 37) as follows:

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

    a. Select the **ECU Identification** tab on the C-III plus screen.

    b. Write down the **UNIT ID** number.

Figure 37

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

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

56. Disconnect the battery maintainer/smart charger from the 12V battery.

PART 5: 2014-2016 Q50/Q50 Hybrid and 2017 QX30 Vehicles Only – Register Replacement DCU
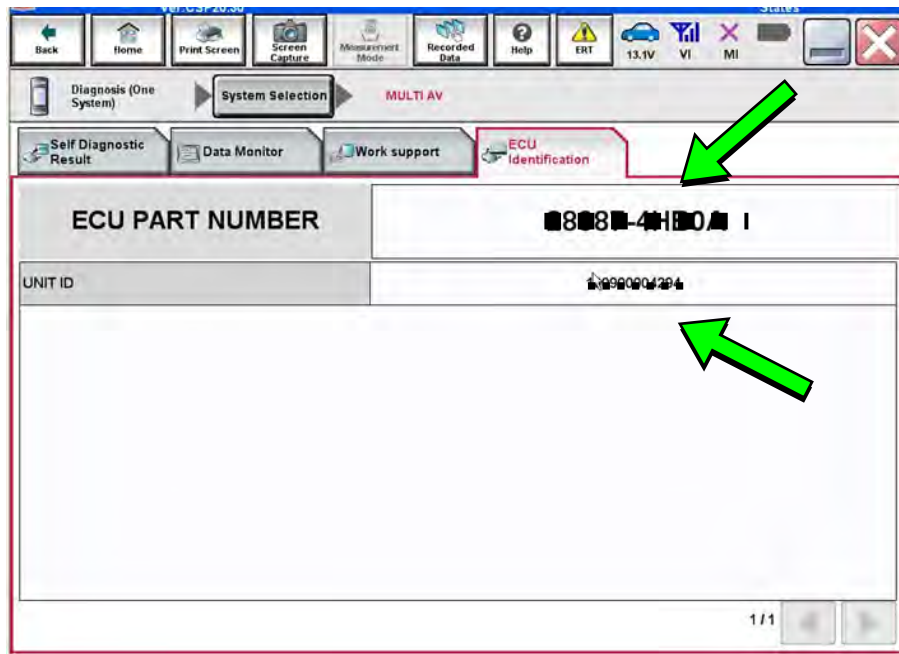
57. Register the replacement DCU by calling Infiniti Owner Services at **1-855-444-7244**. Listen to the prompts and select the option for the "**Infiniti Connection Specialist**."

   - During this call you will be asked for the Unit ID number (see step 53) 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: Step 57 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.

PART 6: 2014 Q50/Q50 Hybrid Vehicles Only – Check Software Version / Confirm as Newest Version / Update as 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.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
August 1, 2013	ITB13-026	Original bulletin published.
November 1, 2013	ITB13-026a	Information for nnanet.com on page 3 was updated, and PART 6 was added to the SERVICE PROCEDURE.
March 20, 2014	ITB13-026b	Information for locating the DCU part number was added on page 3.
August 27, 2014	ITB13-026c	PART 4 and 5 have been amended.
December 19, 2014	ITB13-026d	The Title, APPLIED VEHICLES, and PART 6 in the SERVICE PROCEDURE have been amended.
March 23, 2016	ITB13-026e	APPLIED VEHICLES was updated, and the information on page 3 was clarified.
November 3, 2016	ITB13-026f	Modifications have been made to include 2017 Q50, Q50 Hybrid, QX30, QX60, and QX60 Hybrid vehicles.
December 5, 2017	ITB13-026g	APPLIED VEHICLES and Part 1 of the SERVICE PROCEDURE have been revised.
February 22, 2018	ITB13-026h	APPLIED VEHICLES has been revised.
January 15, 2019	ITB13-026i	Models and model years have been removed from APPLIED VEHICLES. Revisions have been made throughout the rest of the bulletin to reflect the revisions made in APPLIED VEHICLES.
July 26, 2019	ITB13-026J	Order an Exchange DCU from DENSO procedure revised.
January 10, 2020	ITB13-026k	SERVICE INFORMATION revised