

Classification: EL18-040b Reference:

ITB19-002b

SERVICE BULLETIN

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January 10, 2020

2018-2020 INFINITI; DISPLAY CONTROL UNIT SERVICE INFORMATION

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

APPLIED VEHICLES: 2018-2019 Q50 (V37) 2018 Q50 Hybrid (V37) 2018-2019 Q60 (V37) 2018-2019 Q70 (Y51) 2018 Q70 Hybrid (Y51) 2018-2019 QX30 (H15) 2019 QX50 (J55) 2018-2020 QX60 (L50) 2018-2019 QX80 (Z62)

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:

• Order a replacement DCU from DENSO Configure the Multi AV system.

NOTE: The need to contact TECH LINE for DCU order approval has been eliminated.

• 2018-2019 QX30 vehicles only: Register the replacement DCU. DCU registration is necessary whether or not the vehicle has an active Infiniti InTouch Apps subscription.

Q50, Q60 and QX50 vehicles

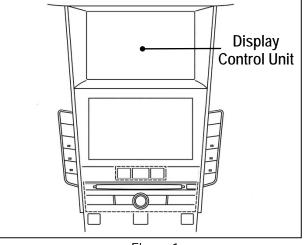


Figure 1

NOTE: The original DCU must be installed in the vehicle while performing part of this procedure. <u>DO NOT remove the original DCU until instructed</u>.

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.

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: 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: 2018-2019 QX30 Vehicles Only Register Replacement DCU

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 (<u>https://www.f10ncs.com</u>), 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.

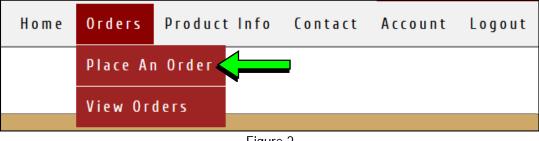


Figure 2

- 5. Enter the Dealer contact information, vehicle information, and warranty status information.
- 6. Select Next.

Step 1	Step 2	Step 3	St	ер 4	Step 5	
Ship to Address: Date: 06-18-2019	Contact Departr (cho Email:]]	Customer Nan Repair Order I Repair Order I	Number:	
Vehicle Make: (choose one) (choose one) Nissan Infiniti	Fax:			Mileage: VIN (17 charac		
Populate all fields	(if ve 1-80(hicle is not yet sold please call)-237-5413)		Customer Dan (choose one) Warranty For service parts war (choose one)) ranty, please call 1-800-237-	5413
					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.

End product DX60 Part: 28387-XXXX Part: 28387-XXXX Coll Back Find product number is not listed, please call 1-800- Back Figure 4 Find product Part: 28387-XXXX (2018)	s with Navi isted, please call 1-800-237- Next 2019) 2018) 2018) 2018)	roduct		
QX60 Part:28387-XXXX (2018) hicle Model Year based on VIN: 2015 MY Advance Exchange Price: \$635.45 This unit is with Navi * If the product number is not listed, please call 1-800- Back Nex Figure 4 Figure 4 Figure 4 Part:28387-XXXXX Constraint (2019) Part:28387-XXXXX (2018)	s with Navi isted, please call 1-800-237- Next 2019) 2018) 2018) 2018)			
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- 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.

	Step 1	Step 2 Step	3 Ste	ep 4	Enter customer complaint here
Cu	ustomer Complaint (Please provide				
Su	ymptom: (choose one)	•			
(id you duplicate customer cor pla ○ Yes ○ No	 None Goodwill NNA Goodwill Dealer Extended Warranty Col Extended Warranty Col 	ntract NNA ntract 3rd Party	Do you have Ni Case Number? © Yes © No NNA Case Numb	ssan TECHLINE (NNA) Ier:
(choose o	one) 💌	(same as out of warrant	<i>y</i>)		
(choose of Poor App		Policy:			
High/low/ Noise	/uneven operating effort				Next
Part(s) mi	part not installed issing etooth audio	Fi	gure 5		

- 11. Select the conditions under which the symptoms occurred.
- 12. Select Next.

Step 1	Ste	p 2	Step 3	Step 4	Step 5	Þ
When problem first occurred?		Where d occur?	lid the problem	How o	ften does problem	
(choose one)	-	(choc	ose one)	• (d	noose one)	•
Weather when problem occurred?		Conditio occurrec	ns when the problem 1?		Temperature when the em occurred?	
(choose one)	•	(choc	ose one)	• (d	noose one)	•

Figure 6

Check all symptoms that apply for each component. 13.

14. Select Review.

ck all that apply)		
hared Functions	Radio	Bluetooth Hands Free Phone
No Sound	AM	Unable to pair
Noise/Static	FM	Loses Connection
No Power	XM	Sound Distorted/Not Clear
Does not change Mode	HD Radio	Caller does not hear driver
Changes Volume Automatically	All Stations	Driver does not hear caller
Without User Input)	Fades in and Out	Does not make automatic connection
Volume does not change	Cuts in and Out	Must re-pair after ignition key cycling
No Illumination	Sound Distorted	Does not transmit Phone Book
No Display	Electrical Noise	Noise/Static
Touch SW does not respond	Noisy	No Sound
Hard key does not respond	Wcak Sound	Other
Voice recognition does not respond	No Sound	
Other	Song Title and Artist not shown	
	XM Service (account active)	
	Other	
iluetooth-Audio/AUX	USB Audio/AUX	CD Player
Unable to pair	Unable to pair device	MP3/WMA/AAC
Loses Connection	Unable to connect automatically	Purchased CD
Does not connect automatically	Loses Connection	Specific disc
No Sound	No Play	Error Code
No Play	No Sound	No Eject
Skips	Other	Ejects by itself
Other		No Loading
		🔲 No Play
		No Sound (won't play CD)
		Skips
		Other
lavigation (ECU)	Display	Other functions
Unable to read disc	🗖 No Display	Does not transit to APPS (Applications
Map does not appear	No Color	Does not play Internet Radio
Will not boot up	Bright or Dark Spot (pixel)	Intermittent Internet Radio audio
Resets by itself	Contrast in Coloring	APPS tab not displayed when 'AUDIO
Vehicle position icon drifts	Lines in Screen	button is pressed
Vehicle icon rotates	Display does not change (frozen)	Wrong / Inaccurate results when Search
Vehicle icon skips	Day/Night Mode does not change	Other
Vehicle icon does not match driven road	Rearview and AVM do not display	
GPS icon does not appear	image	
Route guidance inoperative / inaccurate	Out of Sync (Horizontal/Vertical)	
Does not detect speed pulse from	Cosmetic Blemishes on the screen	
ehicle	Touch screen does not respond	
Other	All blank/black	
	All white	
	Poor Focus	
	Drifts	
	Diagnostic Codes displayed	
	Other	

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.

Please verify the information you have	entered prior to	v and Submit Order submitting your order. Please remember o changes are permitted	once your order has been placed no
Shipping and Contact Informa	tion:	Customer Information: XXXXXXX XXXXXXX XXXXXXX XXXXXXX XXXXXX	
Product Information: Model: QX60 Part Number: 28387-XXXXX submit order		Description:	Click here to make changes Cancel and Edit

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.

Tracking Your Order	Viewing your order	Please Note:
Please use your confirmation number to track your order. Please print or save this number for your records to be able to track your order at a later time.	You may view/print your order by clicking the link below: View My Order	Any modification to your order cannot be done at this time. If you wish to change your shipping address, please call 1-800-237-5413
Your confirmation number is XXXXXXXXXXXX	Submit a New Request	(Monday to Friday 7:00am to 5:00pm PT)

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.

		Нo	me Or	ders	Produc	t Info	Contact	Account	Logout	
			PI	ace Ar	n Order					
			Vi	ew Or	ders 🧹	1				
	I					Figure	10			
View Web I	Placed Orders									
View Web I Show 10									Search:	
			Order Date		en	Status	♦ Shipping Date	Shipping Carrier	Search: Tracking Number	Ordered By
Show 10 View	 entries Confirmation 	n 🍦			-	Status		0 0	Tracking	
Show 10 View Order View	 entries Confirmation Number 	n 🍦	Date		-	Status Dence Suberr		Carrier	Tracking Number	

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

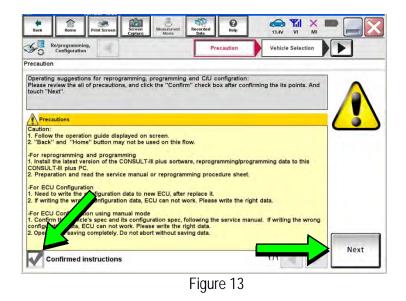
- 18. Prepare the vehicle:
 - Make sure the shift selector is in Park and the parking brake is set.
 - Connect a battery maintainer or smart charger set to reflash mode or a similar setting.
 - Connect the plus VI to the vehicle.
 - Launch C-III plus on the CONSULT PC.
 - Turn the ignition ON. **DO NOT** start the engine.
 - > Hybrid vehicles: Turn the ignition to ON. **DO NOT** put in Ready Mode.
- 19. Select **Re/programming Configuration**.

	Serial No.	Status	Diagnosis (One System)
Л	2300090	Normal Mode/Wireless connection	Diagnosis (All Systems)
MI	•	No connection	Re/programming, Configuration
Ú.	Select VI/MI		Immobilizer
-	ion Setting Sub mode	ABC Language Setting	Maintenance

Figure 12

20. Read the Precautions.

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

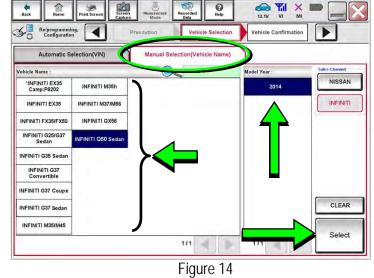


21. Select the Manual Selection(Vehicle Name) tab, and then select the Vehicle Name and Model Year.

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

22. Select Select.

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



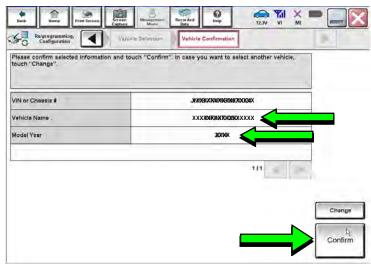


Figure 15

Steps 24 and 25 below apply to 2018-2019 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 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.

CONSULT-III pion	WH.	Vehile:	Country : United States
) 🖬 🗙 🗩 🥅 💽
User Authentication			40
NISSAN			
	use	select your r group.	
		Dealers .	
			NISSAN
	Ei	auro 16	

Figure 16

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

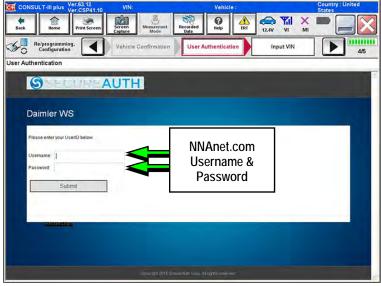
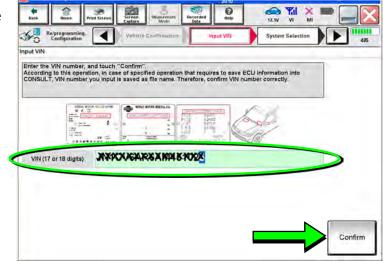


Figure 17

- 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.





- 27. Select MULTI AV.
 - Use the scroll arrows if needed. •

NISSAMINFINIT	Rena	ult	X-Badge
Group	All system	5	
ENGINE	TRANSMISSION	BAC	טוס
	MULTIAV	SUB METER	AUTO SLIDE DOOR
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/4WD
ICC/ADAS	IPDM E/R	LASER/RADAR	DIFF LOCK
HVAC	AIR PRESSURE MONITOR	INTELLIGENT KEY	4WAS(MAIN)/RAS/HICA

28. Select Before ECU Replacement.

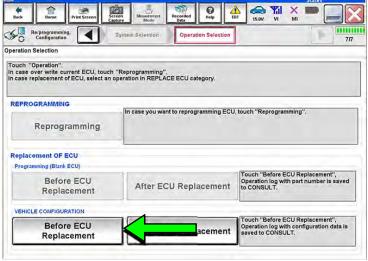


Figure 20

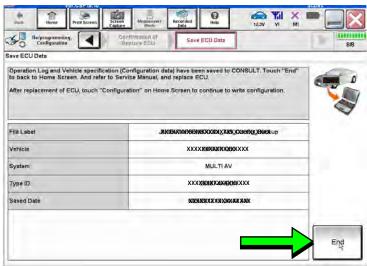
- 29. Confirm **Setting Value** (current configuration) and write it down.
 - The current configuration can also be printed with the **Print Screen** button or **Screen Capture** button.
 - Use the scroll arrows if more than one page of information is available.

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

30. Select Save.

	ta la
Write down / print th information	is to save this
	Setting Value
	United States
	WITH
DN)	On
	FR TYPE 4WD
	NONE/AVM ph3
	WITHOUT
	Write down / print th

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 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**.

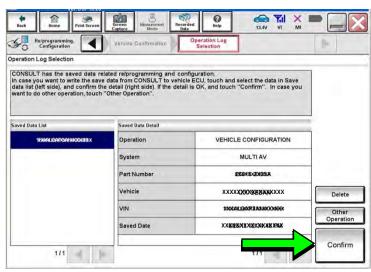


Figure 23

- 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.

Back Home Print Screen Ca	reen hure Made Recorded Data	AT 15.0V VI MI
Re/programming, Configuration	System Selection Operation Selection	7/
peration Selection		
Fouch "Operation". n case over write current ECU, touch n case replacement of ECU, select an o	"Reprogramming". operation in REPLACE ECU category.	
REPROGRAMMING	In case you want to reprogramming ECU	touch "Reprogramming".
Reprogramming		
Replacement OF ECU Programming (Blank ECU)		
	After ECU Replacement	Touch "Before ECU Replacement", Operation log with part number is saved to CONSULT.
Before ECU	After ECU Replacement	Operation log with part number is saved

Figure 24

37. Select OK.

After performing Step 37:

- If an error message <u>does not</u> display, proceed to page 20, step 50.
- If an error message <u>does</u> display, proceed to PART 4: Manually Configure the Multi AV System (if needed), below.

Configuration Replace ECU		Print Result / Operation Complete	6/
rite Configuration			1.
Following setting value for each Confirm setting value for each ite	item are saved to vehicle ECU ame, if OK, touch "OK" to save t	hem to vehicle ECU.	2
B-r	nis.	Scitting Value	2
DESTINATION		United States	
NAVIGATION		WITH	
OP (LANE DEPARTURE PREVE	NTION)	On	
IYBRID		Off	
CAMERA SYSTEM		NONE/AVM ph3	Cancel
PREDICTIVE COURSE LINE		WITHOUT	
		1/2	ОК
		gure 25	

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

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

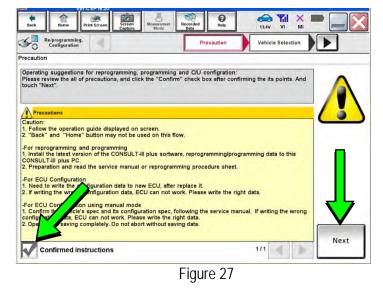
38. Select **Re/programming Configuration**.

_	Secial No.	Status	Diagnosis (One System)
VI	2300090	Normal Mode/Wireless connection	Diagnosis (All Systems)
мі		No connection	Re/programming, Configuration
Ω	Select VI/MI		immobilizer
-	tion Setting Sub mode	ABC Language Setting	Maintenance

Figure 26

39. Read the Precautions.

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



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 43.

41. Select Select.

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

When finished, select Confirm.

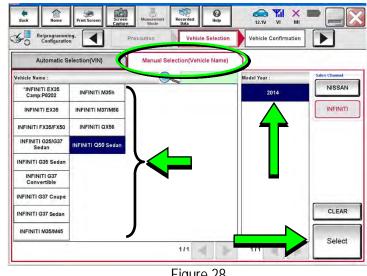


Figure 28

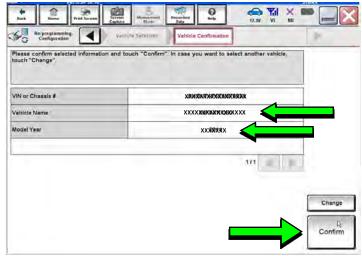


Figure 29

Step 43 below applies to 2018-2019 QX30 vehicles ONLY. For all other vehicles, skip to step 44.

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



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**.

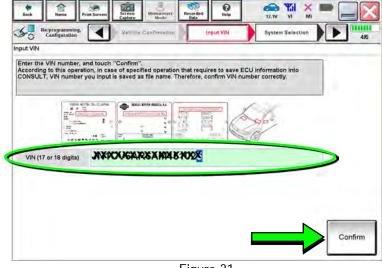
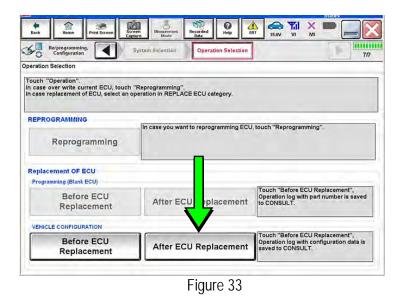


Figure 31

NISSAN/INFINIT	Rens	uit	X-Badge
Group	All system:	s v	
ENGINE	TRANSMISSION	BAC	DIU
	MULTI AV	SUB METER	AUTO SLIDE DOOR
METER/M&A	EHS/PKB	CONVERTIBLE ROOF	PRECRASH SEATBEL
BCM	MOTOR CONTROL	HEAD LAMP LEVELIZER	AUTO DRIVE POS.
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/HICA

- 45. Select MULTI AV.
 - Use the scroll arrows if needed.

46. Select After ECU Replacement.



47. Select Manual selection.

Configuration	Operation Selection Writing method selection selection
FAST linked	Touch "FAST linked" to select automatic selection for writing data using the file generated in FAST.
	Touch "Manual selection" to select writing data manually.

Figure 34

- 48. Use the drop down menus to select the configuration options that were printed or written down in step 29 on page 14.
 - Use the scroll arrow if more than one page of information is available.

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

Configuration Configuration	Manual Configuration Write Config	uratian
anual Configuration		
dentify the correct model and configuration mode with Confirm and/or change sating value for each item, tou Make sure to touch "Next" even if the indicated configur configuration. If not, configuration which is set automati nemorized.	ch "Next". ration of brand new BCM is same as the der	sirabi
Berry	Setting Value	
DESTINATION	United States	-
NAVIGATION	WITH	T
DP (LANE DEPARTURE PREVENTION)	On	
TYBRID	FR TYPE 4WD	T
CAMERA SYSTEM	NONE/AVM ph3	
	WITHOUT	
PREDICTIVE COURSE LINE		

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

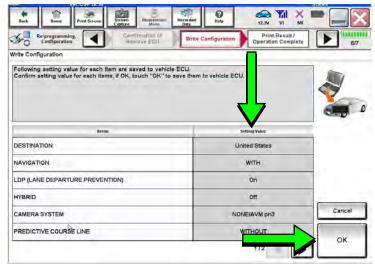


Figure 36

- 50. Turn the ignition OFF, and then start the engine.
- 51. After starting the engine, 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 2018-2019 QX30 vehicles ONLY. For all other vehicles, proceed to step 54.

53. Write down the **UNIT ID** number (see 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.

CONSULT-III plus Ver.42,20 VIN:-	Vehicle : -	Country : United States
Back Home Print Screen Capture Man	revery Recorded Bata	i 💥 🖿 📃 🔀
Diagnosis (One System) System Selection	MULTI AV	
Result Data Monitor	ork support	
ECU PART NUMBER	888 1-44	D/# 1
UNITID		
	F1	н

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.

2018-2019 QX30 vehicles only: Go to the next page.

- 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 Vehicle Identification Number (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 57</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.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
January 15, 2019	ITB19-002	Original bulletin published.
July 26, 2019	ITB19-002a	Order an Exchange DCU from DENSO procedure revised.
January 10, 2020	ITB19-002b	APPLIED VEHICLES revised, and the need to contact TECH LINE for DCU order approval has been eliminated.