

Classification:

AN18-040c

Reference:

ITB19-002c

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Date:

February 10, 2021

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

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

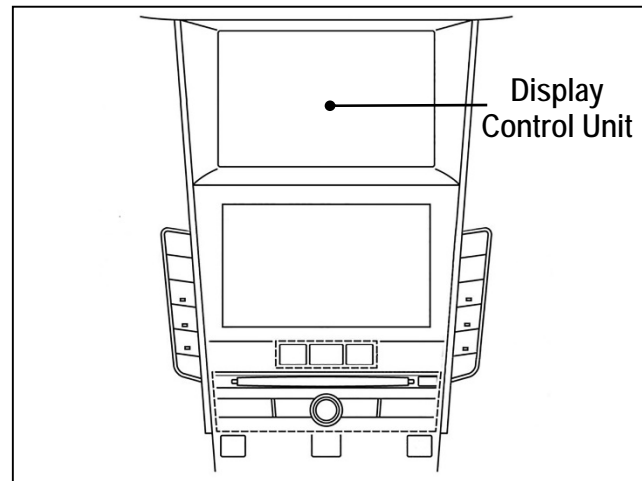


Figure 1

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

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, **your parts department will order the replacement exchange DCU** 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**.

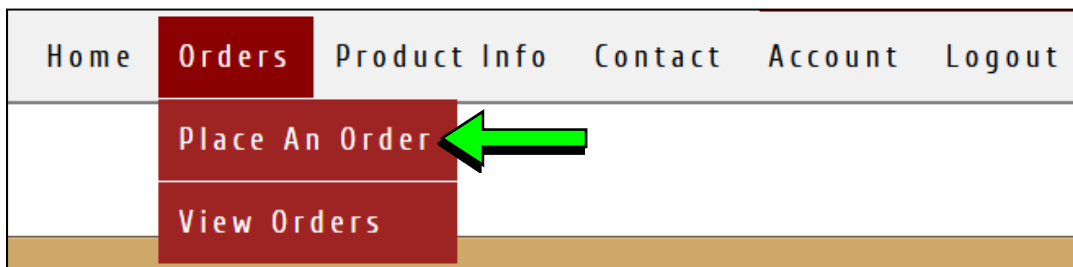


Figure 2

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

The image shows a multi-step web form with five steps labeled Step 1 through Step 5. Step 1 is highlighted with a blue background and a green border. The form contains several input fields and dropdown menus. A green box with the text 'Populate all fields' is overlaid on the left side of the form. A green arrow points to the 'Next' button at the bottom right.

Step 1 Step 2 Step 3 Step 4 Step 5

Ship to Address:

Date: 06-18-2019

Vehicle Make:
(choose one)
(choose one)
Nissan
Infiniti

Contact Name:

Department:
(choose one)

Email:

Alternate Dealer Phone or Fax:

Date of First Use/Warranty Start Date:
MM/DD/YYYY

(if vehicle is not yet sold please call 1-800-237-5413)

Customer Name:

Repair Order Number:

Repair Order Date:
MM/DD/YYYY

Mileage:

VIN (17 characters):

Customer Damage
(choose one)

Warranty
For service parts warranty, please call 1-800-237-5413
(choose one)

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.

Step 1 Step 2 Step 3 Step 4 Step 5

Select Product

Vehicle Model
QX60

Find product
Part:28387-XXXXX (2018)

Vehicle Model Year based on VIN: 2018 MY

Advance Exchange Price: \$635.45

This unit is with Navi

* If the product number is not listed, please call 1-800-237-413.

Back Next

Figure 4

Find product

Part:28387-XXXXX (2019)
Part:28387-XXXXX (2018)
Part:28387-XXXXX (2018)
Part:28387-XXXXX (2018)
Part:28387-XXXXX (2018)
Part:28387-XXXXX (2018)
Part:28387-XXXXX (2018)
Part:28387-XXXXX (2019)
Part:28387-XXXXX (2019)
Part:28387-XXXXX (2019)

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**.

Customer Complaint (Please provide as much detail as possible)

Symptom: (choose one)

Did you duplicate customer complaint?

Does vehicle have Extended Warranty?

Do you have Nissan TECHLINE (NNA) Case Number?

NNA Case Number:

Policy:

Next

Figure 5

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

When problem first occurred?

Where did the problem occur?

How often does problem occur?

Weather when problem occurred?

Conditions when the problem occurred?

Cabin Temperature when the problem occurred?

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	Radio	Bluetooth Hands Free Phone
<input type="checkbox"/> No Sound	<input type="checkbox"/> AM	<input type="checkbox"/> Unable to pair
<input type="checkbox"/> Noise/Static	<input type="checkbox"/> FM	<input type="checkbox"/> Loses Connection
<input type="checkbox"/> No Power	<input type="checkbox"/> XM	<input type="checkbox"/> Sound Distorted/Not Clear
<input type="checkbox"/> Does not change Mode	<input type="checkbox"/> HD Radio	<input type="checkbox"/> Caller does not hear driver
<input type="checkbox"/> Changes Volume Automatically (Without User Input)	<input type="checkbox"/> All Stations	<input type="checkbox"/> Driver does not hear caller
<input type="checkbox"/> Volume does not change	<input type="checkbox"/> Fades in and Out	<input type="checkbox"/> Does not make automatic connection
<input type="checkbox"/> No Illumination	<input type="checkbox"/> Cuts in and Out	<input type="checkbox"/> Must re-pair after ignition key cycling
<input type="checkbox"/> No Display	<input type="checkbox"/> Sound Distorted	<input type="checkbox"/> Does not transmit Phone Book
<input type="checkbox"/> Touch SW does not respond	<input type="checkbox"/> Electrical Noise	<input type="checkbox"/> Noise/Static
<input type="checkbox"/> Hard key does not respond	<input type="checkbox"/> Noisy	<input type="checkbox"/> No Sound
<input type="checkbox"/> Voice recognition does not respond	<input type="checkbox"/> Weak Sound	<input type="checkbox"/> Other
<input type="checkbox"/> Other	<input type="checkbox"/> No Sound	
	<input type="checkbox"/> Song Title and Artist not shown	
	<input type="checkbox"/> XM Service (account active)	
	<input type="checkbox"/> Other	

Bluetooth-Audio/AUX	USB Audio/AUX	CD Player
<input type="checkbox"/> Unable to pair	<input type="checkbox"/> Unable to pair device	<input type="checkbox"/> MP3/WMA/AAC
<input type="checkbox"/> Loses Connection	<input type="checkbox"/> Unable to connect automatically	<input type="checkbox"/> Purchased CD
<input type="checkbox"/> Does not connect automatically	<input type="checkbox"/> Loses Connection	<input type="checkbox"/> Specific disc
<input type="checkbox"/> No Sound	<input type="checkbox"/> No Play	<input type="checkbox"/> Error Code
<input type="checkbox"/> No Play	<input type="checkbox"/> No Sound	<input type="checkbox"/> No Eject
<input type="checkbox"/> Skips	<input type="checkbox"/> Other	<input type="checkbox"/> Ejects by itself
<input type="checkbox"/> Other		<input type="checkbox"/> No Loading
		<input type="checkbox"/> No Play
		<input type="checkbox"/> No Sound (won't play CD)
		<input type="checkbox"/> Skips
		<input type="checkbox"/> Other

Navigation (ECU)	Display	Other functions
<input type="checkbox"/> Unable to read disc	<input type="checkbox"/> No Display	<input type="checkbox"/> Does not transit to APPS (Applications)
<input type="checkbox"/> Map does not appear	<input type="checkbox"/> No Color	<input type="checkbox"/> Does not play Internet Radio
<input type="checkbox"/> Will not boot up	<input type="checkbox"/> Bright or Dark Spot (pixel)	<input type="checkbox"/> Intermittent Internet Radio audio
<input type="checkbox"/> Resets by itself	<input type="checkbox"/> Contrast in Coloring	<input type="checkbox"/> APPS tab not displayed when 'AUDIO' button is pressed
<input type="checkbox"/> Vehicle position icon drifts	<input type="checkbox"/> Lines in Screen	<input type="checkbox"/> Wrong / Inaccurate results when Search
<input type="checkbox"/> Vehicle icon rotates	<input type="checkbox"/> Display does not change (frozen)	<input type="checkbox"/> Other
<input type="checkbox"/> Vehicle icon skips	<input type="checkbox"/> Day/Night Mode does not change	
<input type="checkbox"/> Vehicle icon does not match driven road	<input type="checkbox"/> Rearview and AVM do not display image	
<input type="checkbox"/> GPS icon does not appear	<input type="checkbox"/> Out of Sync (Horizontal/Vertical)	
<input type="checkbox"/> Route guidance inoperative / inaccurate	<input type="checkbox"/> Cosmetic Blemishes on the screen	
<input type="checkbox"/> Does not detect speed pulse from vehicle	<input type="checkbox"/> Touch screen does not respond	
<input type="checkbox"/> Other	<input type="checkbox"/> All blank/black	
	<input type="checkbox"/> All white	
	<input type="checkbox"/> Poor Focus	
	<input type="checkbox"/> Drifts	
	<input type="checkbox"/> Diagnostic Codes displayed	
	<input type="checkbox"/> Other	


Back  Review

Figure 7

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

NOTE: Changes cannot be made once an order has been submitted.

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

Review and Submit Order

Please verify the information you have entered prior to submitting your order. Please remember once your order has been placed no changes are permitted

Shipping and Contact Information: XXXXXXX XXXXXXX XXXXXXX XXXXXXX XXXXXXX XXXXXXX XXXXXXX	Customer Information: XXXXXXX XXXXXXX XXXXXXX XXXXXXX XXXXXXX XXXXXXX XXXXXXX
Product Information: Model: QX60 Part Number: 28387-XXXXX	Description: XXXXXXX XXXXXXX XXXXXXX

submit order ← Cancel and Edit

Click here to make changes

Figure 8

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

Your web request was placed. Your web confirmation number is XXXXXXXXXXXXXXXXXXXX

Tracking Your Order <hr/> <p>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.</p> <p>Your confirmation number is XXXXXXXXXXXX</p>	Viewing your order <hr/> <p>You may view/print your order by clicking the link below:</p> <p style="text-align: center;">View My Order</p> Submit a New Request <hr/> <p>To place a new order, click the link below.</p> <p style="text-align: center;">Submit a New Request</p>	Please Note: <hr/> <p>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 (Monday to Friday 7:00am to 5:00pm PT)</p> <p style="text-align: center;">Printer Friendly Page</p>
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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.

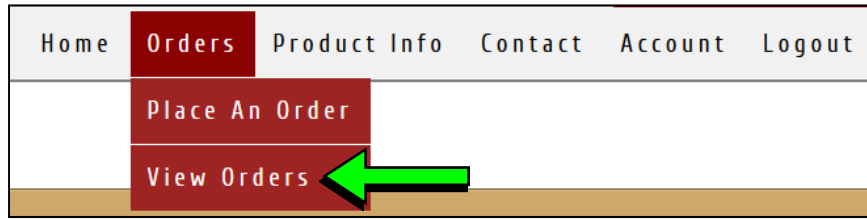


Figure 10

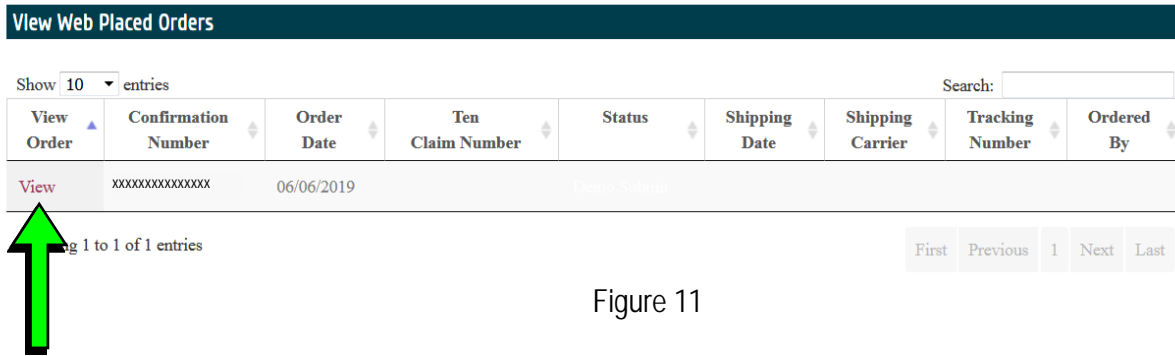


Figure 11

- 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. **DO NOT** start the engine.
 - Hybrid vehicles: Turn the ignition to ON. **DO NOT** put in Ready Mode.

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

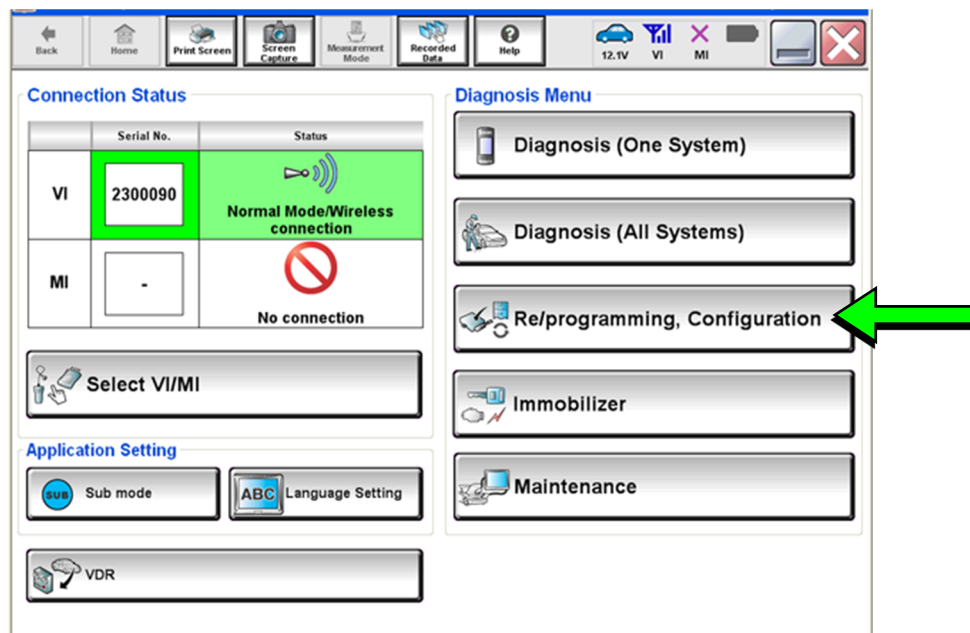


Figure 12

20. Read the Precautions.

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

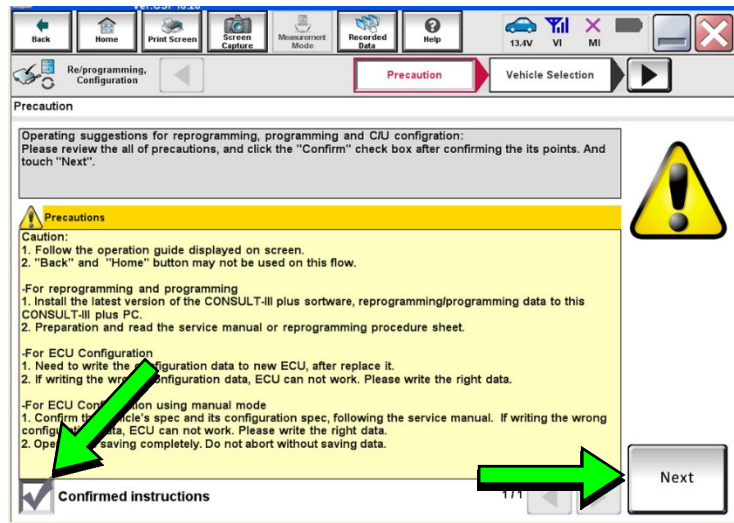


Figure 13

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**.

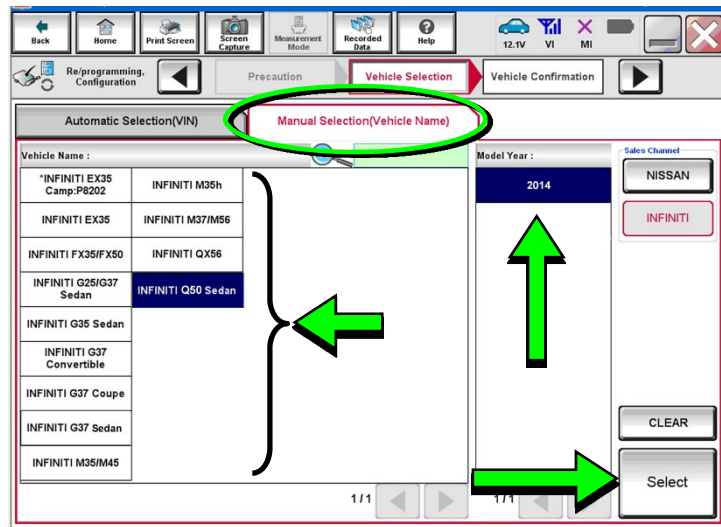


Figure 14

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

- When finished, select **Confirm**.

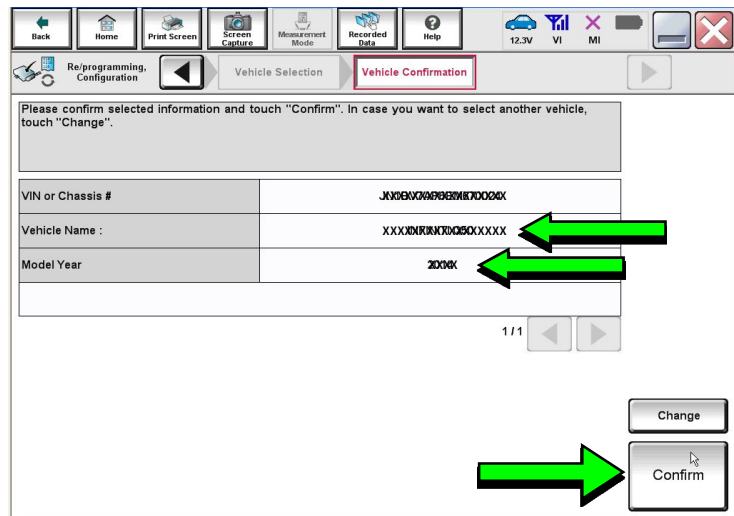


Figure 15

Steps 24 and 25 below apply to 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.

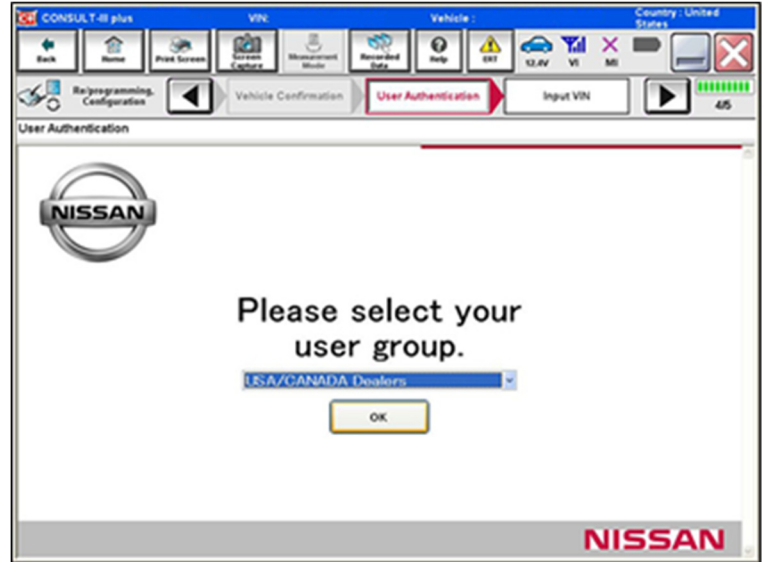


Figure 16

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

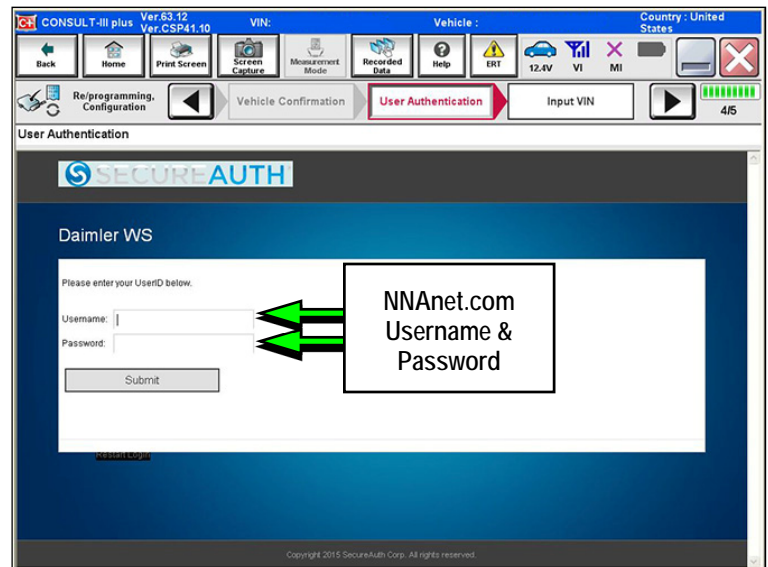


Figure 17

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**.

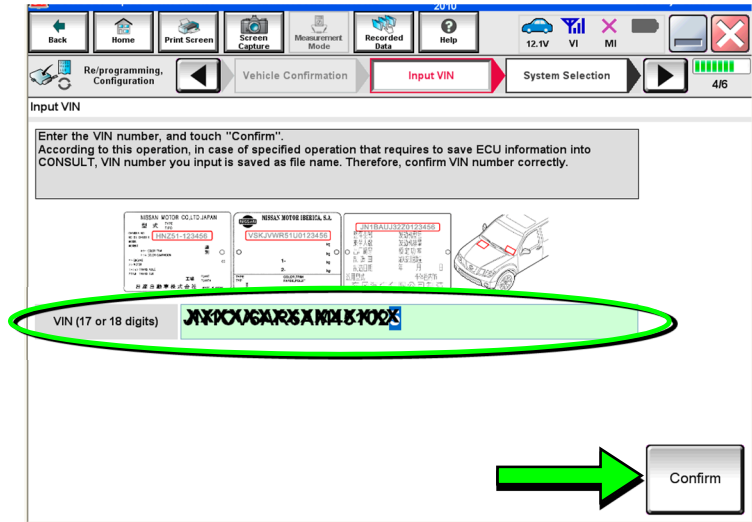


Figure 18

27. Select **MULTI AV**.

- Use the scroll arrows if needed.

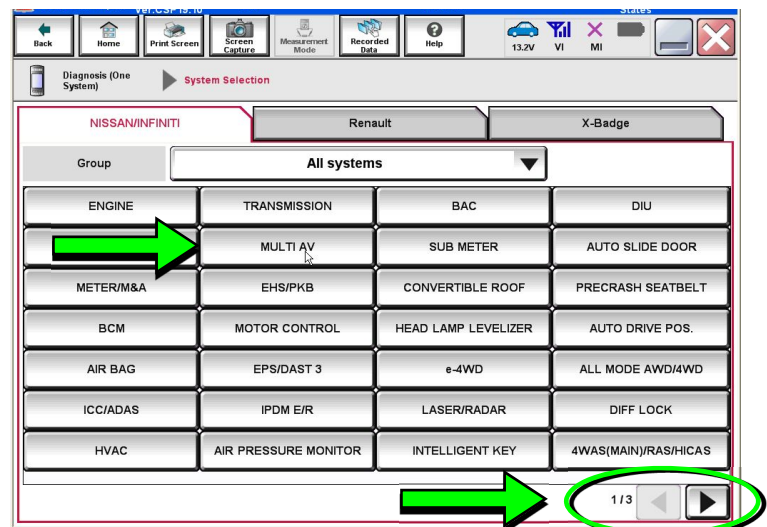


Figure 19

28. Select **Before ECU Replacement**.

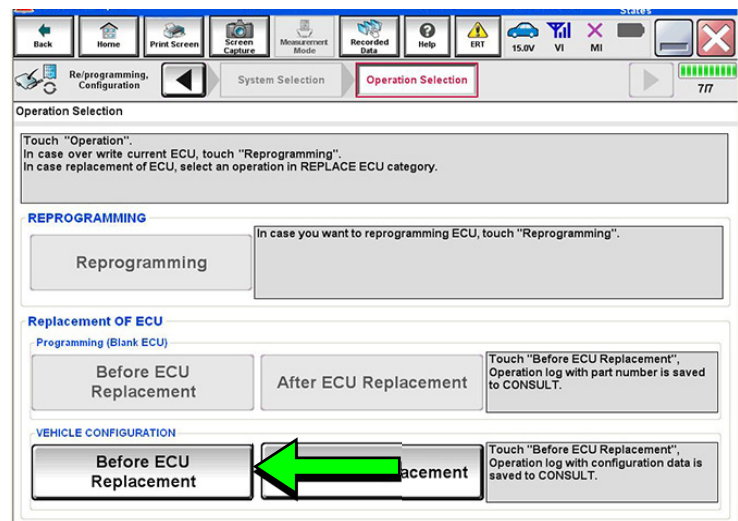


Figure 20

29. Confirm **Setting Value** (current configuration) and write it 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.

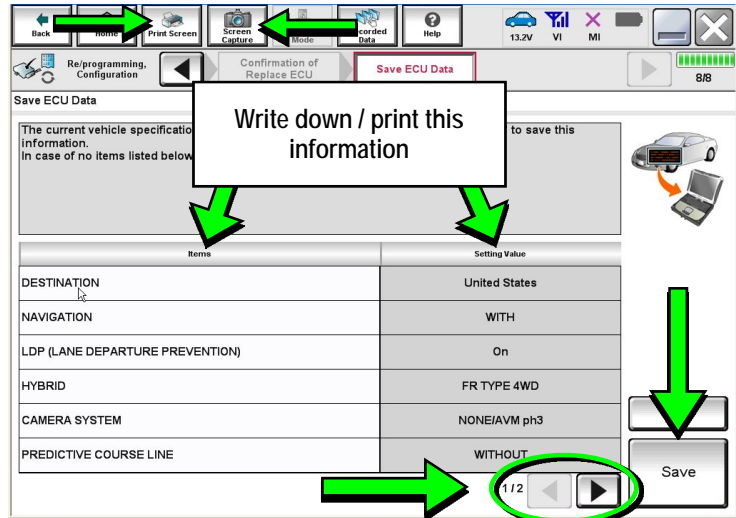


Figure 21

30. 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 16, **PART 4: Manually Configure the Multi AV System (if needed)**.

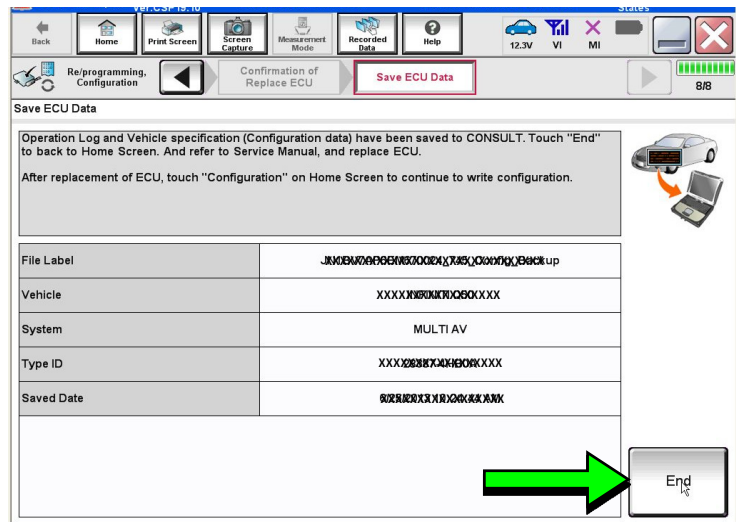


Figure 22

31. Select **End**.

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**.

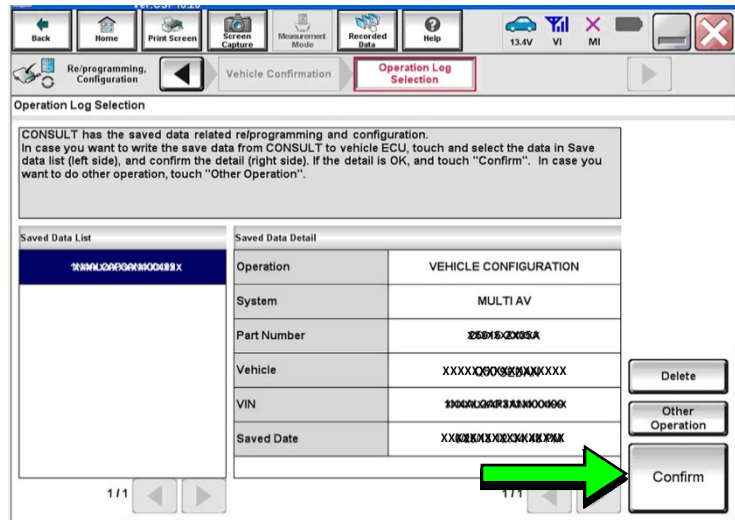


Figure 23

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.

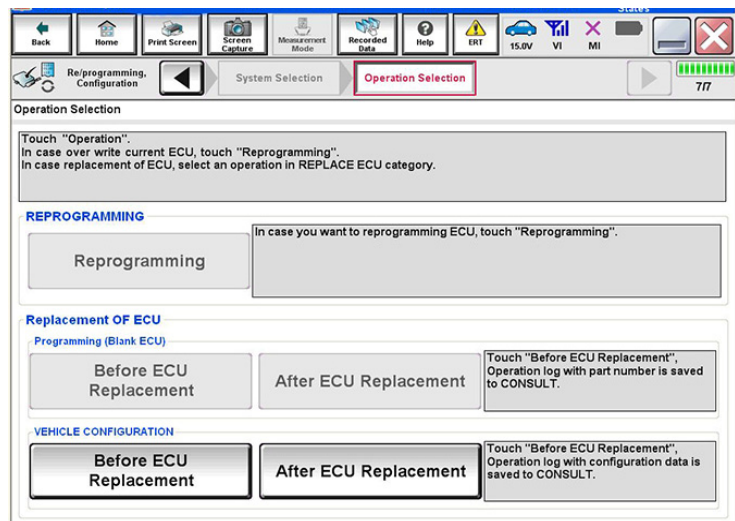


Figure 24

37. Select OK.

After performing Step 37:

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

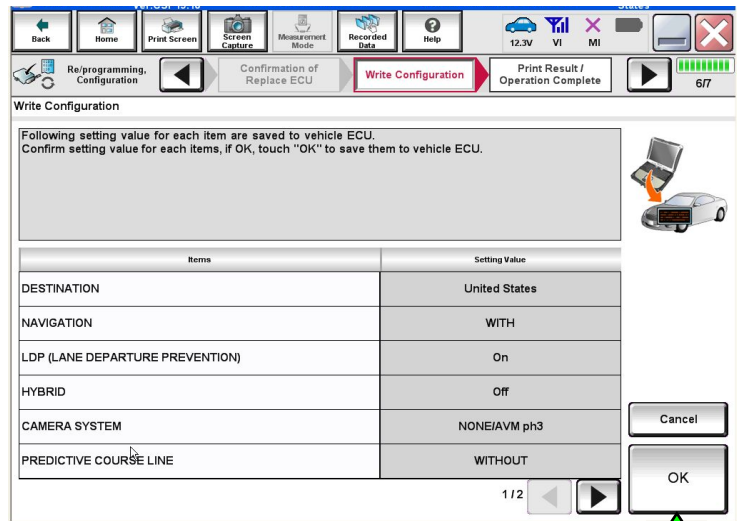


Figure 25

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.

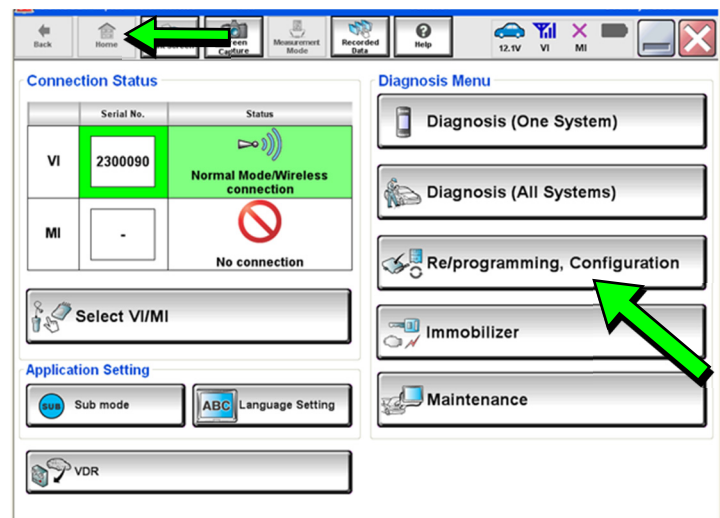


Figure 26

39. Read the **Precautions**.

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

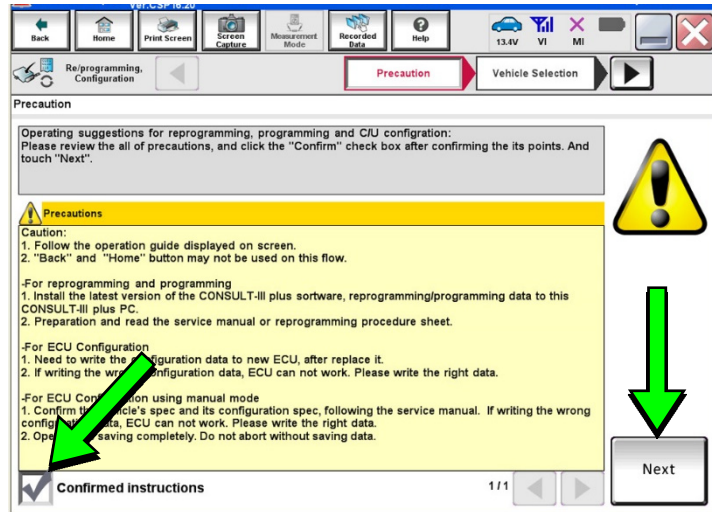


Figure 27

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 43.

41. Select **Select**.

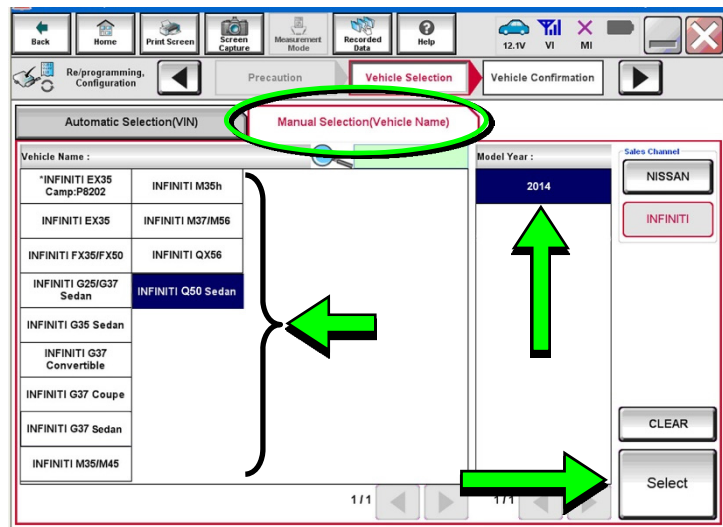


Figure 28

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

When finished, select **Confirm**.

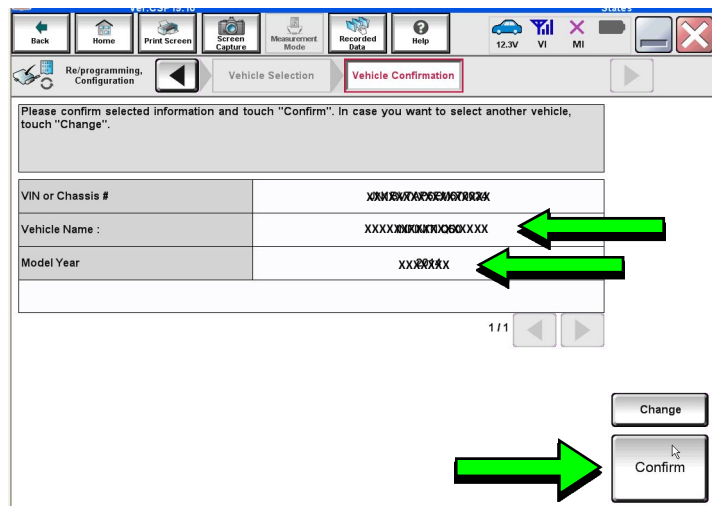


Figure 29

Step 43 below applies to 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**.

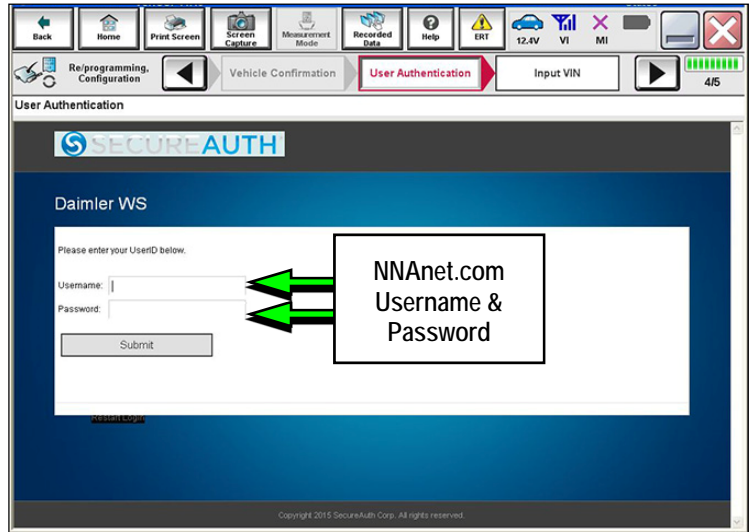


Figure 30

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**.

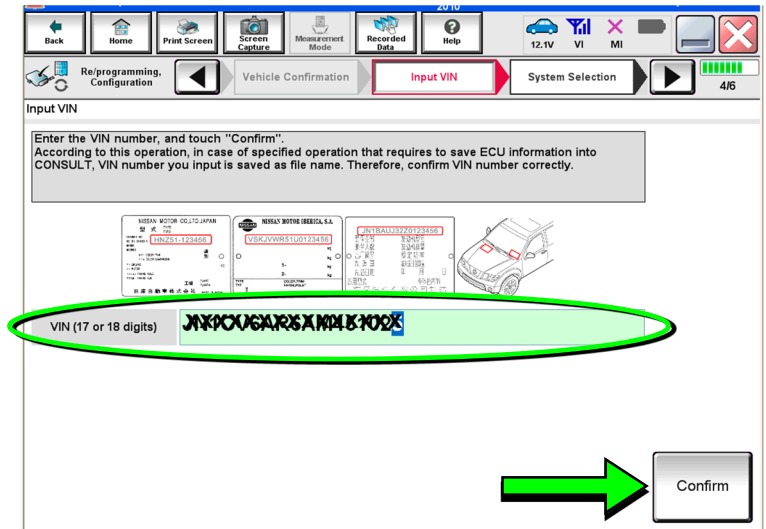


Figure 31

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

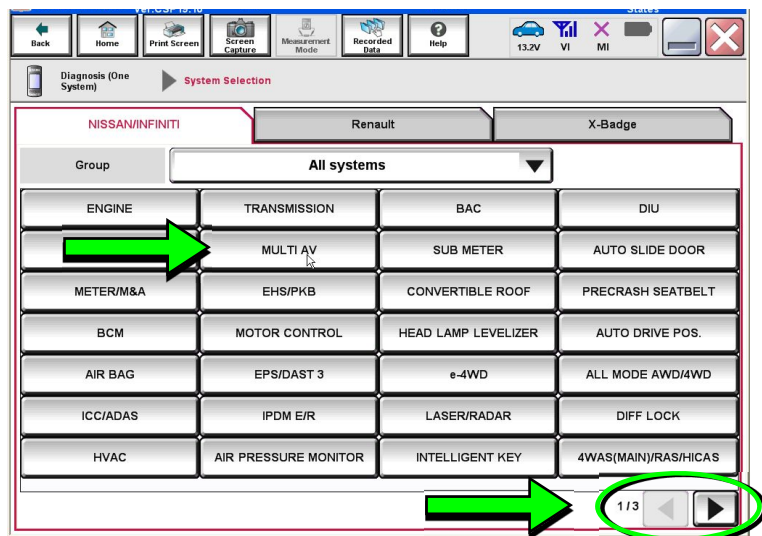


Figure 32

46. Select After ECU Replacement.

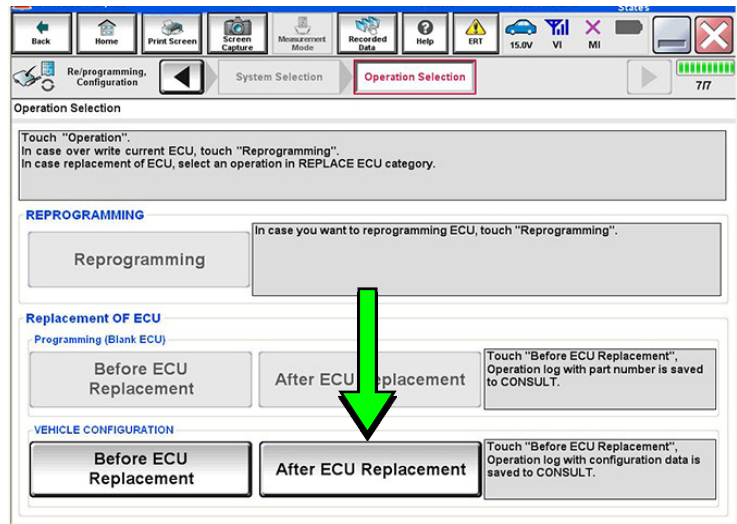


Figure 33

47. Select Manual selection.

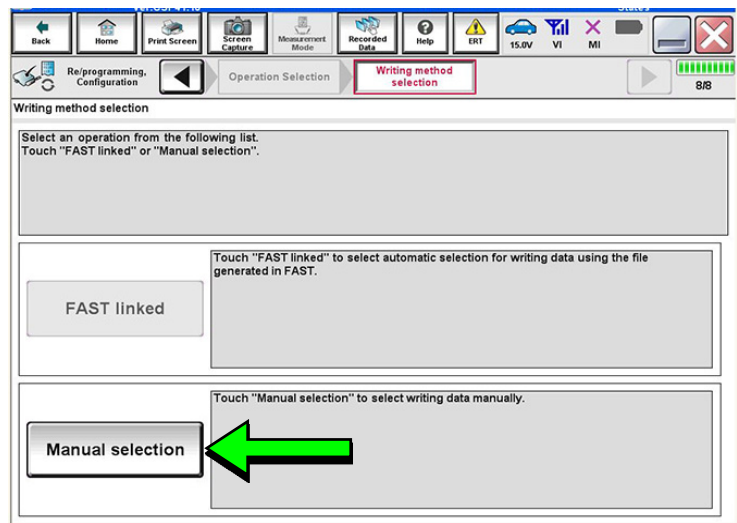


Figure 34

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

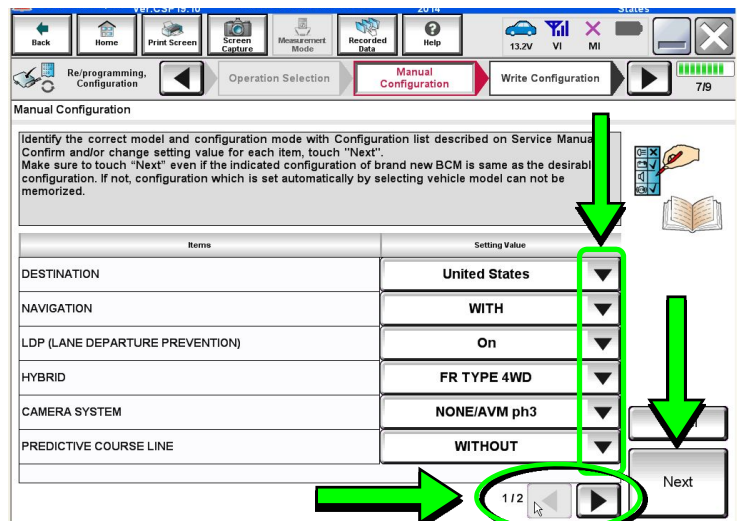


Figure 35

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

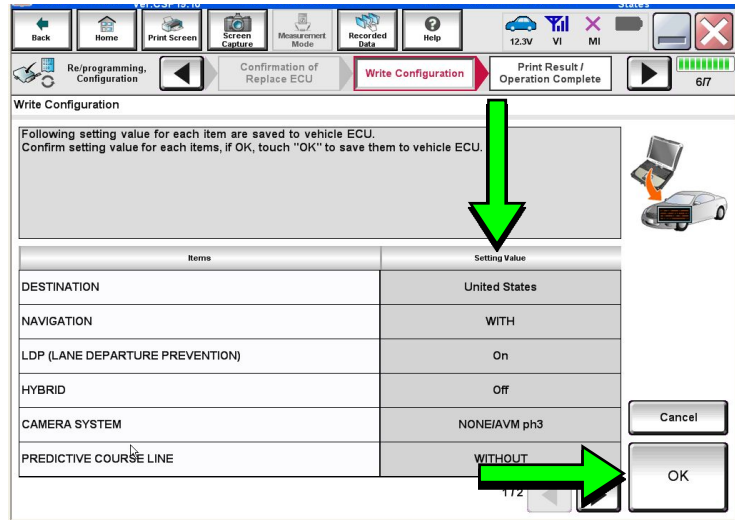


Figure 36

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.
- Select **Home** on the C-III plus screen.
 - Select **Diagnosis (One System) > Multi AV > Self Diagnosis Results**.
 - 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.

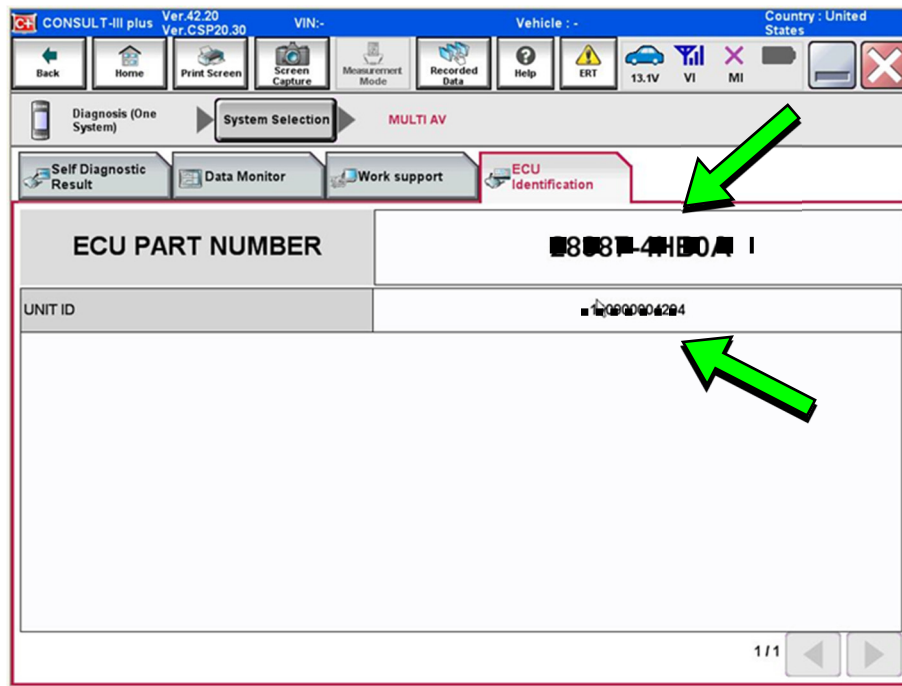


Figure 37

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.

PART 5: 2018-2019 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 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: 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.

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.
February 10, 2021	ITB19-002c	Classification number updated

