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SERVICE BULLETIN

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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 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

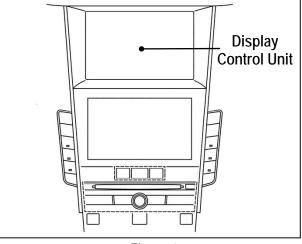


Figure 1

# 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.

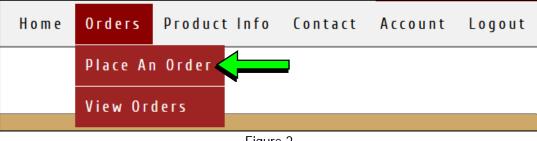


Figure 2

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

Step 1	Step 2	Step 3	Ste	ер 4	Step 5	
Ship to Address: Date: 06-18-2019	Contact Departr (cho Email:			Customer Nam Repair Order N Repair Order D MM/DD/YYYY	lumber:	
Vehicle Make: (choose one) (choose one) Nissan Infiniti	Fax:			Mileage: VIN (17 charact		
Populate all fields	(if ve 1-800	hicle is not yet sold please call )-237-5413)		Customer Dam (choose one) Warranty For service parts warra (choose one)	anty, 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.

/ehicle Model	Find product		
QX60	Part:2838	7-XXXXX (2018)	
/ehicle Model Year based on VIN: 2018 MY			Ī
		Advance Exchange F	Price: \$ <b>635.45</b>
		This unit is <b>wi</b> t	h Navi
Book	* If the pro		N
Back			d, please call 1-800-237- 4
Back	* If the pro- Figure 4		
Back	Figure 4	nd product	
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Back	Figure 4	nd product Part:28387-XXXXX (2014 Part:28387-XXXXXX (2014	>) >) 3)
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Back	Figure 4	nd product Part:28387-XXXXX (2014 Part:28387-XXXXX (2014 Part:28387-XXXXX (2014 Part:28387-XXXXX (2014)	Next P) B) B) B) B) B) B) B)

- 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 S	tep 2 Step 3	Step 4	Enter customer complaint here
Customer Complaint (Please provide			
Symptom: (choose one)	•		
Did you duplicate customer cor plair	<ul> <li>None</li> <li>Goodwill NNA</li> <li>Goodwill Dealer</li> <li>Extended Warranty Contract NNA</li> <li>Extended Warranty Contract 3rd Party</li> </ul>	Do you have Ni Case Number? © Yes © No NNA Case Numb	ssan TECHLINE (NNA) Der:
(choose one)	(same as out of warranty)		
(choose one) Poor Appearance No or improper operation	Policy:		
High/low/uneven operating effort Noise			Next
Correct part not installed Part(s) missing Poor Bluetooth audio	Figure 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.

Image: Static       Image: Add         Image: Static       Image: Static         Image: Static <th>eck all that apply)</th> <th></th> <th></th>	eck all that apply)		
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No Power       XM       Sound Distorted Not Clear         Changes Wolme Automatically       HD Radio       Caller does not here aller         Without User Imput)       Fades in and Our       Does not there aller         Wolme Automatically       Caller does not here caller       Does not change and river         No Illumination       Sound Distorted       Does not reason after ignition key cyclic         No Illumination       Sound Distorted       Noise/Static         Touch SW does not respond       Noisy       Noise/Static         Other       Song Title and Arist not shown       No Sound         Other       Other       Other         State Connection       Usable to pair divise       MP3/WMA/AAC         Does not connect automatically       Loses Connection       MP3/WMA/AAC         No Sound       Loses Connection       Specific disc         No No       Sound       Specific disc         No Sound       No Send       No Spice         No Sound       Other       No Spice         No Sound       No Sound       No Spice         No Sound       No Cooler       No Spice         No Sound       No Cooler       No Spice         No Sound       No Cooler       No Loading         <	No Sound	AM	Unable to pair
Does not change Mode       HD Radio       Caller does not hear driver         Changes Volume Automatically       HD Radio       Driver does not hear driver         Without Use Hupt)       Caller does not hear driver       Driver does not hear driver         No Illumination       Soud Distorted       Note:         No Display       Soud Distorted       Noise         Touch SW does not respond       Noise       Noise         Hand key does not respond       Noise       Noise         Usate for respond       Noise       No Sound         Other       Soud Distorted       No Sound         Usate to pair device       Other       No Sound         Usate to pair       Cuasie cancetion       No Sound         Does not connect automatically       Does not connect automatically       Depectifie disc         No Sound       No Pary       No Sound       Steps         Other       Obser       No Sound       Steps         Other       Obser       No Sound       Steps         Other       No Sound       Steps       No Pary         No Sound       No Pary       No Sound       Steps         Other       Steps       Other       No Sound         No Pary       No Sound	Noise/Static	FM	Loses Connection
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No Play       No Sound       No Eject         Skips       Other       Ejects by itself         Other       No Loading       No Loading         No Play       No Sound (won't play CD)       Skips         Skips       Other       Skips         Unable to read disc       No Display       Other functions         Wavigation (ECU)       Display       Does not transit to APPS (Application (ApPS (Application (Bright or Dark Spot (pixel))         Map does not appear       No Color       Does not transit to APPS (Application (ApPS tiself)         Will not boot up       Bright or Dark Spot (pixel)       Intermittent Internet Radio audio         Vehicle icon rotates       Display does not change (frozen)       Wrong / Inaccurate results when Seat         Vehicle icon does not amatch driven road       Rearview and AVM do not display       Other         Route guidance inoperative / inaccurate       Out of Sync (Horizontal/Vertical)       Other         Does not detect speed pulse from       Cosmetic Blemishes on the screen       Other         elicle       Out of Sync (Horizontal/Vertical)       Other Screes         Other       All blank/black       All white         Poore Frocus       Door Forcus       Dor Forcus         Dorinfs       Diagnostic Codes displayed       Dinfis	Does not connect automatically	Loses Connection	Specific disc
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Navigation (ECU)       Display       Other functions         Unable to read disc       No Display       Does not transit to APPS (Application)         Map does not appear       No Color       Does not play Internet Radio         Will not boot up       Bright or Dark Spot (pixel)       Intermittent Internet Radio audio         Vehicle position icon drifts       Contrast in Coloring       Dutton is pressed         Vehicle con rotates       Display does not change (frozen)       Wrong / Inaccurate results when Sea         Vehicle icon does not appear       May doe does not display       Other         GPS icon does not appear       Out of Sync (Horizontal/Vertical)       Other         Does not detect speed pulse from rehicle       Out of Sync (Horizontal/Vertical)       Other         Other       All blank/black       All white       Poor Focus         Drifts       Diagnostic Codes displayed       Diagnostic Codes displayed			Skips
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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 'AUDD         Vehicle position icon drifts       Lines in Screen       button is pressed         Vehicle icon rotates       Day/Night Mode does not change       Other         Vehicle icon does not match driven road       Rearview and AVM do not display       Other         GPS icon does not appear       image       Out of Sync (Horizontal/Vertical)       Other         Does not detect speed pulse from       Cosmetic Blemishes on the screen       Internet Radio       Internet Radio         other       All blank/black       All white       Poor Focus       Internet Radio         Drifts       Diagnostic Codes displayed       Drifts       Internet Radio	Navigation (ECU)	Display	Other functions
Will not boot up       Bright or Dark Spot (pixel)       Intermittent Intermet Radio audio         Resets by itself       Contrast in Coloring       APPS tab not displayed when 'AUDI         Vehicle position icon drifts       Lines in Screen       button is pressed         Vehicle icon rotates       Display does not change (frozen)       Wrong / Inaccurate results when Sea         Vehicle icon does not match driven road       Rearview and AVM do not display       Other         Vehicle icon does not appear       image       Out of Sync (Horizontal/Vertical)       Other         Does not detect speed pulse from       Cosmetic Blemishes on the screen       Intermittent Radio audio       Intermittent Radio audio         ofther       All blank/black       All white       Poor Focus       Drifts         Diagnostic Codes displayed       Drifts       Diagnostic Codes displayed       Drifts	Unable to read disc	No Display	Does not transit to APPS (Applications
Resets by itself       Contrast in Coloring       APPS tab not displayed when 'AUDD         Vehicle position icon drifts       Lines in Screen       button is pressed         Vehicle icon rotates       Display does not change (frozen)       Wrong / Inaccurate results when Sea         Vehicle icon does not match driven road       Rearview and AVM do not display       Other         GPS icon does not appear       image       Other       Other         Does not detect speed pulse from       Cosmetic Blemishes on the screen       Touch screen does not respond         Other       All blank/black       All white         Poor Focus       Drifts       Drifts         Diagnostic Codes displayed       Drifts	Map does not appear	No Color	Does not play Internet Radio
Resets by itself       Contrast in Coloring       APPS tab not displayed when 'AUDD         Vehicle position icon drifts       Lines in Screen       button is pressed         Vehicle icon rotates       Display does not change (frozen)       Wrong / Inaccurate results when Sea         Vehicle icon does not match driven road       Rearview and AVM do not display       Other         GPS icon does not appear       image       Ott of Sync (Horizontal/Vertical)         Does not detect speed pulse from       Cosmetic Blemishes on the screen         rehicle       Touch screen does not respond         Other       All blank/black         In the sum of the second screen is pressed       Drifts         Doing nostic Codes displayed       Drifts	Will not boot up	Bright or Dark Spot (pixel)	Intermittent Internet Radio audio
Vehicle icon rotates       Display does not change (frozen)       Wrong / Inaccurate results when Sea         Vehicle icon skips       Day/Night Mode does not change       Other         Vehicle icon does not match driven road       Rearview and AVM do not display       Other         GPS icon does not appear       Out of Sync (Horizontal/Vertical)       Out of Sync (Horizontal/Vertical)         Does not detect speed pulse from       Cosmetic Blemishes on the screen         rehicle       Touch screen does not respond         Other       All blank/black         All white       Poor Focus         Drifts       Displayed		Contrast in Coloring	APPS tab not displayed when 'AUDIO
Vehicle icon loads       Day/Night Mode does not change (Noted)       Other         Vehicle icon does not match driven road       Rearview and AVM do not display       Other         GPS icon does not appear       image       Out of Sync (Horizontal/Vertical)         Does not detect speed pulse from       Out of Sync (Horizontal/Vertical)       Out of Sync (Horizontal/Vertical)         Does not detect speed pulse from       Cosmetic Blemishes on the screen       Out of Sync (Horizontal/Vertical)         Other       All blank/black       All white         Poor Focus       Drifts       Drifts         Diagnostic Codes displayed       Diagnostic Codes displayed       Diagnostic Codes displayed	Vehicle position icon drifts	Lines in Screen	
Vehicle icon does not match driven road          Rearview and AVM do not display          GPS icon does not appear          Out of Sync (Horizontal/Vertical)          Does not detect speed pulse from          Cosmetic Blemishes on the screen          Pother          All blank/black          Other          Poor Focus          Diagnostic Codes displayed	Vehicle icon rotates	Display does not change (frozen)	0
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         vehicle       Touch screen does not respond         Other       All blank/black         Poor Focus       Poor Focus         Drifts       Drifts	Vehicle icon skips	Day/Night Mode does not change	Other
Route guidance inoperative / inaccurate       Out of Sync (Horizontal/Vertical)         Does not detect speed pulse from       Cosmetic Blemishes on the screen         rehicle       Touch screen does not respond         Other       All blank/black         All white       Poor Focus         Drifts       Drifts         Diagnostic Codes displayed	Vehicle icon does not match driven road	Rearview and AVM do not display	
Image: Index of generative intervention       Image: Cosmetic Blemishes on the screen         Image: Does not detect speed pulse from       Image: Cosmetic Blemishes on the screen         Image: Provide the screen does not respond       Image: Cosmetic Blemishes on the screen         Image: Other       Image: Cosmetic Blemishescreen         Im	GPS icon does not appear	_	
For the detect speed pulse from     Touch screen does not respond     Touch screen does not respond     All blank/black     All white     Poor Focus     Drifts     Diagnostic Codes displayed	Route guidance inoperative / inaccurate		
Cother C			
<ul> <li>All white</li> <li>Poor Focus</li> <li>Drifts</li> <li>Diagnostic Codes displayed</li> </ul>			
<ul> <li>Poor Focus</li> <li>Drifts</li> <li>Diagnostic Codes displayed</li> </ul>	Other		
Drifts Diagnostic Codes displayed			
Diagnostic Codes displayed			
Other		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 hav	e entered prior to	v and Submit Order submitting your order. Please remember o changes are permitted	nce your order has been placed no
Shipping and Contact Informa XXXXXXX XXXXXXX XXXXXXX XXXXXXX XXXXXX	ation:	Customer Information:           XXXXXXX           XXXXXXX	
Product Information: Model: QX60 Part Number: 28387-XXXXX submit order			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 shippin address, please call 1-800-237-5413
Your confirmation number is	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	<ul> <li>entries</li> <li>Confirmation</li> </ul>	n 🍦			-	Status		0 0	Tracking	
Show 10 View Order View	<ul> <li>entries</li> <li>Confirmation</li> <li>Number</li> </ul>	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.

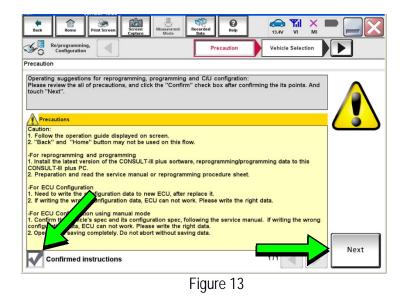
- 18. Prepare the vehicle:
  - Make sure the shift selector is in Park and the parking brake is set.
  - Connect a battery maintainer or smart charger set to reflash mode or a similar setting.
  - Connect the plus VI to the vehicle.
  - Launch C-III plus on the CONSULT PC.
  - Turn the ignition ON. **DO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

de Back	Home Print S	creen Screen Capture Mode	
Connec	ction Status		Diagnosis Menu
vi	Serial No.	Status	Diagnosis (One System)
м	•	No connection	Re/programming, Configuration
	Select VI/MI		Immobilizer
	tion Setting	Language Setting	Maintenance
\$? `	VDR		

Figure 12

20. Read the Precautions.

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

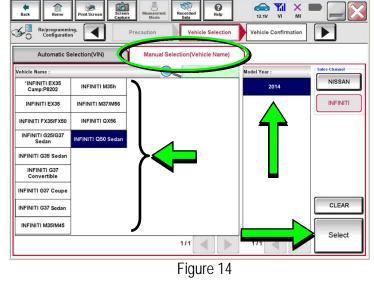


21. Select the Manual Selection(Vehicle Name) tab, and then select the Vehicle Name and Model Year.

**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.



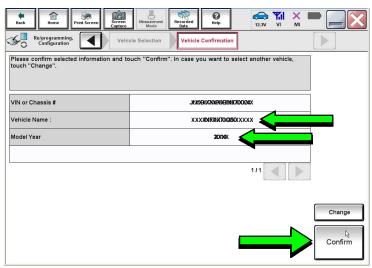


Figure 15

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-II plus	VIN	Vehicle :		Country : United States
* 11 P	in forces	Reserved Reference		-
Configuration	Vehicle Confirmation	User Authentication	Input VIN	45
User Authentication				
NISSAN				
	Please	select your	6	
		r group.		
	USA/CANADA			
	C	OK		
			NU	FEAN
			INIC	SSAN .
	F	igure 16		

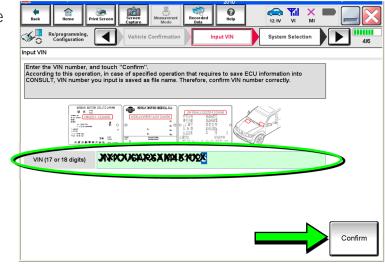
25. Enter your NNAnet.com Username and Password, and then select Submit.



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.

NISSAN/INFINITI	Rena	ult	X-Badge
Group	All system	s 🔻	
ENGINE	TRANSMISSION	BAC	DIU
		SUB METER	AUTO SLIDE DOOR
METER/M&A	EHS/PKB	CONVERTIBLE ROOF	PRECRASH SEATBELT
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/HICAS

28. Select Before ECU Replacement.

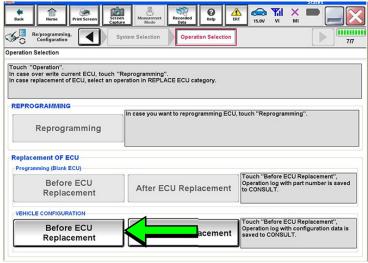


Figure 20

- 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.

Back Print Screen	Screen Capturo Confirmation of Replace ECU	ed Pelp	13.2V VI MI	
Save ECU Data The current vehicle specificatio information. In case of no items listed below	Write down / p informati		to save this	
Iter	ns	Settin	g Value	
		United	d States	
NAVIGATION		w	ІТН	
LDP (LANE DEPARTURE PREVE	NTION)	c	Dn	
HYBRID		FR TY	PE 4WD	
CAMERA SYSTEM		NONE	AVM ph3	
PREDICTIVE COURSE LINE		WITI	HOUT	
			1/2	Save
	Fiau	ire 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).

12.3V VI 0 Back Re/programming, Configuration 4 Save ECU Data Save ECU Data 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 continu File Label JKNBWX90066W67008XXX45X20006QXB48CKup Vehicle System MULTI AV Type ID Saved Date STREETS A RANK AN AND A RANK AND A Eηd

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**.

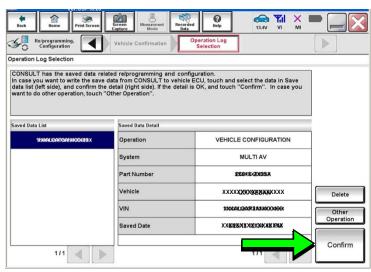


Figure 23

- 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.

Home Print Screen	een Measurement Recorded Help F	
Configuration	System Selection Operation Selection	
Operation Selection		
Touch "Operation". In case over write current ECU, touch ' In case replacement of ECU, select an o		
REPROGRAMMING	In case you want to reprogramming ECU	touch "Penrogramming"
Reprogramming	in case you want to reprogramming ECC	, touch Reprogramming .
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.
VEHICLE CONFIGURATION		
Before ECU Replacement	After ECU Replacement	Touch "Before ECU Replacement", Operation log with configuration data is saved to CONSULT.

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.

Back Home Print Screen Estatu	ed Reip 12.3V VI MI	
Confirmation of Configuration	ite Configuration Print Result / Operation Complete	6/7
Write Configuration		
Following setting value for each item are saved to vehicle ECU. Confirm setting value for each items, if OK, touch "OK" to save th	em to vehicle ECU.	
items	Setting Value	
DESTINATION	United States	
NAVIGATION	WITH	
LDP (LANE DEPARTURE PREVENTION)	On	
HYBRID	Off	
CAMERA SYSTEM	NONE/AVM ph3	Cancel
	WITHOUT	
	1/2	ок
Fig	ure 25	<b>1</b>

# 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.

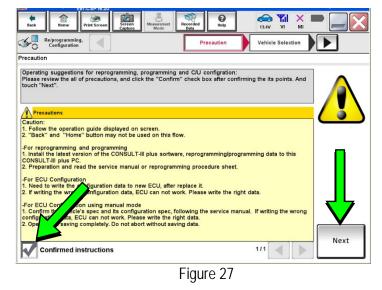
38. Select **Re/programming Configuration**.

<b>H</b> Back	Borne	een Mode De	
Conne	ction Status -		Diagnosis Menu
	Serial No.	Status	Diagnosis (One System)
vi	2300090	کی ک	Diagnosis (All Systems)
м	-	No connection	Re/programming, Configuration
10	Select VI/MI		
	tion Setting Sub mode	Language Setting	Maintenance
<b>T</b>	VDR		

Figure 26

39. Read the Precautions.

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



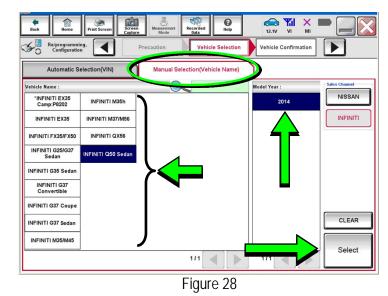
40. Select the Manual Selection(Vehicle Name) tab, and then select the Vehicle Name and Model Year.

**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.



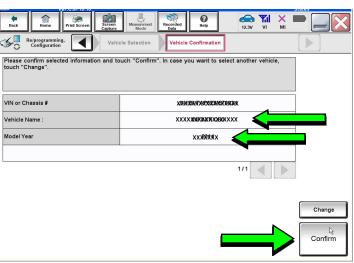


Figure 29

# 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**.

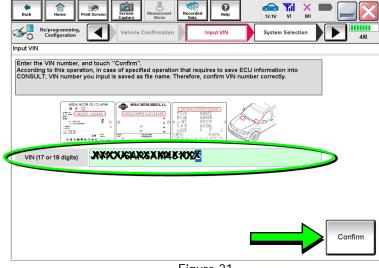


Figure 31

NISSAN/INFINITI Renault X-Badge				
Group	All system	s 🔻		
ENGINE	TRANSMISSION	BAC	UIU	
	MULTIAV	SUB METER	AUTO SLIDE DOOR	
METER/M&A	EHS/PKB	EHS/PKB CONVERTIBLE ROOF		
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	

45. Select MULTI AV.

• Use the scroll arrows if needed.



46. Select After ECU Replacement.

		510(05
Back Horne Print Screen	n Massurement Mode Recorded Data	
Configuration	ystem Selection Operation Selection	7/7
Operation Selection		
Touch "Operation". In case over write current ECU, touch "I In case replacement of ECU, select an op		
REPROGRAMMING		
[	In case you want to reprogramming ECU	touch "Reprogramming".
Reprogramming		
Replacement OF ECU Programming (Blank ECU)		
	1	Touch "Before ECU Replacement",
Before ECU Replacement	After ECU eplacement	Operation log with part number is saved to CONSULT.
VEHICLE CONFIGURATION		
Before ECU Replacement	After ECU Replacement	Touch "Before ECU Replacement", Operation log with configuration data is saved to CONSULT.
L		
	Figure 33	
	· g ··· · · · ·	

47. Select Manual selection.

e Back	Home	Print Screen	Screen Capture	Measurement Mode	Recorded Data	<b>O</b> Help	ERT	15.0V		Х	
≪ <mark>0</mark> <sup>R</sup>	e/programmin Configuration	•	Operati	on Selection		ng method election	-				8/8
Writing me	thod selectic	n									
Select an Touch "F	operation f AST linked"	rom the follo or "Manual s	owing list. selection''.								
F	AST lini	ked	Touch "Fr generated		to select au	tomatic se	election f	or writin	g data (	using	the file
Mar	nual sele	ection	Touch "M	anual selecti	ion" to selec	t writing o	data man	ually.			
						~ ~					

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.

Image: Second	Manual Write Confirm			
Configuration Coperation Selection	Configuration	7/9		
Manual Configuration				
Identify the correct model and configuration mode with Configuration list described on Service Manua Confirm and/or change setting value for each item, touch "Next". Make sure to touch "Next" even if the indicated configuration of brand new BCM is same as the desirabil configuration. If not, configuration which is set automatically by selecting vehicle model can not be memorized.				
Items	Setting Value			
DESTINATION	United States	•		
NAVIGATION	WITH	<b>T</b>		
LDP (LANE DEPARTURE PREVENTION)	On	<b>T</b>		
HYBRID	FR TYPE 4WD	<b>T</b>		
CAMERA SYSTEM	NONE/AVM ph3			
PREDICTIVE COURSE LINE	WITHOUT			
1/2 R Next				
Figure 35				

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

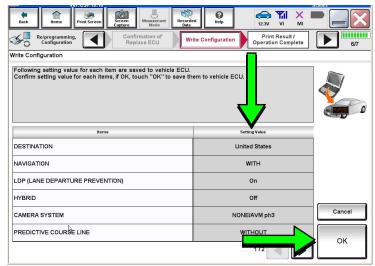


Figure 36

- 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.
  - 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 Mouse	rement Recorded Data	<u>^ – – M</u>
Diagnosis (One System)	MULTI AV	
Self Diagnostic Data Monitor	ork support	
ECU PART NUMBER	<b>88</b> 878-444 800 A	<b>U</b> 1
UNIT ID	■ 10000004284	
	Figure 27	1/1

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