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SERVICE BULLETIN

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# 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

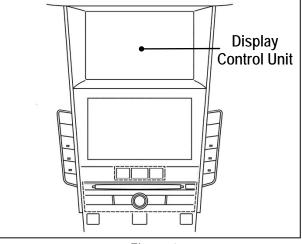


Figure 1

# 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.

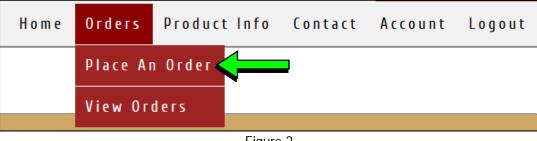


Figure 2

- 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:<br>Date: 06-18-2019                                | Contact<br>Departr<br>(cho<br>Email: |  |     | Customer Nam<br>Repair Order N<br>Repair Order D<br>MM/DD/YYYY                      | lumber:                      |      |
| Vehicle Make:<br>(choose one)<br>(choose one)<br>Nissan<br>Infiniti | Fax:                                 |  |     | Mileage:<br>VIN (17 charact   |                              |      |
| Populate all fields   | (if ve<br>1-800                      | hicle is not yet sold please call<br>)-237-5413) |     | Customer Dam<br>(choose one)<br>Warranty<br>For service parts warra<br>(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-<br>Figure 4 |  |  |
| Back                                     | Figure 4                  | nd product   |  |
| Back                                     | Figure 4                  |  | Next   |
| Back                                     | Figure 4                  | nd product<br>Part:28387-XXXXX (2014<br>Part:28387-XXXXXX (2014  | >)<br>>)<br>3)   |
| Back                                     | Figure 4                  | nd product<br>Part:28387-XXXXX (2014<br>Part:28387-XXXXX (2014<br>Part:28387-XXXXX (2014   | >)<br>>)<br>3)<br>8)   |
| Back                                     | Figure 4                  | nd product<br>Part:28387-XXXXX (2014<br>Part:28387-XXXXX (2014<br>Part:28387-XXXXX (2014<br>Part:28387-XXXXX (2014)  | >)<br>>)<br>>)<br>>)<br>>)<br>>)<br>>)<br>>)<br>>)                     |
| Back                                     | Figure 4                  | nd product<br>Part:28387-XXXXX (2014<br>Part:28387-XXXXX (2014<br>Part:28387-XXXXX (2014<br>Part:28387-XXXXX (2014<br>Part:28387-XXXXX (2014)<br>Part:28387-XXXXX (2014) | >)<br>Next<br>()<br>()<br>()<br>()<br>()<br>()<br>()<br>()<br>()<br>() |
| Back                                     | Figure 4                  | nd product<br>Part:28387-XXXXX (2014<br>Part:28387-XXXXX (2014<br>Part:28387-XXXXX (2014<br>Part:28387-XXXXX (2014)  | Next<br>P)<br>B)<br>B)<br>B)<br>B)<br>B)<br>B)<br>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<br>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<br>Case Number?<br>© Yes<br>© No<br>NNA Case Numb | ssan TECHLINE (NNA)<br>Der:      |
| (choose one)  | (same as out of warranty)   |  |                                  |
| (choose one)<br>Poor Appearance<br>No or improper operation           | Policy:   |  |                                  |
| High/low/uneven operating effort<br>Noise                             |   |  | Next                             |
| Correct part not installed<br>Part(s) missing<br>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<br>occur?    | lid the problem           | How o  | ften does problem                 |   |
| (choose one)                   | -   | (choc                | ose one)                  | • (d   | noose one)                        | • |
| Weather when problem occurred? |     | Conditio<br>occurrec | ns when the problem<br>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)                     |                                  |   |
|---|---|----------------------------------|---|
| Noise Static       PM       Loses Connection         No Power       NM       Sound Distorted Not Clear         Changes Volume Automatically       All Stations       Direct does not hear driver         Widena User Input)       Fades in and Our       Does not name automatic connection         No Imme does not change       Cata in and Our       Does not name automatic connection         No Unime does not name       Sound Distorted       Does not name automatic connection         No Information       Sound Distorted       Does not name automatic connection         No Unime does not respond       Noise       Noise Static         No Information       Sound Distorted       No Sound         Votor respond       Noise       No Sound         Votor respond       No Sound       Other         Station does not respond       Wask Sound       Other         Unable to pair       Use Audio/AUX       CD Player         Chains and Arist not shown       MXM Service (account active)       Descrift dire         Does not connect automatically       Loses Connection       Purchased CD         Dense not connect automatically       Loses Connection       Purchased CD         Does not transit to APPS (Applicatic No Sound       No Sige Till and Arist not shown         No Sound   | Shared Functions                        | Radio                            | Bluetooth Hands Free Phone              |
| 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                        |
| Changer Volume Automatically       All Stations         Without User Input)       Pades in and Out         Pades in and Out       Decision transmit connection         No Illumination       Sond Distorted         No Display       Electrical Noise         Tooks Wides not respond       Noise State         Other       Song Title and Aritis not shown         Whetooth-Audio/AUX       USB Audio/AUX         Unable to pair       Other         Unable to pair       Other         No Sound       Other         No Sound       Other         Unable to pair       Unable to pair device         Loses Connection       Oses not respond         No Sound       No Sound         No Sound       No Play         No Sound       No Play         No Sound       No Play         No Sound       No Flay         Other       Sogefife dice         No Sound       No Flay         No Sound       No Flay         Other       No Loading </td <td>No Power</td> <td>XM</td> <td>Sound Distorted/Not Clear</td>   | No Power                                | XM                               | Sound Distorted/Not Clear               |
| Without Tuer Tupu)       Fades in and Out       Does not make automatic connection         Woltmaintion       Cound Distorted       Does not make automatic connection         No Dipphy       Electrical Noise       Noise         Toach SW does not respond       Noise       No Sound         Other       Song Title and Artist not shown       Other         Unable to pair       Utable to pair device       MP3/WMA/AAC         Unable to pair       Unable to pair device       MP3/WMA/AAC         Does not connect automatically       Loses Connection       Specific dic         No Sound       No Flay       Specific dic         No Sound       No Flay       Specific dic         Other       Other       Specific dic         Other       No Sound       No Flay         No Sound       No Flay       Specific dic         Other       Other       Specific dic         Other       Specific dic       Specific dic         No Play       So Sound       No Eject         Staps <t< td=""><td>Does not change Mode</td><td>HD Radio</td><td>Caller does not hear driver</td></t<>   | Does not change Mode                    | HD Radio                         | Caller does not hear driver             |
| Volume does not change       Cust is and Out       Must re-pair after ignition key cyclin         No Display       Electrical Noise       Does not transmit Phone Book         Toach SW does not respond       Noising       No Sound         Other       No Sound       Other         White respiration key cyclin       No Sound       Other         Steps       Other       MP3/WMA/AAC         Does not connect automatically       Loses Connection       MP3/WMA/AAC         No Sound       No Sige       Steps       No Electrical Steps         Other       No Sound       Steps       No Sound       Steps         Other       No Sound       Steps       No Sound       Steps         Other       No Sound       Steps       Other       Steps         Other       No Sound       Steps       Other   | Changes Volume Automatically            | All Stations                     | Driver does not hear caller             |
| No Illumination       Sound Distorted         No Diphy       Electrical Noise         Touch SW does not respond       Noisy         Hard key does not respond       Noisy         Other       No Bay         Other       No Sound         Other       No Sound         Other       CO Player         Imable Key does not respond       No Sound         Other       CO Player         Imable to pair       C Unable to pair device         Imable to pair       C Unable to connect automatically         Does not connect automatically       Loses Connection         Does not connect automatically       No Sound         No Play       No Sound         Skips       No Sound         Other       No Electrical         Skips       No Sound         Other       No Loading         No Play       No Sound         Skips       Other         Unable to read disc       No Display         Mad does not appear       No Color         Widt to tor up       Bright Mode does not change         Vehicle position icon drifts       Display does not change (forecon)         Vehicle icon state       Dou of Sync (forizonal)         Vehicle i   |   | Fades in and Out                 | Does not make automatic connection      |
| No Display       Electrical Noise       Noise Static         Toch SW does not respond       Noisy       No Sound         Wote recognition does not respond       No Sound       Other         Other       Song Tute and Arist not shown       MD3/WMA/AAC         Unable to pair       Unable to pair device       MD3/WMA/AAC         Unable to pair       Unable to pair device       MD3/WMA/AAC         Does not connect automatically       Loses Connection       Purchased CD         No Sound       No Play       Specific disc       Specific disc         No Sound       No Play       Specific disc       Specific disc         No Sound       No Play       No Exerct Code       Specific disc         No Sound       No Play       No Exerct Code       Specific disc         No Sound       No Play       No Exerct Code       Specific disc         No Sound       No Play       No Exerct Code       Specific disc         No Kound       No Sound       Specific disc       Sound No Play         No Loading       No Loading       No Exerct Code       No Loading         No Loading       No Color       Staps       Other       Staps         Other       Display       Does not transist to APPS (Applicatic       D  |   | Cuts in and Out                  | Must re-pair after ignition key cycling |
| Touch SW does not respond       Noising       In Noising       No Sound         I Youke Kound       Wake Kound       Other         Voice recognition does not respond       No Sound       Other         State to the and Artist not shown       XM Service (account active)       Other         Unable to pair       Inable to pair device       MP3/WMA/AAC         Unable to pair       Inable to pair device       MP3/WMA/AAC         Dees not connect automatically       Loses Connection       Purchased CD         No Sound       No Play       No Sound       No Eject         No Sound       No Play       No Sound       No Eject         Other       Other       Skips       Other         Other       Display       No Sound       No Play         No Sound       No Play       No Sound (woot' play CD)       Skips         Other       Display       Other       Other         Itanable to read disc       No Display       Does not tansit to APPS (Application Markov and MA do not chaps       Does not play Internet Radio and in adio         White to read disc       Day/Night Mode does not chaps       Does not tansit to APPS (Application is pressed       Does not deplayed when 'AUD)         Vehicle ic non adiap       DayNylight Mode does on chapped       Does not dep  |   | Sound Distorted                  | Does not transmit Phone Book            |
| Hard kry does not respond       Weak Sound       Other         \\ \other coognition does not respond       \other       Other         \\ \other coognition does not respond       \other       \other         \\ \other coognition does not respond       \other       \other         \\ \other       \other       \other         \oth   |   | Electrical Noise                 | Noise/Static                            |
| Voice recognition does not respond       No Sound         Other       Song Tide and Arist not shown         XM Service (account active)       Other         Unable to pair       Unable to pair device         Loses Connection       Unable to connect automatically         Does not connect automatically       Loses Connection         No Sound       No Play         No No Play       Specific dise         No Play       No Sound         Other       Other         Other       No Sound         No Play       No Sound         Other       Steps         Other       No Sound         No Play       No Sound         Other       Steps         Other       No Eject         Steps       Other         Other       Steps         Other       Steps         Other       Steps         Other       Steps         Other       Display         Map does not tappear       No Color         Bright or Dark Spot (pixet)       Intermittent Internet Radio audio         Intable to contatis       Display does not change         Vehicle icon does not match driven road       Rearview and AVM do not display <tr< td=""><td></td><td>Noisy</td><td>No Sound</td></tr<>   |   | Noisy                            | No Sound                                |
| Other       Song Title and Artist not shown         Song Title and Artist not shown       XM Service (account active)         Other       Other         Buetooth-Audio/AUX       USB Audio/AUX       CD Player         Loses Connection       Unable to pair device       MP3/WMA/AAC         Loses Connection       Unable to connect automatically       Specific disc         No Sound       No Play       Specific disc         Skips       Other       No Sound       Specific disc         Other       Other       No Flay       No Loading         Other       Other       No Loading       No Loading         Other       Display       Other       No Sound (won't play CD)         Skips       Other       No Loading       No Loading         Other       Display       Does not appear       No Color         Will not boot up       Bright or Dark Spot (pixel)       Dees not tappear       Does not displayed when 'AUD         Vehicle con does not appear       Day/Night Mode does not change       Other       Other         Vehicle icon does not appear       Day/Night Mode does not change       Other       Other         Vehicle icon does not appear       Oct of Sync (Horizontal/Vertical)       Other       Other         <  |   | Wcak Sound                       | Other                                   |
| Image True Mark Caccount active)         Other         Unable to pair         Loss Connection         Does not connect automatically         Does not connect automatically         No Sound         No Play         Skips         Other  |   | No Sound                         |   |
| Image: Contrast of the second state                               | Other                                   | Song Title and Artist not shown  |   |
| Shuetooth-Audio/AUX       USB Audio/AUX       CD Player         Unable to pair       Unable to pair device       MP3/WMA/AAC         Loses Connection       Unable to connect automatically       Dest not connect automatically         No Sound       No Play       Specific disc         No Play       No Sound       Bipters by itself         Other       Other       Signs         Wavigation (ECU)       Display       No Sound (won't play CD)         Skips       Other       Signs         Wavigation (ECU)       Display       Does not change (frozen)         Wavigation (ECU)       Display       Does not transit to APPS (Application (BCU)         Unable to read disc       No Display       Does not transit to APPS (Application (BCU)         Will not boot up       Bright or Dark Spot (pixel)       Does not transit to APPS (Application (BCU))         Vehicle position icon drifts       Display does not change (frozen)       Does not transit to APPS (Application (BCU))         Vehicle con staps       Display does not change (frozen)       Does not transit to APPS (Application (BCU))         Vehicle con staps       Display does not change (frozen)       Other         Vehicle con staps       Display does not change (frozen)       Other         Vehicle con staps       Display does not change (frozen)  |   | XM Service (account active)      |   |
| Unable to pair       Unable to pair device       MP3/WMAAAC         Loses Connection       Durable to connect automatically       Purchased CD         No Sound       No Play       Error Code         No Play       No Sound       No Eject         Other       Display       No Day         Other       Display       No Sound (won't play CD)         Skips       Other       Skips         Other       Display       Other         Wavigation (ECU)       Display       Other         Unable to read disc       No Display       Does not transit to APPS (Applicatic Display information of the Spot (pixel)         Resets by itself       Octorats in Coloring       Display des not appear         Will not boot up       Bright or Dark Spot (pixel)       Dares not transit to APPS (Applicatic Display des not appear)         Vehicle icon skips       Display des not change (frozen)       Wiron / Inaccurate results when Sea         Out of Sync (Horizontal/Vertical)       Out of Sync (Horizontal/Vertical)       Other         Other       All blank/black       All White       Does not respond         Other       All blank/black       Displayed       Other   |   | Other                            |   |
| I Loses Connection       Unable to connect automatically       Purchased CD         I Loses Connection       Specific disc         No Sound       No Play       Enror Code         No Play       No Sound       No Eject         Other       Other       Stops         Other       No Sound (won't play CD)       Stops         Other       Stops       Other         Wavigation (ECU)       Display       Does not transit to APPS (Application is transit to APPS (Application is play intermet Radio and is play intermet  | 3luetooth-Audio/AUX                     | USB Audio/AUX                    | CD Player                               |
| Does not connect automatically       Loses Connection       Specific disc         No Sound       No Play       Error Code         Skips       Other       Ejects by istelf         Other       Skips       Other         Wavigation (ECU)       Display       Skips         Unable to read disc       No Display       Other functions         Wavigation (ECU)       Display       Does not transit to APPS (Application)         Wation toot up       Bright or Dark Spot (pixel)       Intermittent Internet Radio andio         Webrick icon others       Display       Does not transit to APPS (Application)         Vehicle icon drifts       Lines in Screen       button is pressed         Vehicle icon skips       Day/Night Mode does not change       Wirong / Inaccurate results when Sea         Vehicle icon otates       Day/Night Mode does not change       Other         Other       Consercie Blemishes on the screen       Other         Other       All blank/black       All white         Does not detect speed pulse from       Cosmetic Blemishes on trespond       Other  | Unable to pair                          | Unable to pair device            | MP3/WMA/AAC                             |
| No Sound       No Play       Error Code         No Play       No Sound       No Eject         Skips       Other       Ejects by itself         Other       Skips       No Loading         No Play       No Sound       No Play         No Play       No Sound (won't play CD)       Skips         Other       Skips       Other         Wavigation (ECU)       Display       Other         Wavigation (ECU)       Display       Other functions         Wavigation (ECU)       Display       Obes not transit to APPS (Applicatic Does not play Internet Radio         Map does not appear       No Color       Does not play Internet Radio         Will not boot up       Bright or Dark Spot (pixel)       Intermittent Internet Radio         Vehicle icon toritis       Display does not change (frozen)       Wrong / Inaccurate results when Sea         Vehicle icon skips       Day/Night Mode does not change       Other         Vehicle icon states       Display does not respond       Other         Poes not detect speed pulse from       Commet: Blemithes on the screen       Other         Poes not detect speed pulse from       Commet: Spend       Commet: Spend         Other       All blank/black       All white       Poor Focus   | Loses Connection                        | Unable to connect automatically  | Purchased CD                            |
| 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                           |
| Skips       Other       Ejects by itself         Other       No Loading         No Play       No Sound (won't play CD)         Skips       Other         Wavigation (ECU)       Display         Unable to read disc       No Display         Wad does not appear       No Color         Map does not appear       Bright or Dark Spot (pixel)         Resets by itself       Contrast in Coloring         Vehicle icon rotates       Display does not change         Vehicle icon skips       Day/Night Mode does not change         Vehicle icon stot appear       Out of Syne (Horizontal/Vertical)         Obser       Outher         Other       Outher   | No Sound                                | 🔲 No Play                        | Error Code                              |
| Other       No Loading         No Loading       No Play         No Sound (won't play CD)       Skips         Other       Skips         Other       Other         Wavigation (ECU)       Display         Unable to read disc       No Losplay         Map does not appear       No Color         Will not boot up       Bright or Dark Spot (pixel)         Resets by itself       Contrast in Coloring         Vehicle con toritis       Lines in Screen         Vehicle icon does not match driven road       Rearview and AVM do not display         Octher       Out of Sync (Horizontal/Vertical)         Osen sot detect speed pulse from       Cosmetic Blemishes on the screen         vehicle       Out of Sync (Horizontal/Vertical)         Other       All white         Poor Focus       Dirits         Display core so traspoint       Display   | 🔲 No Play                               | No Sound                         | No Eject                                |
| No Play         No Sound (won't play CD)         Skips         Other         Wavigation (ECU)         Display         Other functions         Wavigation (ECU)         Display         Other functions         Wavigation (ECU)         Display         Other functions         Wavigation (ECU)         Display         Does not ransit to APPS (Applicatic<br>Does not play Internet Radio<br>Does not play Internet Radio audio         Will not boot up         Resets by itself         Contrast in Coloring         Vehicle icon rotates         Display does not change (frozen)         Vehicle icon rotates         Day/Night Mode does not change         Vehicle icon does not match driven road         Rearview and AVM do not display         GPS icon does not appear         GPS icon does not appear         Rearview and AVM do not display         Other   | Skips                                   | Other                            | Ejects by itself                        |
| Image:   | Other                                   |                                  | No Loading                              |
| Skips         Other         Wavigation (ECU)       Display         Other functions         Unable to read disc       No Display         Map does not appear       No Color         Will not boot up       Bright or Dark Spot (pixel)         Resets by itself       Contrast in Coloring         Vehicle position icon drifts       Lines in Screen         Vehicle icon skips       Day/Night Mode does not change         Vehicle icon does not appear       Out of Sync (Horizontal/Vertical)         Ober       Other         Other       Other  |   |                                  | No Play                                 |
| Other         Navigation (ECU)       Display         Unable to read disc       No Display         Map does not appear       No Color         Will not boot up       Bright or Dark Spot (pixel)         Resets by itself       Contrast in Coloring         Vehicle position icon drifts       Display does not change (frozen)         Vehicle icon rotates       Display does not change (frozen)         Vehicle icon does not appear       Day/Night Mode does not change         Other       Other         GPS icon does not appear       Out of Sync (Horizontal/Vertical)         Does not detect speed pulse from rehicle       Touch screen does not respond         Other       All blank/black         All white       Poor Focus         Disgnostic Codes displayed       Drifts  |   |                                  | No Sound (won't play CD)                |
| 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                                   |
| Image:       Image:         Image:       Image: <td< td=""><td></td><td></td><td>Other</td></td<>   |   |                                  | Other                                   |
| 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<br>submitting your order. Please remember o<br>changes are permitted   | nce your order has been placed no                   |
|--|--------------------|---|---|
| Shipping and Contact Informa<br>XXXXXXX<br>XXXXXXX<br>XXXXXXX<br>XXXXXXX<br>XXXXXX | ation:             | Customer Information:           XXXXXXX           XXXXXXX |   |
| Product Information:<br>Model: QX60<br>Part Number: 28387-XXXXX<br>submit order    |                    |   | Click here to<br>make<br>changes<br>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<br>your order. Please print or save this number for<br>your records to be able to track your order at a<br>later time. | You may view/print your order by clicking the<br>link below:<br>View My Order | Any modification to your order cannot be done<br>at this time. If you wish to change your shippin<br>address, please call<br>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<br>Show 10            |   |     |               |        |         |                        |                    |                     | Search:                       |               |
|                                  |   |     | Order<br>Date |        | en      | Status                 | ♦ Shipping<br>Date | Shipping<br>Carrier | Search:<br>Tracking<br>Number | Ordered<br>By |
| Show 10<br>View                  | <ul> <li>entries</li> <li>Confirmation</li> </ul>                 | n 🍦 |               |        | -       | Status                 |                    | 0 0                 | Tracking                      |               |
| Show 10<br>View<br>Order<br>View | <ul> <li>entries</li> <li>Confirmation</li> <li>Number</li> </ul> | n 🍦 | Date          |        | -       | Status<br>Dence Suberr |                    | Carrier             | Tracking<br>Number            |               |

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

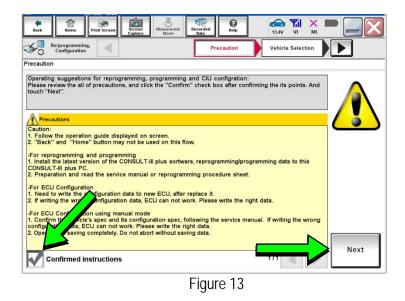
- 18. Prepare the vehicle:
  - Make sure the shift selector is in Park and the parking brake is set.
  - Connect a battery maintainer or smart charger set to reflash mode or a similar setting.
  - Connect the plus VI to the vehicle.
  - Launch C-III plus on the CONSULT PC.
  - Turn the ignition ON. **DO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

| de<br>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                   |
| \$?<br>`   | VDR          |                           |                               |

Figure 12

20. Read the Precautions.

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

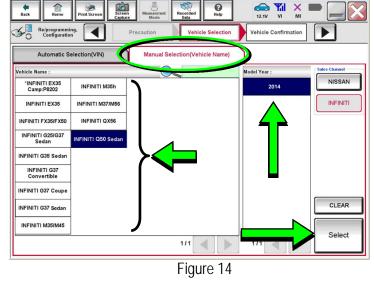


21. Select the Manual Selection(Vehicle Name) tab, and then select the Vehicle Name and Model Year.

**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.



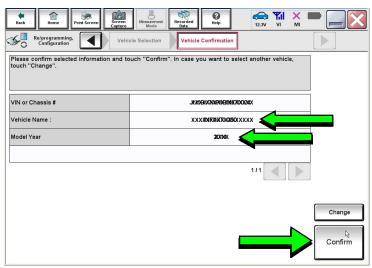


Figure 15

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<br>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            |           |                            |

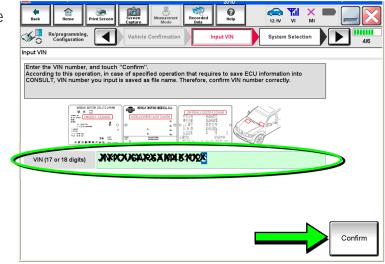
25. Enter your NNAnet.com Username and Password, and then select Submit.



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.

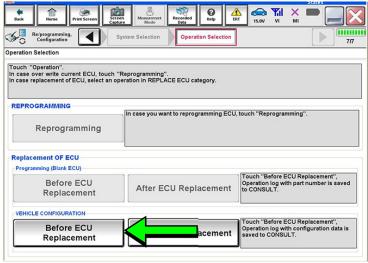


Figure 20

- 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<br>Capturo<br>Confirmation of<br>Replace ECU | ed Pelp | 13.2V VI MI  |      |
|---|---|---------|--------------|------|
| Save ECU Data<br>The current vehicle specificatio<br>information.<br>In case of no items listed below | Write down / p<br>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**.

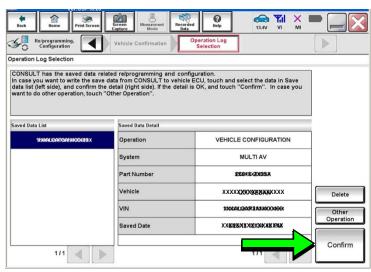


Figure 23

- 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".<br>In case over write current ECU, touch '<br>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<br>Programming (Blank ECU)  |                                       |  |
| Before ECU<br>Replacement  | After ECU Replacement                 | Touch "Before ECU Replacement",<br>Operation log with part number is saved<br>to CONSULT.        |
| VEHICLE CONFIGURATION  |                                       |  |
| Before ECU<br>Replacement  | After ECU Replacement                 | Touch "Before ECU Replacement",<br>Operation log with configuration data is<br>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 /<br>Operation Complete | 6/7      |
| Write Configuration   |  |          |
| Following setting value for each item are saved to vehicle ECU.<br>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.

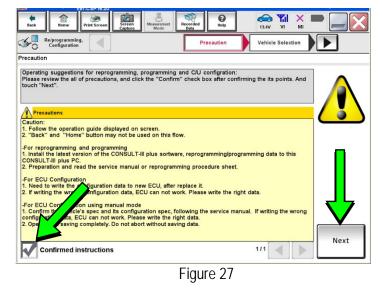
38. Select **Re/programming Configuration**.

| <b>H</b><br>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<br>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**.



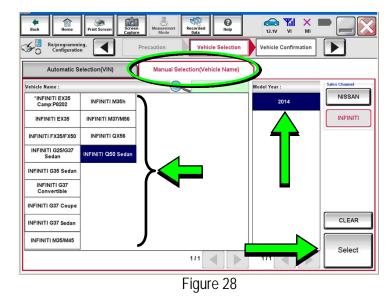
40. Select the Manual Selection(Vehicle Name) tab, and then select the Vehicle Name and Model Year.

**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.



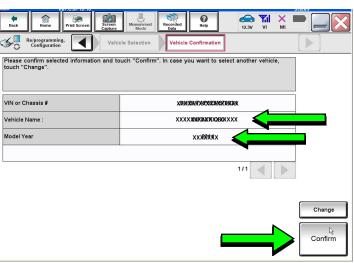


Figure 29

# 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**.

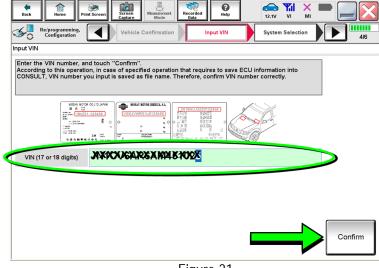


Figure 31

| 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".<br>In case over write current ECU, touch "I<br>In case replacement of ECU, select an op |                                       |  |
| REPROGRAMMING  |                                       |  |
| [  | In case you want to reprogramming ECU | touch "Reprogramming".   |
| Reprogramming  |                                       |  |
| Replacement OF ECU<br>Programming (Blank ECU)  |                                       |  |
|  | 1                                     | Touch "Before ECU Replacement",  |
| Before ECU<br>Replacement  | After ECU eplacement                  | Operation log with part number is saved to CONSULT.  |
| VEHICLE CONFIGURATION  |                                       |  |
| Before ECU<br>Replacement  | After ECU Replacement                 | Touch "Before ECU Replacement",<br>Operation log with configuration data is<br>saved to CONSULT. |
| L  |                                       |  |
|  | Figure 33                             |  |
|  | · g ··· · · · ·                       |  |

47. Select Manual selection.

| e<br>Back                     | Home                          | Print Screen                  | Screen<br>Capture           | Measurement<br>Mode | Recorded<br>Data | <b>O</b><br>Help      | ERT        | 15.0V     |          | Х     |          |
|-------------------------------|-------------------------------|-------------------------------|-----------------------------|---------------------|------------------|-----------------------|------------|-----------|----------|-------|----------|
| ≪ <mark>0</mark> <sup>R</sup> | e/programmin<br>Configuration | •                             | Operati                     | on Selection        |                  | ng method<br>election | -          |           |          |       | 8/8      |
| Writing me                    | thod selectic                 | n                             |                             |                     |                  |                       |            |           |          |       |          |
| Select an<br>Touch "F         | operation f<br>AST linked"    | rom the follo<br>or "Manual s | owing list.<br>selection''. |                     |                  |                       |            |           |          |       |          |
| F                             | AST lini                      | ked                           | Touch "Fr<br>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<br>Confirm and/or change setting value for each item, touch "Next".<br>Make sure to touch "Next" even if the indicated configuration of brand new BCM is same as the desirabil<br>configuration. If not, configuration which is set automatically by selecting vehicle model can not be<br>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**.

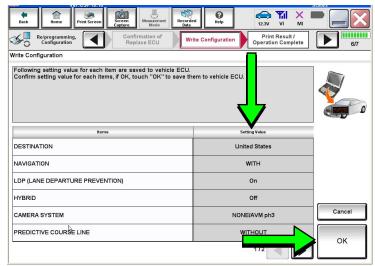


Figure 36

- 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<br>States |
|--------------------------------------|-------------------------|----------------------------|
| Back Home Print Screen Capture Mouse | rement Recorded Data    | <u>^ – – M</u>             |
| Diagnosis (One<br>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<br>LINE for DCU order approval has been eliminated. |
| February 10, 2021 | ITB19-002c | Classification number updated  |