



SERVICE BULLETIN

Classification: EL16-035a	Reference: NTB16-104a	Date: December 5, 2017
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2018 ARMADA AND 2017-2018 PATHFINDER; DISPLAY CONTROL UNIT REPLACEMENT

This bulletin has been amended. The Applied Vehicles section and Part 1 of the Service Procedure have been revised. No other changes have been made. Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2018 Armada (Y62)
2017-2018 Pathfinder (R52)

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:

- Confirm proper diagnosis and repair with TECH LINE to obtain DCU order approval.
- Place the order with DENSO.
- Configure the Multi AV system.

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

Nissan 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 Nissan dealer 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 Service Procedure

PART 1: Confirm Proper Diagnosis and Repair with TECH LINE to Obtain Display Control Unit Order Approval, Then Place the Order with DENSO

PART 2: Record Multi AV Configuration Values of Original Display Control Unit; Replace Display Control Unit

PART 3: Configure the Multi AV System

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

PART 1:

Confirm Proper Diagnosis and Repair with TECH LINE to Obtain Display Control Unit Order Approval, Then Place the Order with DENSO

To improve customer satisfaction by providing the correct repair on the first visit, Nissan has put in place a procedure for ordering an “exchange” or “new” DCU.

- To ensure a proper diagnosis and repair, the technician will need to contact TECH LINE to confirm (or assist with) their diagnosis and the proper repair prior to ordering the DCU.
- DENSO will require a confirmation from TECH LINE prior to shipping an exchange DCU.
- Approval from TECH LINE does not mean the DCU has been ordered. The DCU must be ordered from DENSO.
- New DCUs will be put on **parts restriction** and will need to be cleared prior to the order shipping. In the event that a new DCU is required, the warranty claims call center will verify that TECH LINE has recommended replacement.
- This process applies to vehicles equipped with a Navigation system as well as non-Navigation vehicles.
- TECH LINE has the support of engineering and DENSO in diagnosis, if needed.
- Most DCUs ordered should be an exchange unit versus a new unit.

The requirement of contacting TECH LINE for confirmation to replace a DCU will be monitored to ensure the most effective and accurate method of repair. Future changes or adjustments may be made to this process to increase repair timeliness and/or customer satisfaction.

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.

NOTE: While not required, Nissan recommends using this procedure for non-warranty repairs to ensure that proper diagnosis and repair is performed.

Contact TECH LINE to Confirm DCU Replacement is Needed

NOTE: Contacting TECH LINE is done to confirm diagnosis. An exchange DCU must be ordered by your parts department directly from DENSO. See Order an Exchange DCU Form DENSO on the next page.

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.
3. Contact TECH LINE, after gathering preliminary information of the concern. After a diagnosis of the concern has been performed, and the technician and TECH LINE agree that the DCU should be replaced, go to step 4.
4. TECH LINE will confirm with DENSO, by email, that the diagnosis has occurred and a DCU replacement is approved.

NOTE:

- TECH LINE **does not** send an email or fax to your parts department.
- Approval from TECH LINE **does not** mean the DCU has been ordered. The DCU must be ordered from DENSO (see page 4).

Order an Exchange DCU From DENSO

After steps 1-4 have been completed, **your parts department** will order the replacement exchange DCU as instructed below.

5. Fill out the DENSO Exchange Order Form and fax or email it to **DENSO**.

Order forms are found on NNA.net.com:

- a. Log onto NNA.net.com.
- b. Confirm Brand View is Nissan.
- c. Select **My Links**.
- d. Select **Warranty**.
- e. Select **Electronic Exchange Information – Nissan**.

NOTE: If you are logged on to NNA.net.com, clicking on the link below will take you directly to the form.

<https://www.nnanet.com/content/dam/nnanet/linkdocuments/electronicexchangeissan/Exchange+Order+Form+V1+20130718.pdf>

- f. On the Exchange Order Form, enter the DCU part number in the **Exchange Part #:** field.

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

6. **After** the order is submitted, **and after** TECH LINE has submitted authorization by email, **then** DENSO will email confirmation to your parts department that the order has been placed.

PART 2: Record Multi AV Configuration Values of Original Display Control Unit; Replace Display Control Unit

7. Prepare the vehicle.

- Make sure the shift selector is in Park, and the parking brake is set.
- Connect the GR8 to the 12V battery and select **ECM Power Supply Mode**.
- Connect the C-III plus VI to the vehicle.
- Launch C-III plus on the CONSULT PC.
- Cycle the ignition to ON. **DO NOT** start the engine.

8. Select **Re/programming Configuration**.

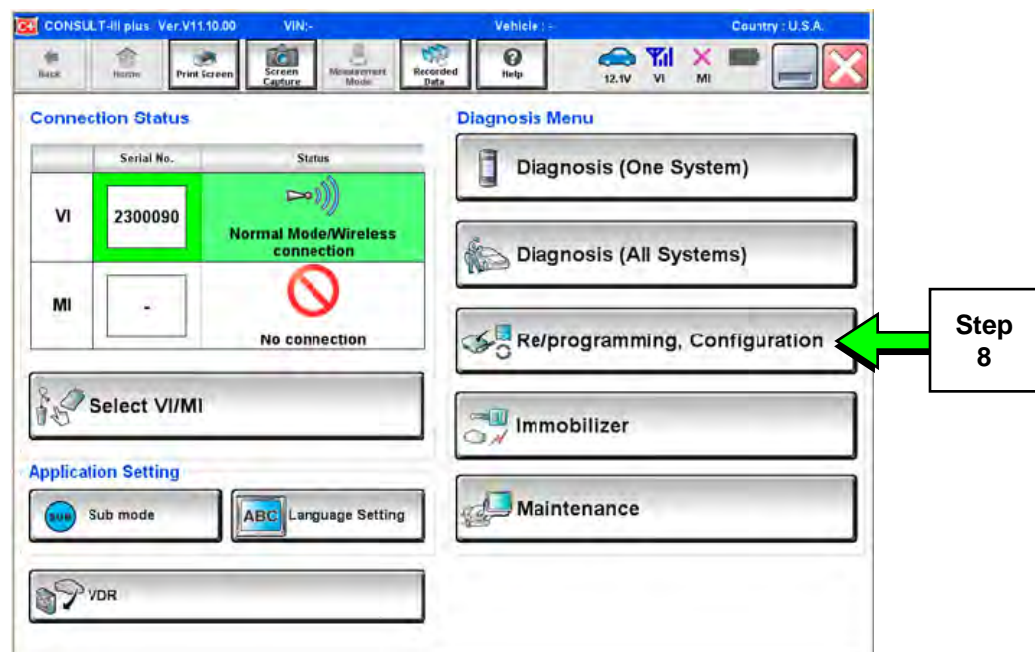


Figure 1

9. Read the Precautions.

When finished, touch the "Confirmed instructions" box to insert a check mark, then select **Next**.

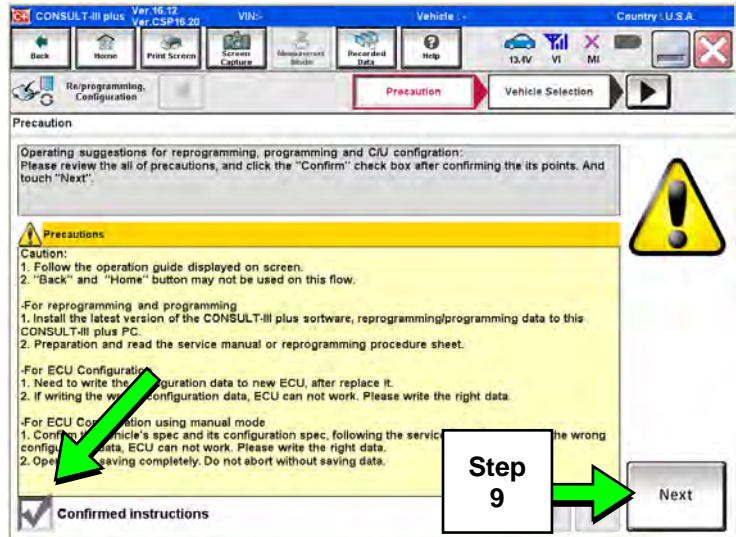


Figure 2

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

NOTE: If the screen shown in Figure 3 does not display, proceed to step 12.

11. Select **Select**.

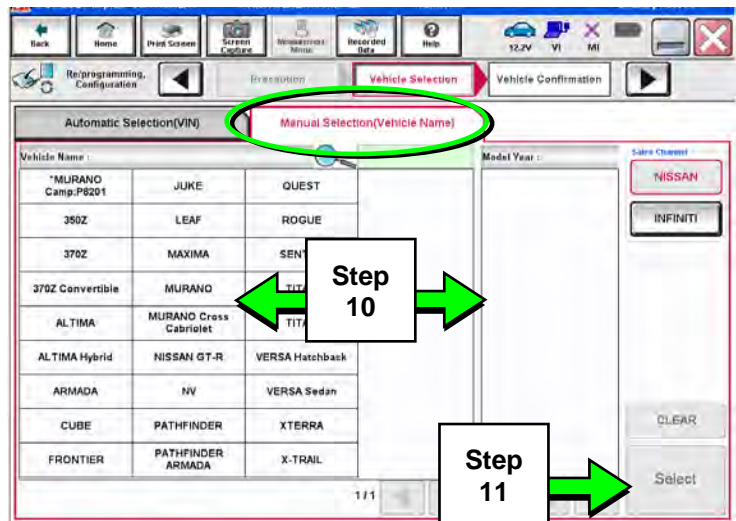


Figure 3

12. Confirm the correct **Model Name** and **Model Year** are displayed.

When finished, select **Confirm**.

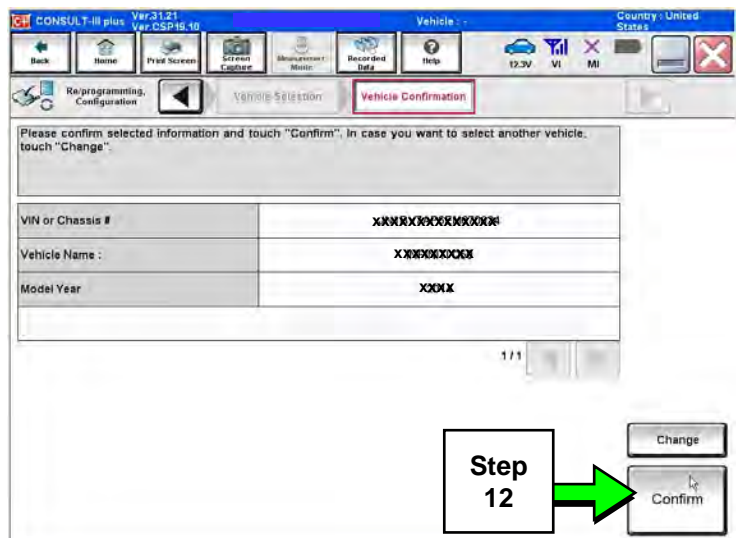


Figure 4

13. After system call completes, 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**.

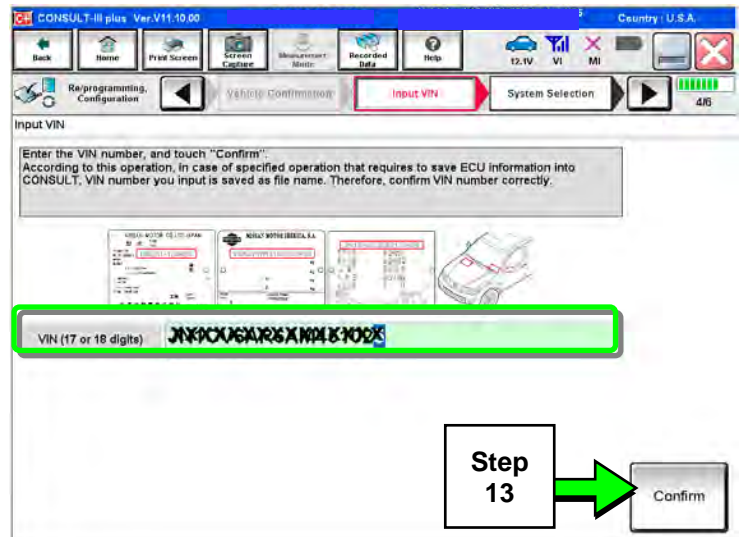


Figure 5

14. Select **MULTI AV**.

- Use the scroll arrow if needed.

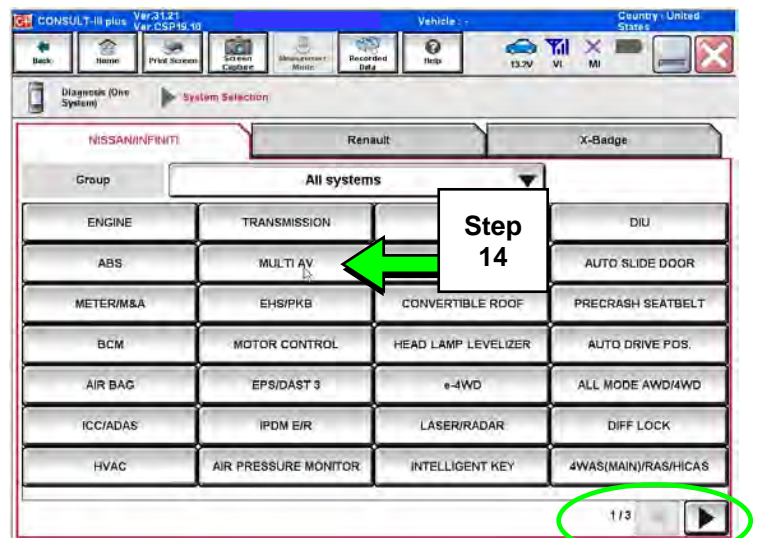


Figure 6

15. Select **Before ECU Replacement**.

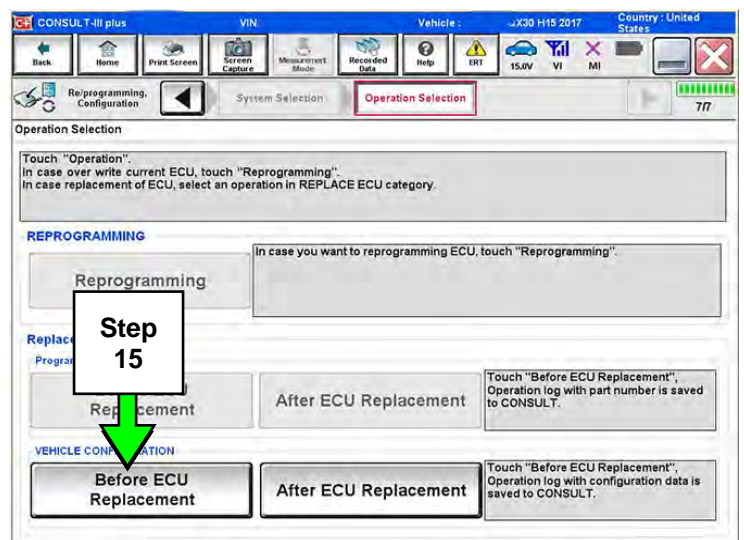


Figure 7

16. Confirm current configuration and write it down.

- Configuration can also be printed with the **Print Screen** button or **Screen Capture** button.
- Use the scroll arrow if more than one page of information is available.

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

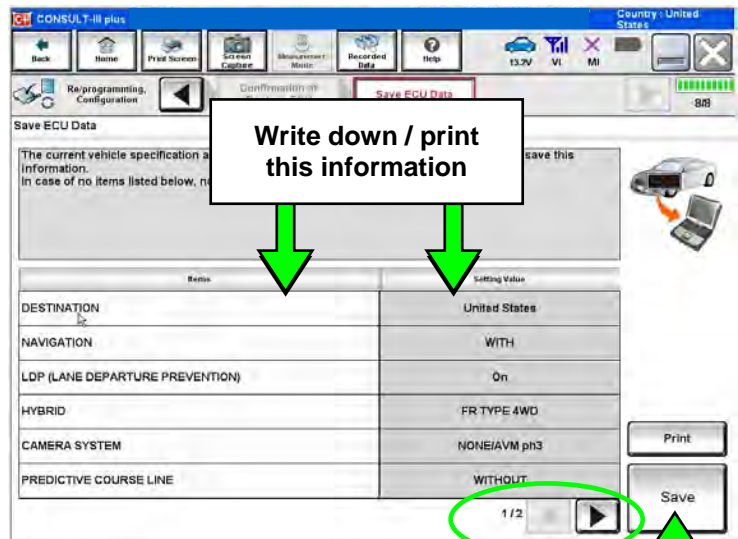


Figure 8

Step 17

17. Select **Save**.

NOTE: If the configuration data cannot be saved, replace the DCU as instructed in the applicable Electronic Service Manual (ESM) and then proceed to **PART 4: Manually Configure the Multi AV System (if needed)** on page 10 of this bulletin.

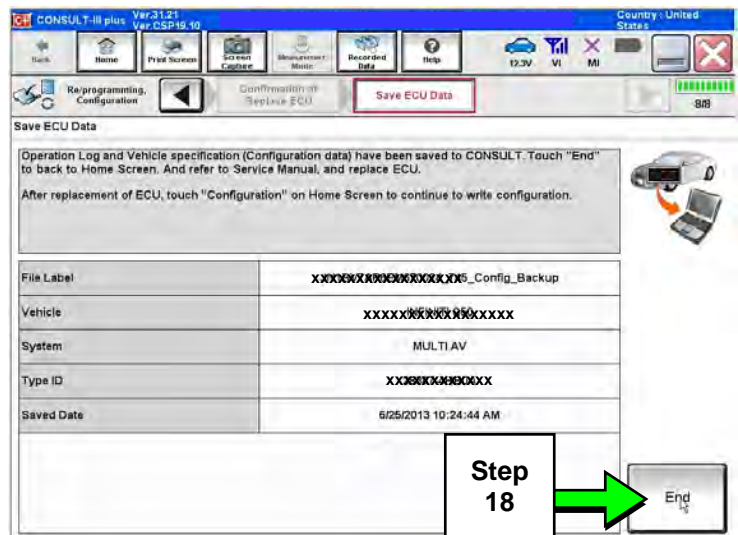


Figure 9

18. Select **End**.

19. Replace the DCU Unit as instructed in the applicable ESM.

- Refer to section **AV > DISPLAY CONTROL UNIT > Removal and Installation**.

PART 3: Configure the Multi AV System

20. Perform steps 7-14.

21. When you get to the screen shown in Figure 10, select **Confirm**.

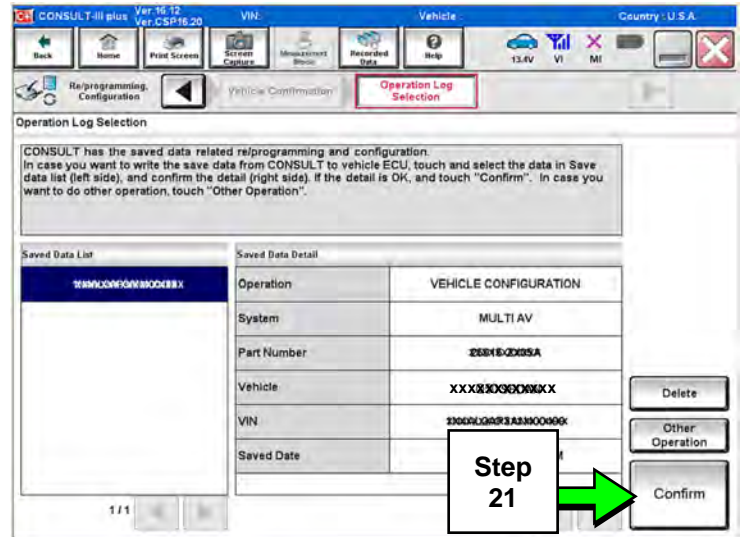


Figure 10

22. Select **After ECU Replacement**.

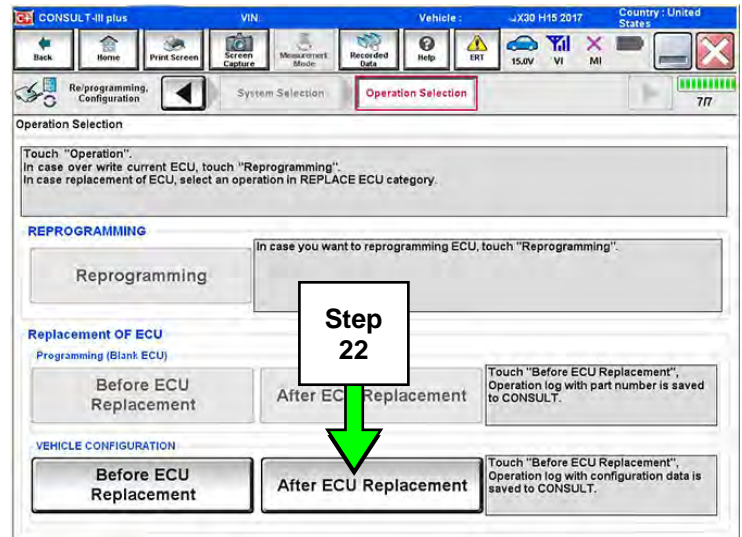


Figure 11

23. Select **OK**.

After performing Step 23

If an error message does not display:

- Proceed to step 36 on page 14.

If an error message does display:

- Proceed to **PART 4: Manually Configure the Multi AV System (if needed)**, below.

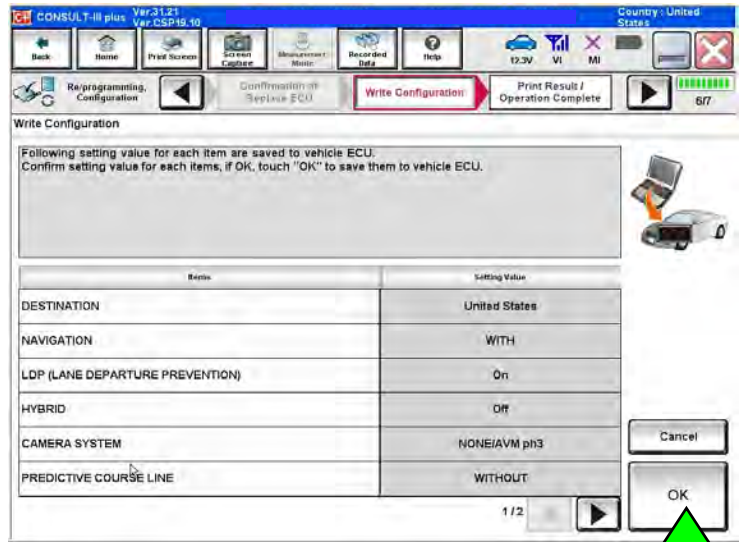
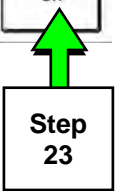


Figure 12



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

NOTE: If the screen in Figure 13 is not displayed, click on the **Home** icon.

24. Select **Re/programming Configuration**.

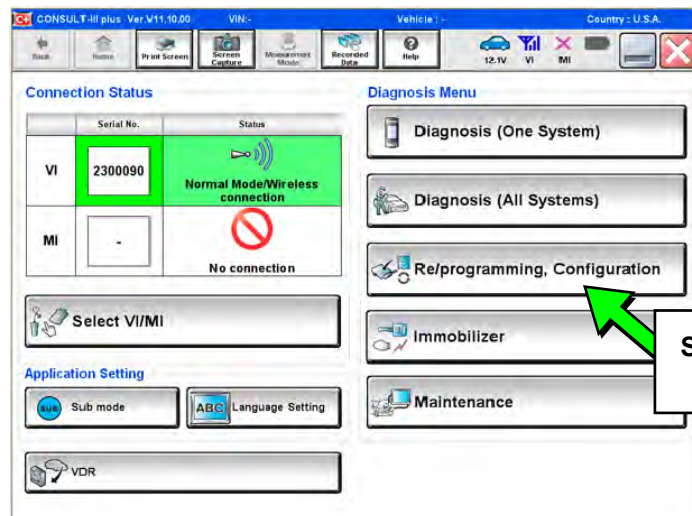


Figure 13



25. Read the Precautions.

When finished, touch the “Confirmed instructions” box to insert a check mark, then select **Next**.

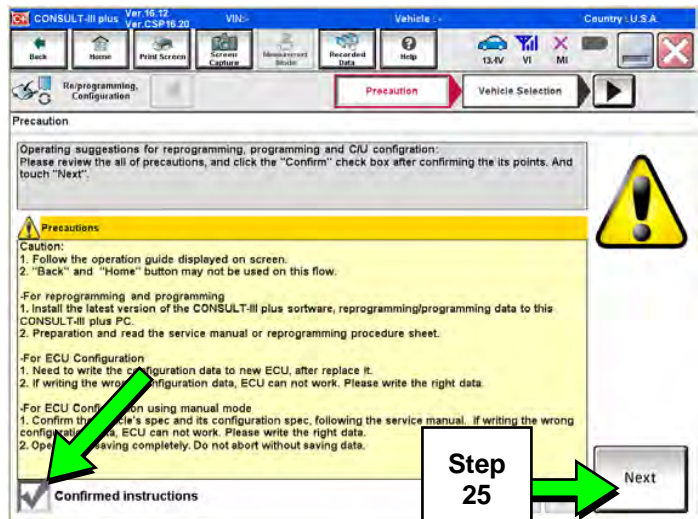


Figure 14

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

NOTE: If the screen shown in Figure 15 does not display, proceed to step 28.

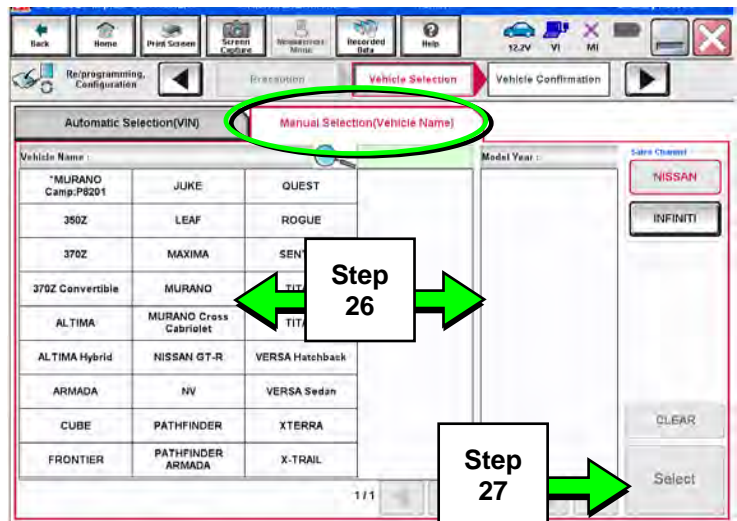


Figure 15

27. Select **Select**.

28. Confirm the correct **Model Name** and **Model Year** are displayed.

When finished, select **Confirm**.

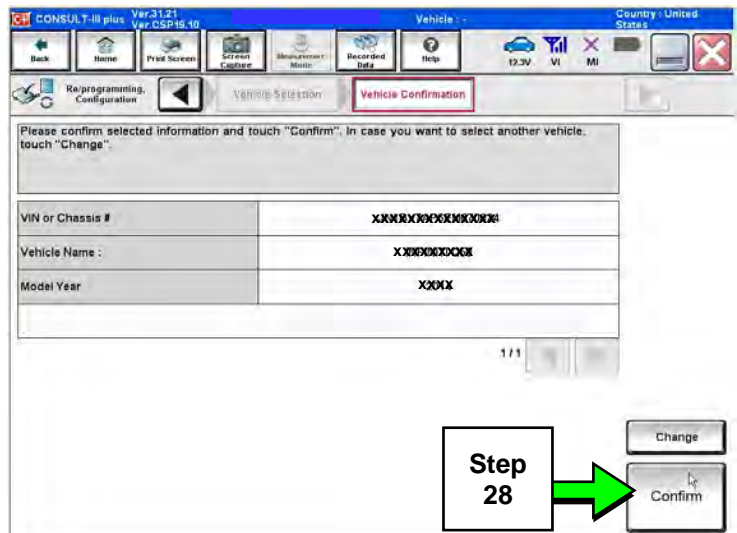


Figure 16

29. 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**.

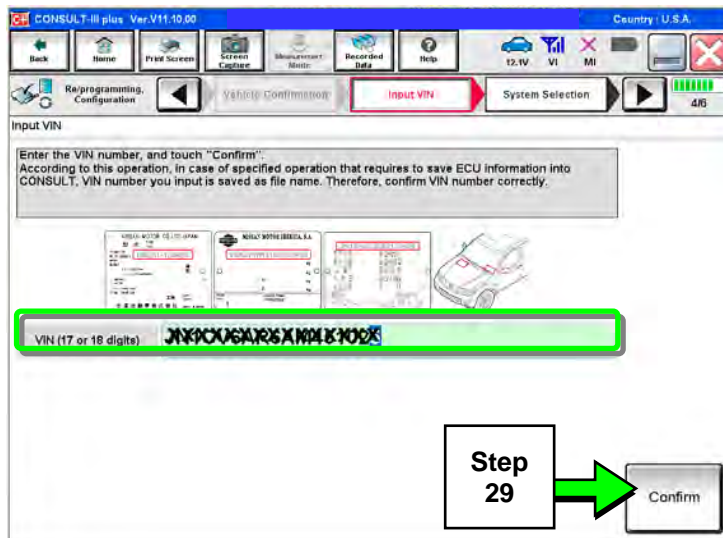


Figure 17

30. Select **MULTI AV**.

- Use the scroll arrow if needed.

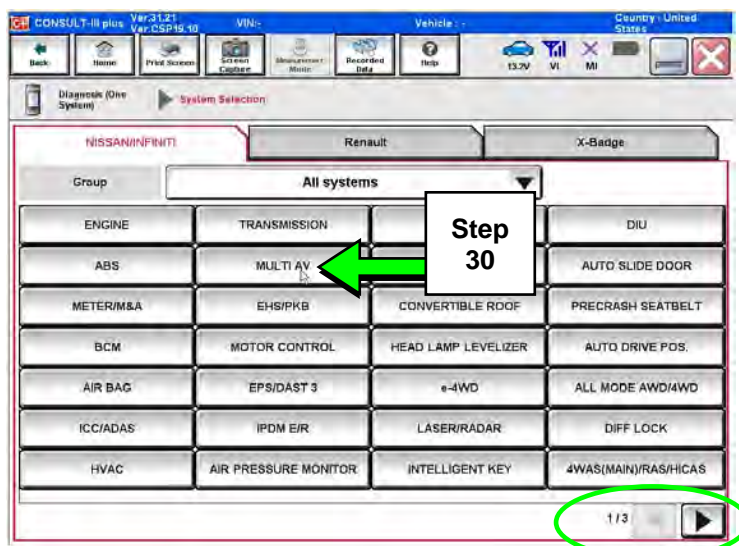


Figure 18

31. Select **After ECU Replacement**.

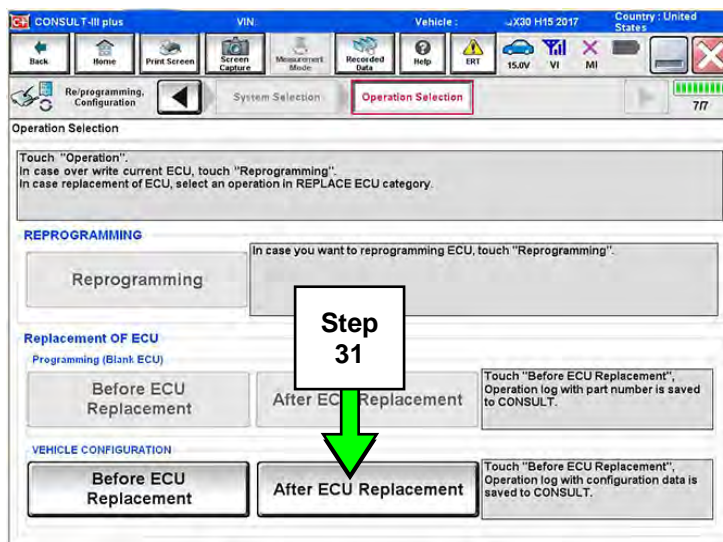


Figure 19

32. Select **Manual selection**.

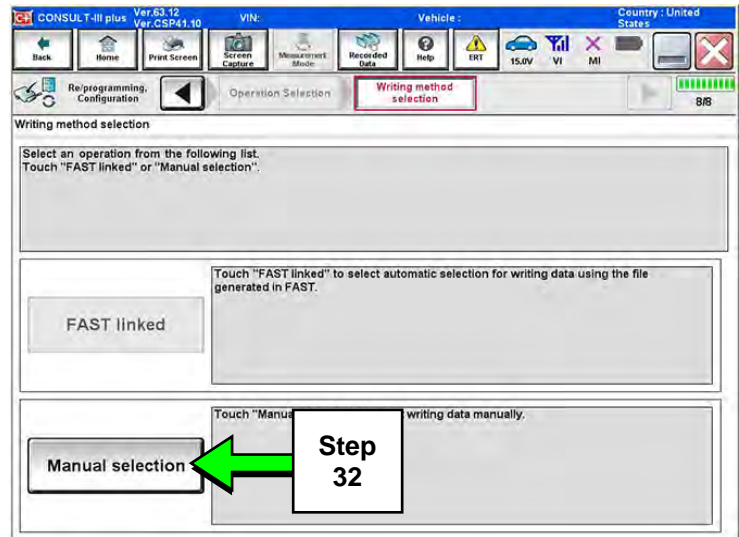


Figure 20

33. Use the drop down menus to select the **Configuration** options that were printed or written down in step 16.

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

NOTE: Configurable options will differ between models. Your screen may look different from Figures 21 and 22.

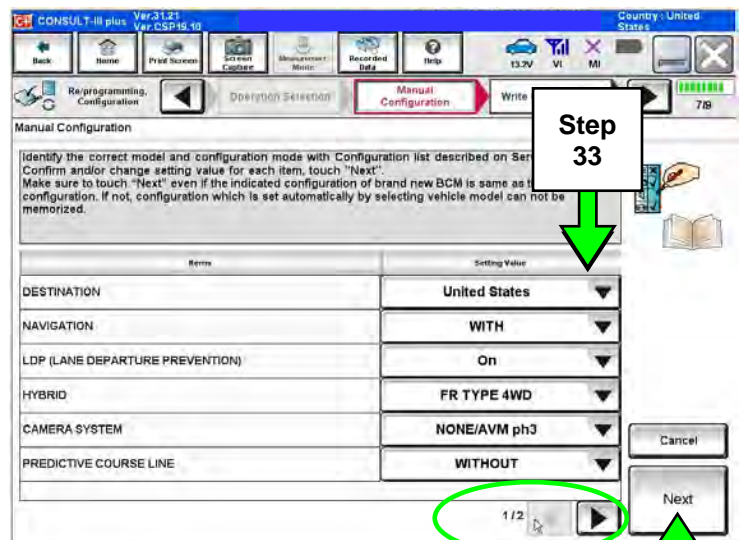


Figure 21

34. Select **Next**.

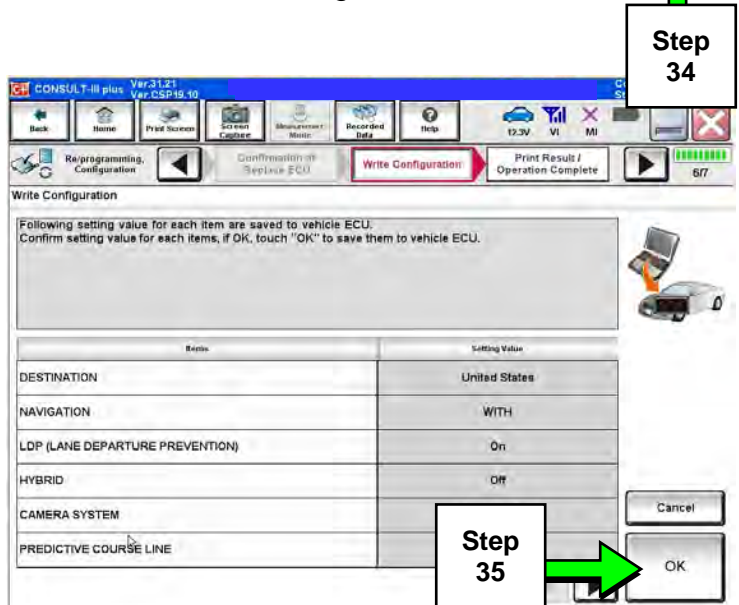


Figure 22

35. Confirm the configuration displayed is correct, then select **OK**.

36. Turn the ignition OFF, then start the engine, and wait for about 30 seconds.
37. Use C-III plus to clear 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. Clear any codes that may be present.
38. Close C-III plus and disconnect the plus VI from the vehicle.
39. Check that the operation of the DCU and, if equipped, RearView Monitor camera images (fixed guide lines and predictive course lines) are normal.
40. Disconnect the GR8 from the 12V battery.

