



SERVICE BULLETIN

Classification: EL18-039	Reference: NTB19-002	Date: January 15, 2019
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2018-2019 ARMADA AND PATHFINDER; DISPLAY CONTROL UNIT SERVICE INFORMATION

APPLIED VEHICLES: 2018-2019 Armada (Y62)
2018-2019 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.**
- The DCU order approval process **does not apply** to 2017 Pathfinder vehicles. TECH LINE authorization is not needed for 2017 Pathfinder vehicles. For 2017 Pathfinder vehicles, refer to NTB16-104.
- This process does not apply to 2017 Armada vehicles since it uses a different system.

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) updates have been installed.

Parts of the Procedure

- PART 1: Confirm Proper Diagnosis and Repair with TECH LINE to Obtain DCU Order Approval / Place Order with DENSO
- 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 1: Confirm Proper Diagnosis and Repair with TECH LINE to Obtain DCU Order Approval / Place Order with DENSO

NOTE: The DCU order approval process is to be performed on all 2018-2019 APPLIED VEHICLES and does not apply to 2017 and earlier models. TECH LINE authorization is not needed for 2017 and earlier models.

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

- To ensure 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 can be ordered from DENSO only after approval from TECH LINE.
- New DCUs will be put on **parts restriction** and will need to be cleared before the order is shipped. 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.

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.
- It is an 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. After diagnosis, an exchange DCU can be ordered by your parts department directly from DENSO. See **Order an Exchange DCU from 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 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 **will not** send an email or fax to your parts department.
- Approval from TECH LINE **does not** mean the DCU has been ordered. The DCU can be ordered from DENSO only after approval from TECH LINE (see page 4).

Order 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**.
- f. Scroll down to **Denso**, and then click on **Link to Denso Order Form**.
- g. Fill out the form. Be sure to use 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.*

* **The DCU order approval process does not apply to 2017 Pathfinder vehicles. TECH LINE authorization is not needed for 2017 Pathfinder vehicles. This process does not apply to 2017 Armada since it uses a different system. For 2017 Pathfinder, refer to NTB16-104.**

PART 2: Record Multi AV Configuration Values of Original DCU / Replace DCU

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 plus VI to the vehicle.
- Launch C-III plus on the CONSULT PC.
- Turn the ignition ON. **DO NOT** start the engine.

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

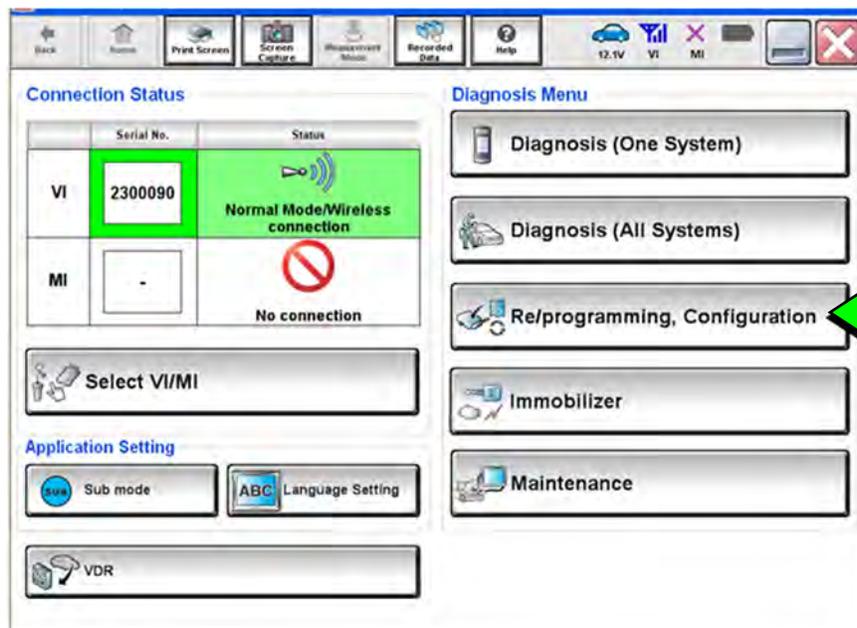


Figure 1

9. Read the Precautions.

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

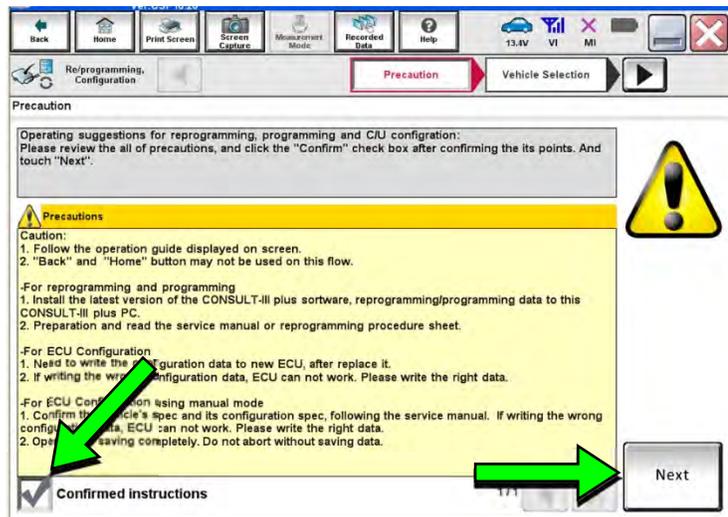


Figure 2

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

NOTE: If the screen shown in Figure 3 does not display, proceed to step 13.

11. Select **Select**.

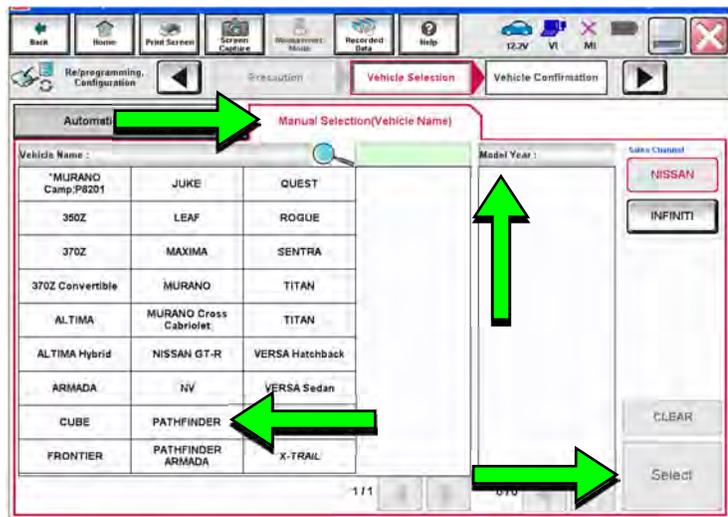


Figure 3

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

- When finished, select **Confirm**.

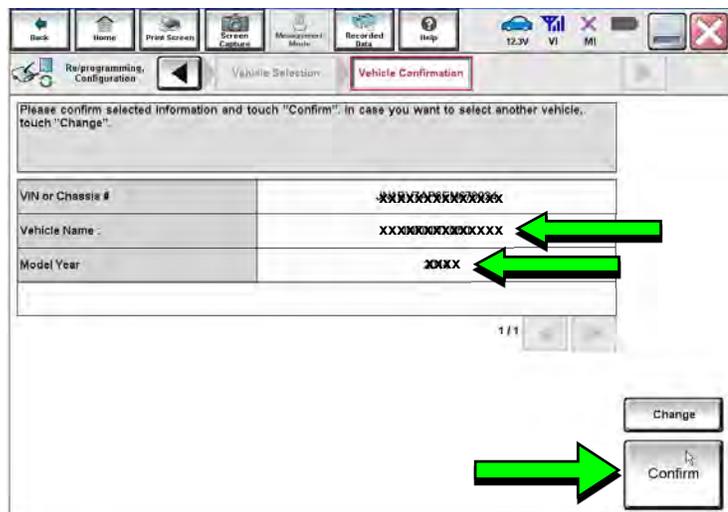


Figure 4

13. After System Call completes, confirm the correct Vehicle Identification Number (VIN) is displayed.

- When finished, select **Confirm**.

NOTE: If the VIN displayed is incorrect, input the correct VIN. When finished, select **Confirm**.

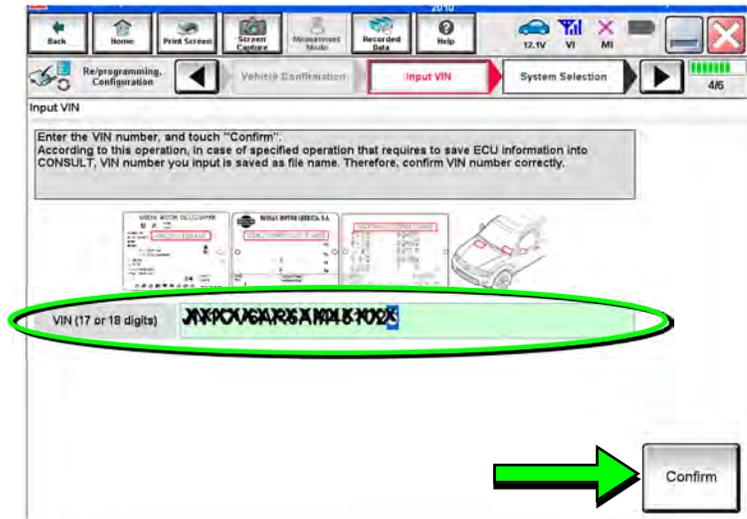


Figure 5

14. Select **MULTI AV**.

- Use the scroll arrows if needed.

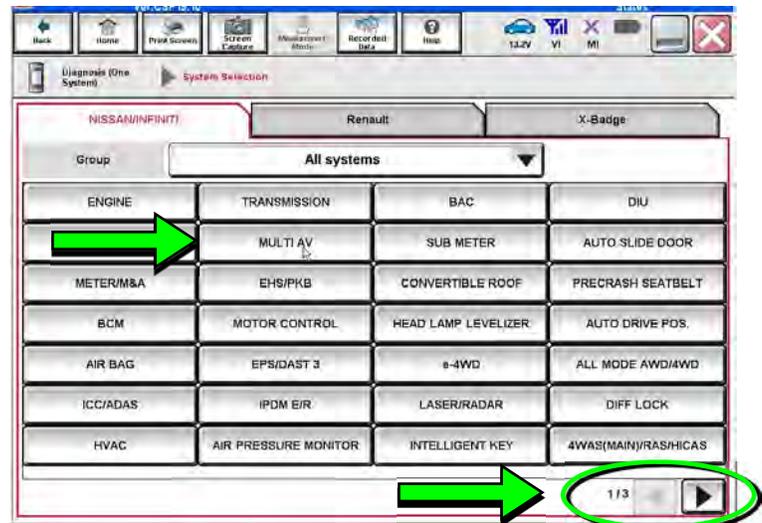


Figure 6

15. Select **Before ECU Replacement**.

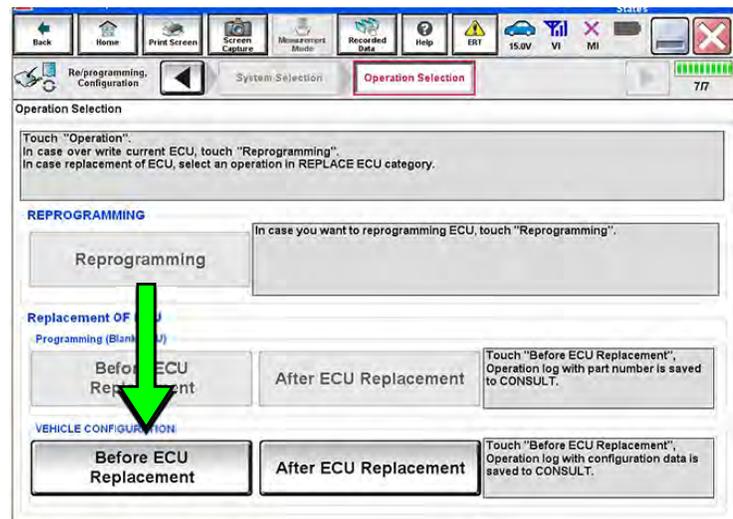


Figure 7

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

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

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

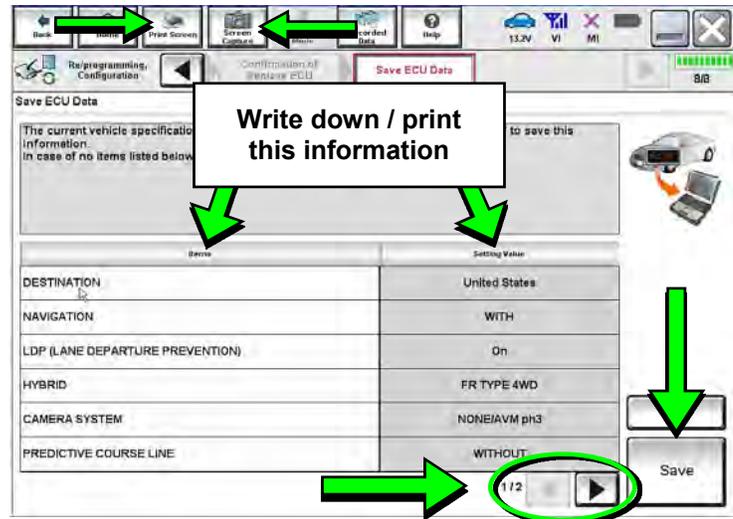


Figure 8

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 page 10, **PART 4: Manually Configure the Multi AV System (if needed)**.

18. Select **End**.

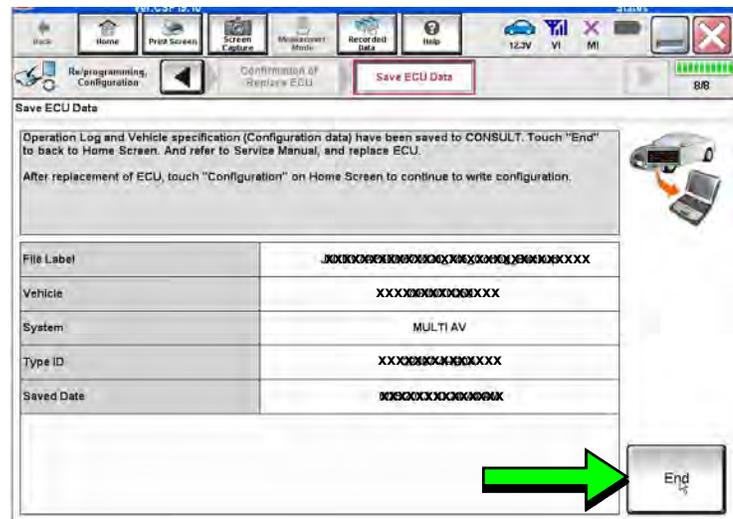


Figure 9

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

- Refer to the ESM, section **DRIVER INFORMATION & MULTIMEDIA > AUDIO, VISUAL & NAVIGATION SYSTEM > NISSANCONNECT > REMOVAL AND INSTALLATION > DISPLAY CONTROL UNIT > Removal and Installation**.

PART 3: Configure Multi AV System

20. Perform steps 7-13 again before performing step 21.

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

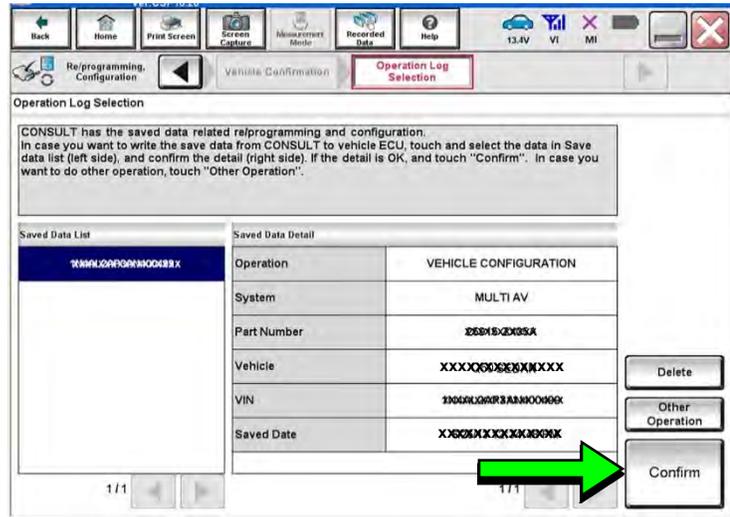


Figure 10

22. If the screen in Figure 11 appears, skip to page 12, step 32.

23. If the screen in Figure 11 does not appear, go to step 24.

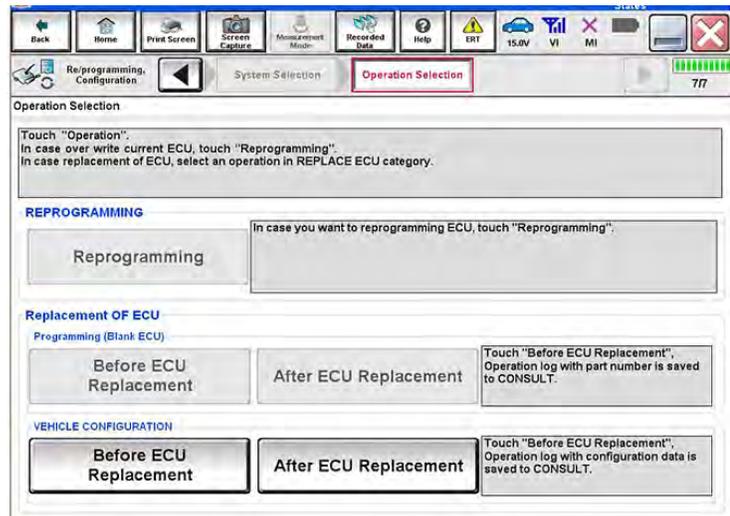


Figure 11

24. Select **OK**.

After performing Step 24:

- If an error message does not display, proceed to page 14, step 36.
- If an error message does display, proceed to **PART 4: Manually Configure the Multi AV System (if needed)**, below.

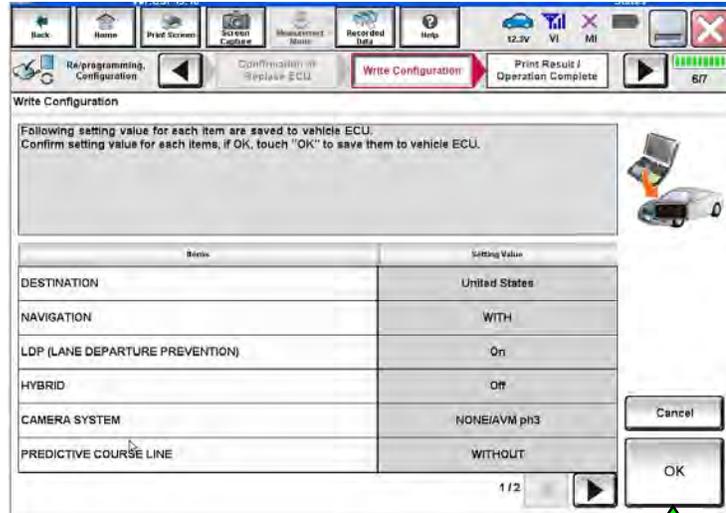


Figure 12

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.

25. Select **Re/programming Configuration**.

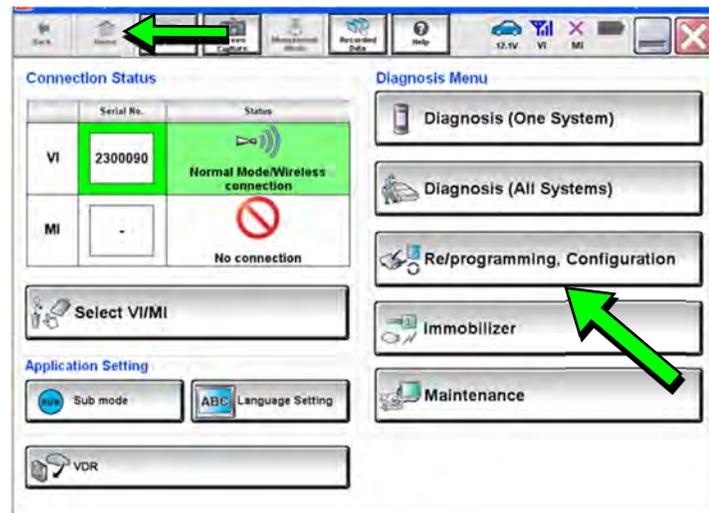


Figure 13

26. Read the **Precautions**.

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

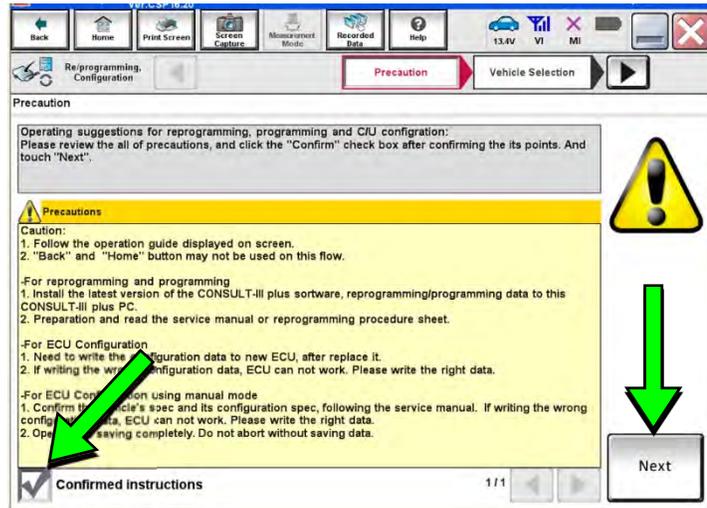


Figure 14

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

NOTE: If the screen shown in Figure 15 does not display, skip to the next page, step 30.

28. Select **Select**.

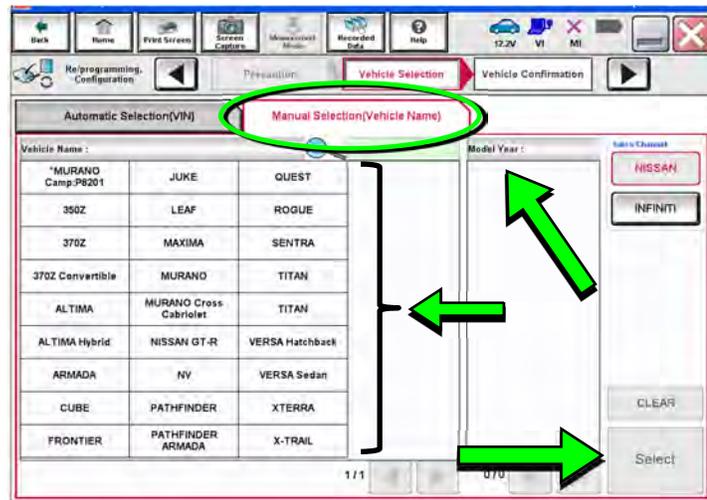


Figure 15

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

When finished, select **Confirm**.

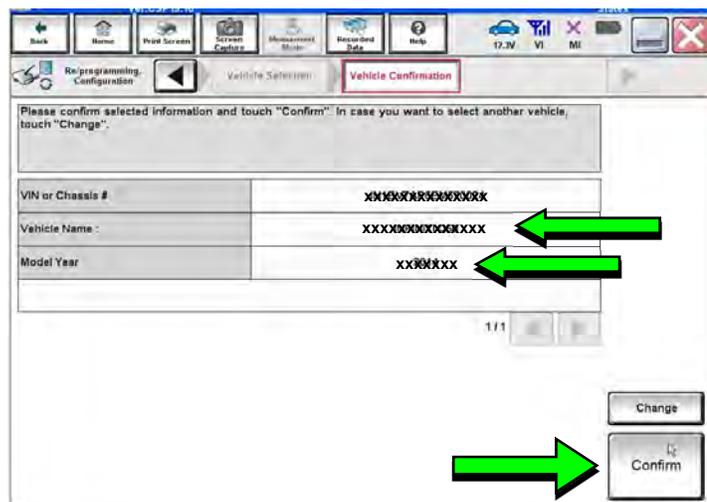


Figure 16

30. 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**.

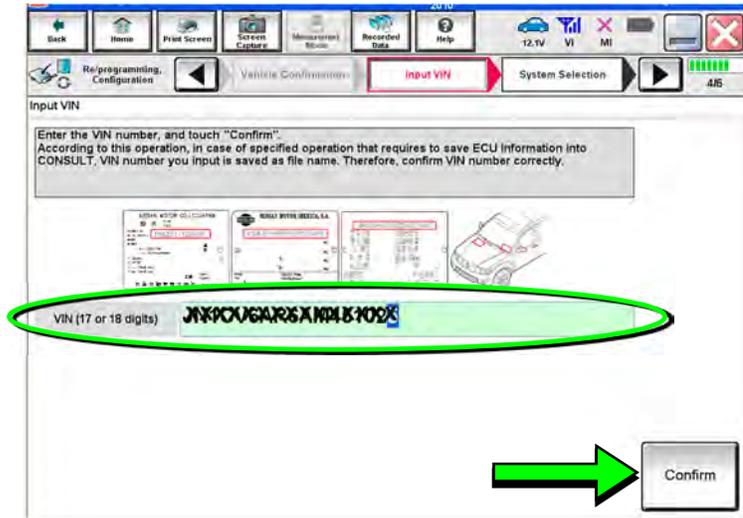


Figure 17

31. Select **MULTI AV**.

- Use the scroll arrows if needed.

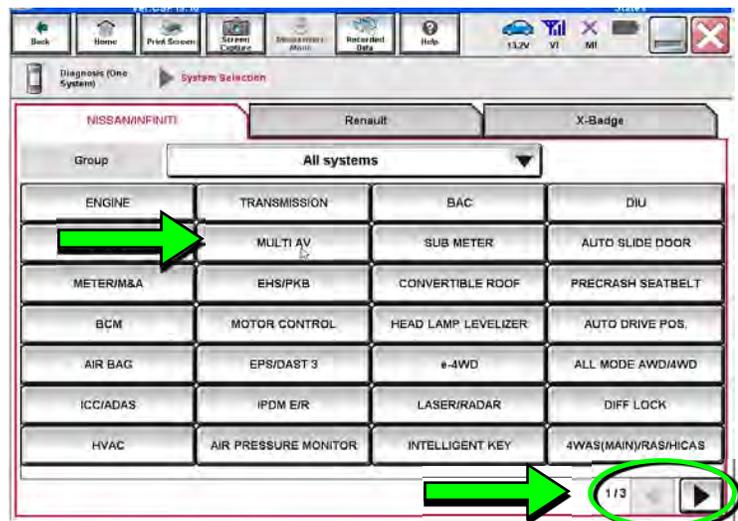


Figure 18

32. Select **After ECU Replacement**.

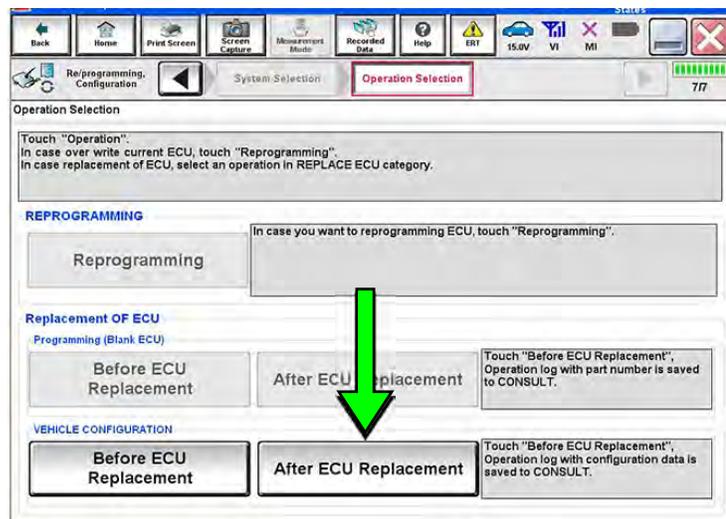


Figure 19

33. Select **Manual selection**.

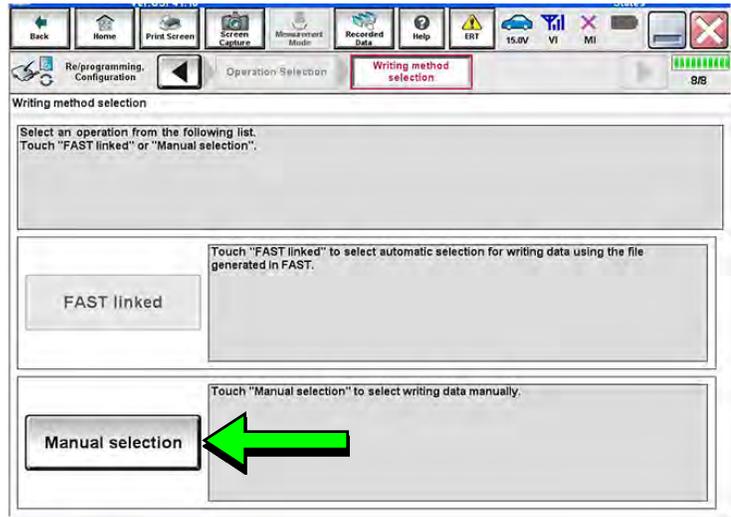


Figure 20

34. 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 may differ and look different from Figure 21.

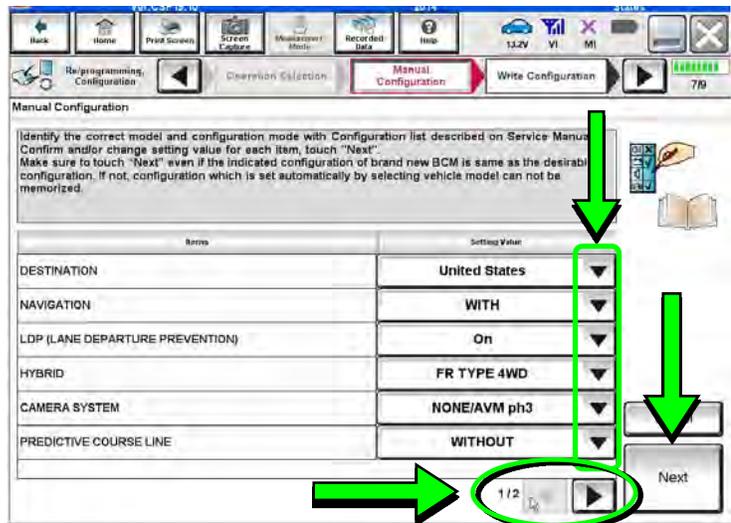


Figure 21

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

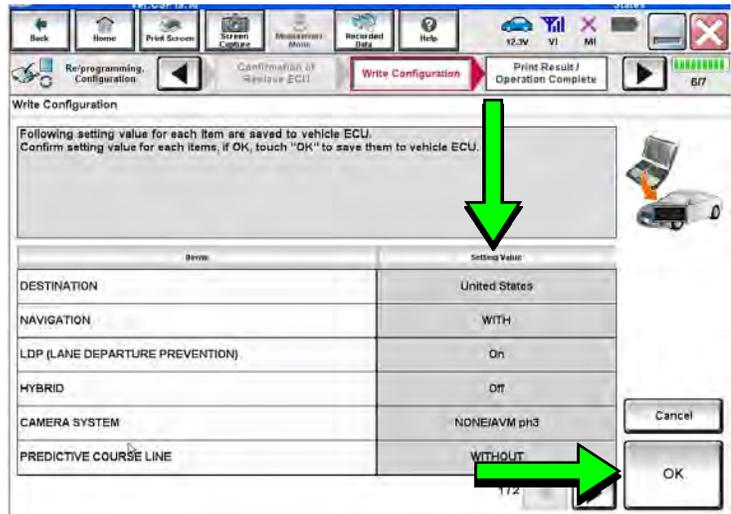


Figure 22

36. Turn the ignition OFF, and then start the engine.
37. After starting the engine, wait for about 30 seconds.
38. 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.
39. Close C-III plus and disconnect the plus VI from the vehicle.
40. Check that the operation of the DCU and, if equipped, Rear View Monitor camera images (fixed guide lines and predictive course lines) are normal.
41. Disconnect the GR8 from the 12V battery.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
January 15, 2019	NTB19-002	Original bulletin published