

Classification:

Reference:

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 Date:

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January 15, 2019

2014-2017 INFINITI VEHICLES; DISPLAY CONTROL UNIT REPLACEMENT

This bulletin has been amended. See **AMENDMENT HISTORY** on the last page.
 Discard all previous versions of this bulletin.

APPLIED VEHICLES: 2014-2017 Q50 and Q50 Hybrid (V37)
 2017 Q60 (V37)
 2017 QX30 (H15)
 2017 QX60 and QX60 Hybrid (L50)

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:

- Place the order with DENSO.
- Configure the Multi AV system.
- 2014-2016 Q50/Q50 Hybrid and 2017 QX30 vehicles only: Register the replacement DCU. DCU registration is necessary whether or not the vehicle has an active Infiniti InTouch Apps subscription.
- 2014 Q50/Q50 Hybrid vehicles only: Check/update the software version.

Q50 and Q60 vehicles

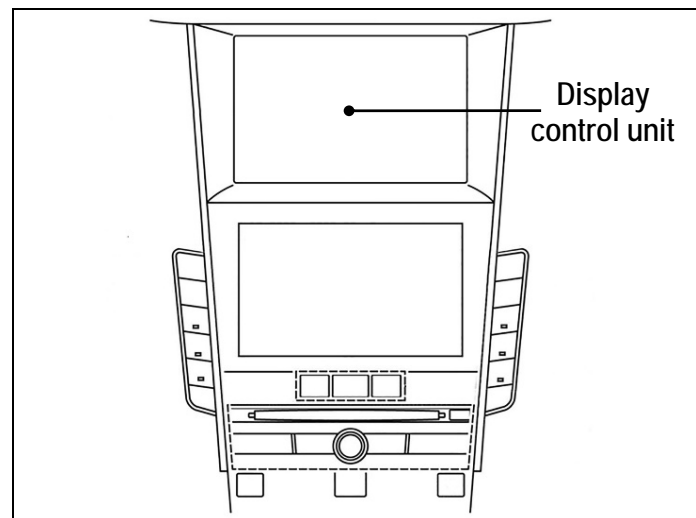


Figure 1

NOTE:

- For all 2017 model year and earlier Infiniti vehicles, the need to contact TECH LINE for DCU order approval has been eliminated.
- For 2018-2019 Infiniti vehicles, TECH LINE needs to be contacted before ordering a DCU. Refer to ITB19-002.

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

Infiniti Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. **NOTE:** If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Infiniti retailer to determine if this applies to your vehicle.

SERVICE PROCEDURE

Before starting, make sure your ASIST has been synchronized to the current date and all CONSULT-III plus (C-III plus) updates 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: 2014-2016 Q50/Q50 Hybrid and 2017 QX30 Vehicles Only: Register Replacement DCU

PART 6: 2014 Q50/Q50 Hybrid Vehicles Only: Check Software Version / Confirm as Newest Version / Update as Needed

PART 1: Take Preliminary Steps Prior to Ordering DCU / Order DCU

While not required, Infiniti recommends using the following preliminary steps along with any other necessary diagnosis for non-warranty repairs:

1. Duplicate and verify the customer's concern if possible. If duplication is not possible, gather as much information about the issue as possible from the service advisor/writer or customer.
2. Check for any connected devices (phone, iPod, MP3 player, etc.) or determine if a connected device is present during the concern. Gather model and software version information if possible.

NOTE: TECH LINE can be contacted IF technical assistance is needed with diagnosis and repairs.

Order Exchange DCU from DENSO

NOTE: In most cases, an exchange DCU will be ordered. **A new DCU is required only if:**

- The vehicle has not yet been sold.
- The customer requests a new DCU on a non-warranty repair.
- The exchange DCU is not available.
- Insurance claim replacement.

After steps 1 and 2 have been completed, **your parts department will order the replacement exchange DCU** as instructed below.

3. 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 Infiniti.
- c. Select **My Links**.
- d. Select **Warranty**.
- e. Select **Electronic Exchange Information – Infiniti**.
- 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 C-III plus by going to **Diagnosis (One System) > MULTI AV > ECU Identification**.

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

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

5. 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 but **DO NOT** start the engine.
Q50 Hybrid and QX60 Hybrid vehicles: Turn the ignition ON but **DO NOT** put in Ready Mode.

6. Select Re/programming Configuration.

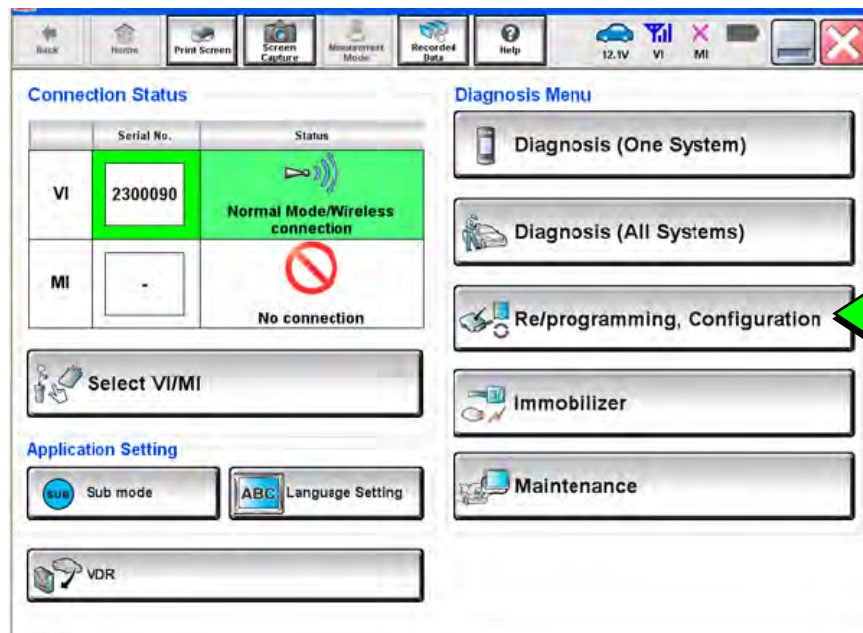


Figure 2

7. Read the Precautions.

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

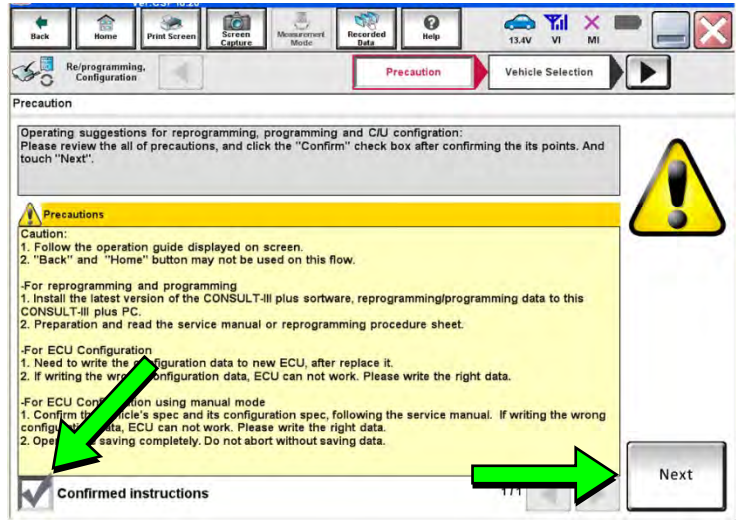


Figure 3

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

NOTE: If the screen shown in Figure 4 does not display, proceed to step 13.

9. Select **Select**.

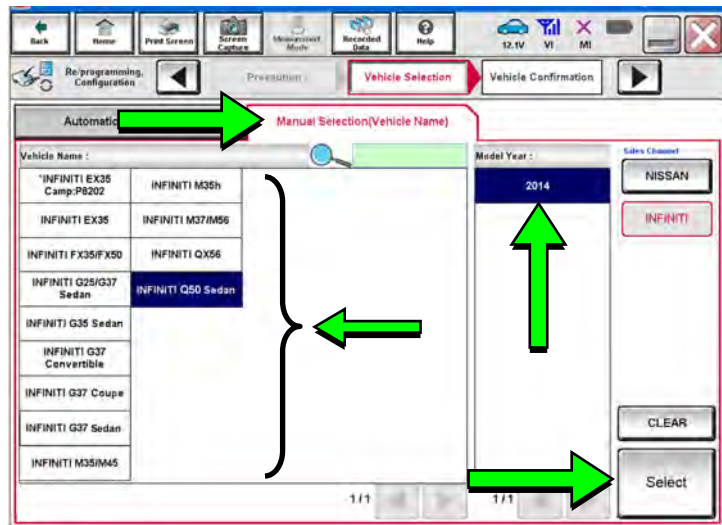


Figure 4

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

- When finished, select **Confirm**.

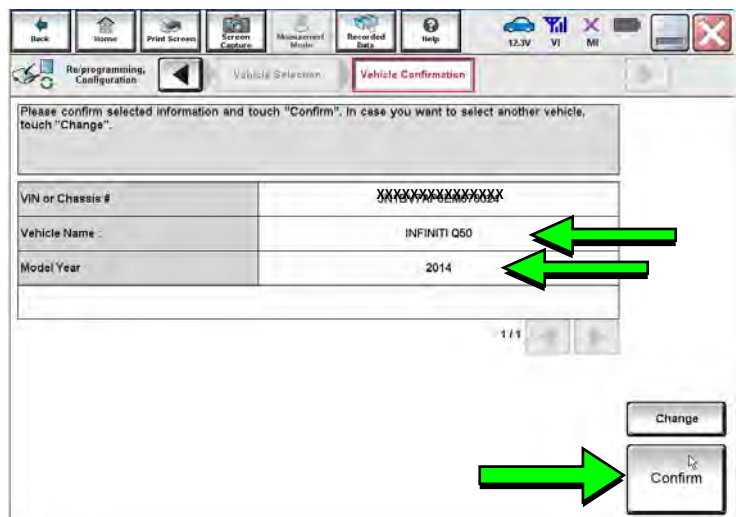


Figure 5

Steps 11 and 12 below apply to 2017 QX30 vehicles ONLY. For all other vehicles, proceed to step 13 on the next page.

11. Select **USA/CANADA Dealers** in the drop down menu, and then select **OK**.

NOTE:

- The screen in Figure 6 will only appear during the first login on a CONSULT PC. Future logins with the same CONSULT PC will display the screen in Figure 6 only.
- If the screen shown in Figure 6 does not display, proceed to step 12.

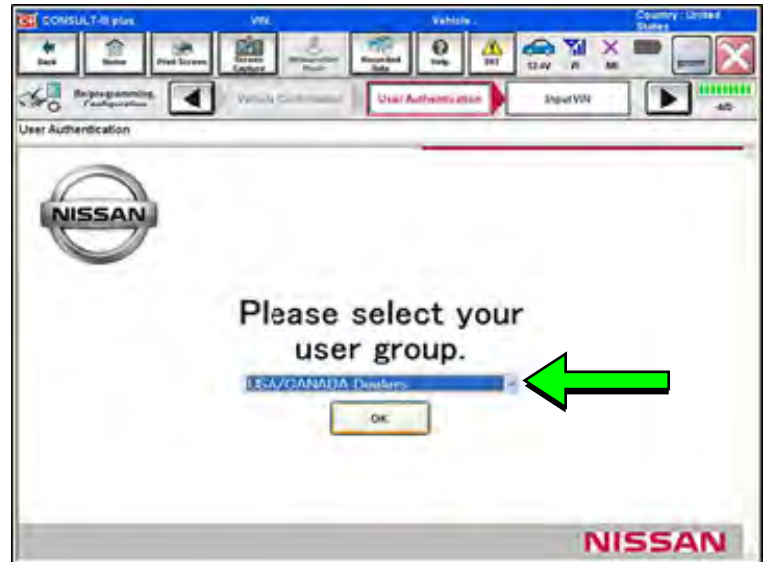


Figure 6

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

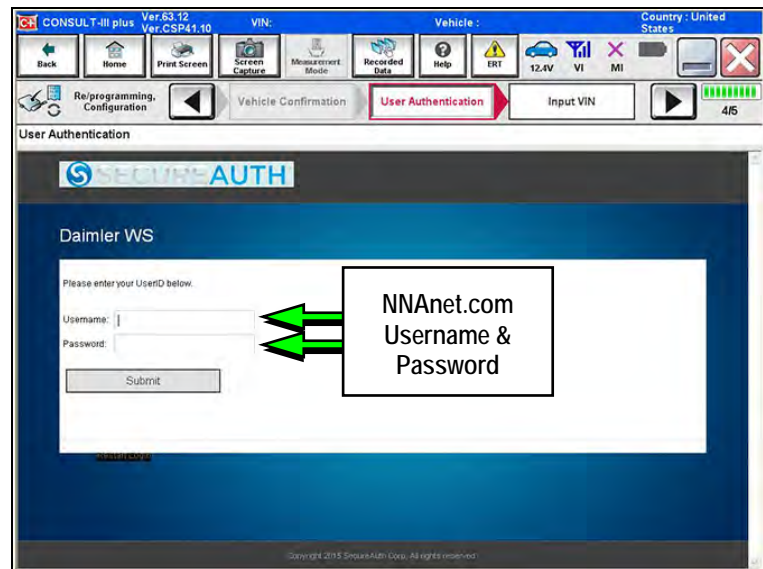


Figure 7

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**.

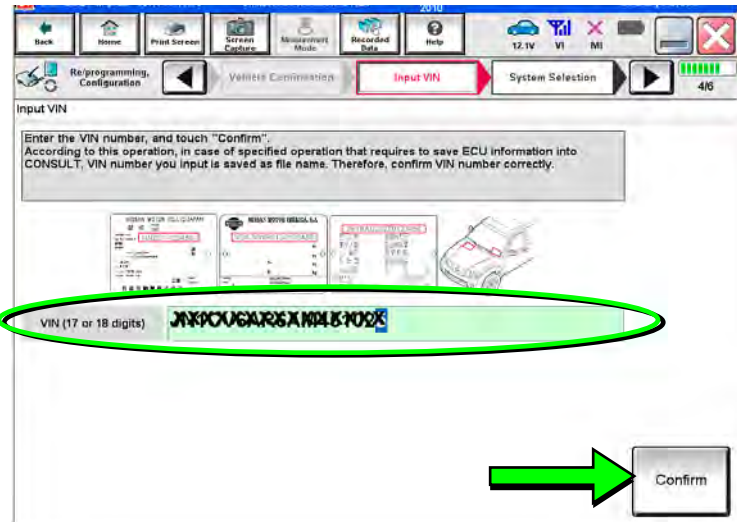


Figure 8

14. Select **MULTI AV**.

- Use the scroll arrows if needed.

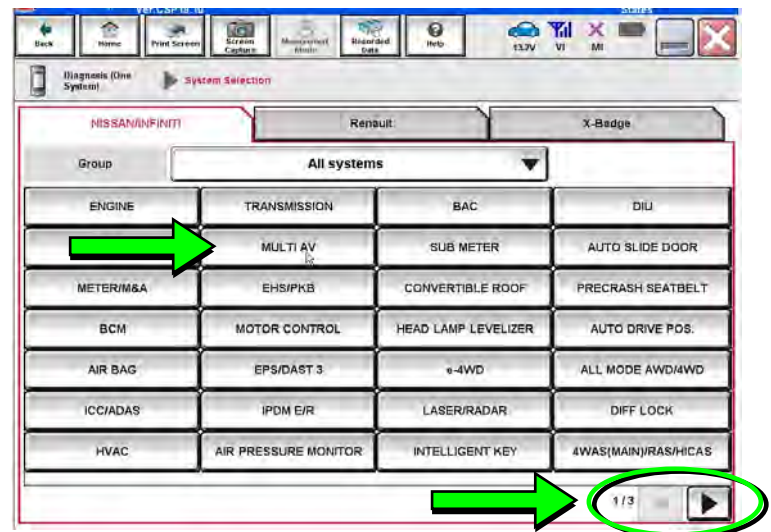


Figure 9

15. Select **Before ECU Replacement**.

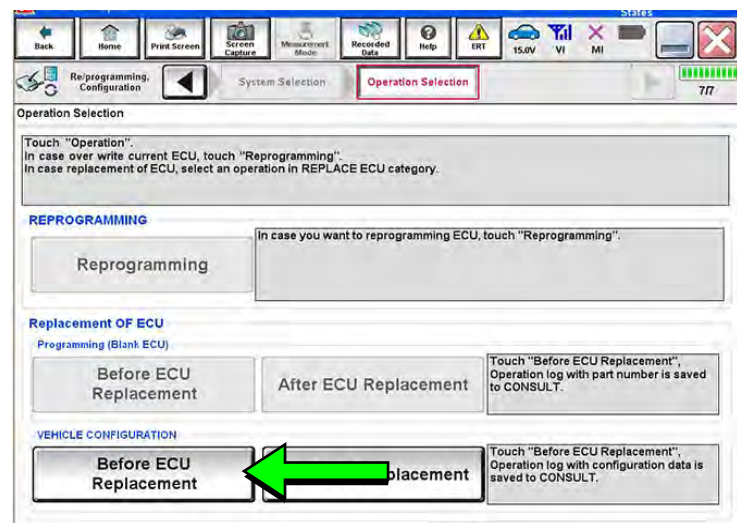


Figure 10

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 and your screen may look different.

17. Select **Save**.

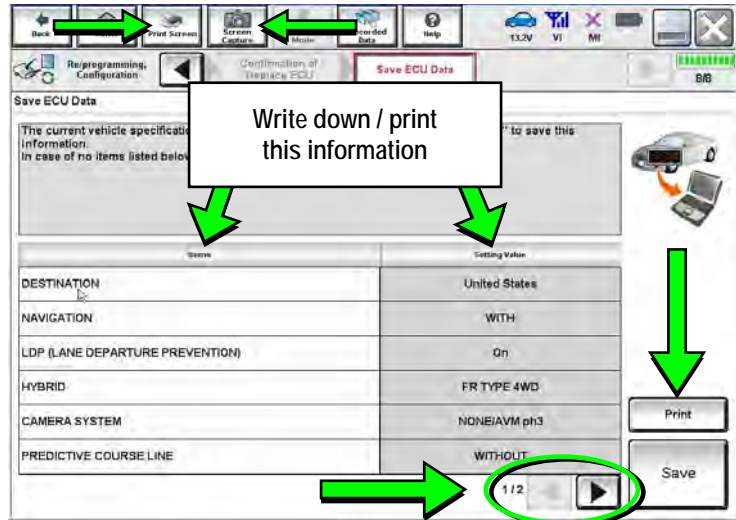


Figure 11

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**.

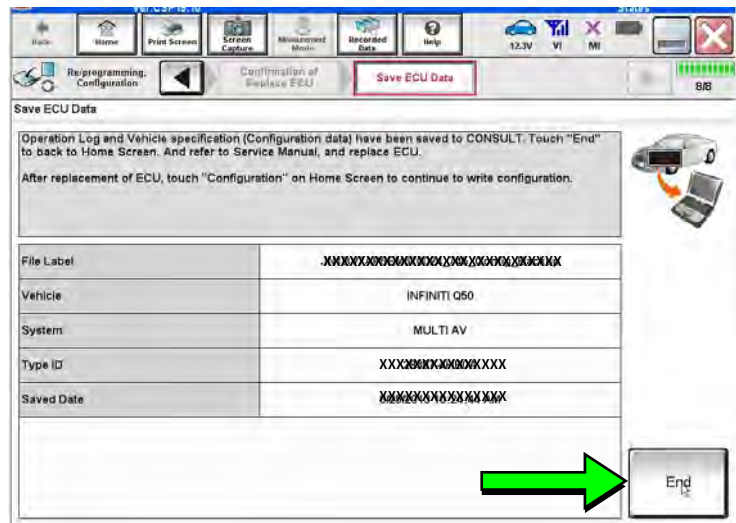


Figure 12

19. 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 the Multi AV System

20. Perform steps 5-13 again before proceeding to step 21.

21. When you get to the screen shown in Figure 13, select **Confirm**.

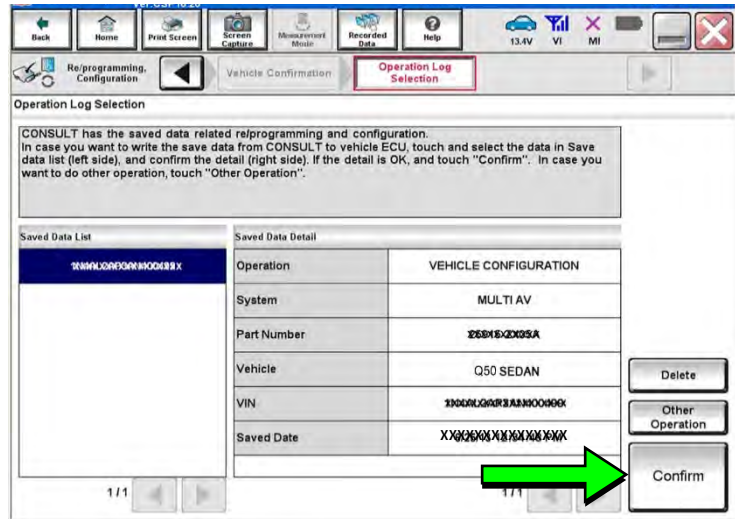


Figure 13

22. If the screen in Figure 14 appears, skip to page 13, step 33.

23. If the screen in Figure 14 does not appear, go to step 24.

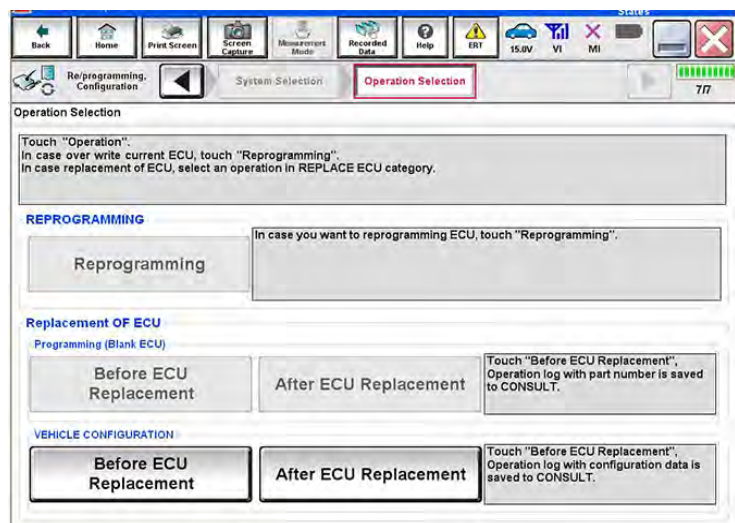


Figure 14

24. Select OK.

After performing Step 24:

- If an error message does not display, proceed to page 14, step 38.
- If an error message does display, proceed to **PART 4: Manually Configure the Multi AV System (if needed)**, below.

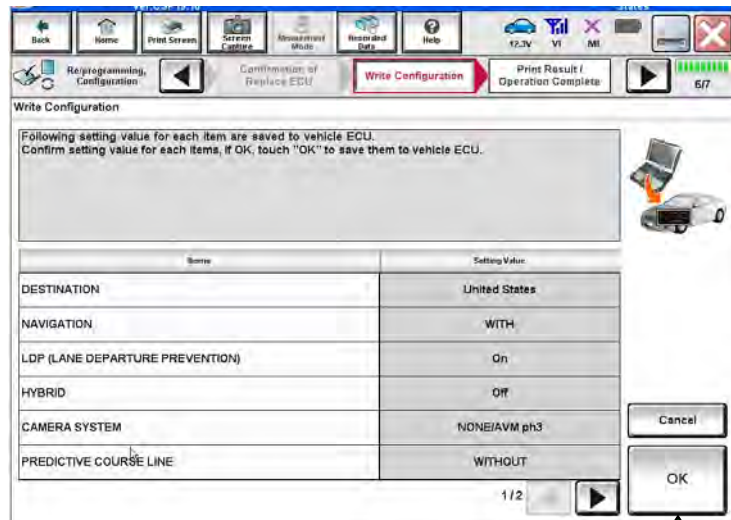


Figure 15

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

NOTE: If the screen in Figure 16 is not displayed, click on the Home icon.

25. Select Re/programming Configuration.

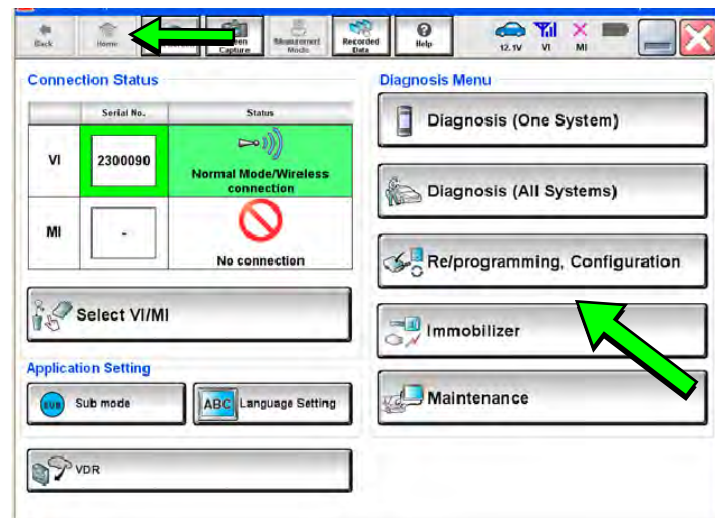


Figure 16

26. Read the **Precautions**.

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

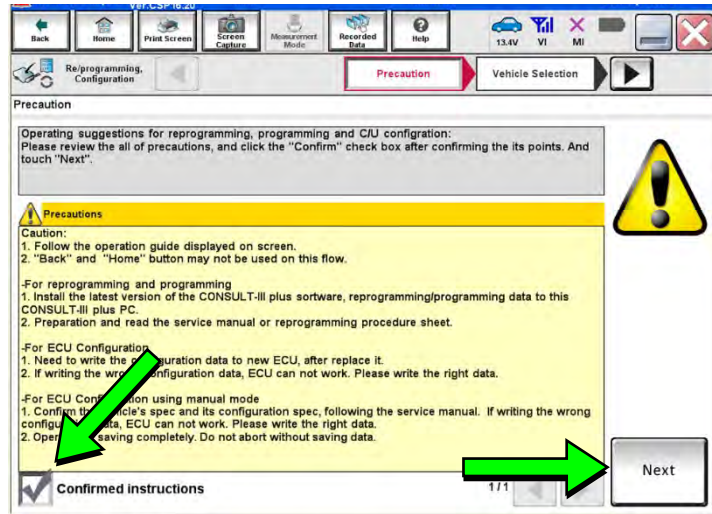


Figure 17

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

NOTE: If the screen shown in Figure 18 does not display, proceed to the next page, step 31.

28. Select **Select**.

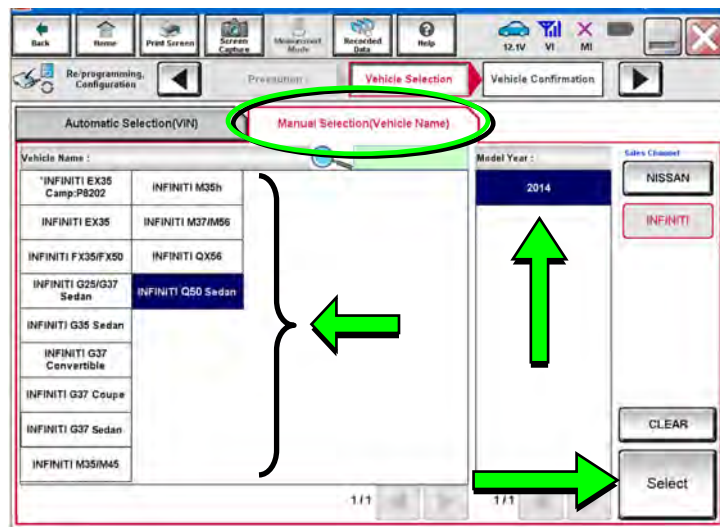


Figure 18

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

When finished, select **Confirm**.

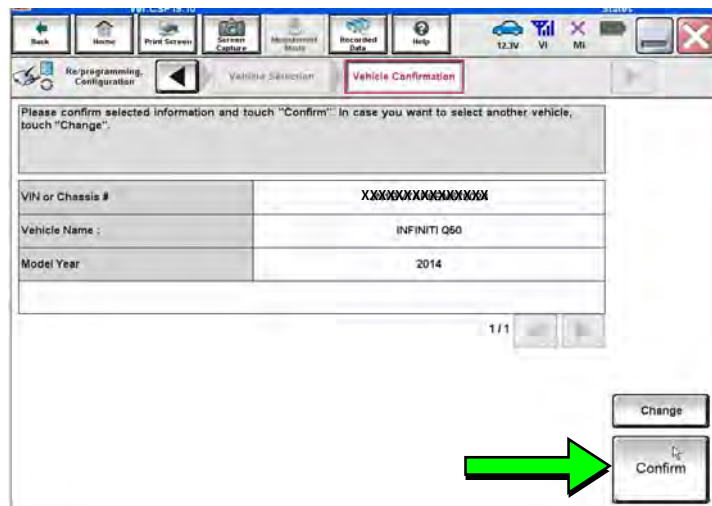


Figure 19

Step 30 below applies to 2017 QX30 vehicles ONLY. For all other vehicles, skip to step 31.

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

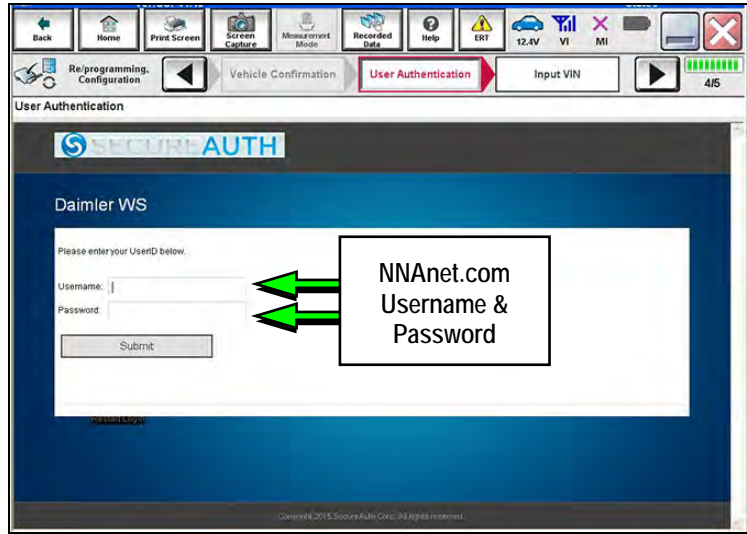


Figure 20

31. 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**.

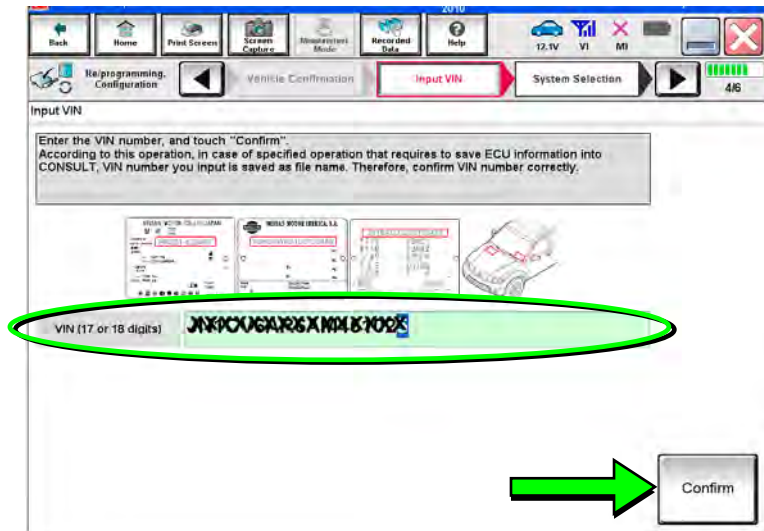


Figure 21

32. Select **MULTI AV**.

- Use the scroll arrows if needed.

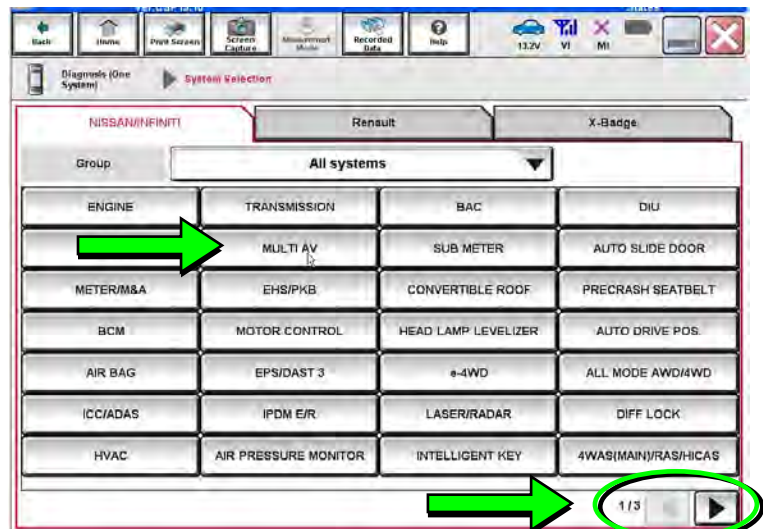


Figure 22

33. Select After ECU Replacement.

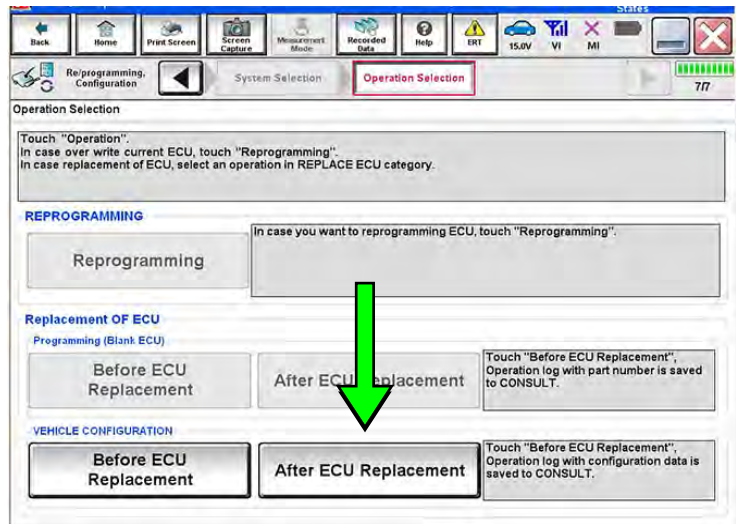


Figure 23

34. Select Manual selection.

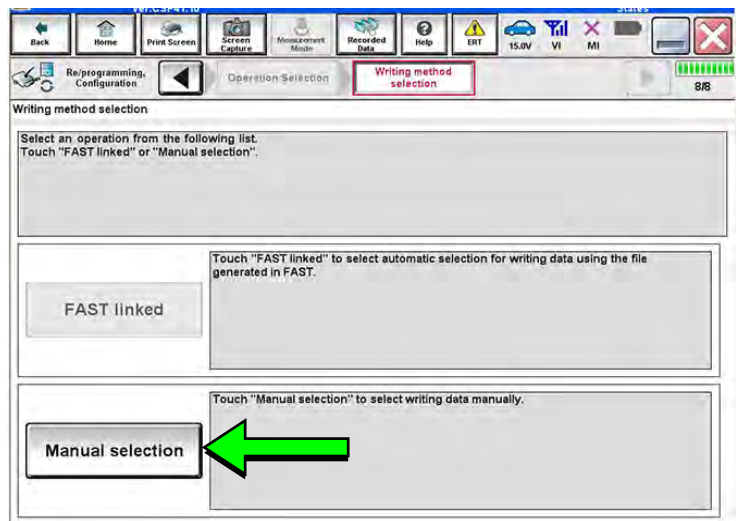


Figure 24

35. 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 25.

36. Select Next.

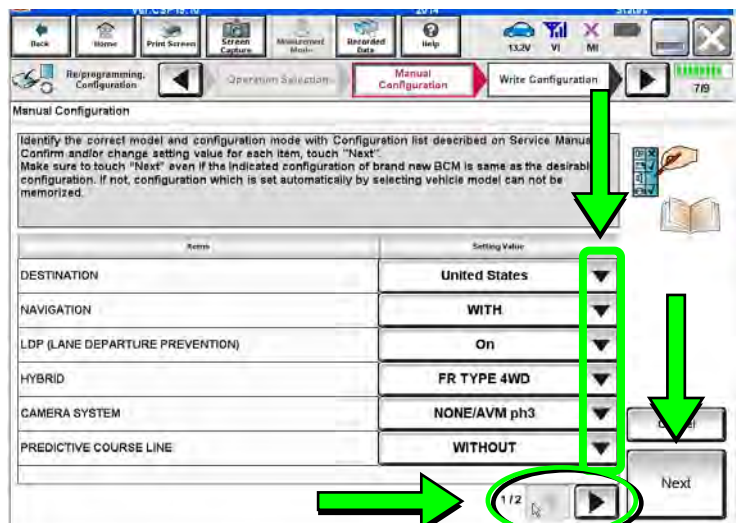


Figure 25

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

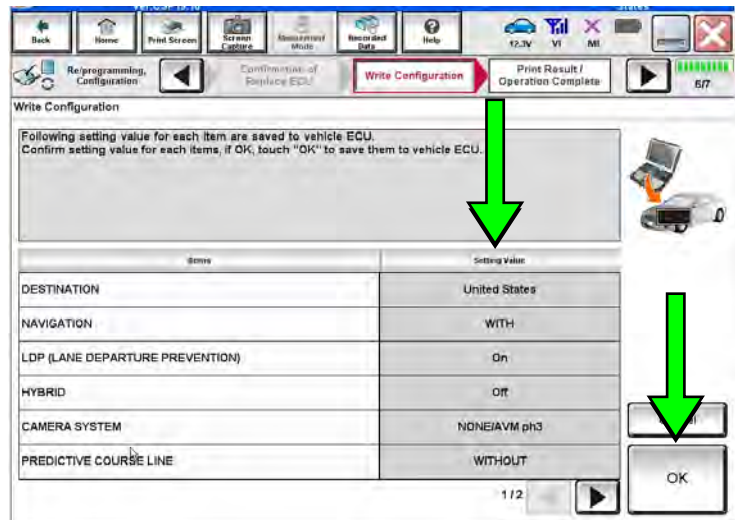


Figure 26

38. Turn the ignition OFF, start the engine or put in Ready Mode, and then wait for about 30 seconds.
39. Use C-III plus to erase any codes from the Multi AV system.
- Select **Home** on the C-III plus screen.
 - Select **Diagnosis (One System) > Multi AV > Self Diagnosis Results**.
 - Erase any codes that may be present.

Step 40 below applies to 2014-2016 Q50/Q50 Hybrid and 2017 QX30 vehicles ONLY. For all other vehicles, proceed to the next page, step 44.

40. Write down the **UNIT ID** number (Figure 27) as follows:

NOTE: The **UNIT ID** number will be used in Part 5 of the procedure.

- a. Select the **ECU Identification** tab on the C-III plus screen.
- b. Write down the **UNIT ID** number.

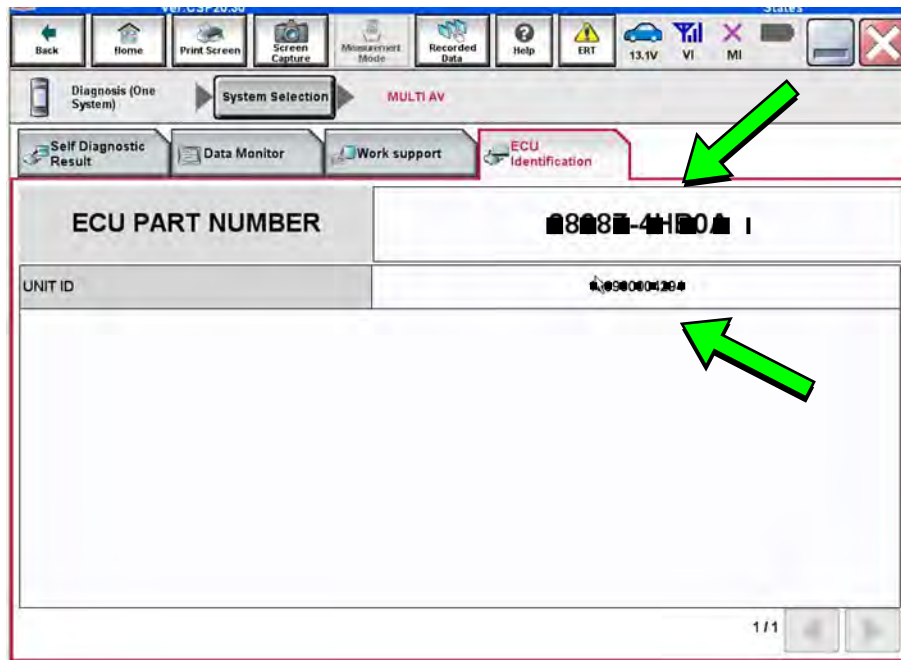


Figure 27

41. Close C-III plus and disconnect the plus VI from the vehicle.

42. Check that the operation of the DCU and, if equipped, RearView Monitor camera images (fixed guide lines and predictive course lines) are normal.

43. Disconnect the GR8 from the 12V battery.

PART 5: 2014-2016 Q50/Q50 Hybrid and 2017 QX30 Vehicles Only – Register Replacement DCU

44. 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 40) and the VIN.
- Infiniti Owner Services hours of operation are:

Monday – Saturday: 8:00am to Midnight EST
Closed Thanksgiving, Christmas, and New Years Day

IMPORTANT: Step 44 **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.

PART 6: 2014 Q50/Q50 Hybrid Vehicles Only – Check Software Version / Confirm as Newest Version / Update as Needed

NOTE: PART 6 does NOT apply to 2015-2017 model year vehicles.

Click → [HERE](#) ← This will link you to the General Procedure for Infiniti InTouch Software Update.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
August 1, 2013	ITB13-026	Original bulletin published.
November 1, 2013	ITB13-026a	Information for nnanet.com on page 3 was updated, and PART 6 was added to the SERVICE PROCEDURE .
March 20, 2014	ITB13-026b	Information for locating the DCU part number was added on page 3.
August 27, 2014	ITB13-026c	PART 4 and 5 have been amended.
December 19, 2014	ITB13-026d	The Title, APPLIED VEHICLES , and PART 6 in the SERVICE PROCEDURE have been amended.
March 23, 2016	ITB13-026e	APPLIED VEHICLES was updated, and the information on page 3 was clarified.
November 3, 2016	ITB13-026f	Modifications have been made to include 2017 Q50, Q50 Hybrid, QX30, QX60, and QX60 Hybrid vehicles.
December 5, 2017	ITB13-026g	APPLIED VEHICLES and Part 1 of the SERVICE PROCEDURE have been revised.
February 22, 2018	ITB13-026h	APPLIED VEHICLES has been revised.
January 15, 2019	ITB13-026i	Models and model years have been removed from APPLIED VEHICLES . Revisions have been made throughout the rest of the bulletin to reflect the revisions made in APPLIED VEHICLES .