Classification:	Reference:	Date:
EL18-040a	ITB19-002a	July 26, 2019

2018-2019 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)
2018-2019 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:

- Confirm proper diagnosis and repair with TECH LINE to obtain DCU order approval, and then place the order with DENSO.

  NOTE: The DCU order approval process does not apply to 2017 model year and earlier models. TECH LINE authorization is not needed for 2017 model year and earlier models.

- Configure the Multi AV system.

- 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

Display Control Unit

Figure 1

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

SERVICE PROCEDURE

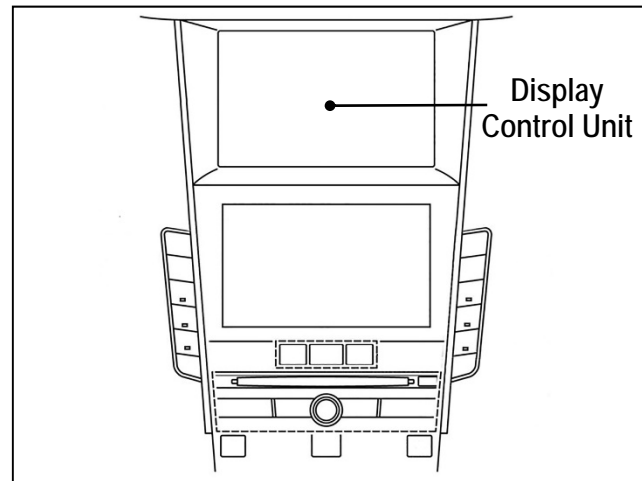Before starting, make sure your ASIST has been synchronized to the current date and all CONSULT-III plus (C-III plus) upgrades have been installed.

Parts of the Procedure

PART 1: 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 5: 2018-2019 QX30 Vehicles Only – Register Replacement DCU

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 all 2017 and earlier models. TECH LINE authorization is not needed for **all 2017 and earlier models**.

To improve customer satisfaction by providing the correct repair on the first visit, Infiniti 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 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 will 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.

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.

NOTE: While not required, Infiniti 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:

- Steps 1-4, below, <u>do not</u> apply to 2017 model year and earlier Infiniti vehicles. Proceed to **Order an Exchange DCU from DENSO** on page 4

- Contacting TECH LINE is done to confirm diagnosis. An exchange DCU can be ordered by your parts department directly from DENSO, after approval from TECH LINE.

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 <u>after</u> 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. <u>TECH LINE</u> 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.   Go to the Denso-Ten website (https://www.f10ncs.com), 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.
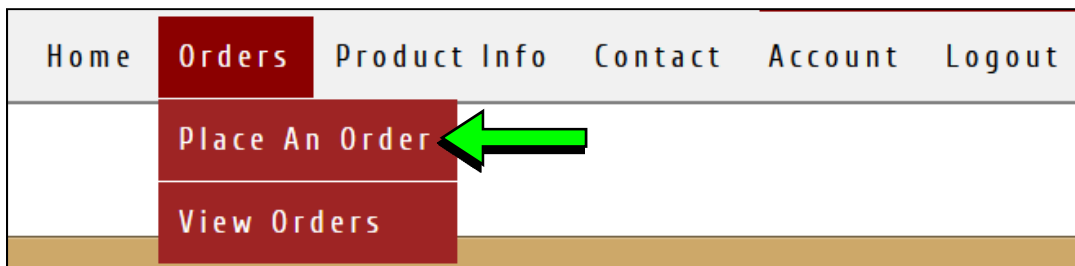
6.   Select **Orders** > **Place An Order**.

Figure 2

7. Enter the **Dealer contact information**, ve**h**icle **information**, and **warranty status information**.

8. Select **Next**.

Figure 3

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9.	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.

10.	Select **Next**.

| Step 1 | Step 2 | Step 3 | Step 4 | Step 5 |

Select Product

Vehicle Model

QX60

Vehicle Model Year based on VIN: **2018** MY

Find product

Part:28387-XXXXX   (2018)

Advance Exchange Price: **$635.45**

This unit is **with Navi**

Nissan TECHLINE (NNA) Authorization is required for this unit

* If the product number is not listed, please call **1-800-237-9413.**

Back

Next

Figure 4

Find product

Part:28387-XXXXX   (2019)

Part:28387-XXXXX   (2018)
Part:28387-XXXXX   (2018)
Part:28387-XXXXX   (2018)
Part:28387-XXXXX   (2018)
Part:28387-XXXXX   (2018)
Part:28387-XXXXX   (2019)
Part:28387-XXXXX   (2019)
Part:28387-6CX15 (2019)

11. Populate the **Customer Complaint field**, choose a **symptom** from the drop down menu, and select an option for each displayed question.

12. Select **Next**.

Figure 5
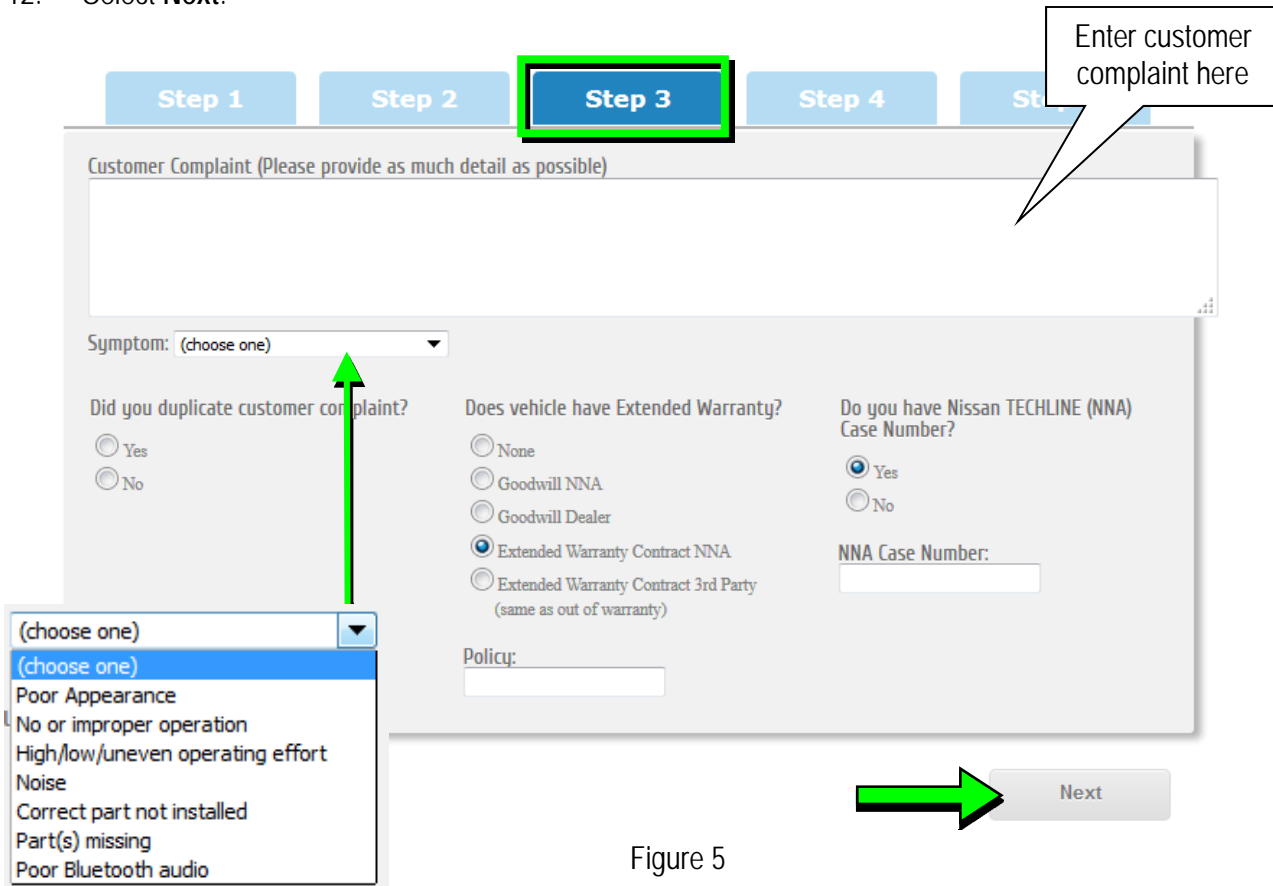
13. Select the conditions under which the symptoms occurred.

14. Select **Next**.

Figure 6

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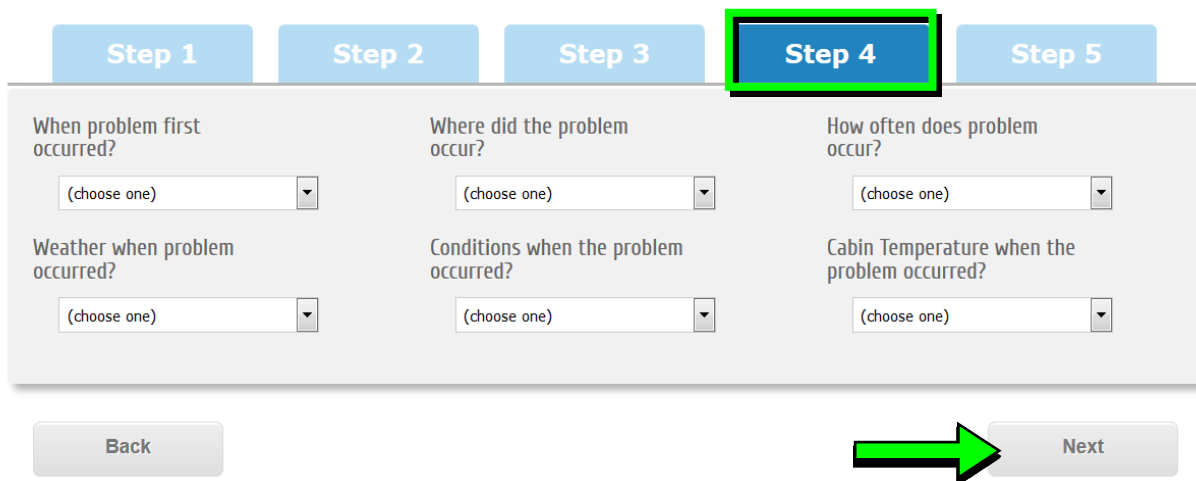
15. Check all symptoms that apply for each component.

16. Select **Review**.

| Step 1 | Step 2 | Step 3 | Step 4 | Step 5 |

(Check all that apply)

Shared Functions
- ☐ No Sound
- ☐ Noise/Static
- ☐ No Power
- ☐ Does not change Mode
- ☐ Changes Volume Automatically (Without User Input)
- ☐ Volume does not change
- ☐ No Illumination
- ☐ No Display
- ☐ Touch SW does not respond
- ☐ Hard key does not respond
- ☐ Voice recognition does not respond
- ☐ Other

Radio
- ☐ AM
- ☐ FM
- ☐ XM
- ☐ HD Radio
- ☐ All Stations
- ☐ Fades in and Out
- ☐ Cuts in and Out
- ☐ Sound Distorted
- ☐ Electrical Noise
- ☐ Noisy
- ☐ Weak Sound
- ☐ No Sound
- ☐ Song Title and Artist not shown
- ☐ XM Service (account active)
- ☐ Other

Bluetooth Hands Free Phone
- ☐ Unable to pair
- ☐ Loses Connection
- ☐ Sound Distorted/Not Clear
- ☐ Caller does not hear driver
- ☐ Driver does not hear caller
- ☐ Does not make automatic connection
- ☐ Must re-pair after ignition key cycling
- ☐ Does not transmit Phone Book
- ☐ Noise/Static
- ☐ No Sound
- ☐ Other

Bluetooth-Audio/AUX
- ☐ Unable to pair
- ☐ Loses Connection
- ☐ Does not connect automatically
- ☐ No Sound
- ☐ No Play
- ☐ Skips
- ☐ Other

USB Audio/AUX
- ☐ Unable to pair device
- ☐ Unable to connect automatically
- ☐ Loses Connection
- ☐ No Play
- ☐ No Sound
- ☐ Other

CD Player
- ☐ MP3/WMA/AAC
- ☐ Purchased CD
- ☐ Specific disc
- ☐ Error Code
- ☐ No Eject
- ☐ Ejects by itself
- ☐ No Loading
- ☐ No Play
- ☐ No Sound (won't play CD)
- ☐ Skips
- ☐ Other

Navigation (ECU)
- ☐ Unable to read disc
- ☐ Map does not appear
- ☐ Will not boot up
- ☐ Resets by itself
- ☐ Vehicle position icon drifts
- ☐ Vehicle icon rotates
- ☐ Vehicle icon skips
- ☐ Vehicle icon does not match driven road
- ☐ GPS icon does not appear
- ☐ Route guidance inoperative / inaccurate
- ☐ Does not detect speed pulse from vehicle
- ☐ Other

Display
- ☐ No Display
- ☐ No Color
- ☐ Bright or Dark Spot (pixel)
- ☐ Contrast in Coloring
- ☐ Lines in Screen
- ☐ Display does not change (frozen)
- ☐ Day/Night Mode does not change
- ☐ Rearview and AVM do not display image
- ☐ Out of Sync (Horizontal/Vertical)
- ☐ Cosmetic Blemishes on the screen
- ☐ Touch screen does not respond
- ☐ All blank/black
- ☐ All white
- ☐ Poor Focus
- ☐ Drifts
- ☐ Diagnostic Codes displayed
- ☐ Other

Other functions
- ☐ Does not transit to APPS (Applications)
- ☐ Does not play Internet Radio
- ☐ Intermittent Internet Radio audio
- ☐ APPS tab not displayed when 'AUDIO' button is pressed
- ☐ Wrong / Inaccurate results when Search
- ☐ Other

Back   Review

Figure 7

17. 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.

Figure 8

18. 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**.

Figure 9

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.
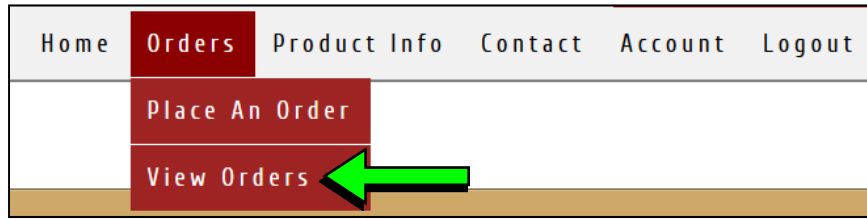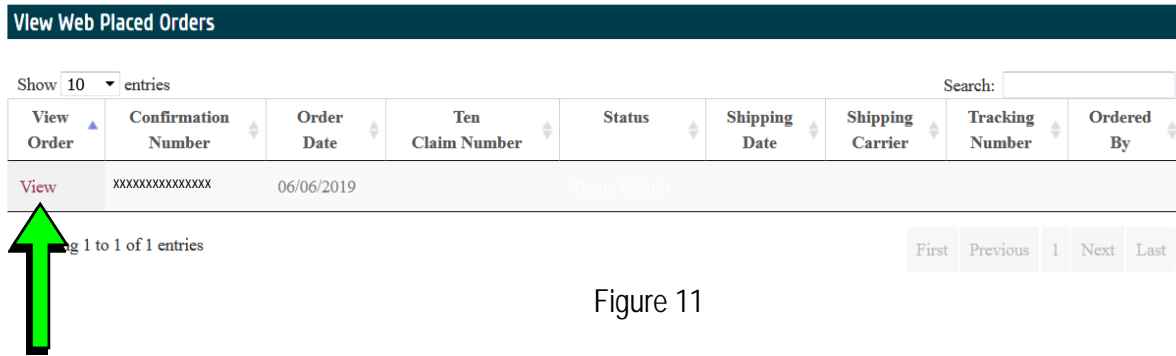

Figure 10

Figure 11

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

20.   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.

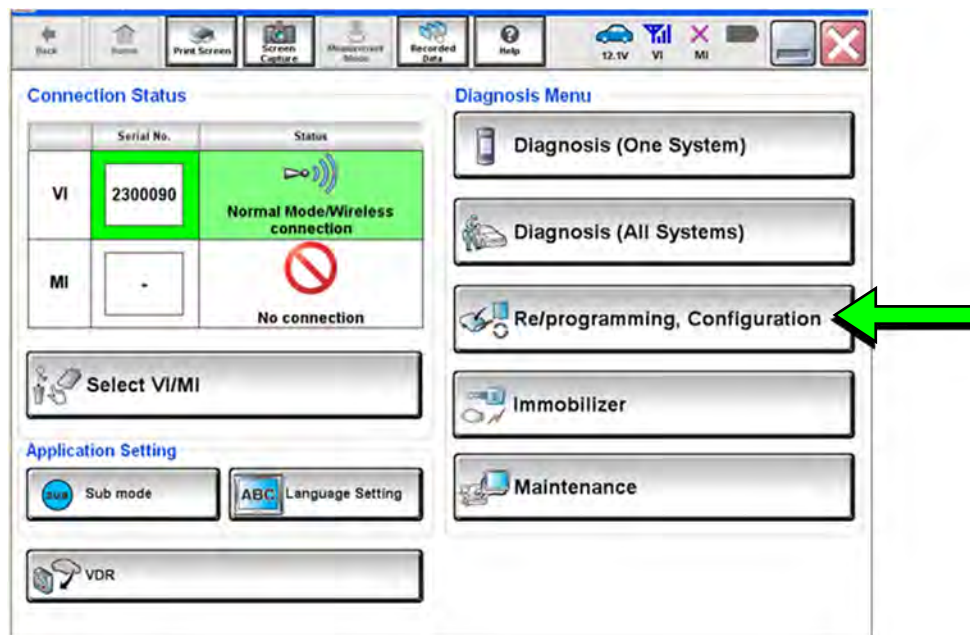21.   Select **Re/programming Configuration**.

Figure 12

22. Read the Precautions.

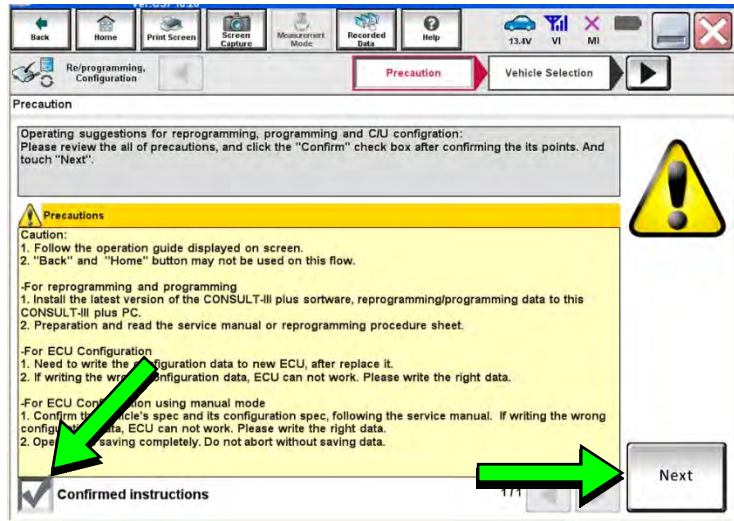When finished, click in the **Confirmed instructions** box to insert a check mark, and then select **Next**.

Figure 13

23. 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 28.
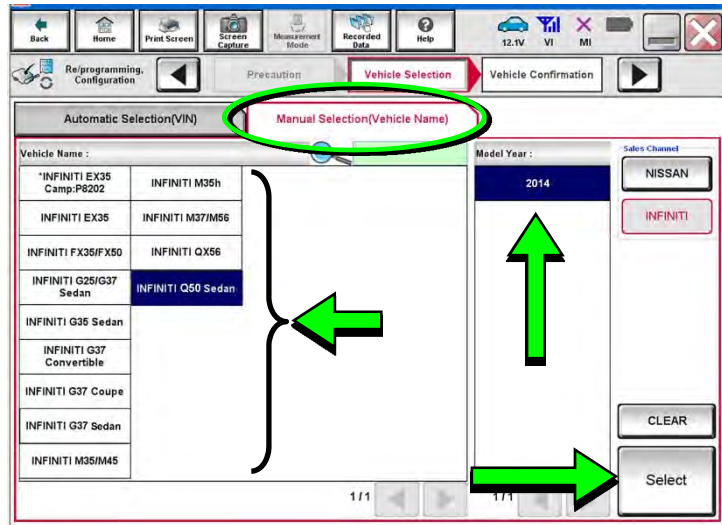
24. Select **Select**.

Figure 14

25. Confirm the correct **Vehicle Name** and **Model Year** are displayed.
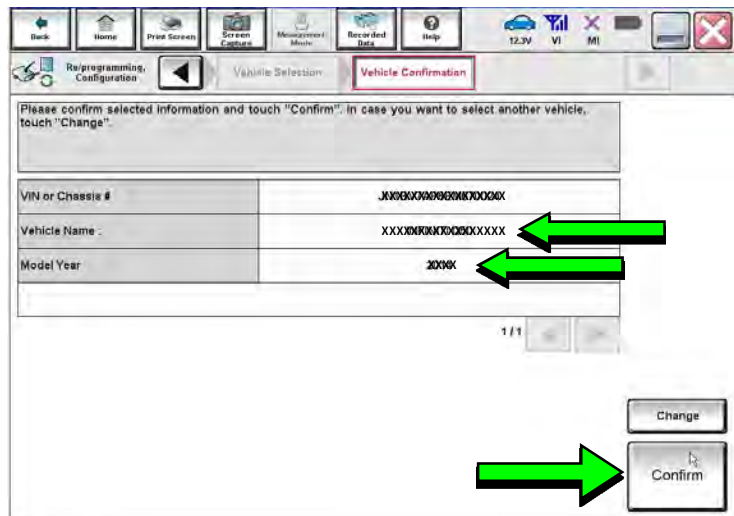
- When finished, select **Confirm**.

Figure 15

Steps 26 and 27 below apply to 2018-2019 QX30 vehicles ONLY. For all other vehicles, proceed to step 28 on the next page.

26. 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.

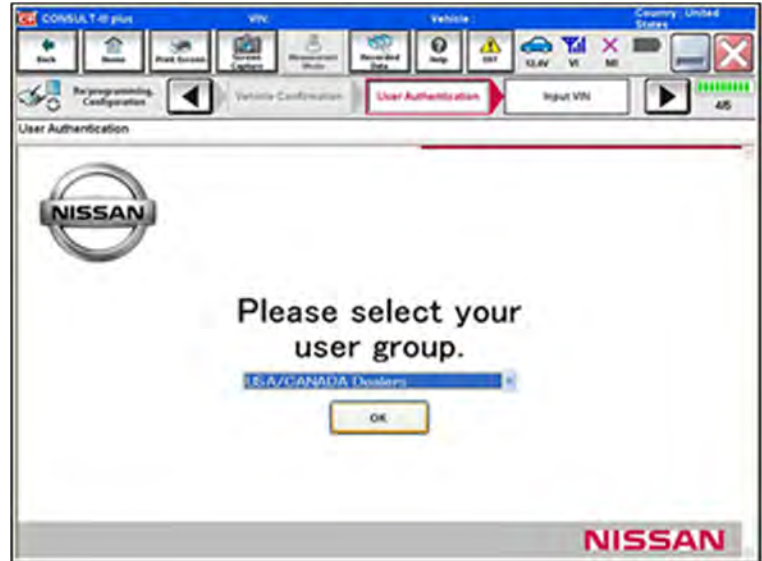   - If the screen shown in Figure 16 does not display, proceed to step 27.

Figure 16

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

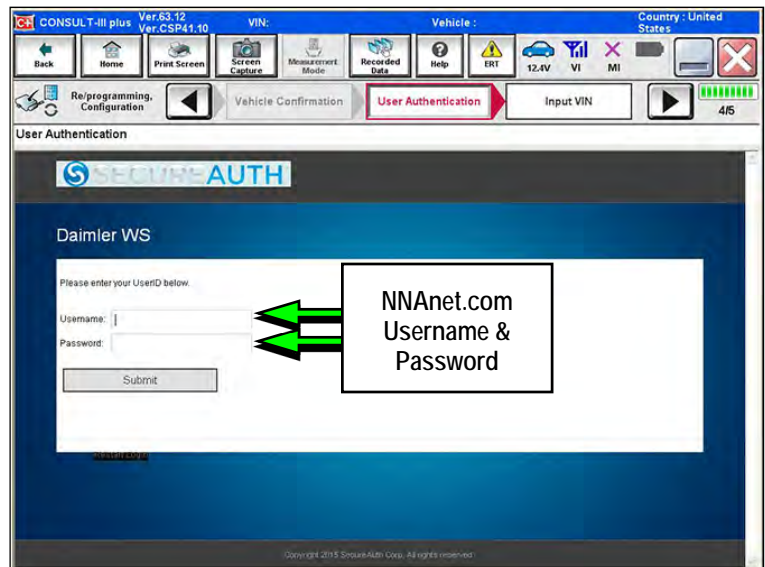Figure 17

28. 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**.
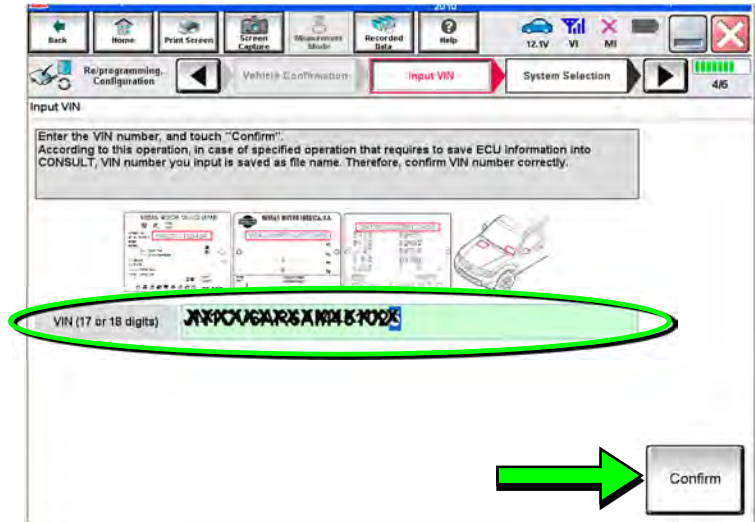

Figure 18

29. Select **MULTI AV**.

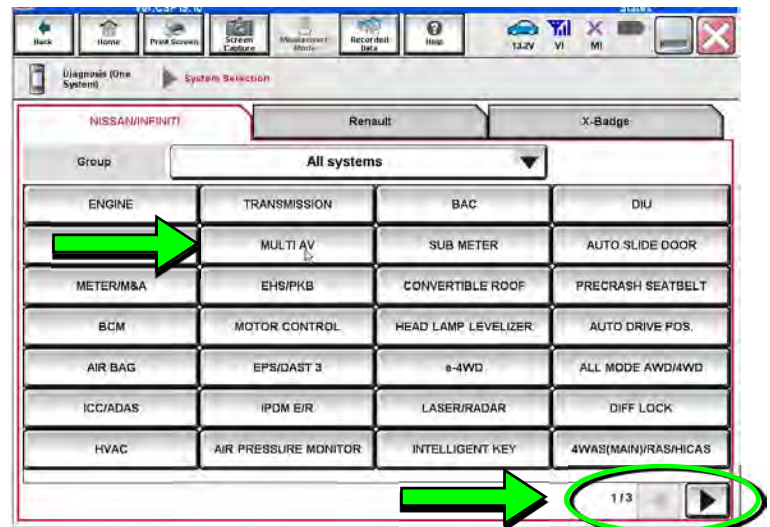- Use the scroll arrows if needed.
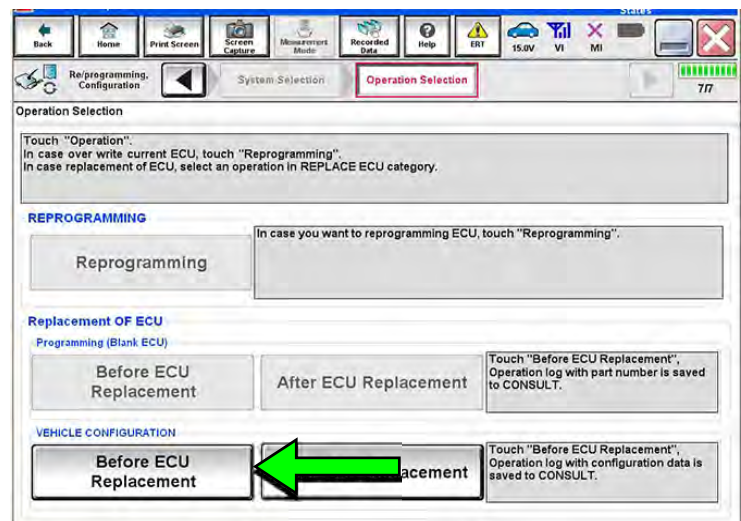

Figure 19

30. Select **Before ECU Replacement**.

Figure 20

31. 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.

32. Select **Save**.

Figure 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 17, **PART 4: Manually Configure the Multi AV System (if needed)**.

33. Select **End**.

Figure 22

34. 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**.

35.   Perform steps 20-28 again before proceeding to step 36.

36.   When you get to the screen shown in
       Figure 23, select **Confirm**.
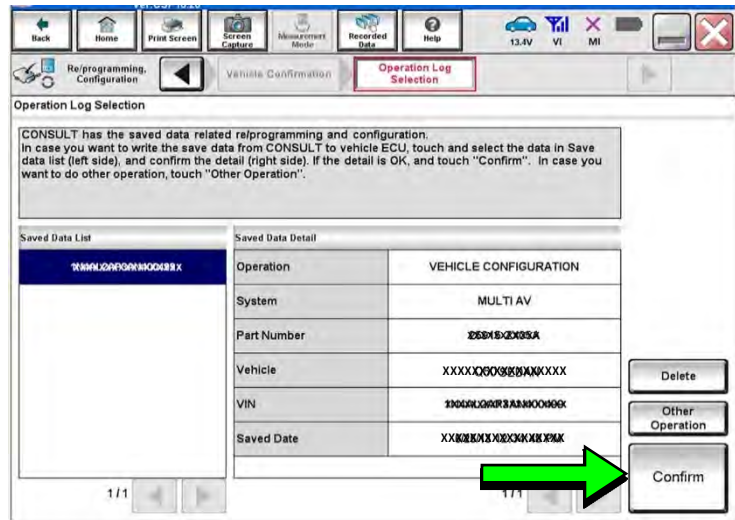

Figure 23

37.   If the screen in Figure 24 appears, skip
       to page 20, step 48.

38.   If the screen in Figure 24 does not
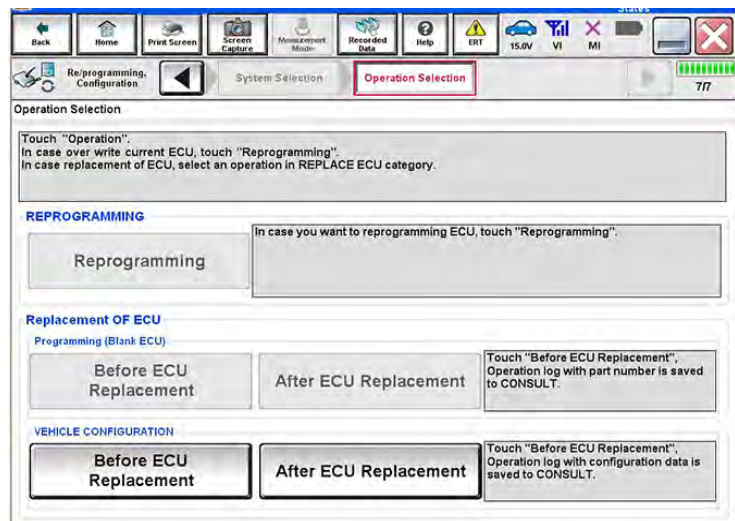   appear, go to step 39.

Figure 24

39. Select **OK**.

After performing Step 39:

- If an error message <u>does not</u> display, proceed to page 21, step 52.

- If an error message <u>does</u> display, proceed to **PART 4: Manually Configure the Multi AV System (if needed)**, below.

Figure 25

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.

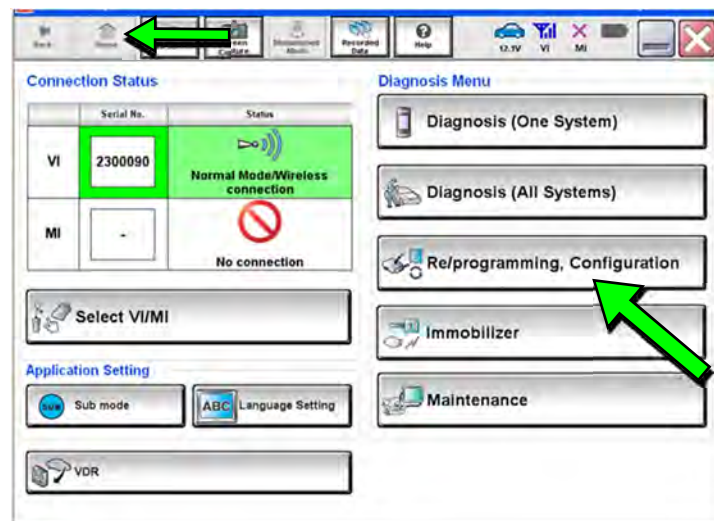40. Select **Re/programming Configuration**.

Figure 26

41. Read the **Precautions**.

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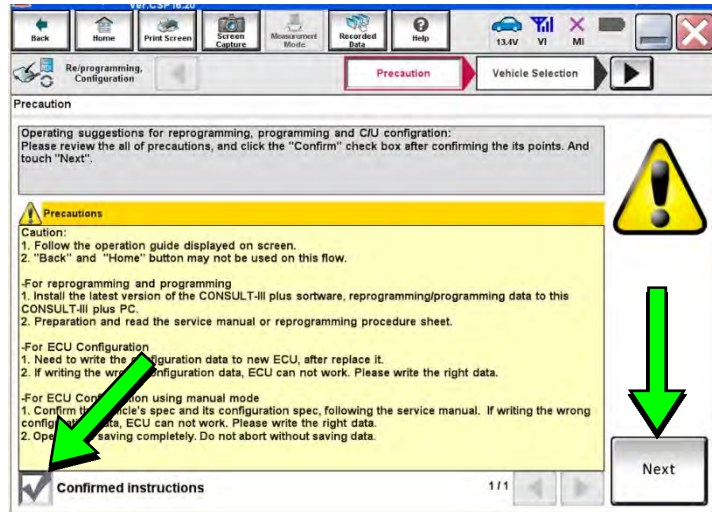

Figure 27

42. 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 45.
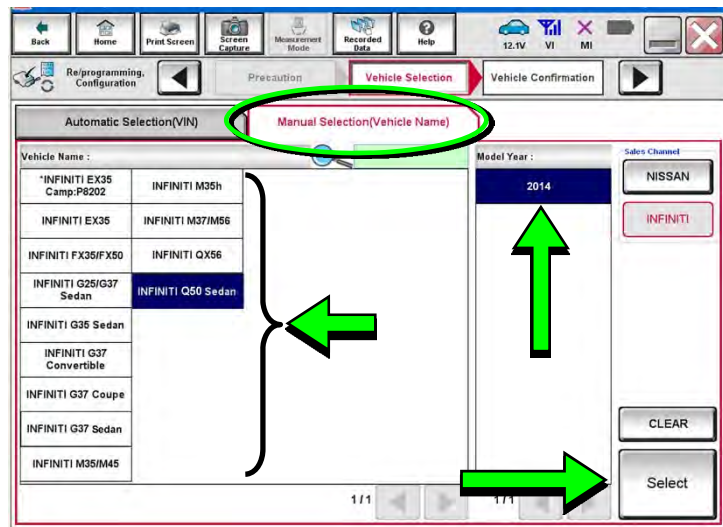
43. Select **Select**.

Figure 28

44. Confirm the correct **Vehicle Name** and **Model Year** are displayed.
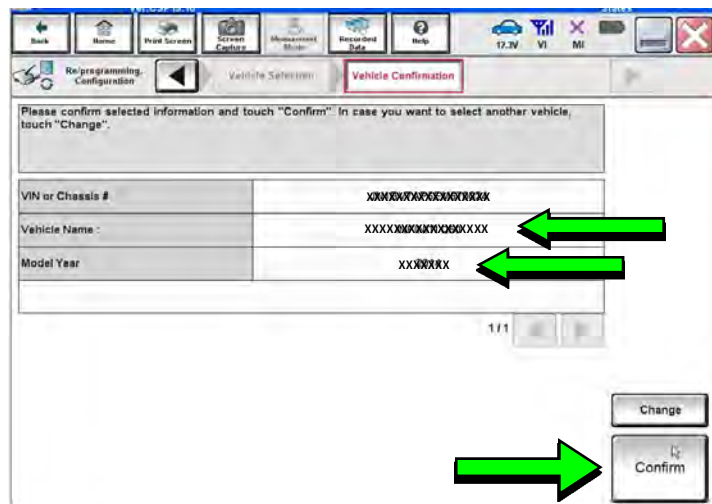
    When finished, select **Confirm**.

Figure 29

Step 45 below applies to 2018-2019 QX30 vehicles ONLY. For all other vehicles, skip to step 46.

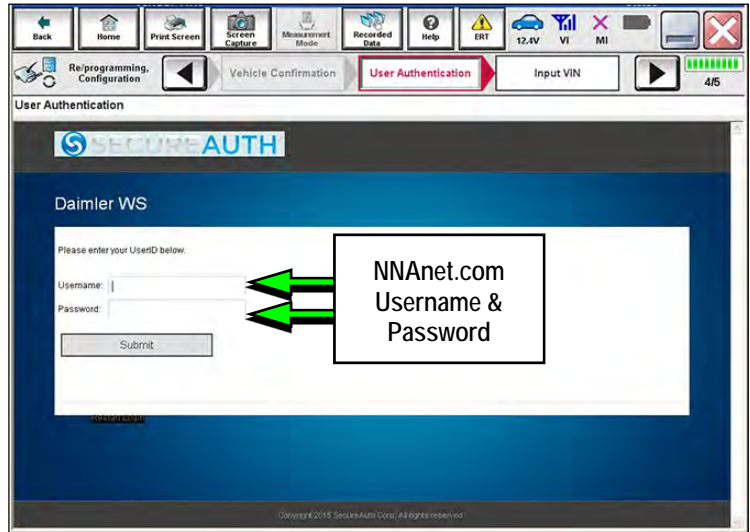45. Enter your NNAnet.com **Username** and **Password**, and then select **Submit**.

Figure 30

46. 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**.
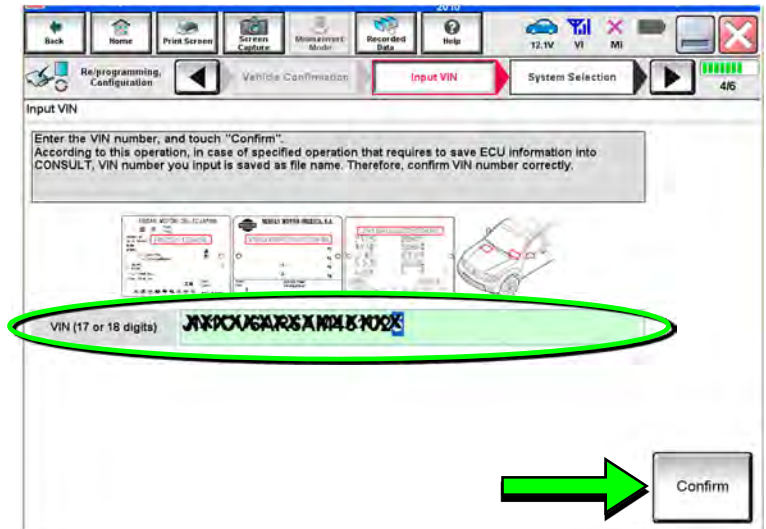

Figure 31

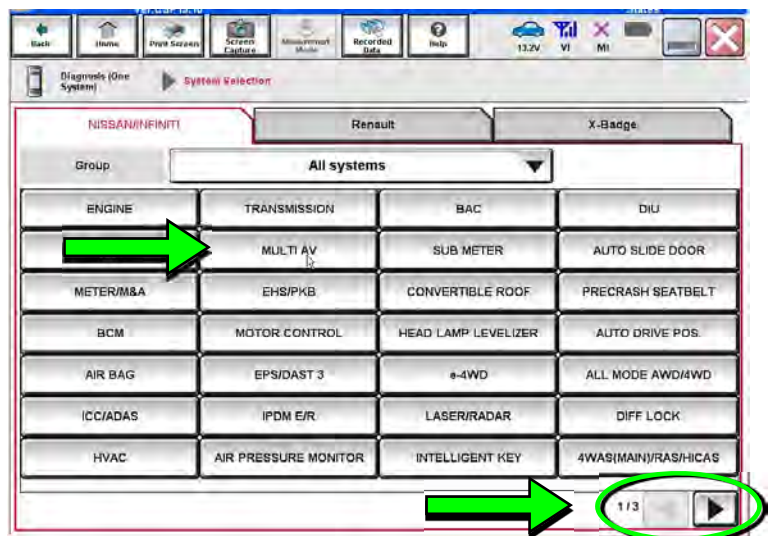47. Select **MULTI AV**.

   - Use the scroll arrows if needed.

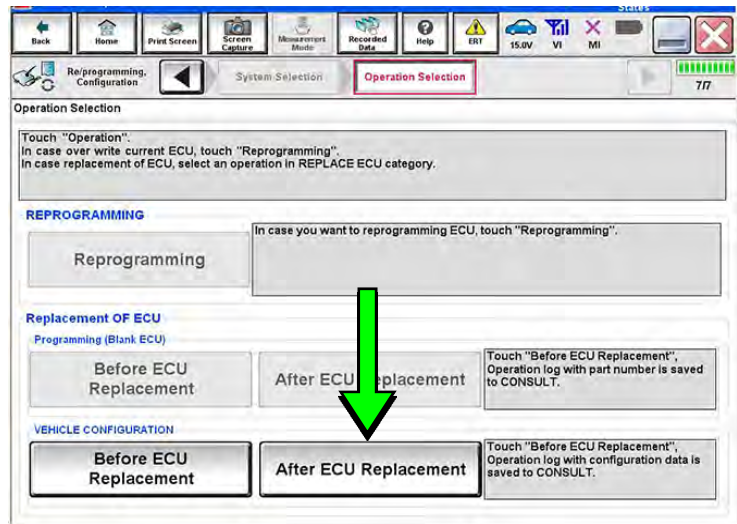Figure 32

48. Select **After ECU Replacement**.

Figure 33
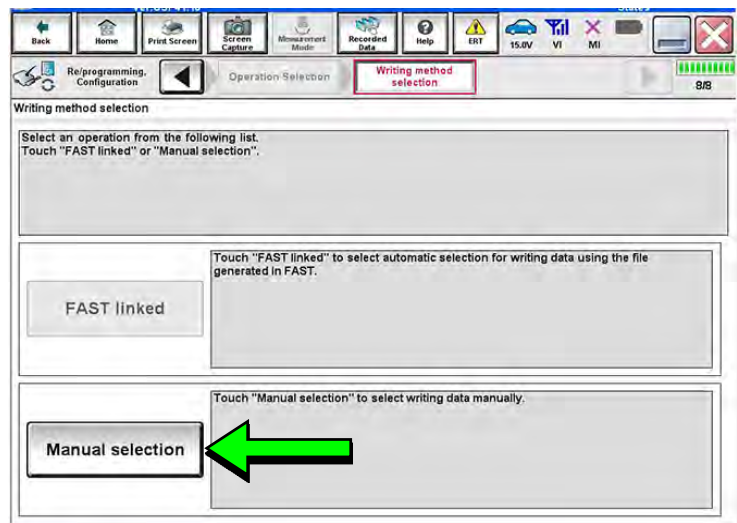
49. Select **Manual selection**.

Figure 34

50. Use the drop down menus to select the configuration options that were printed or written down in step 31 on page 15.

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

  NOTE: Configurable options may differ and look different from Figure 35.
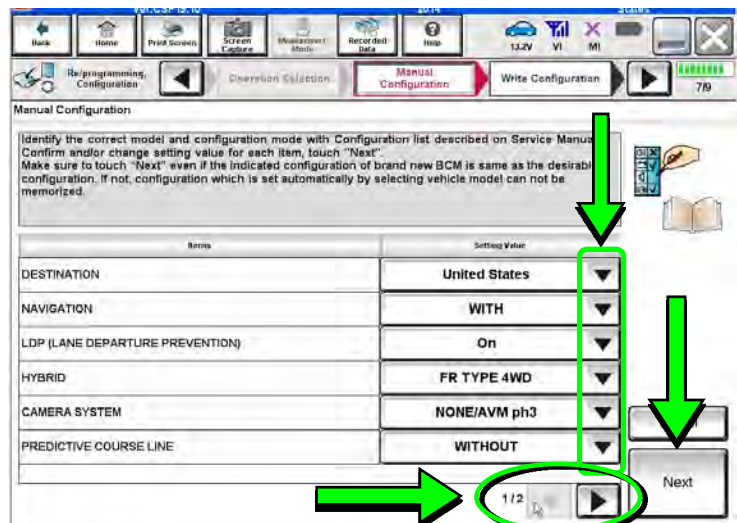

Figure 35

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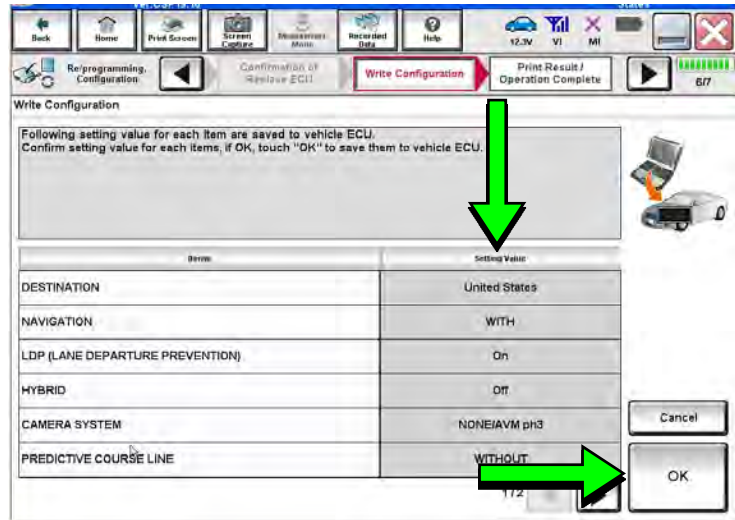

Figure 36

52. Turn the ignition OFF, and then start the engine.

53. After starting the engine, wait for about 30 seconds.

54. 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.

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Step 55 below applies to 2018-2019 QX30 vehicles ONLY. For all other vehicles, proceed to step 56.

55. 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.
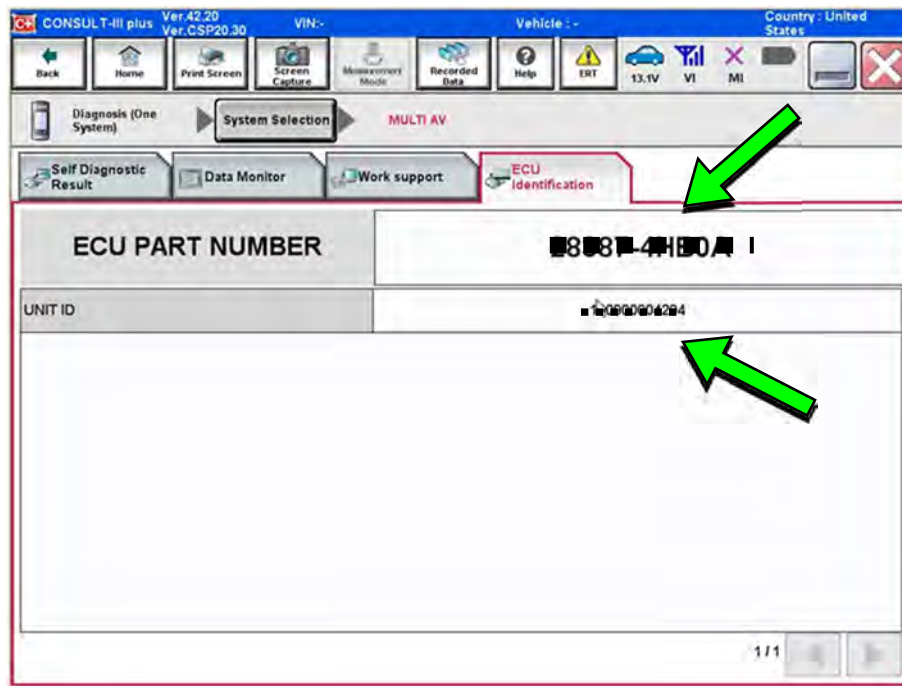
    b. Write down the **UNIT ID** number.

Figure 37

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

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

58. Disconnect the battery maintainer/smart charger from the 12V battery.

2018-2019 QX30 vehicles only: Go to the next page.

59. 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 55) 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 59</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.