



SERVICE BULLETIN

Classification: EL18-039a	Reference: NTB19-002a	Date: July 26, 2019
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2018-2019 ARMADA AND PATHFINDER; 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 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. 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**.

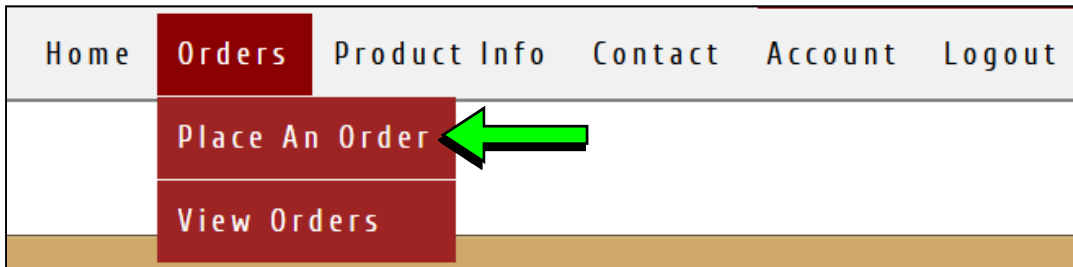


Figure 1

- 7. Enter the **Dealer contact information, vehicle information, and warranty status information.**
- 8. Select **Next.**

The image shows a multi-step web form with five steps labeled Step 1 through Step 5. Step 1 is highlighted with a green border. The form contains several input fields and dropdown menus. A green-bordered box with the text 'Populate all fields' is overlaid on the form. A green arrow points to a 'Next' button at the bottom right.

Step 1 Step 2 Step 3 Step 4 Step 5

Ship to Address: [Redacted]

Date: 06-18-2019

Vehicle Make: (choose one)
Nissan
Infiniti

Contact Name: [Text Field]

Department: (choose one)

Email: [Text Field]

Alternate Dealer Phone or Fax: [Text Field]

Date of First Use/Warranty Start Date: MM/DD/YYYY [Text Field]

(if vehicle is not yet sold please call 1-800-237-5413)

Customer Name: [Text Field]

Repair Order Number: [Text Field]

Repair Order Date: MM/DD/YYYY [Text Field]

Mileage: [Text Field]

VIN (17 characters): [Text Field]

Customer Damage: (choose one)

Warranty: (choose one)
For service parts warranty, please call 1-800-237-5413

Populate all fields

Next

Figure 2

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
Pathfinder

Find product
Part:28387-xxxxx (2018)

Vehicle Model Year based on VIN: 2018 MY

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 1-800-237-413.

Back Next

Figure 3

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-xxxxx (2019)

Part:28387-xxxxx (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**.

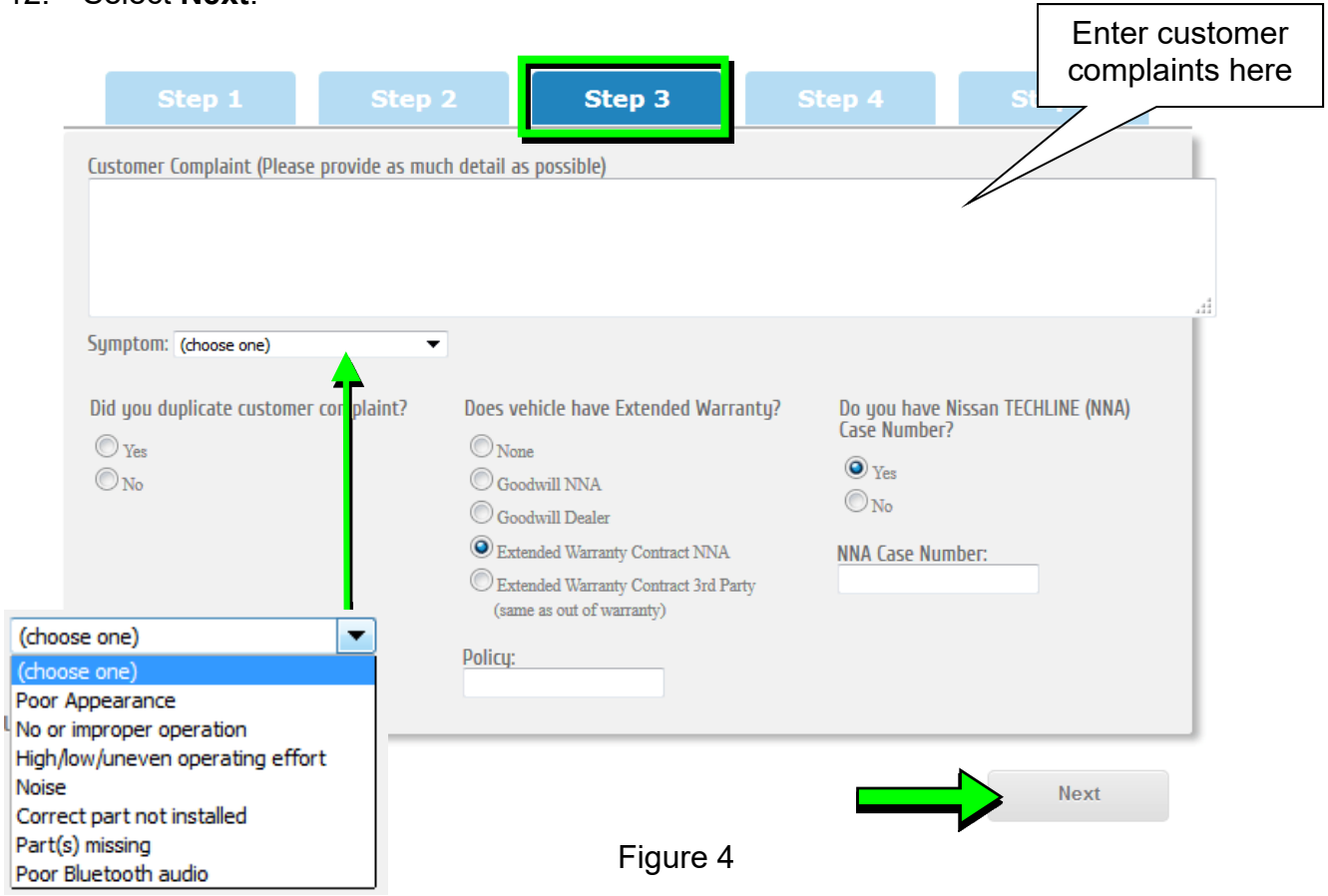


Figure 4

13. Select the conditions under which the symptoms occurred.
14. Select **Next**.

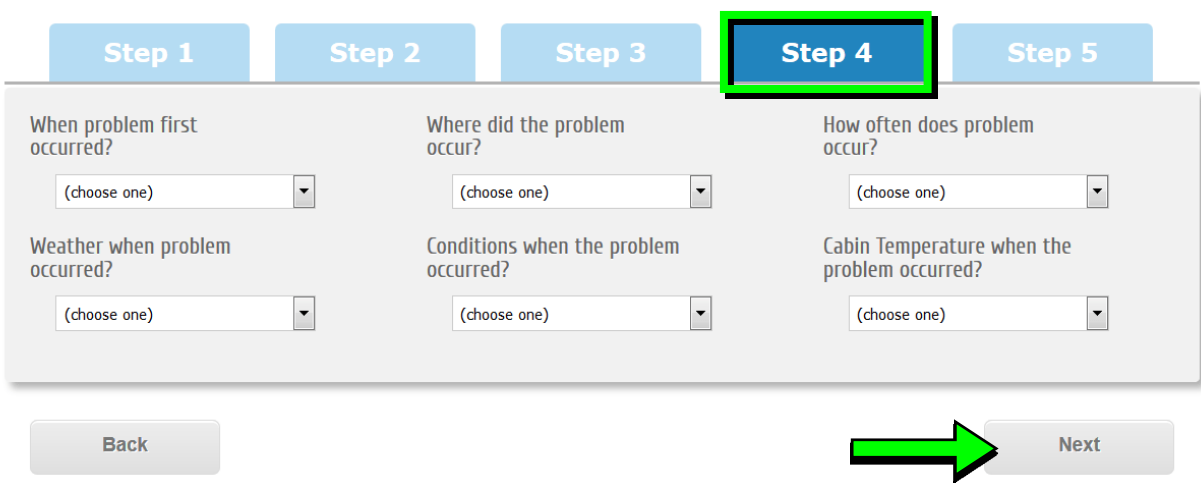


Figure 5

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	Radio	Bluetooth Hands Free Phone
<input type="checkbox"/> No Sound	<input type="checkbox"/> AM	<input type="checkbox"/> Unable to pair
<input type="checkbox"/> Noise/Static	<input type="checkbox"/> FM	<input type="checkbox"/> Loses Connection
<input type="checkbox"/> No Power	<input type="checkbox"/> XM	<input type="checkbox"/> Sound Distorted/Not Clear
<input type="checkbox"/> Does not change Mode	<input type="checkbox"/> HD Radio	<input type="checkbox"/> Caller does not hear driver
<input type="checkbox"/> Changes Volume Automatically (Without User Input)	<input type="checkbox"/> All Stations	<input type="checkbox"/> Driver does not hear caller
<input type="checkbox"/> Volume does not change	<input type="checkbox"/> Fades in and Out	<input type="checkbox"/> Does not make automatic connection
<input type="checkbox"/> No Illumination	<input type="checkbox"/> Cuts in and Out	<input type="checkbox"/> Must re-pair after ignition key cycling
<input type="checkbox"/> No Display	<input type="checkbox"/> Sound Distorted	<input type="checkbox"/> Does not transmit Phone Book
<input type="checkbox"/> Touch SW does not respond	<input type="checkbox"/> Electrical Noise	<input type="checkbox"/> Noise/Static
<input type="checkbox"/> Hard key does not respond	<input type="checkbox"/> Noisy	<input type="checkbox"/> No Sound
<input type="checkbox"/> Voice recognition does not respond	<input type="checkbox"/> Weak Sound	<input type="checkbox"/> Other
<input type="checkbox"/> Other	<input type="checkbox"/> No Sound	
	<input type="checkbox"/> Song Title and Artist not shown	
	<input type="checkbox"/> XM Service (account active)	
	<input type="checkbox"/> Other	

Bluetooth-Audio/AUX	USB Audio/AUX	CD Player
<input type="checkbox"/> Unable to pair	<input type="checkbox"/> Unable to pair device	<input type="checkbox"/> MP3/WMA/AAC
<input type="checkbox"/> Loses Connection	<input type="checkbox"/> Unable to connect automatically	<input type="checkbox"/> Purchased CD
<input type="checkbox"/> Does not connect automatically	<input type="checkbox"/> Loses Connection	<input type="checkbox"/> Specific disc
<input type="checkbox"/> No Sound	<input type="checkbox"/> No Play	<input type="checkbox"/> Error Code
<input type="checkbox"/> No Play	<input type="checkbox"/> No Sound	<input type="checkbox"/> No Eject
<input type="checkbox"/> Skips	<input type="checkbox"/> Other	<input type="checkbox"/> Ejects by itself
<input type="checkbox"/> Other		<input type="checkbox"/> No Loading
		<input type="checkbox"/> No Play
		<input type="checkbox"/> No Sound (won't play CD)
		<input type="checkbox"/> Skips
		<input type="checkbox"/> Other

Navigation (ECU)	Display	Other functions
<input type="checkbox"/> Unable to read disc	<input type="checkbox"/> No Display	<input type="checkbox"/> Does not transit to APPS (Applications)
<input type="checkbox"/> Map does not appear	<input type="checkbox"/> No Color	<input type="checkbox"/> Does not play Internet Radio
<input type="checkbox"/> Will not boot up	<input type="checkbox"/> Bright or Dark Spot (pixel)	<input type="checkbox"/> Intermittent Internet Radio audio
<input type="checkbox"/> Resets by itself	<input type="checkbox"/> Contrast in Coloring	<input type="checkbox"/> APPS tab not displayed when 'AUDIO' button is pressed
<input type="checkbox"/> Vehicle position icon drifts	<input type="checkbox"/> Lines in Screen	<input type="checkbox"/> Wrong / Inaccurate results when Search
<input type="checkbox"/> Vehicle icon rotates	<input type="checkbox"/> Display does not change (frozen)	<input type="checkbox"/> Other
<input type="checkbox"/> Vehicle icon skips	<input type="checkbox"/> Day/Night Mode does not change	
<input type="checkbox"/> Vehicle icon does not match driven road	<input type="checkbox"/> Rearview and AVM do not display image	
<input type="checkbox"/> GPS icon does not appear	<input type="checkbox"/> Out of Sync (Horizontal/Vertical)	
<input type="checkbox"/> Route guidance inoperative / inaccurate	<input type="checkbox"/> Cosmetic Blemishes on the screen	
<input type="checkbox"/> Does not detect speed pulse from vehicle	<input type="checkbox"/> Touch screen does not respond	
<input type="checkbox"/> Other	<input type="checkbox"/> All blank/black	
	<input type="checkbox"/> All white	
	<input type="checkbox"/> Poor Focus	
	<input type="checkbox"/> Drifts	
	<input type="checkbox"/> Diagnostic Codes displayed	
	<input type="checkbox"/> Other	


Back  Review

Figure 6

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.

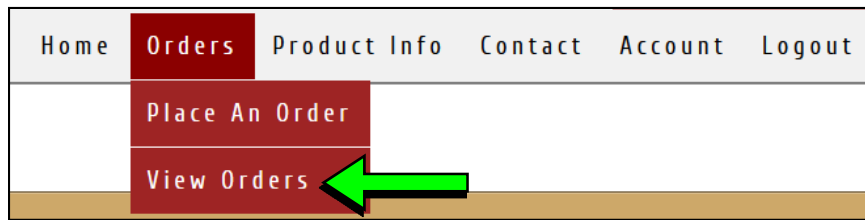


Figure 9

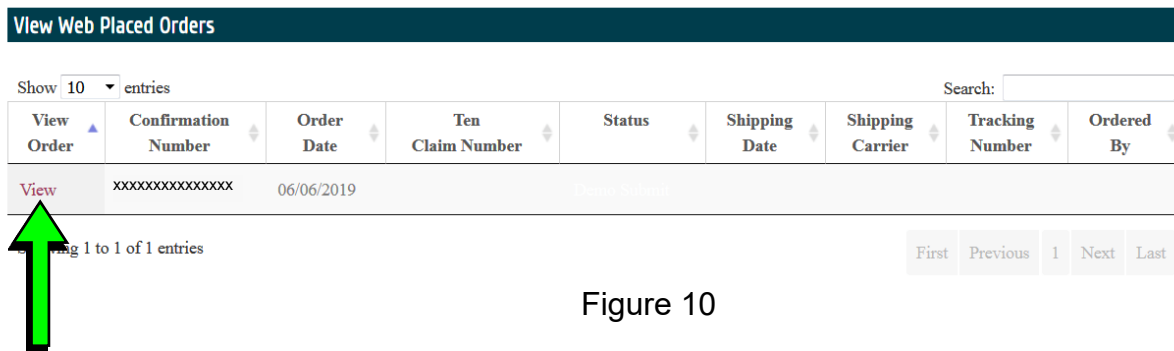


Figure 10

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

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

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.

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

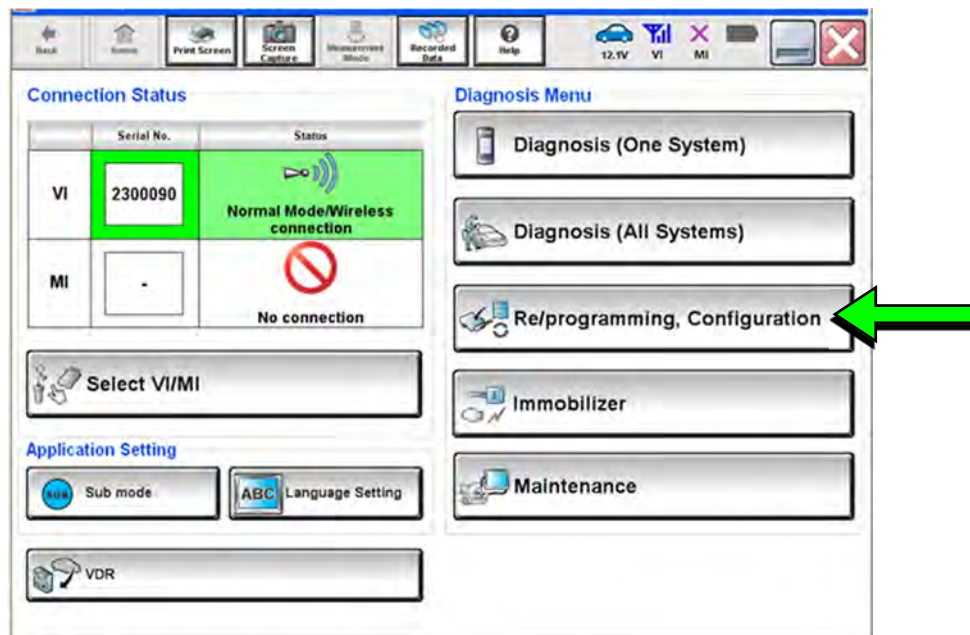


Figure 11

22. Read the Precautions.

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

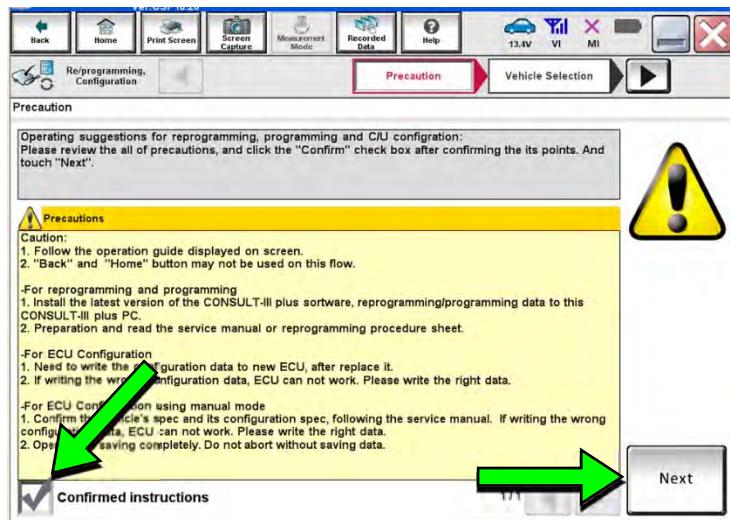


Figure 12

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

NOTE: If the screen shown in Figure 13 does not display, proceed to step 26.

24. Select **Select**.

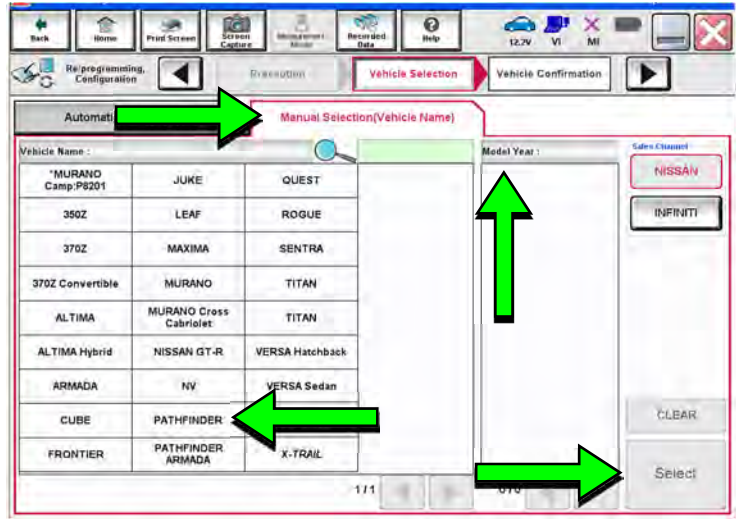


Figure 13

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

- When finished, select **Confirm**.

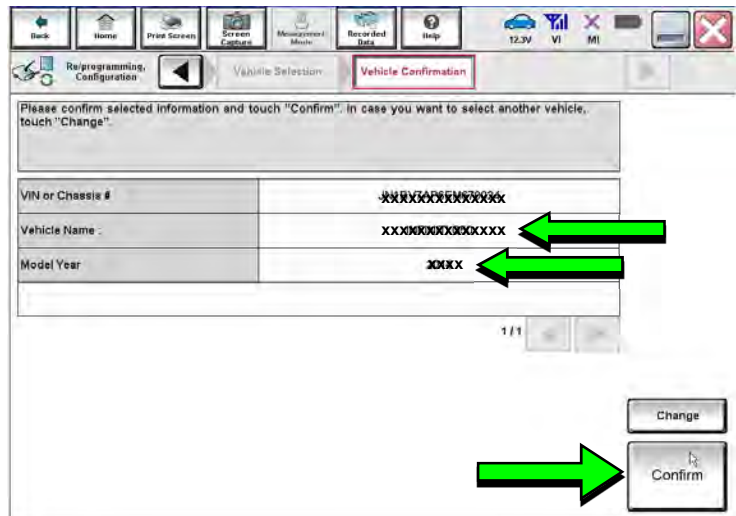


Figure 14

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**.

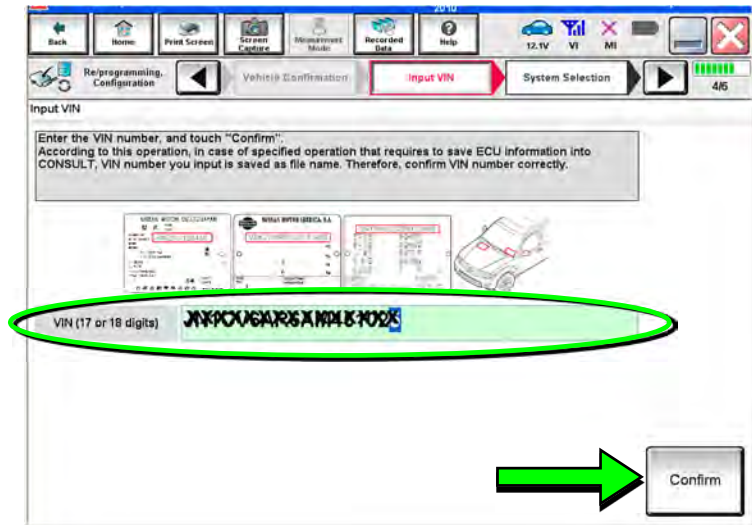


Figure 15

27. Select **MULTI AV**.

- Use the scroll arrows if needed.

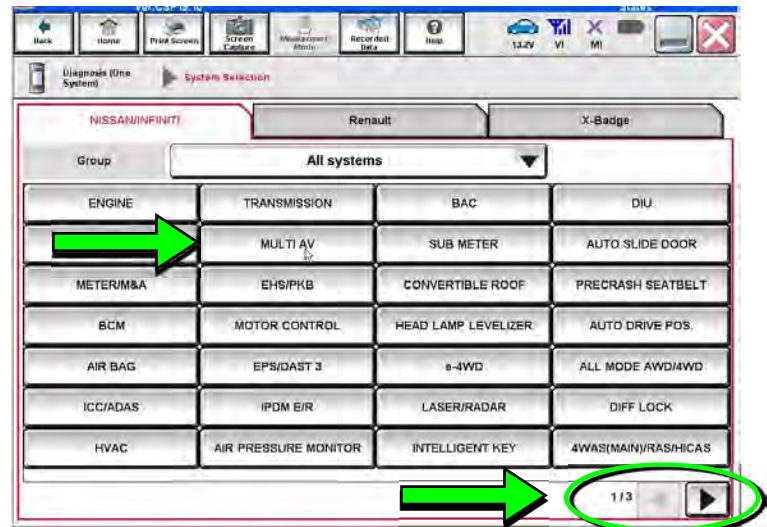


Figure 16

28. Select **Before ECU Replacement**.

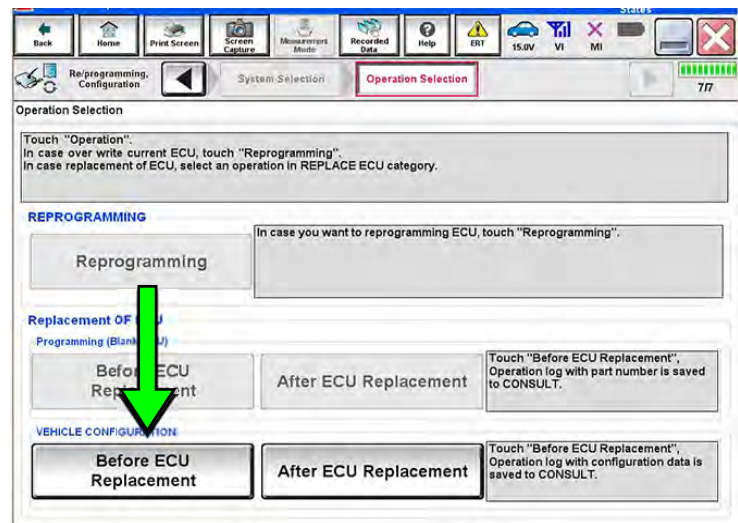


Figure 17

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.

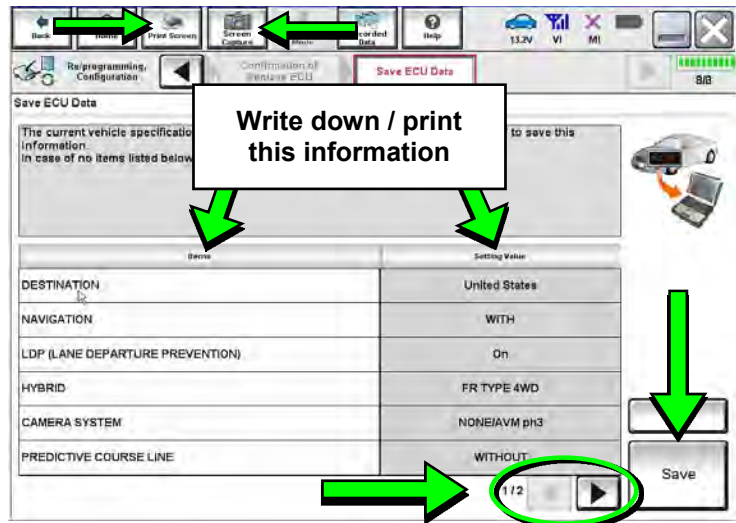


Figure 18

30. 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 16, **PART 4: Manually Configure the Multi AV System (if needed)**.

31. Select **End**.

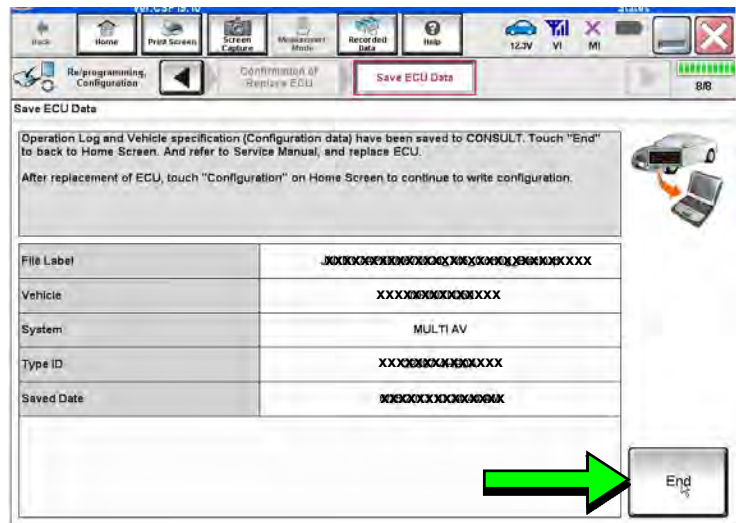


Figure 19

32. 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

33. Perform steps 20-26 again before performing step 34.

34. When you get to the screen shown in Figure 20, select **Confirm**.

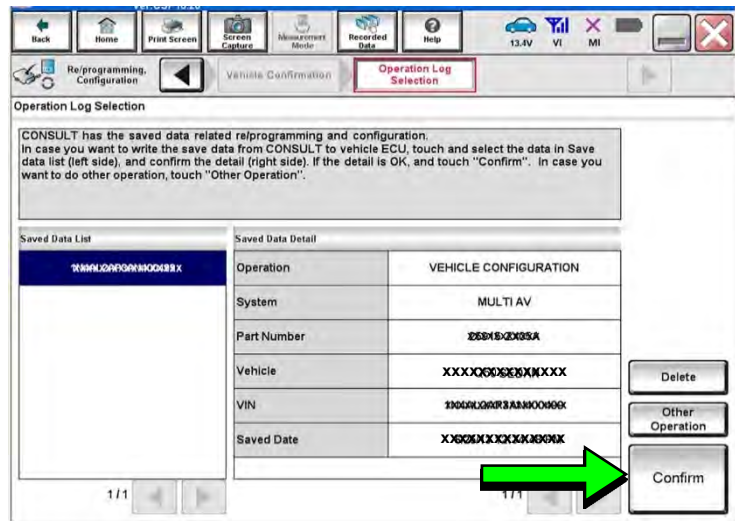


Figure 20

35. If the screen in Figure 21 appears, skip to page 18, step 45.

36. If the screen in Figure 21 does not appear, go to step 37.

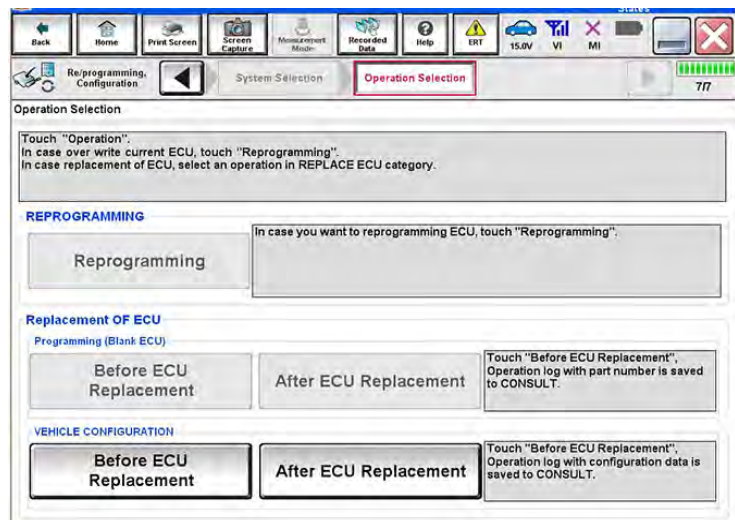


Figure 21

37. Select **OK**.

After performing Step 37:

- If an error message does not display, proceed to page 20, step 49.
- If an error message does display, proceed to **PART 4: Manually Configure the Multi AV System (if needed)**, below.



Figure 22

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

NOTE: If the screen in Figure 23 is not displayed, click on the **Home** icon.

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

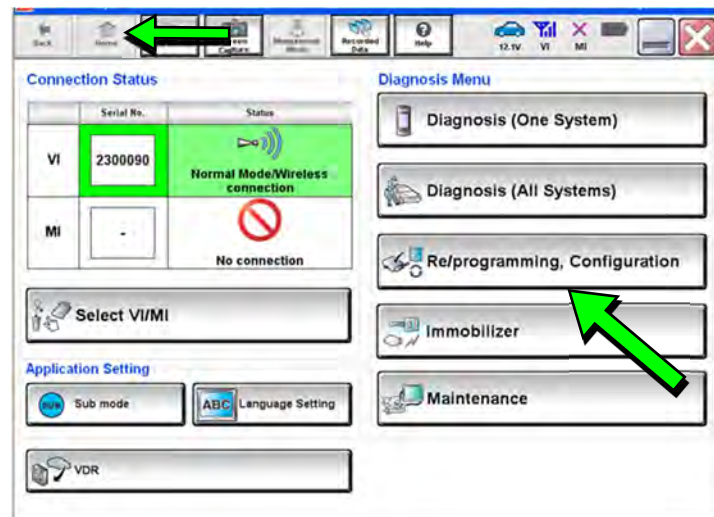


Figure 23

39. Read the **Precautions**.

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

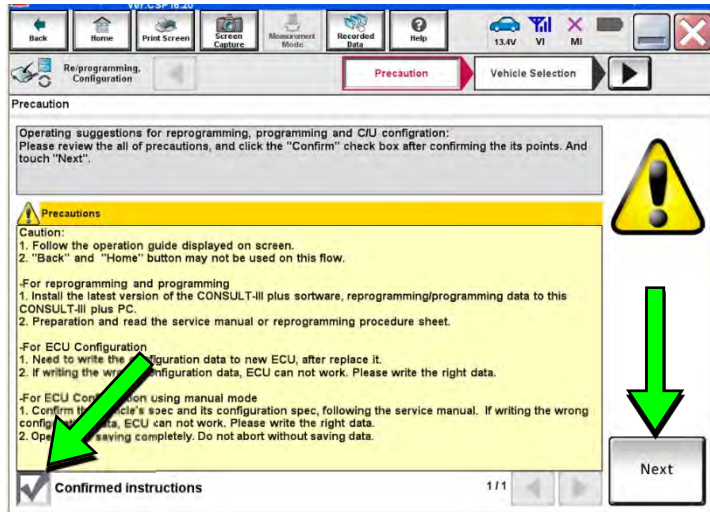


Figure 24

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

NOTE: If the screen shown in Figure 25 does not display, skip to the next page, step 43.

41. Select **Select**.

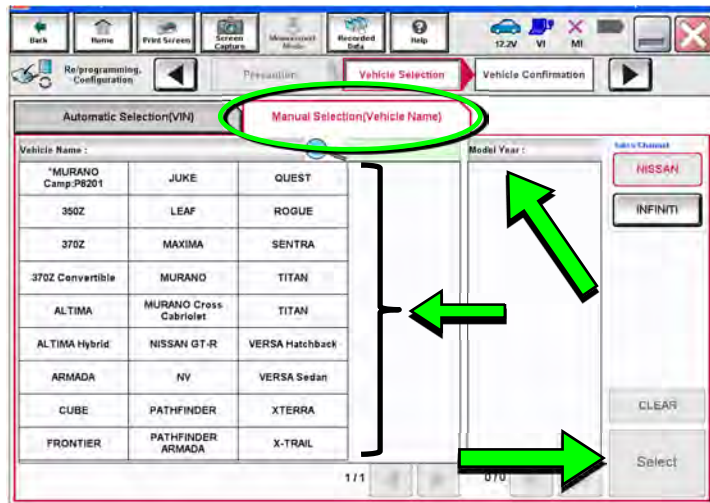


Figure 25

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

When finished, select **Confirm**.

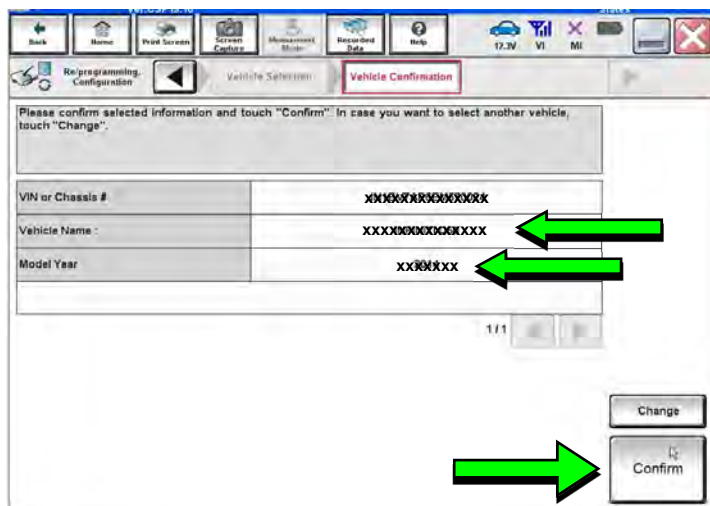


Figure 26

43. 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**.

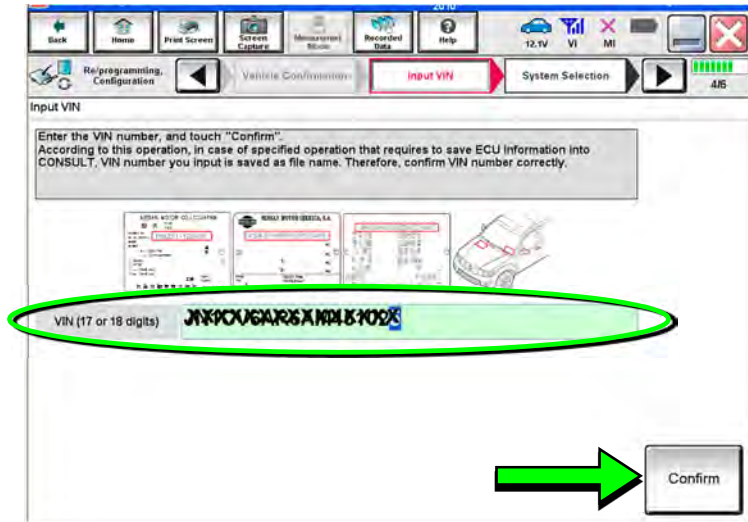


Figure 27

44. Select **MULTI AV**.

- Use the scroll arrows if needed.

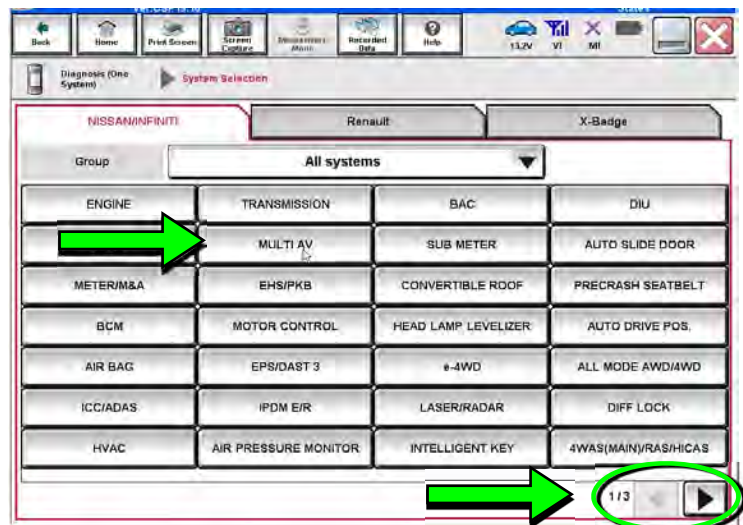


Figure 28

45. Select **After ECU Replacement**.

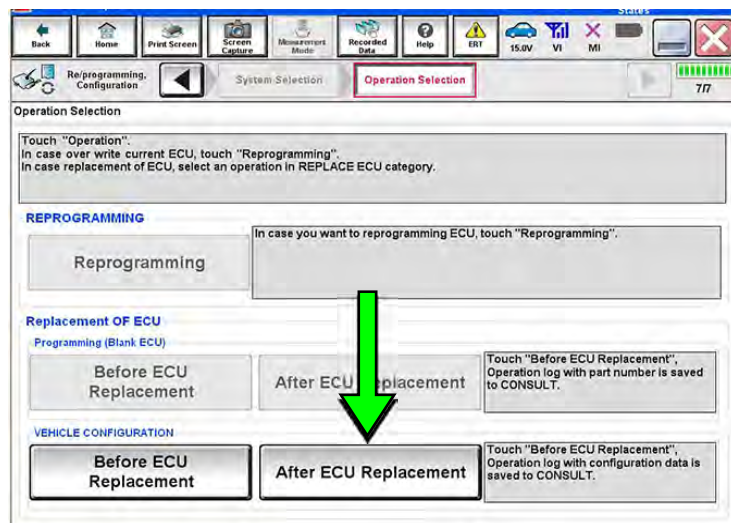


Figure 29

46. Select **Manual selection**.

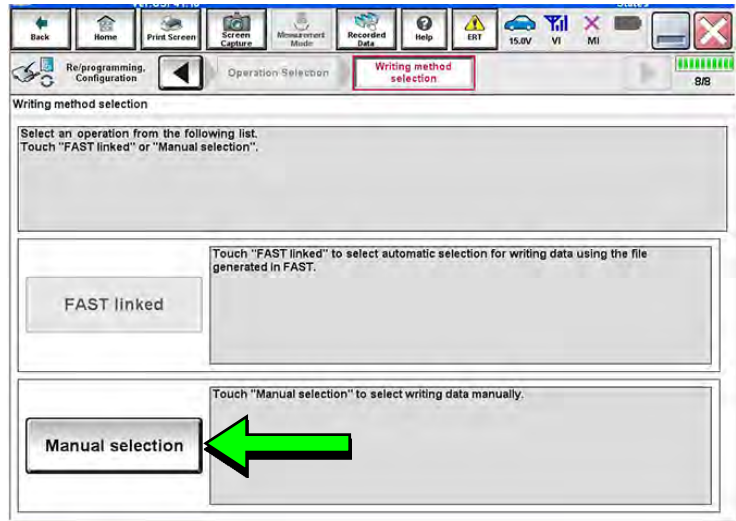


Figure 30

47. Use the drop down menus to select the configuration options that were printed or written down in step 29.

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

NOTE: Configurable options may differ and look different from Figure 31.

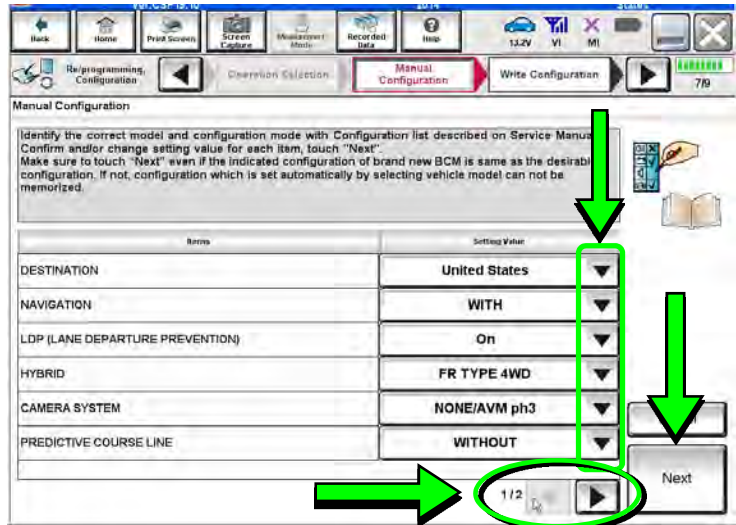


Figure 31

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

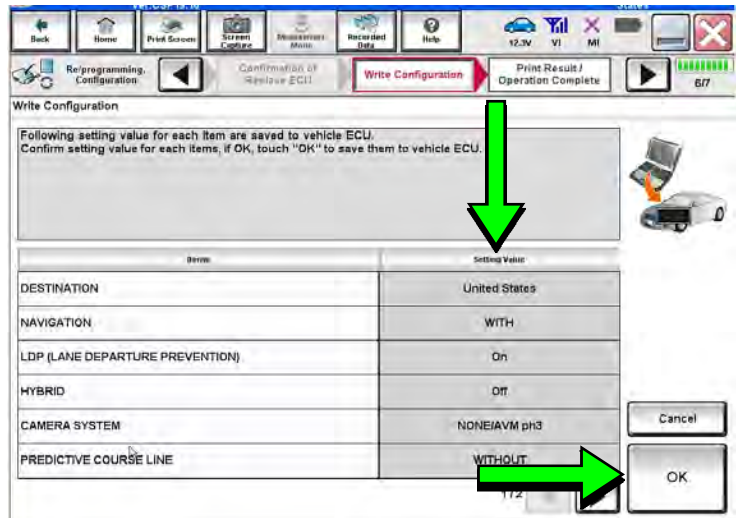


Figure 32

49. Turn the ignition OFF, and then start the engine.
50. After starting the engine, wait for about 30 seconds.
51. 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.
52. Close C-III plus and disconnect the plus VI from the vehicle.
53. Check that the operation of the DCU and, if equipped, Rear View Monitor camera images (fixed guide lines and predictive course lines) are normal.
54. Disconnect the battery maintainer/smart charger from the 12V battery.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
January 15, 2019	NTB19-002	Original bulletin published
July 26, 2019	NTB19-002a	Order an Exchange DCU from DENSO procedure revised