



# SERVICE BULLETIN

Classification: EL18-039b	Reference: NTB19-002b	Date: January 10, 2020
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## 2018-2020 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:** 2018-2020 Armada (Y62)  
2018-2020 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:

- 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 need to contact **TECH LINE** to obtain DCU order approval has been eliminated. Contact **TECH LINE** if diagnostic assistance is needed.
- 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

### **IMPORTANT: Before starting, make sure:**

- Your ASIST station has been synchronized (updated) to the current date.
- All CONSULT-III plus (C-III plus) software updates have been installed.

### Parts of the Procedure

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

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While not required, Nissan 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 an 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. 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.
4. Select **Orders > Place An Order**.

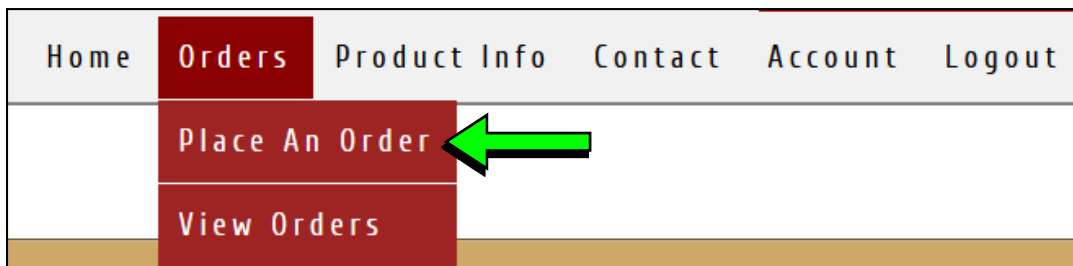


Figure 1

5. Enter the **Dealer contact information, vehicle information, and warranty status information.**
6. Select **Next.**

The screenshot shows a multi-step form with five steps: Step 1, Step 2, Step 3, Step 4, and Step 5. Step 1 is highlighted with a green border. A callout box with a green border and the text "Populate all fields" is positioned over the form fields. The form fields include:

- Ship to Address: [Redacted]
- Date: 06-18-2019
- Vehicle Make: (choose one) [Nissan, Infiniti]
- Contact Name: [Text input]
- Department: (choose one) [Dropdown]
- Email: [Text input]
- Alternate Dealer Phone or Fax: [Text input]
- Date of First Use/Warranty Start Date: MM/DD/YYYY [Text input]
- Customer Name: [Text input]
- Repair Order Number: [Text input]
- Repair Order Date: MM/DD/YYYY [Text input]
- Mileage: [Text input]
- VIN (17 characters): [Text input]
- Customer Damage: (choose one) [Dropdown]
- Warranty: (choose one) [Dropdown]

Below the form is a "Next" button with a green arrow pointing to it.

Figure 2

7. 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.

8. Select **Next**.

The screenshot shows a multi-step process with five tabs: Step 1, Step 2 (highlighted with a green box), Step 3, Step 4, and Step 5. The main content area is titled 'Select Product'. It features a 'Vehicle Model' dropdown menu with 'Pathfinder' selected. To the right is a 'Find product' dropdown menu with 'Part:28387-XXXXX (2018)' selected. Below the 'Vehicle Model' dropdown, it says 'Vehicle Model Year based on VIN: 2018 MY'. The 'Advance Exchange Price' is listed as '\$635.45'. A note states 'This unit is with Navi'. A red asterisk note at the bottom reads '\* If the product number is not listed, please call 1-800-237-413.'. At the bottom of the form are 'Back' and 'Next' buttons. Green arrows point to the 'Pathfinder' dropdown, the 'Find product' dropdown, and the 'Next' button.

Figure 3

The close-up shows the 'Find product' dropdown menu with the following list of items:

- 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)

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

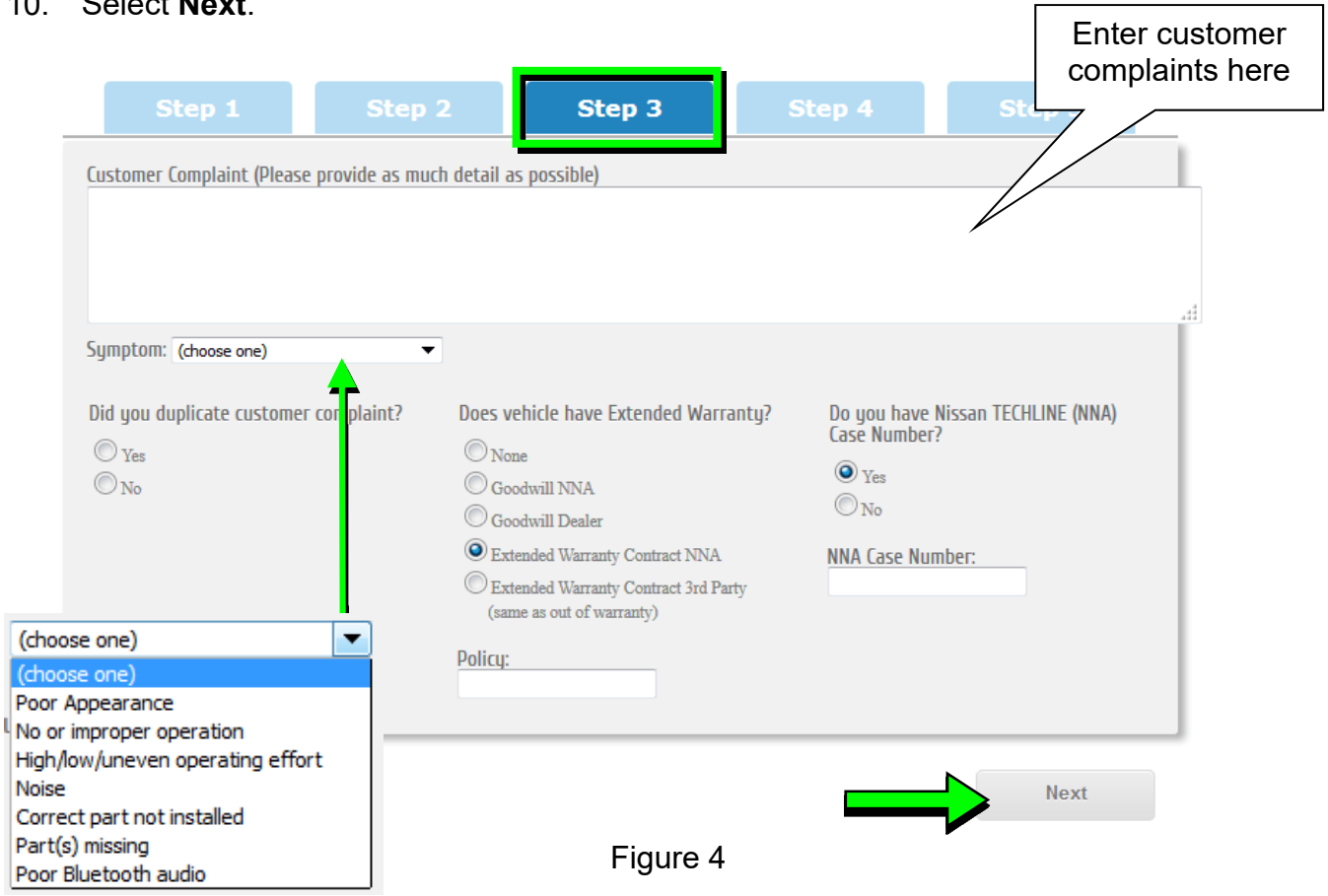


Figure 4

11. Select the conditions under which the symptoms occurred.
12. Select **Next**.

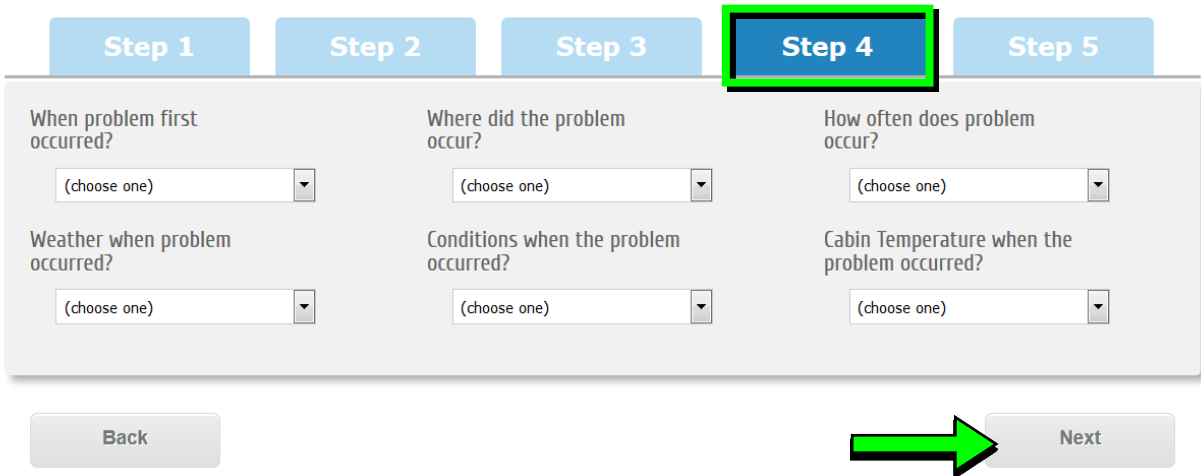


Figure 5

13. Check all symptoms that apply for each component.

14. 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

15. Confirm all of the information displayed is accurate, and then select **submit order**.

**NOTE: Changes cannot be made once an order has been submitted.**

- If changes are needed, select **Cancel and Edit** to return to the form.

Review and Submit Order

Please verify the information you have entered prior to submitting your order. Please remember once your order has been placed no changes are permitted

Shipping and Contact Information:      Customer Information:

XXXXXXX      XXXXXXXX  
XXXXXXX      XXXXXXXX  
XXXXXXX      XXXXXXXX  
XXXXXXX      XXXXXXXX  
XXXXXXX      XXXXXXXX  
XXXXXXX      XXXXXXXX  
XXXXXXX      XXXXXXXX

Product Information:      Description:

Mod. Pathfinder      XXXXXXXX  
Part Number: 28387-XXXXX      XXXXXXXX  
      XXXXXXXX

submit order      Cancel and Edit

Click here to make changes

Figure 7

16. After **submit order** is selected, a confirmation page and number will display. If needed, select **View My Order**, **Submit a New Request**, or **Printer Friendly Page**.

✓ Your web request was placed. Your web confirmation number is XXXXXXXXXXXXXXXXXXXX

**Tracking Your Order**

Please use your confirmation number to track your order. Please print or save this number for your records to be able to track your order at a later time.

Your confirmation number is  
XXXXXXXXXXXXXXXX

**Viewing your order**

You may view/print your order by clicking the link below:

[View My Order](#)

**Submit a New Request**

To place a new order, click the link below.

[Submit a New Request](#)

**Please Note:**

Any modification to your order cannot be done at this time. If you wish to change your shipping address, please call 1-800-237-5413 (Monday to Friday 7:00am to 5:00pm PT)

[Printer Friendly Page](#)

Figure 8



**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.

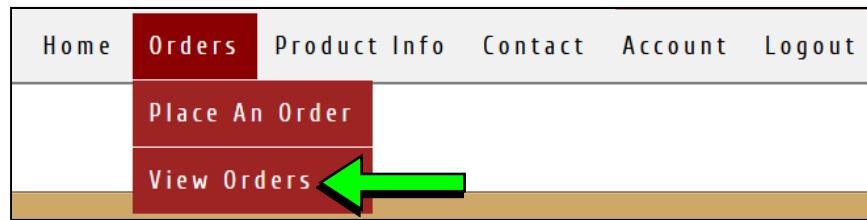


Figure 9

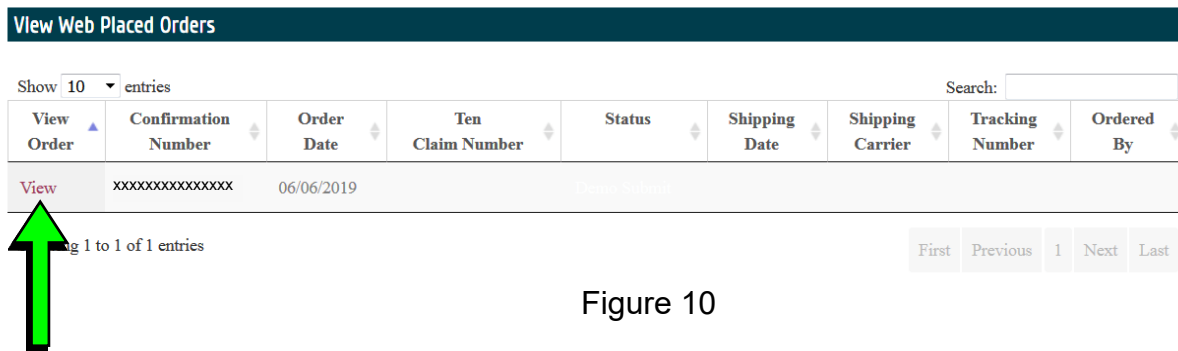


Figure 10

17. 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**

18. 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.

19. Select **Re/programming Configuration**.

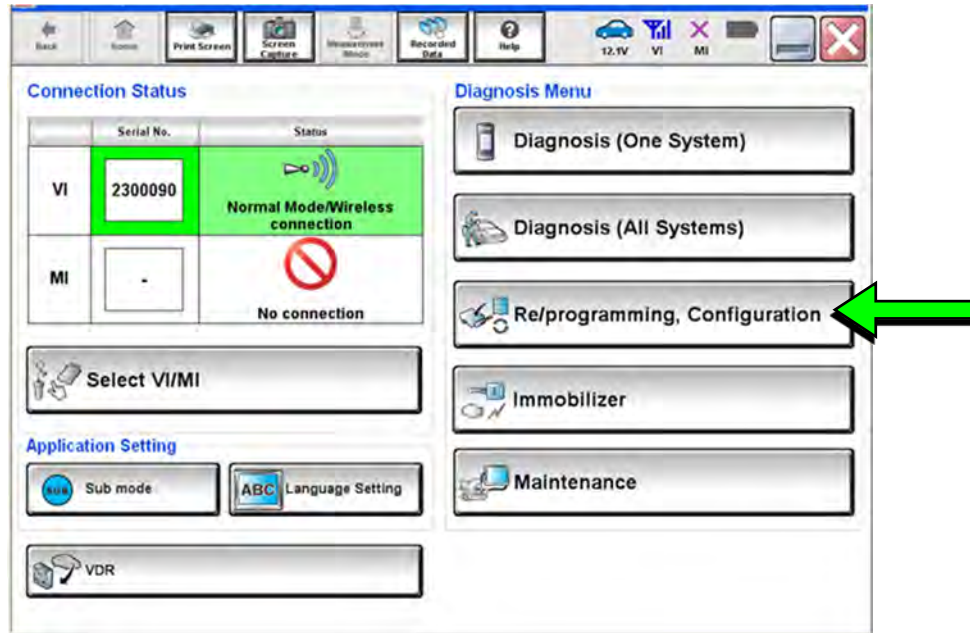


Figure 11

20. Read the Precautions.

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

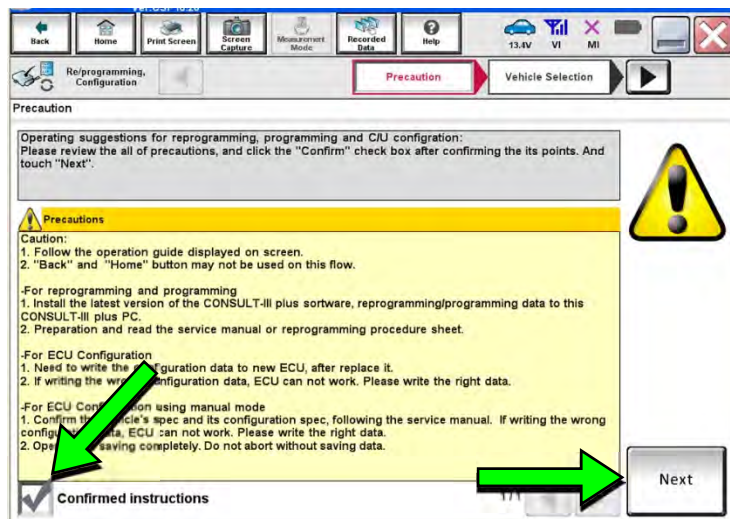


Figure 12

21. 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 24.

22. Select **Select**.

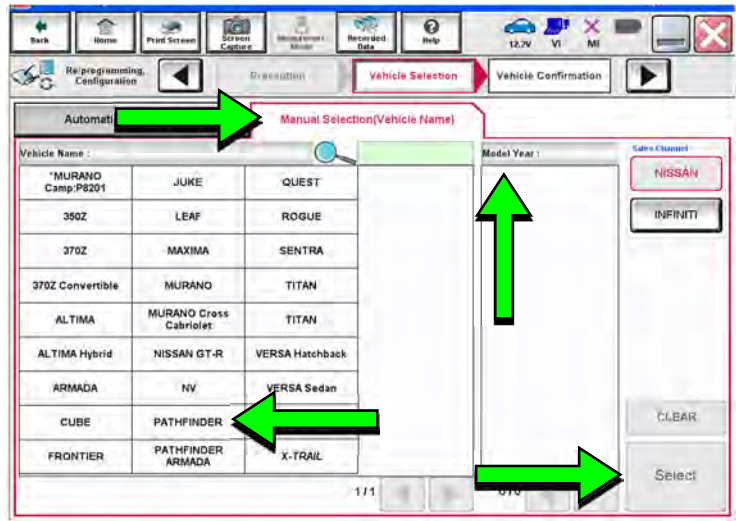


Figure 13

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

- When finished, select **Confirm**.

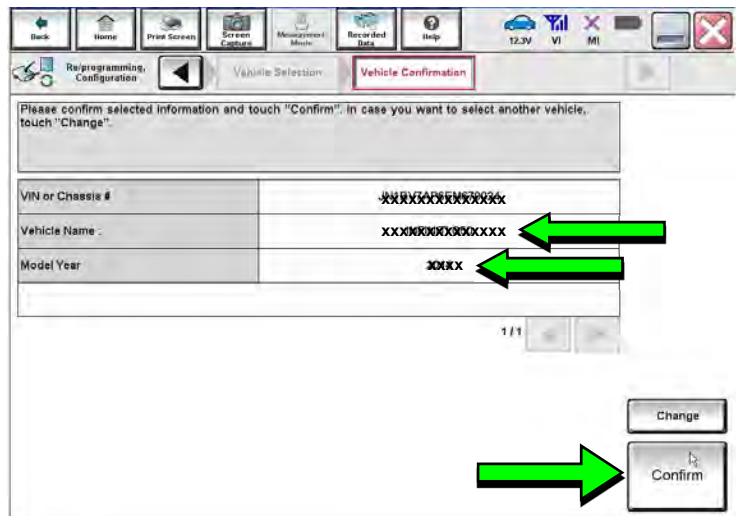


Figure 14

24. 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**.

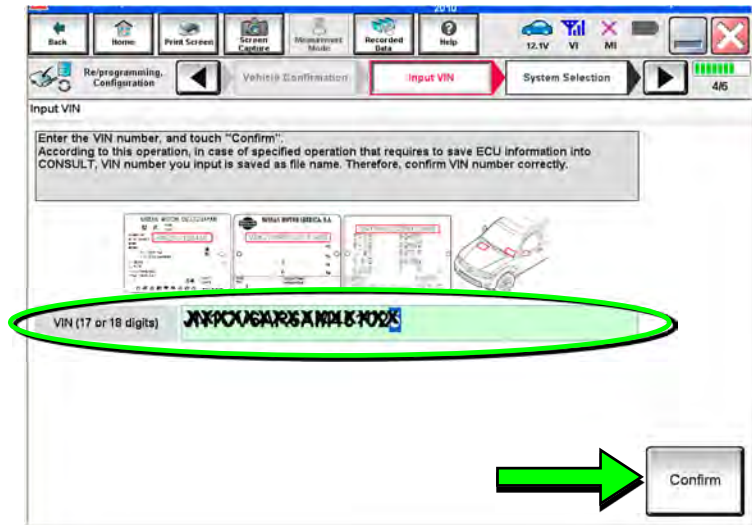


Figure 15

25. Select **MULTI AV**.

- Use the scroll arrows if needed.

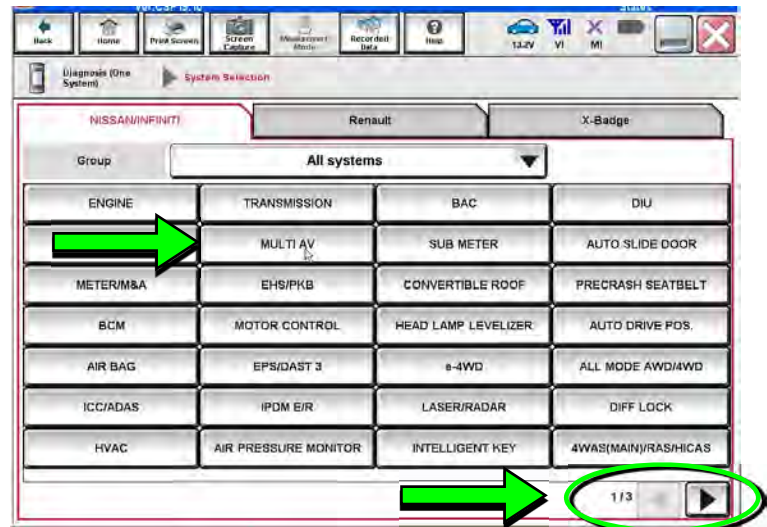


Figure 16

26. Select **Before ECU Replacement**.

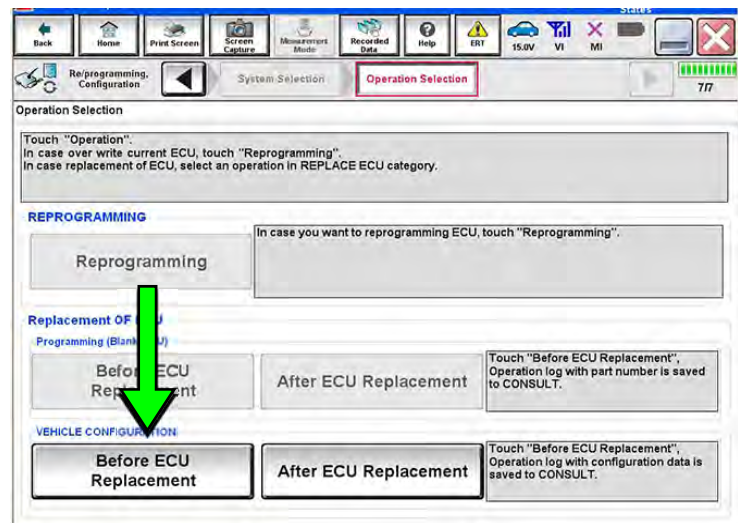


Figure 17

27. 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.

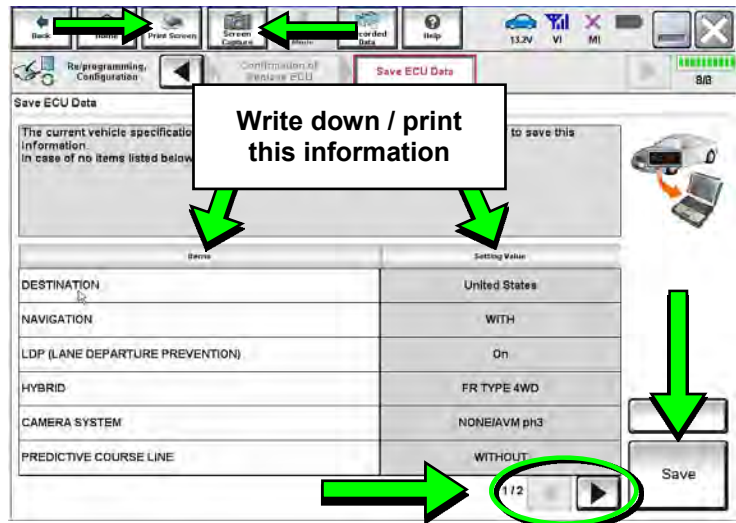


Figure 18

28. 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 15, **PART 4: Manually Configure the Multi AV System (if needed)**.

29. Select **End**.

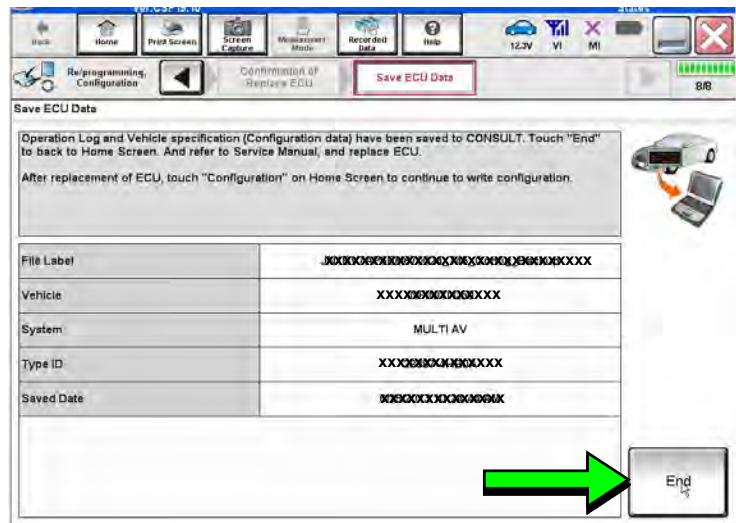


Figure 19

30. 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

31. Perform steps 18-24 again before performing step 32.

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

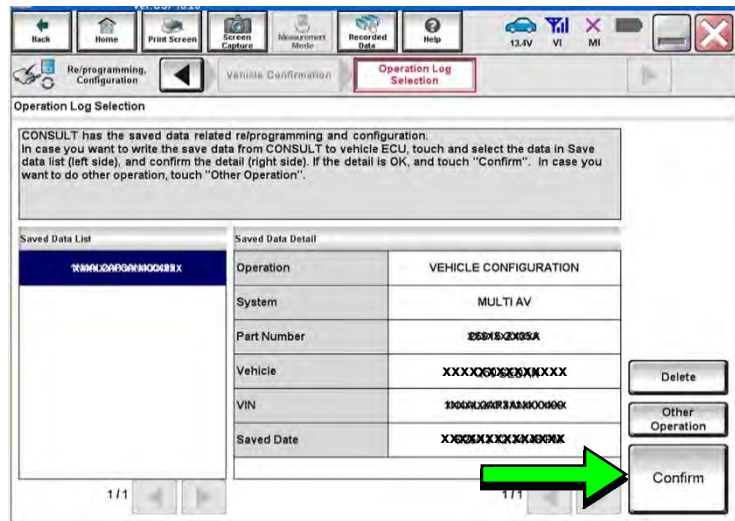


Figure 20

33. If the screen in Figure 21 appears, skip to page 17, step 43.

34. If the screen in Figure 21 does not appear, go to step 35.

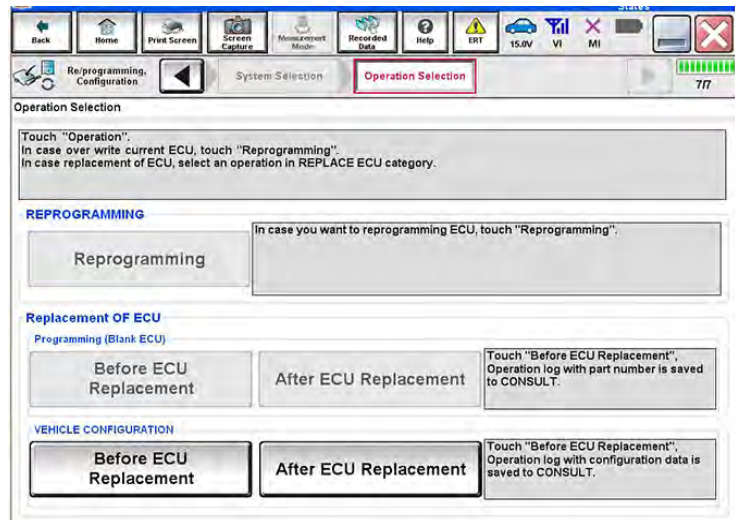


Figure 21

35. Select **OK**.

**After performing Step 35:**

- If an error message does not display, proceed to page 19, step 47.
- If an error message does display, proceed to **PART 4: Manually Configure the Multi AV System (if needed)**, below.

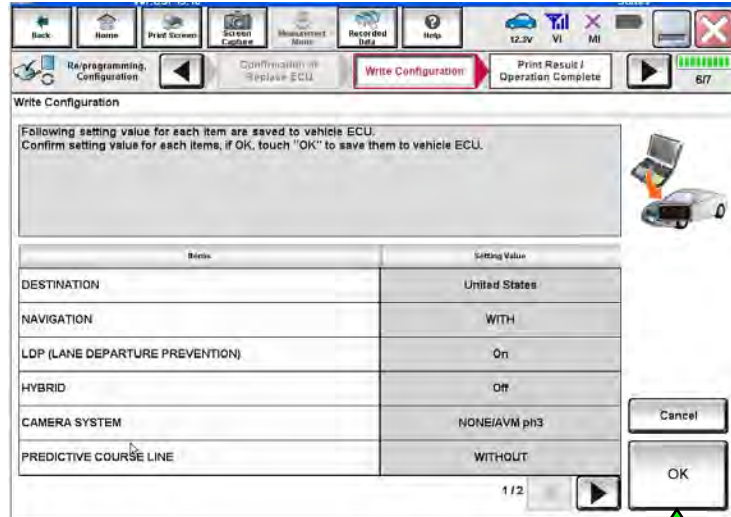


Figure 22

**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.

36. Select **Re/programming Configuration**.

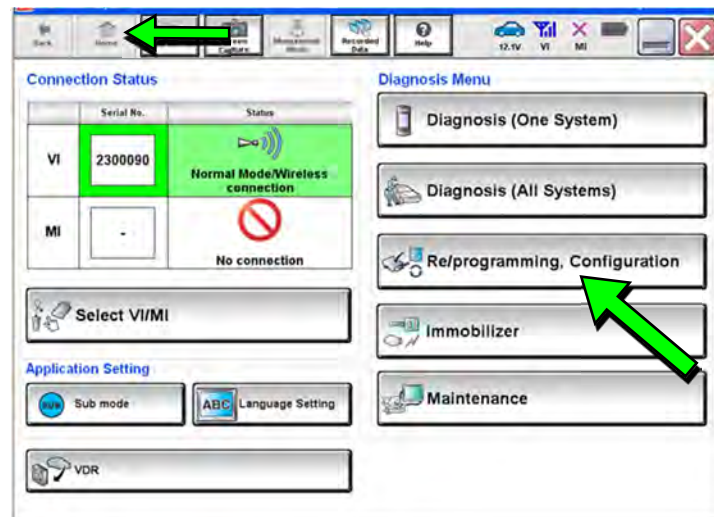


Figure 23

37. Read the **Precautions**.

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

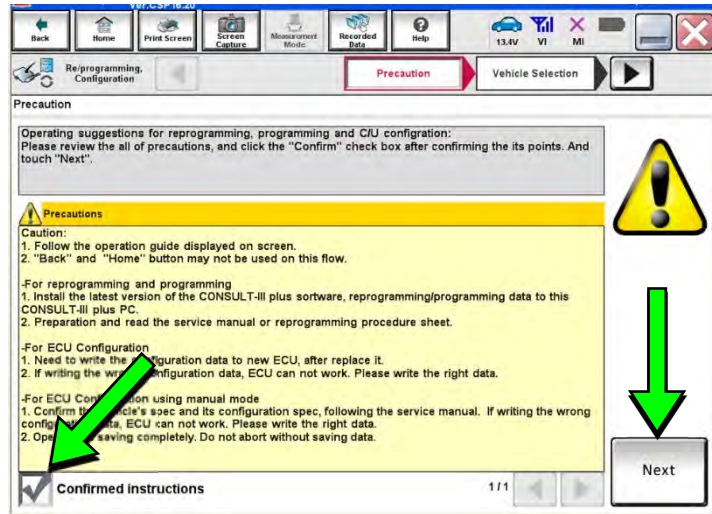


Figure 24

38. 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 41.

39. Select **Select**.

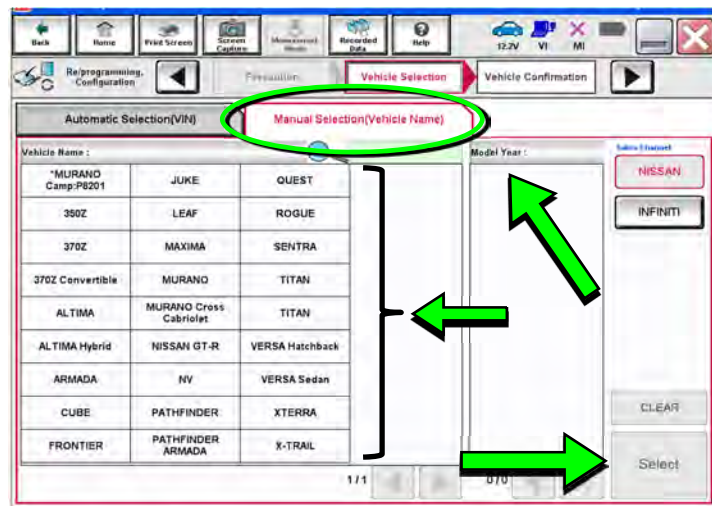


Figure 25

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

When finished, select **Confirm**.

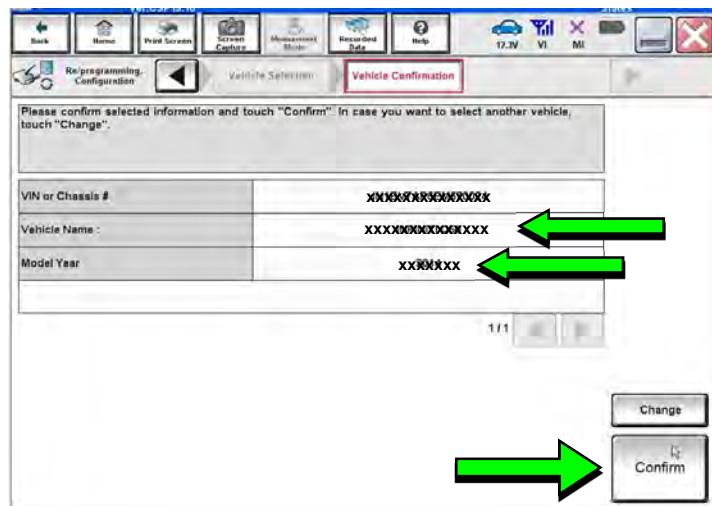


Figure 26



41. 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**.

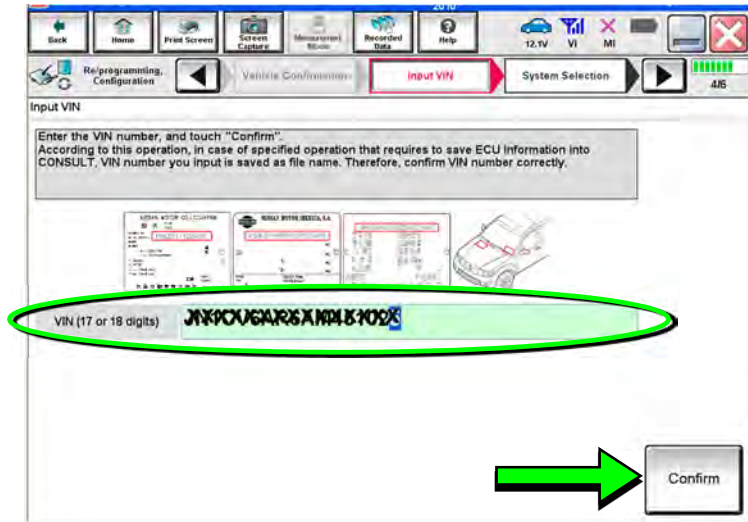


Figure 27

42. Select **MULTI AV**.

- Use the scroll arrows if needed.

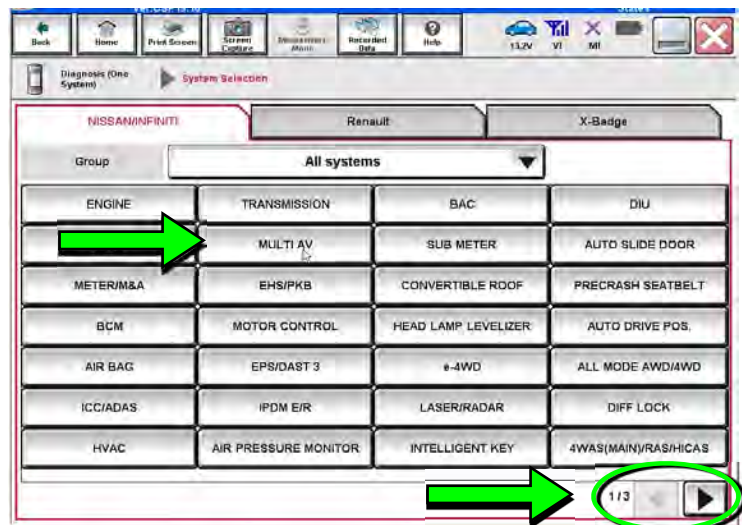


Figure 28

43. Select **After ECU Replacement**.

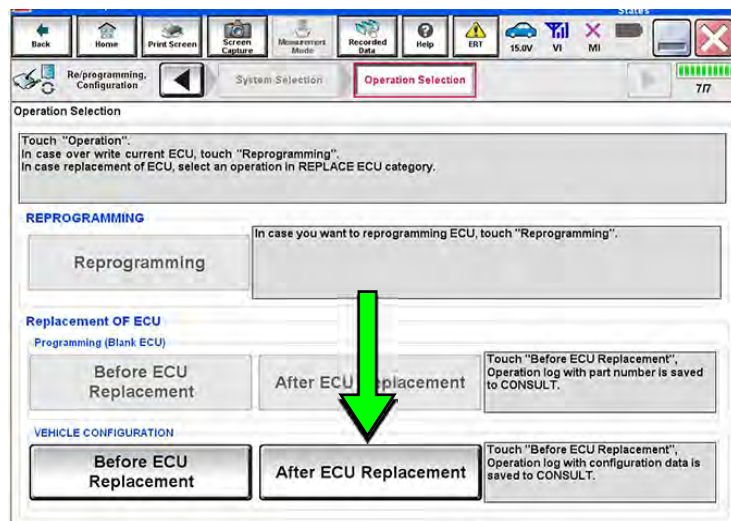


Figure 29

44. Select **Manual selection**.

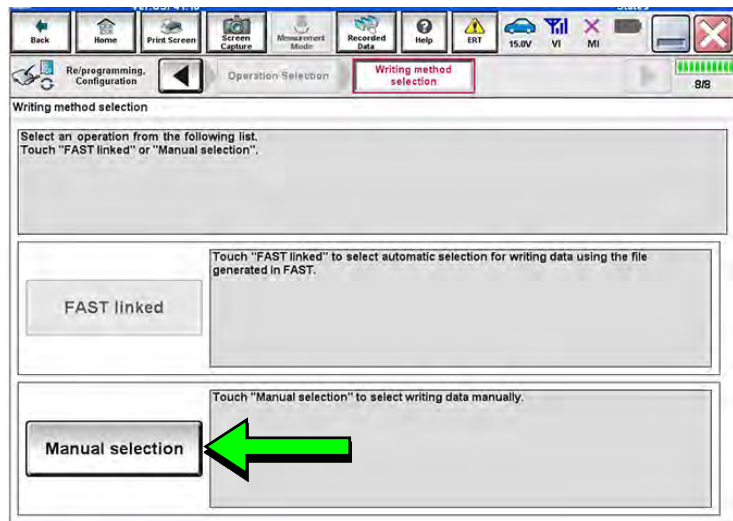


Figure 30

45. Use the drop down menus to select the configuration options that were printed or written down in step 27.

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

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

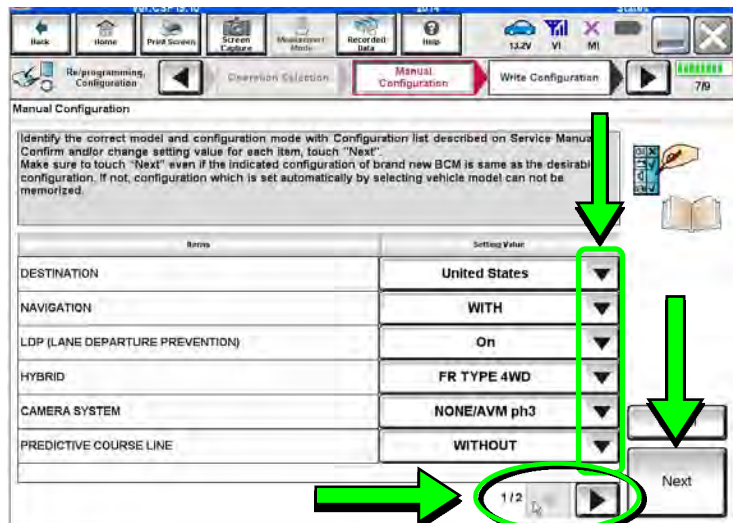


Figure 31

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

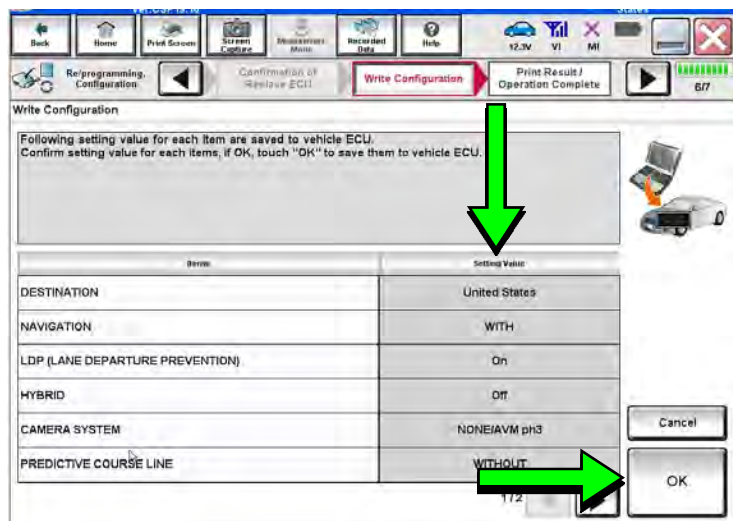


Figure 32

47. Turn the ignition OFF, and then start the engine.
48. After starting the engine, wait for about 30 seconds.
49. 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.
50. Close C-III plus and disconnect the plus VI from the vehicle.
51. Check that the operation of the DCU and, if equipped, Rear View Monitor camera images (fixed guide lines and predictive course lines) are normal.
52. 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
January 10, 2020	NTB19-002b	APPLIED VEHICLES revised, and the need to contact TECH LINE for DCU order approval has been eliminated