

AN20-001a

NTB20-006a

February 4, 2021

Date:

# 2018-2020 ARMADA; INFOTAINMENT ERROR MESSAGE "UNABLE TO CONNECT TO THE CENTER" DISPLAYED

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)

#### **IF YOU CONFIRM**

• The error message "Unable to Connect to the Center" is diplayed on the infotainment screen (see Figure 1),

#### And

• The customer has an active NissanConnect<sup>®</sup> subscription.



## ACTION

Figure 1

- 1. Identify the TCU ID.
- 2. Manually configure the display control unit.

**IMPORTANT:** The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You MUST closely follow the entire SERVICE PROCEDURE as it contains information that is essential to successfully completing this repair.

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

# Identify the TCU ID

- 1. Attach the CONSULT PC to the vehicle.
  - Connect the plus VI to the vehicle.
  - Connect the AC adapter to the CONSULT PC.
- 2. Turn ON the CONSULT PC and then open C-III plus.
- 3. Turn the ignition ON and turn all accessories OFF.
- 4. After the plus VI is recognized, select **Diagnosis (One System)**.
  - Make sure all applications other than C-III plus are closed.

	Back	Home	Print Screen Capture	Measurement Mode	Recorded Data	<b>O</b> Help	ERT	() 11.8V	<b>Y</b> I	× •			3
	Connec	tion State	us			lagnosi	s Menu						
		Serial No.	. S	latus		🗎 Di	iagnos	is (Or	ne Sy	stem	)		
Plus VI is recognized	vi	VI 2319984 Domestion		Diagnosis (All Systems)									
	мі	-	No col	nnection		≪ <mark>0</mark> R	e/prog	ramm	ing,	Confi	gurat	ion	j
	}_ <b>€</b> €	Select VI	I/MI			∽∎ ⊖ ∕/ Im	nmobil	izer					]
	Applicati	on Settin	g	nguage Setting		м	ainten	ance					J
	¢\$	DR											
				Li	aur	<u>``</u>							

Figure 2

# 5. Select **TELEMATICS**.

Image: Screen Loop       Image: Sc					
NISSAN/INFINITI/DATSUN					
Group All systems					
SONAR	POP UP HOOD	TOTAL ILLUM C/U	MULTI DISPLAY		
LANE CAMERA	AUTO BACK DOOR	OCCUPANT DETECTION	Side radar (Rear right)		
ADAPTIVE LIGHT Diag Data Recorder		SmFOB	ADCM		
AUTO SLIDE DOOR RIGHT	4WAS(FRONT)	BRAKE	PTC HEATER		
CAN GATEWAY	E-SUS	Side radar (Rear left)	CHARGER/PD MODULE		
SHIFT ACCELE PEDAL ACT		VSP	TELEMATICS		
EV/HEV HV BATTERY ANC			HAS		
Sort : Default Setting					

Figure 3

6. Select ECU Identification.



Figure 4

7. Write the TCU ID number on the repair order.

Dignosis (One System Selection)       TELEMATICS         Image: Selection System Selection       Image: Selection Selection         Image: Selection Selection       Image: Selection Selection         Image: Selection Selection       Image: Selection Selection         Image: Selection Selection Selection       Image: Selection Selection         Image: Selection Selection Selection       Image: Selection Selection         Image: Selection Sele	Image: Second system         Image: Se	irrement Recorded Help ERT CAR VI X III CAR VI	
Self Diagnostic       Data Monitor       ECU Identification         ECU PART NUMBER       28275-6FL2C         UNIT ID       106103976563         TCU ID       XXXXXXXXX         SIM ID       89011704278228981173         V.IN       JNBAY2NC1LX516072	Diagnosis (One System) System Selection	TELEMATICS	
ECU PART NUMBER     28275-6FL2C       UNIT ID     106103976563       TCU ID     XXXXXXXXX       SIM ID     89011704278228981173       V.IN     JNBAY2NC1LX516072	Self Diagnostic	ork support	
UNIT ID 106103976563 TCU ID XXXXXXXX SIM ID 89011704278228981173 V.IN JN8AY2NC1LX516072	ECU PART NUMBER	28275-6FL2C	
TCU ID         XXXXXXXX           SIM ID         89011704278228981173           V.I.N         JN8AY2NC1LX516072	UNIT ID	106103976563	
SIM ID         89011704278228981173           V.I.N         JN8AY2NC1LX516072	TCUID	ххххххххх	
V.I.N JN8AY2NC1LX516072	SIM ID	89011704278228981173	
1/1	V.I.N	JN8AY2NC1LX516072	
1/1			
1/1			
1/1			
		1/1	

Figure 5

- 8. Are the first four (4) digits of the TCU ID number one of the following numbers?
  - **2037** XXXXXXXX
  - 2038 XXXXXXXX
  - 2041 XXXXXXXX

YES: Select the Home button and then proceed to step 9.

**NO:** This bulletin <u>does not</u> apply, refer to the ESM for further diagnosis information.

9. Select **Re/programming, Configuration**.

	Home         Image: Capture         Image: Capture <th>Corded Data</th>	Corded Data
	Connection Status	Diagnosis Menu
	Serial No. Status	Diagnosis (One System)
Plus VI is recognized	VI 2319984 Normal Mode/Wireless connection	Diagnosis (All Systems)
	MI - Onection	Re/programming, Configuration
	Select VI/MI	Immobilizer
	Application Setting           Sub mode         Image Setting	Maintenance
	VDR	

- Figure 6
- 10. Read the instructions and then click on the "**Confirmed instructions**" check box.
- 11. Select Next.

Back         Image: Configuration         Image: Configuration         Image: Configuration           Image: Configuration         Image: Configuration         Image: Configuration         Image: Configuration	Measurement Received Help Frecaution	Vehicle Selection	
Precaution Operating suggestions for reprogramming, Please review the all of precautions, and clic touch "Next".	programming and C/U configration: k the "Confirm" check box after confirmi	ng the its points. And	
Caution: 1. Follow the operation guide displayed on a 2. "Back" and "Home" button may not be us -For reprogramming and programming 1. Install the latest version of the CONSULT-I CONSULT-III plus PC. 2. Preparation and read the service manual -For ECU Configuration 1. Need to write the configuration data to ne 2. If writing the wrong configuration data, EC -For ECU Configuration using manual mode	screen. sed on this flow. Il plus sortware, reprogramming/progran or reprogramming procedure sheet. w ECU, after replace it. CU can not work. Please write the right of	nming data to this data.	
Confirm the vehicle's spec and its configuration data, ECU can not work. Pleas     Operate the saving completely. Do not abo     Confirmed instructions	ration spec, following the service manua e write the right data. rt without saving data.	I. If writing the wrong	Next

Figure 7

# 12. Select Confirm.

Image: Control back         Image: Control back
Reiprogramming, Configuration Vehicle Confirmation Input VIN
Input VIN
Enter the VIN number, and touch "Confirm". According to this operation, in case of specified operation that requires to save ECU information into CONSULT, VIN number you input is saved as file name. Therefore, confirm VIN number correctly.
VIN (17 or 18 digits) XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
Confirm
Figure 8

13. Verify that the VIN is correct and then select **Confirm**.

Re/programming	icle Selection Vehicle Confirmation						
Configuration Veh		Reprogramming, Configuration Vehicle Selection Vehicle Confirmation					
Please confirm selected information and to touch "Change".	ouch "Confirm". In case you want to select another vehicle,						
VIN or Chassis #	****						
Vehicle Name :	ARMADA						
Model Year	XXXX MY						
		Channel					
		Confirm					

Figure 9

# 14. Select **MULTI AV**.

В	ack Home Print Screen	n Measurement Mode Recorded Help					
S	Configuration	Input VIN System Selection	Operation Selection				
Syst	System Selection						
Tou In c	Touch "system". In case ECU you want to operate is not listed below, the vehicle or model year might be selected wrong.						
	ENGINE	IVC	METER/M&A				
	MULTI AV	Side radar (Front right)	LASER/RADAR				
	3ch CAN GATEWAY	ABS	AUTO DRIVE POS.				
	6ch CAN GATEWAY	IPDM E/R	всм				
	Side radar (Front left)	AIR PRESSURE MONITOR	SONAR				
		<i>»</i>	L				
			1/2				

Figure 10

15. Select After ECU Replacement.

Back Home Print Screen	Teen Moder Recorded Data
Configuration	System Selection Operation Selection 6/6
eration Selection	
ouch "Operation". a case over write current ECU, touch a case replacement of ECU, select an o	"Reprogramming". peration in REPLACE ECU category.
REPROGRAMMING	In case you want to reprogramming ECU, touch "Reprogramming".
Reprogramming	
Replacement OF ECU Programming (Blank ECU)	
Before ECU Replacement	After ECU Replacement COPeration log with part number is saved to CONSULT.
VEHICLE CONFIGURATION	
Before ECU Replacement	After ECU Replacement", Operation log with configuration data is saved to CONSULT.

Figure 11

# 16. Select Manual selection.

Writing method selection     7/7       Writing method selection     Select an operation from the following list.       Touch "FAST linked" or "Manual selection".         Touch "FAST linked" to select automatic selection for writing data using the file generated in FAST.         FAST linked   Touch "Manual selection" to select writing data manually.	Back Re/programming,	ns Kee Kee Kee Kee Kee Kee Kee Kee Kee Ke
Select an operation from the following list. Touch "FAST linked" or "Manual selection".	Writing method selection	selection 7/7
FAST linked       Touch "FAST linked" to select automatic selection for writing data using the file generated in FAST.         FAST linked       Touch "Manual selection" to select writing data manually.	Select an operation from the f Touch "FAST linked" or "Manu	following list. Jal selection".
Touch "Manual selection" to select writing data manually.	FAST linked	Touch "FAST linked" to select automatic selection for writing data using the file generated in FAST.
		Touch "Manual selection" to select writing data manually.

Figure 12

17. Use the arrows to view page 2 of the **Manual Configuration** tab.

Back Home Print Screen	Screen Capture	ded Help ERT 11.9V				
Configuration	Writing method selection	Manual Configuration Write Con	figuration 8/10			
Manual Configuration						
Identify the correct model and configuration list described in Service Manual. Confirm and/or change setting value for each item, touch "Next". Make sure to touch "Next" even if configuration list is not displayed. If not, configuration which is set automatically by selecting vehicle model can not be memorized.						
MULTIAV						
Items Setting Value						
NAVIGATION		WITH	T			
Mobile entertainment syste	m	WITHOUT	T			
Region code		TYPE 2	T			
CAMERA SYSTEM		NONE/AVM ph3	Cancel			
LDP (LANE DEPARTURE PREVENTION)		On				
		1/2	Next			

Figure 13

- 18. Use the arrow to open the drop-down box.
- 19. Select "2037 or 2038".

Back Home Print Screen Capture Measurement Capture						
Re/programming. Configuration Write Configuration 8/10						
Aanual Configuration						
Identify the correct model and configuration list described in Confirm and/or change setting value for each item, touch "Ne Make sure to touch "Next" even if configuration list is not dis If not, configuration which is set automatically by selecting veh	Service Manual. xt". played. licle model can not be memorized.					
MULTIAV						
Items Setting Value						
DESTINATION United States						
TCU ID top four digits 2047						
	2047					
	2037 or 2038 Cancel					
WITHOUT						
2/2 Next						
Figure 14						

20. Confirm that "2037 or 2038" is now in the Setting Value box, and then select **Next**.

Back Reprogramming.	Image: Second
nual Configuration	
dentify the correct model and configuration list described in S confirm and/or change setting value for each item, touch "Nex dake sure to touch "Next" even if configuration list is not disp f not, configuration which is set automatically by selecting vehi	Service Manual. rt <sup>*</sup> . played. icle model can not be memorized.
MULTIAV	
Items	Setting Value
DESTINATION	United States
TCU ID top four digits	2037 or 2038 🔻
	Cancel
	Next

Figure 15

# 21. Select OK.

Back Rome Rome Rome Capture	Measurement Mode	ed Help	11.9V VI	×	
Referogramming. Manual Configuration Write Configuration Print Result / Operation Complete 9/10					
Write Configuration					
Following setting value for each item are Confirm setting value for each items, if OK	saved to vehicle ECU. , touch "OK" to save th	nem to vehicle ECU.		<	
MULTIAV					-
Items		Settin	g Value		
NAVIGATION		w	тн		
Mobile entertainment system		WIT	ноит		
Region code		TYPE 2			
CAMERA SYSTEM		NONE/AVM ph3			Cancel
LDP (LANE DEPARTURE PREVENTION)		On			
			1/2		ок
	<b></b>	- 10			

Figure 16

# 22. Select End.

Back Home Print Screen Screen Messurement Mode Record Reprogramming, Write Configuration	d Print Result	
int Result / Operation Complete	eration complete	10/10
in Result / Operation Complete		_
Write Configuration has been successfully completed. Fouch "End" to finish operation, and to back to Home Screen. Co	onfirm each function works correctly.	
MULTIAV		
Items	Setting Value	
NAVIGATION	WITH	
Mobile entertainment system	WITHOUT	
Region code	TYPE 2	Print
CAMERA SYSTEM	NONE/AVM ph3	Other Operation
LDP (LANE DEPARTURE PREVENTION)	On	
	1/2	End

Figure 17

# **CLAIMS INFORMATION**

# Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Configure Display Control Unit (DCU)	(1)	RX8WAA	ZE	32	0.3

(1) Reference the electronic parts catalog and use the Display Control Assy (28387-\*\*\*\*) as the Primary Failed Part (PFP).

# AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 10, 2020	NTB20-006	Original bulletin published
February 4, 2021	NTB20-006a	Classification number updated