Technical Bulletin

SERVICE BULLETIN

Classification:	Reference:	Date:
AN20-001a	NTB20-006a	February 4, 2021

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® 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.

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.
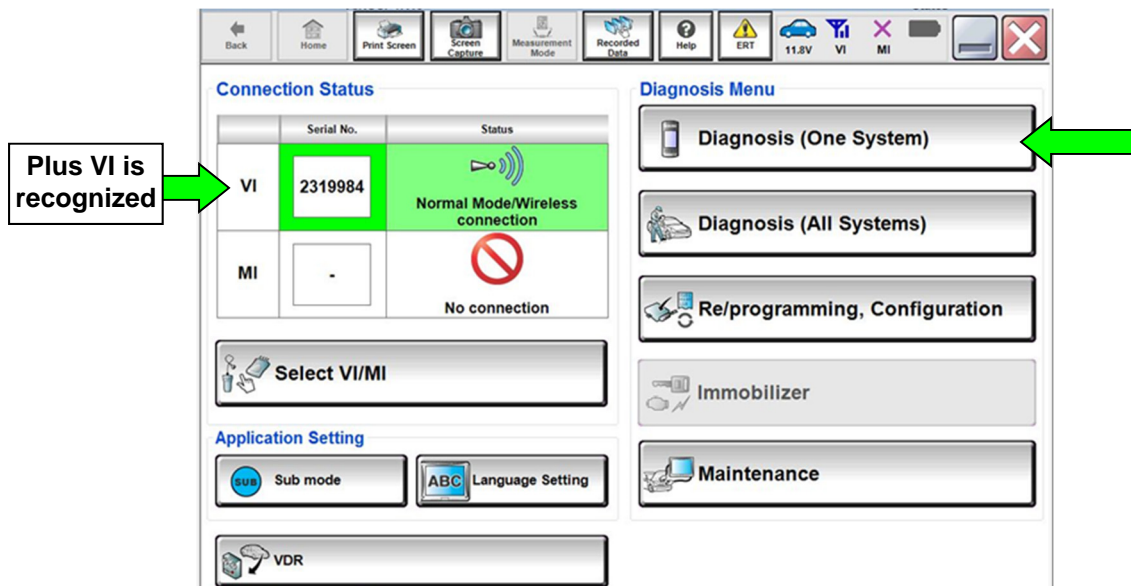

Figure 2

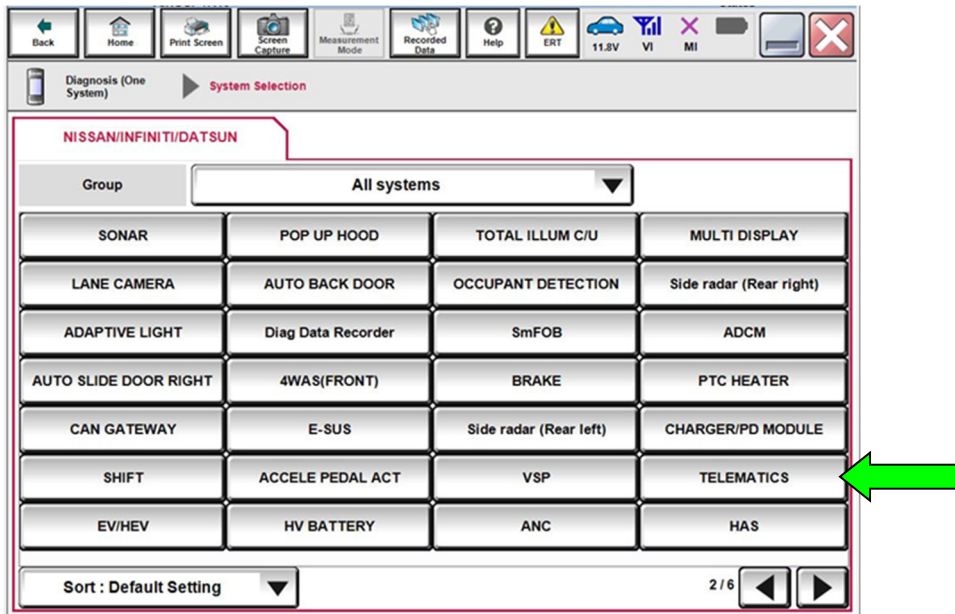5. Select **TELEMATICS**.

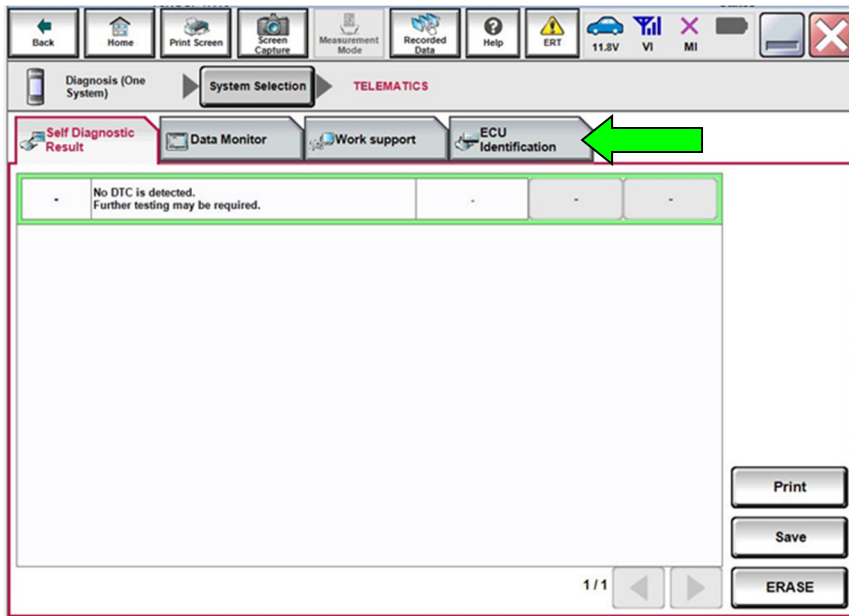Figure 3

6. Select **ECU Identification**.

Figure 4

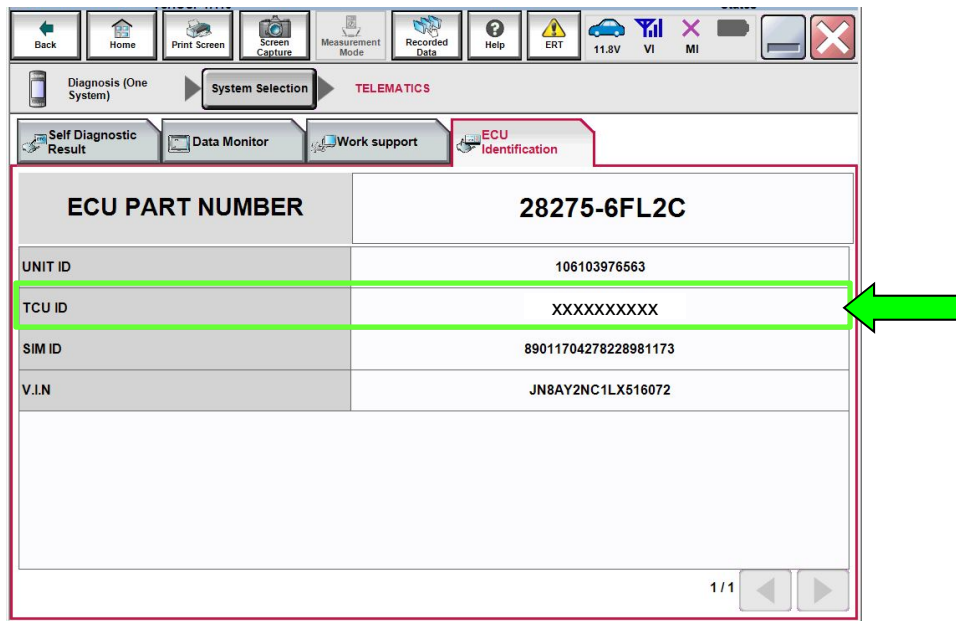7. Write the TCU ID number on the repair order.

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 does not apply, refer to the ESM for further diagnosis information.

Manually Configure the Display Control Unit (DCU)

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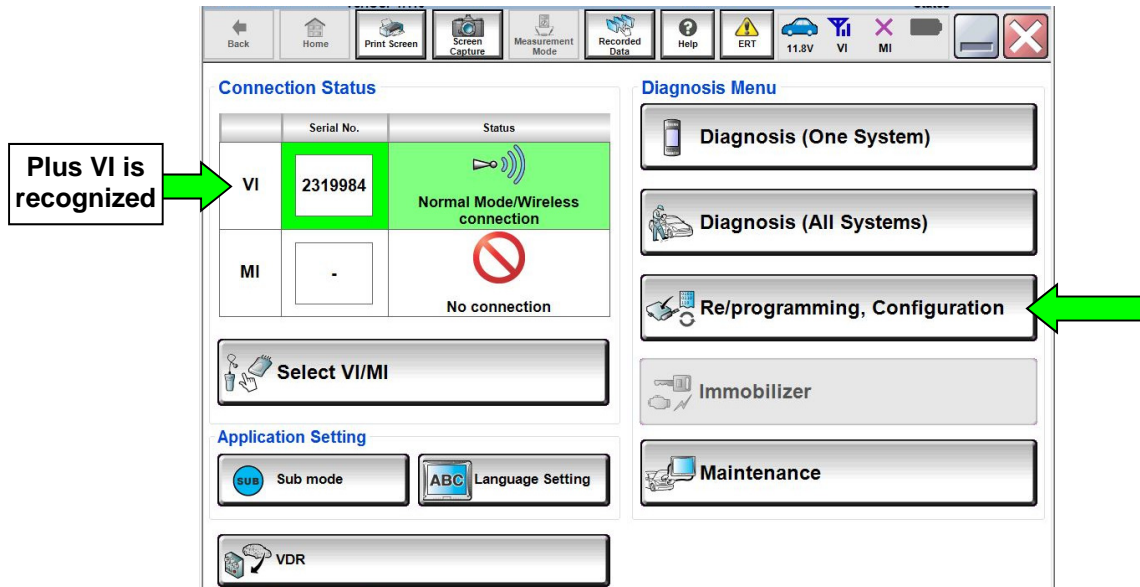

Figure 6

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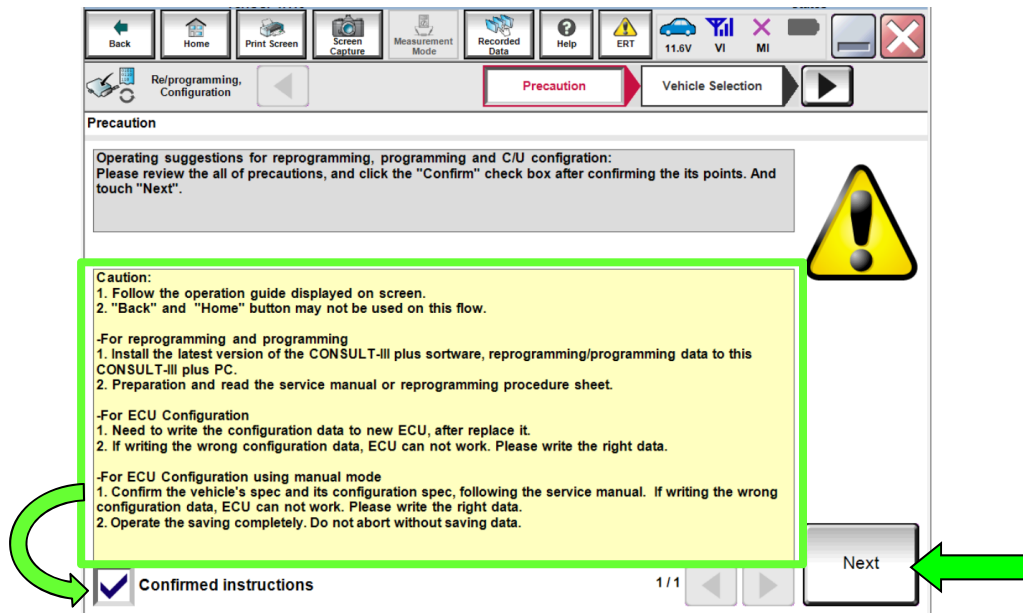
11. Select **Next**.

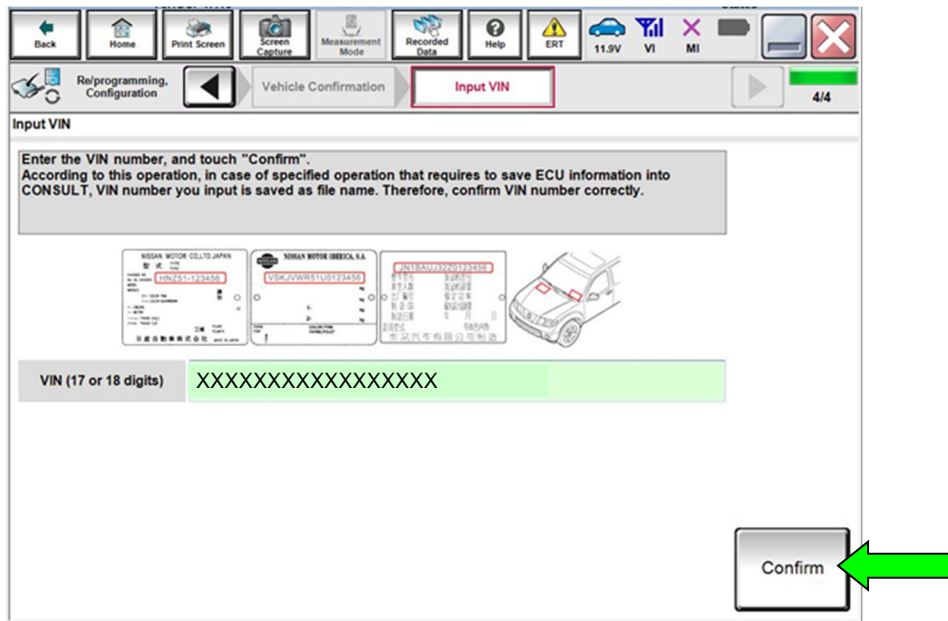Figure 7

12. Select **Confirm**.

Figure 8

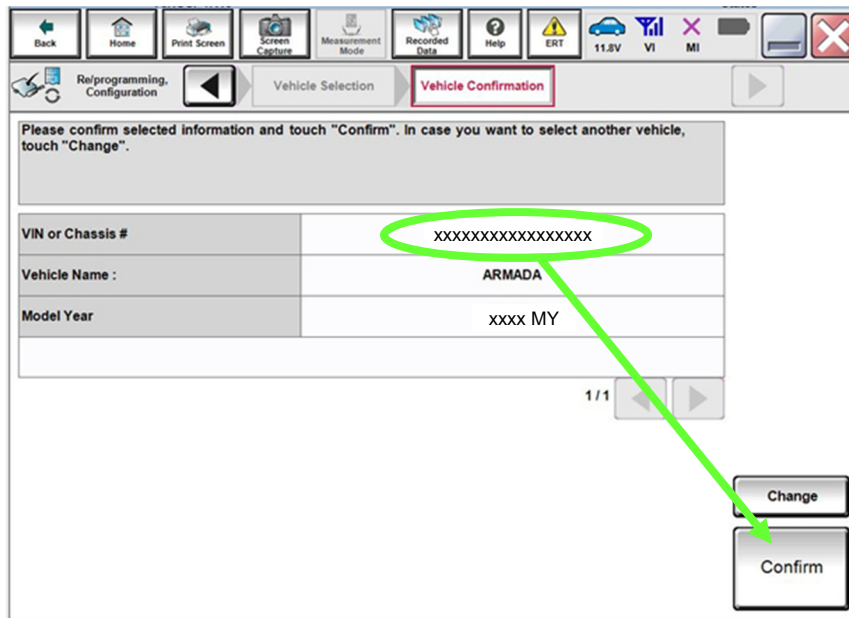13. Verify that the VIN is correct and then select **Confirm**.
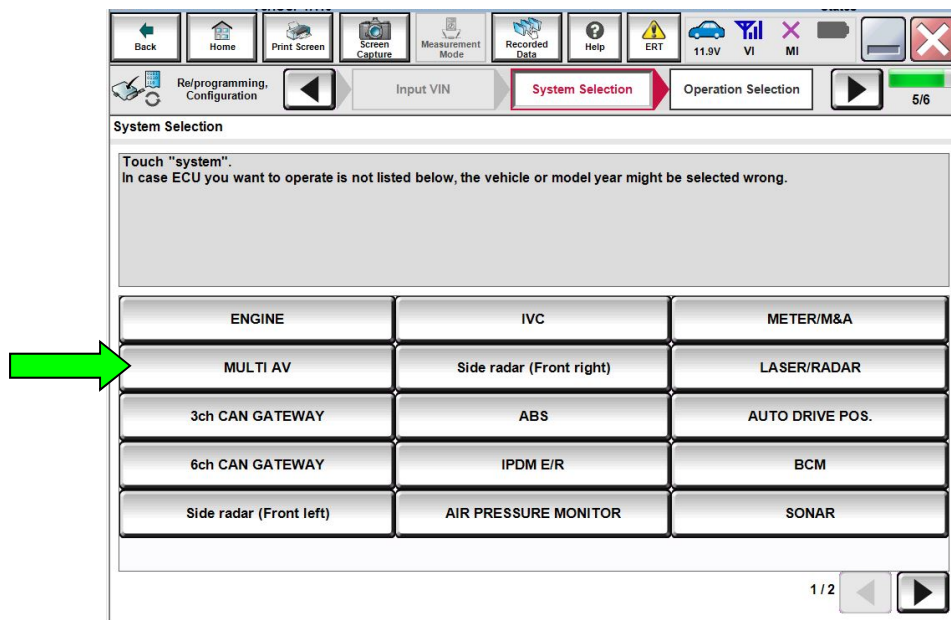

Figure 9

14. Select **MULTI AV**.
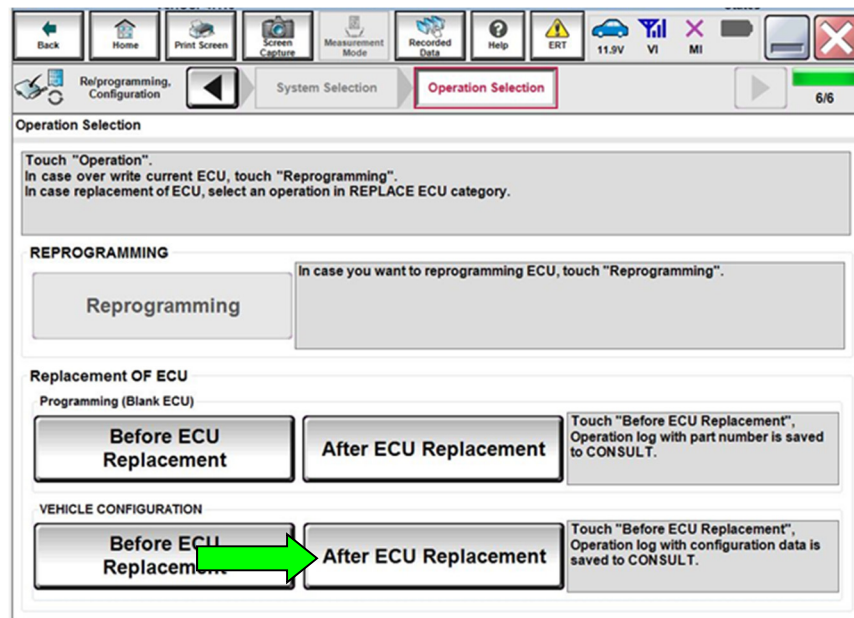

Figure 10

15. Select **After ECU Replacement.**

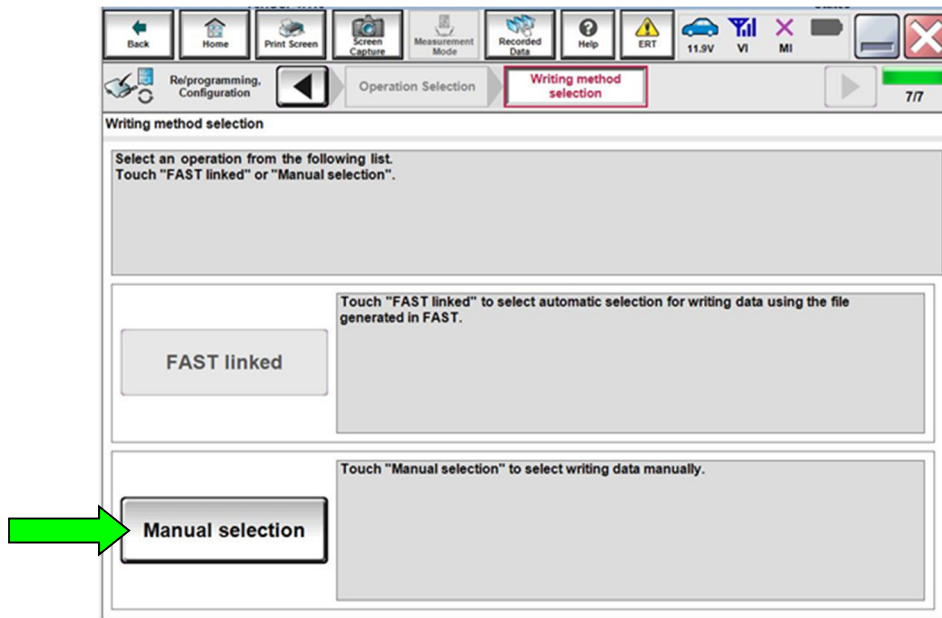Figure 11

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16. Select **Manual selection**.

Figure 12

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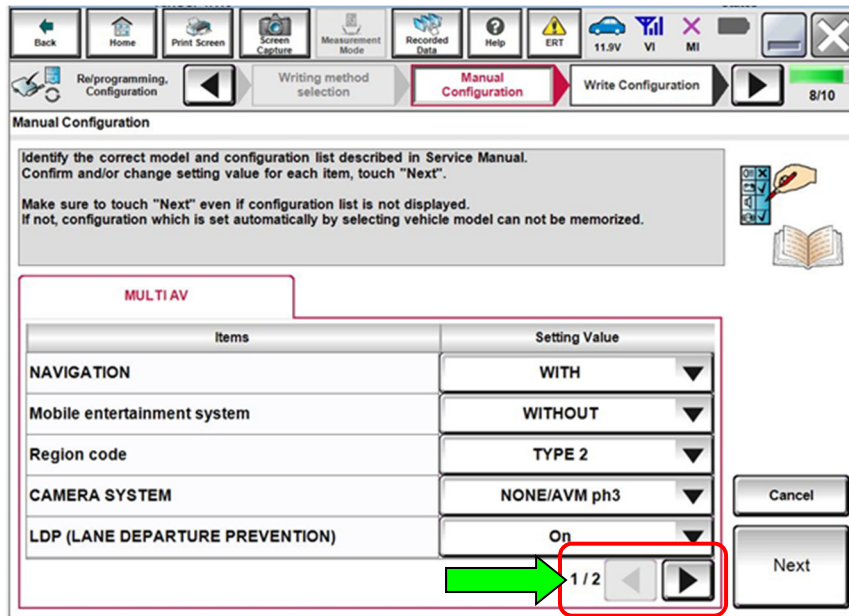

Figure 13

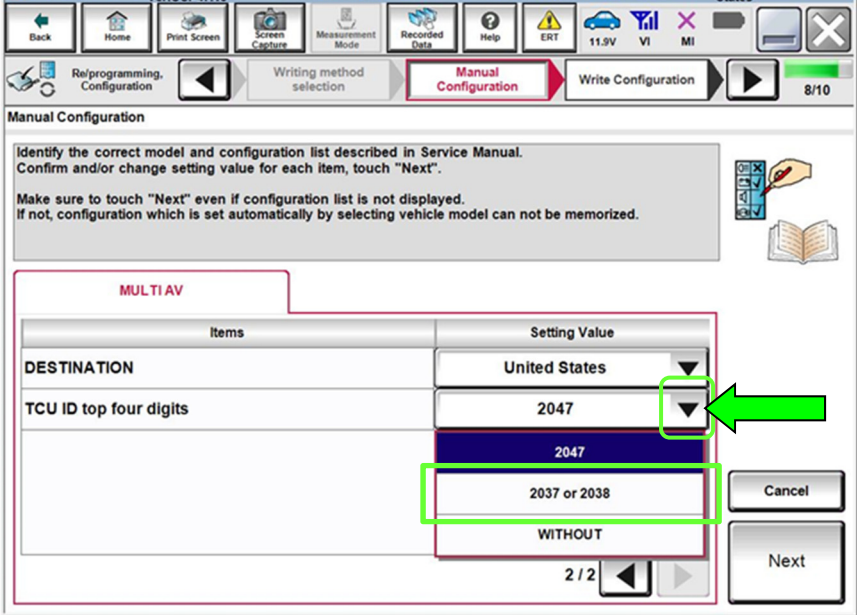18. Use the arrow to open the drop-down box.

19. Select "**2037 or 2038**".

Figure 14

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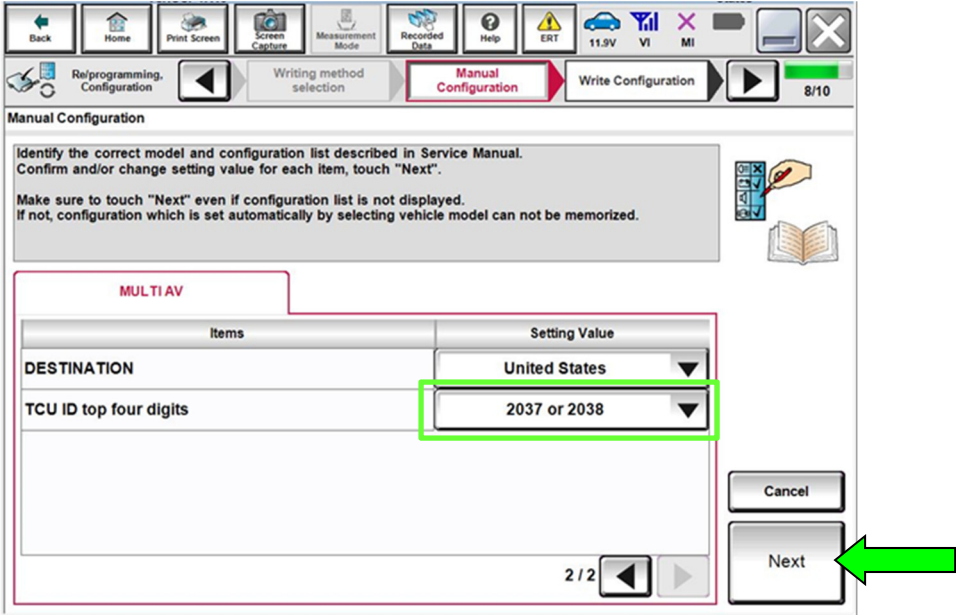

Figure 15

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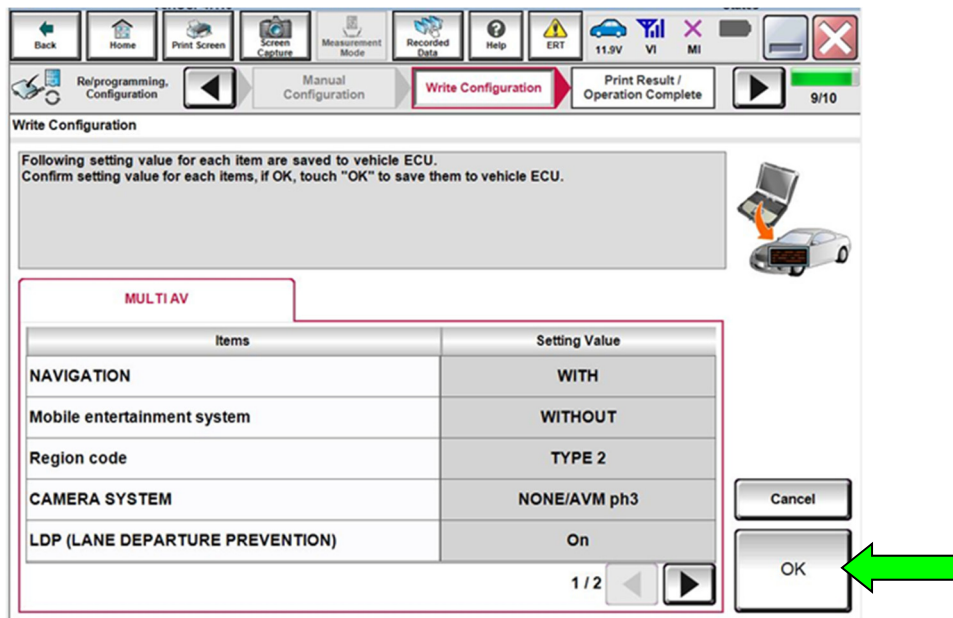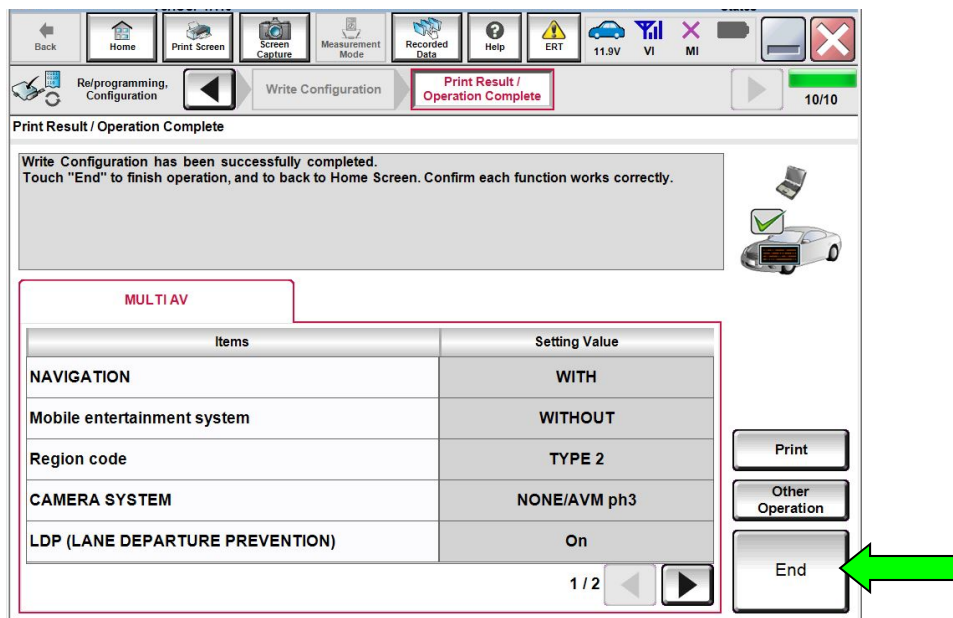
21. Select **OK**.

Figure 16

22. Select **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