Classification:	Reference:	Date:
EL17-010a	ITB17-015a	July 3, 2018

NAVIGATION SYSTEM REBOOTS WHEN SXM TRAFFIC IS ENABLED

This bulletin has been amended: The **Applied Vehicles** section has been amended. No other changes have been made.
Please discard previous versions of this bulletin.

APPLIED VEHICLES:

2010-2013 EX35/EX37 (J50)
2010-2013 FX35/FX37/FX50 (S51)
2010-2013 G37 Sedan (V36)
2010-2013 G37 Coupe (V36)
2010-2013 G37 Convertible (V36)
2013 JX35 (L50)
2013 M35 Hybrid (Y51)
2011-2013 M37/M56 (Y51)
2011-2013 QX56 (Z62)
2015 Q40 (V36)
2014-2015 Q60 Coupe (V36)
2014-2015 Q60 Convertible (V36)
2014-2017 Q70 (Y51)
2014-2017 Q70 Hybrid (Y51)
2014-2017 QX50 (J50)
2014-2015 QX60 (L50)
2014-2015 QX60 Hybrid (L50)
2014-2017 QX70 (S51)
2014-2017 QX80 (Z62)

Vehicles located in
the state of Oregon
ONLY

IF YOU CONFIRM

The Navigation system in an Applied Vehicle reboots when SXM Traffic is enabled.

NOTE: Perform the steps in this bulletin ONLY if the above condition occurs while the vehicle is in the state of Oregon.

ACTION

Update the Navigation system software using the DVD shown on page 2.

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.

Infiniti 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 Infiniti retailer to determine if this applies to your vehicle.

Re-programming software DVD required for this procedure:

- Each dealer has been mailed one NTB17-024/ITB17-015 Re-programming Software DVD, free of charge, from Clarion.

- Should you require an additional NTB17-024/ITB17-015 Re-programming Software DVD due to loss or damage, it can be ordered free of charge by contacting Clarion toll free at 1-800-347-8933.

NTB17-024 / ITB17-015

Disc 1/1

Program Ver:
X1UC2007
X2U22052
X3U42007
X5U22008
X7U12023
X9U62020
XAU22004
XBU12007

Applicable Model:
Y62,Z34,L32,A35,
R35,Z51,E52,R52,
TA60,J50,S51,V36,
Y51,Z62,L50

CONT ASSY-IT MASTER
Re-Programming Software

Figure A

SERVICE PROCEDURE

NOTE:

- This procedure will take 10-20 minutes with the ignition ON and may <u>require</u> the DVD to be inserted <u>twice</u> to complete the update.

- Before starting the procedure, make sure to attach the GR8 to the vehicle battery and set it to power supply mode.

1. Set the parking brake.

2. Turn the ignition ON (engine OFF / Ready light is OFF) and keep the transmission in Park or Neutral.

    - The Navigation start-up screen should display.

    - If the Navigation start-up screen is not displayed: turn the ignition OFF, wait 10 seconds, and then turn the ignition ON again.

3. Wait more than 1 minute.

4. Turn Bluetooth OFF.

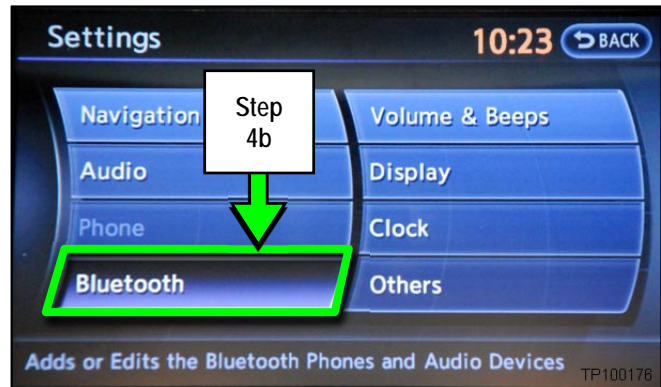   a. Press the **SETTING** button.

Figure 1

   b. Select **Bluetooth**.

   c. Take note of the current setting (ON or OFF) for Bluetooth. See Figures 3 and 4.

      • This preference will need to be reset in a later step.

Figure 2

      • Bluetooth is ON when the ON indicator displays in orange.

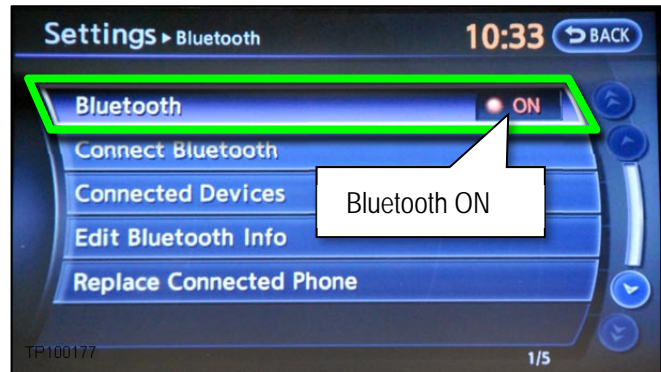   • Bluetooth is OFF when the ON indicator is "grayed" out.

Figure 3

   d. Make sure Bluetooth is OFF.

      • Selecting **Bluetooth** will change the setting from ON to OFF or OFF to ON.
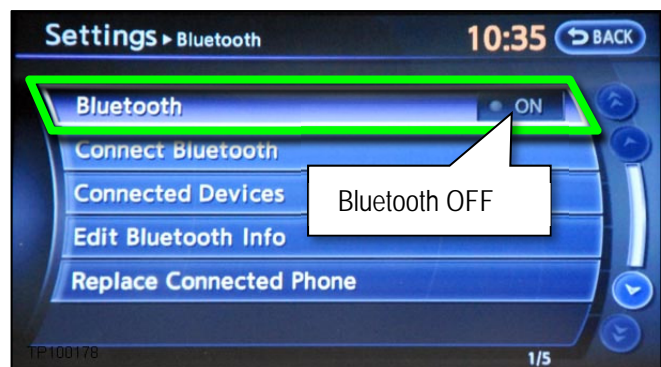
Figure 4

5. Make sure there is no disc in the CD/DVD slot (eject any disc that may be in the CD/DVD player).

6. Load "NTB17-024/ITB17-015 Re-programming Software" DVD into CD slot of the audio unit.

- If the screen in Figure 5 is displayed:

  ➢ Remove the DVD from the CD slot.

  ➢ Proceed to step 15 on page 7.
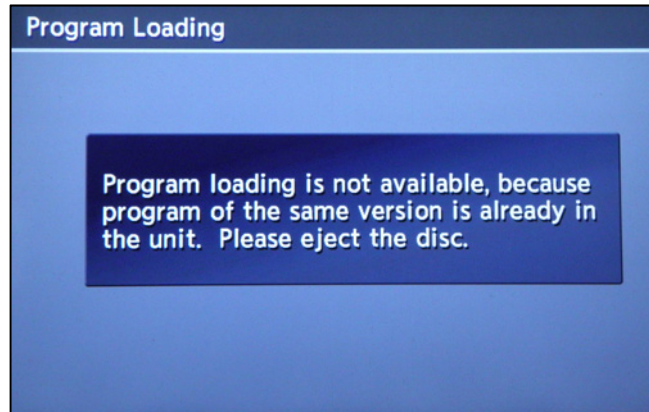
Figure 5

- If "Now preparing loading" shown in Figure 6 is displayed, follow the on-screen Caution while the Navigation is updated.
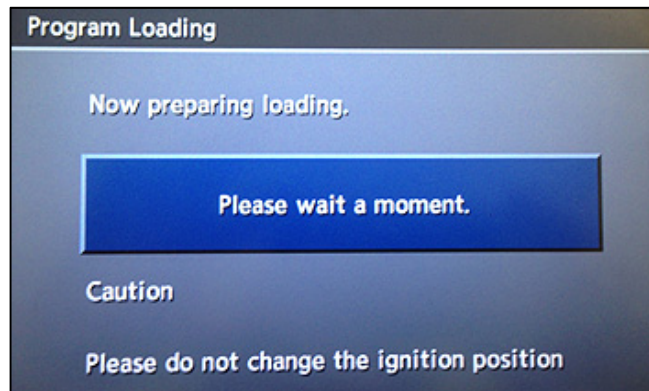
Figure 6

7. During the first part of the update process, 3 more screens will be displayed along with percentage of completion (progress) bars:

- Rewriting boot data (Figure 7)
- Rewriting program data (Figure 8)
- Rewriting language data (Figure 9)

Figure 7

IMPORTANT:

Once the re-programming has started:

- Do not eject the DVD while it is loading.
- Do not change the ignition position until the DVD has been loaded.

Figure 8

8. When the the program has finished loading:

- "Program loading is completed" will be displayed (Figure 10).
- The Re-programming Software DVD will automatically eject.

Figure 9

9. Remove the DVD and continue to step 10.

Figure 10

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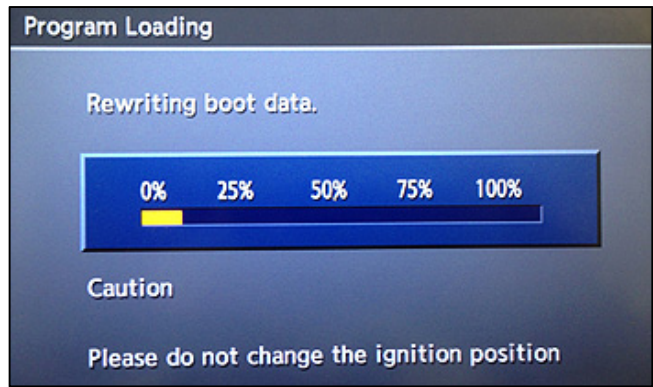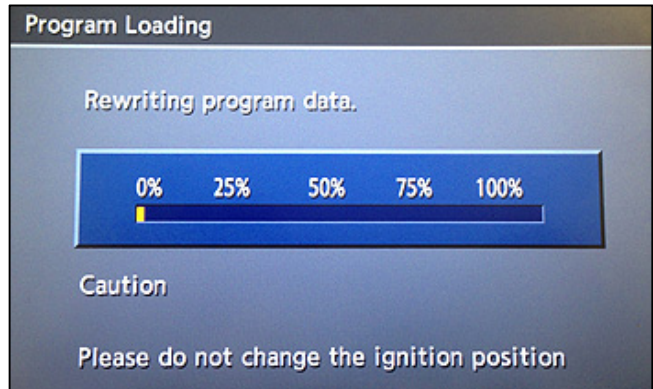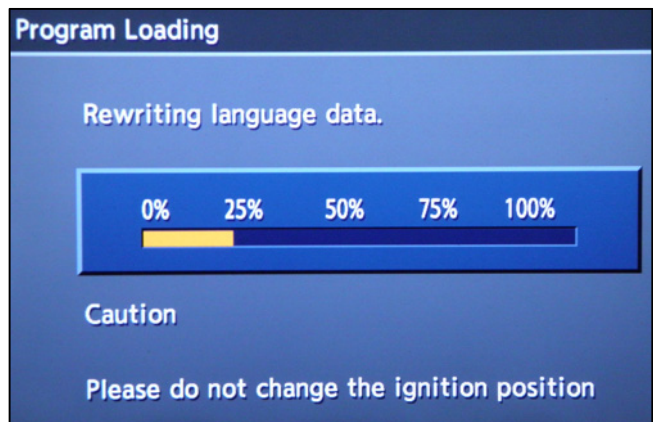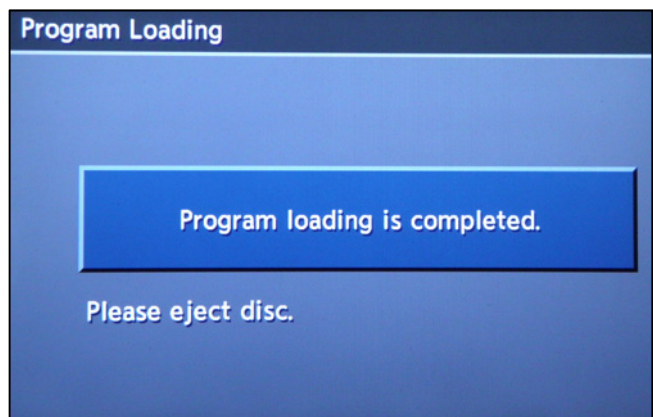
10. After the DVD is removed, the Navigation system will restart and a screen may display a message to "Please insert disc".

- If "Please insert disc" is displayed:

  ➢ Re-insert the same Re-programming Software DVD
  for a second time.

- If "Please insert disc" is not displayed:

  ➢ Re-programming is complete. Proceed to step 13.

11. "Rewriting boot data" and "Rewriting program data" will be displayed once the DVD is reinstalled.

IMPORTANT:

Once re-programming has started:
- Do not eject the DVD while it is loading.
- Do not change the ignition position until the DVD has been loaded.

12. After the reprogram has completed:

- "Program loading is completed" will be displayed (Figure 14).

- The Re-programming Software DVD will automatically eject.

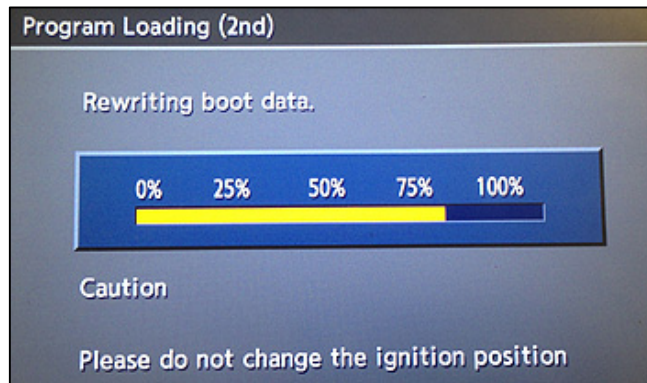- The Navigation system will restart.
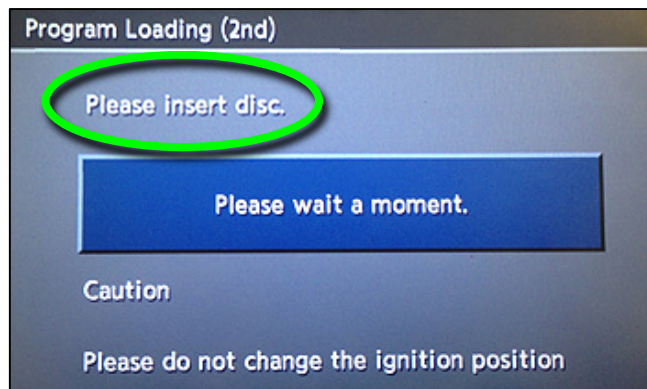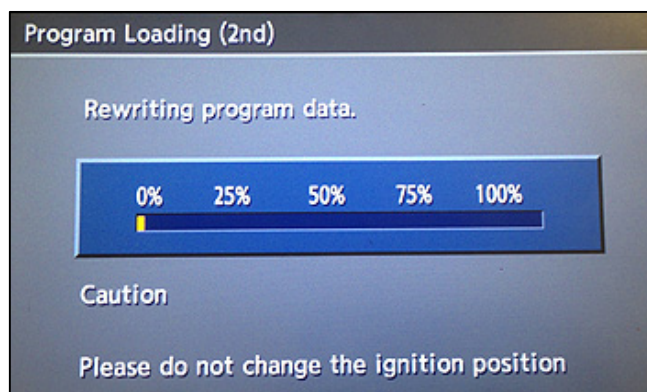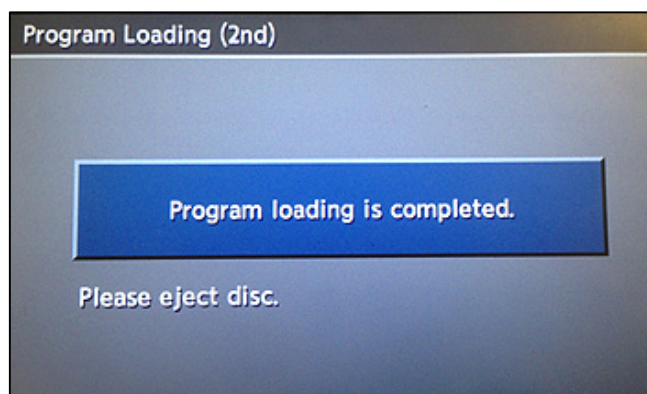

Figure 11

Figure 12

Figure 13

Figure 14

After Navigation has restarted:

13. To confirm that the Navigation version has been successfully updated, load the DVD into the CD slot again.

- If Figure 15 is displayed:
  - ➢ The re-program has been completed. Proceed to step 14.

- If Figure 16 is displayed:
  - ➢ Allow the update to complete (steps 7-12) and follow the on screen instructions, then perform step 13 to confirm the re-program has completed.
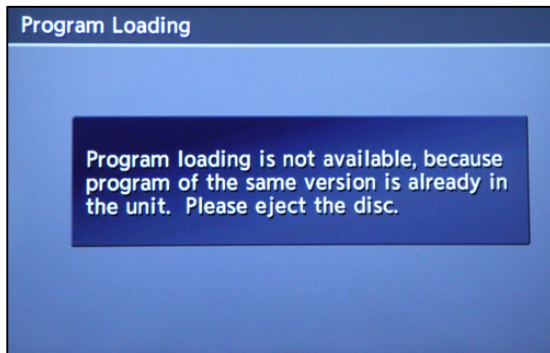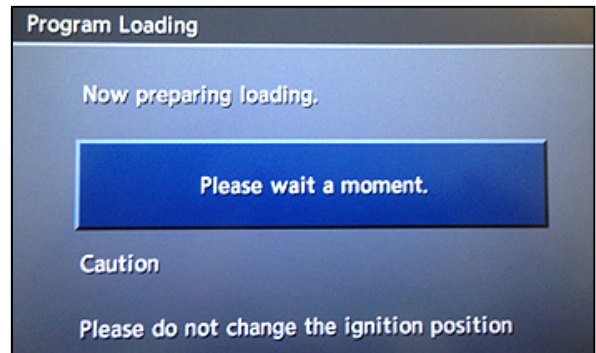

Figure 15

Figure 16

14. Eject the DVD.

Restore SXM Setting

15. Turn the audio system OFF.

16. Put the AV system into System Diagnostic Mode as follows:

  a. Press and hold the **SETTING** button.

  b. While holding the SETTING button, turn the volume control knob right and left several times.

  - When the system goes into the System Diagnostic Menu, the screen in Figure 18 on the next page will display.

Your vehicle may look different

SETTING

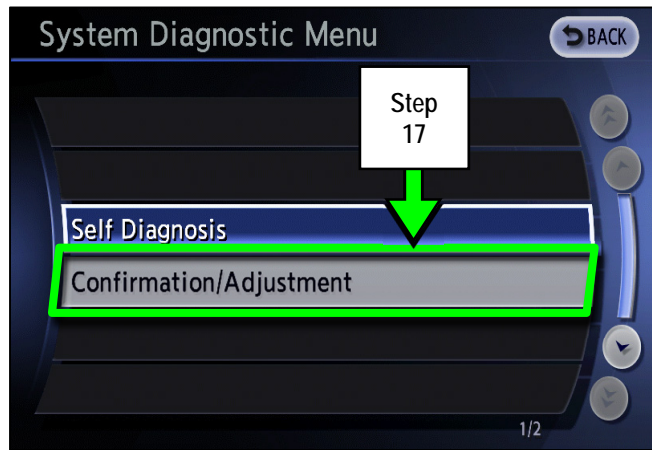Volume knob

Figure 17

17. Select **Confirmation/Adjustment**.

Figure 18

18. Select **XM**.
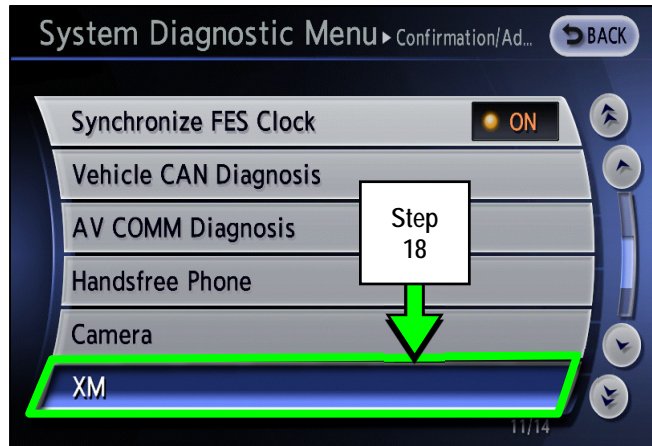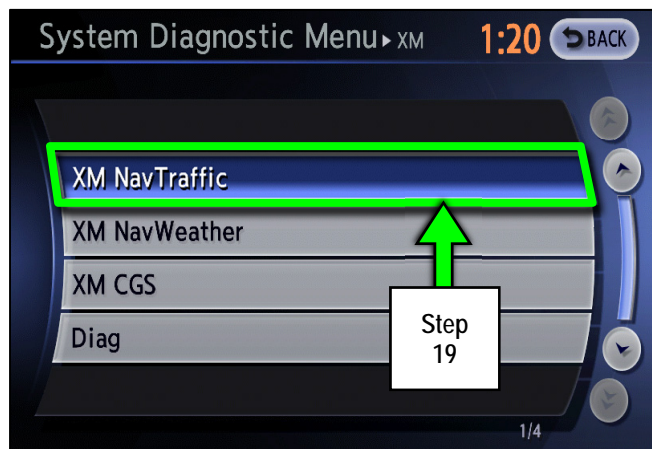

Figure 19

19. Select **XM NavTraffic**.

Figure 20

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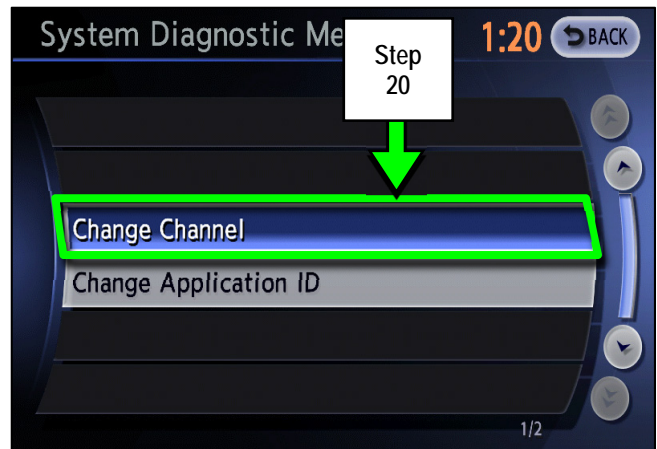20. Select **Change Channel**.

Step 20

Figure 21

21. Press **Delete** until all numbers entered in the "CH" field are erased.

Step 22

Step 21
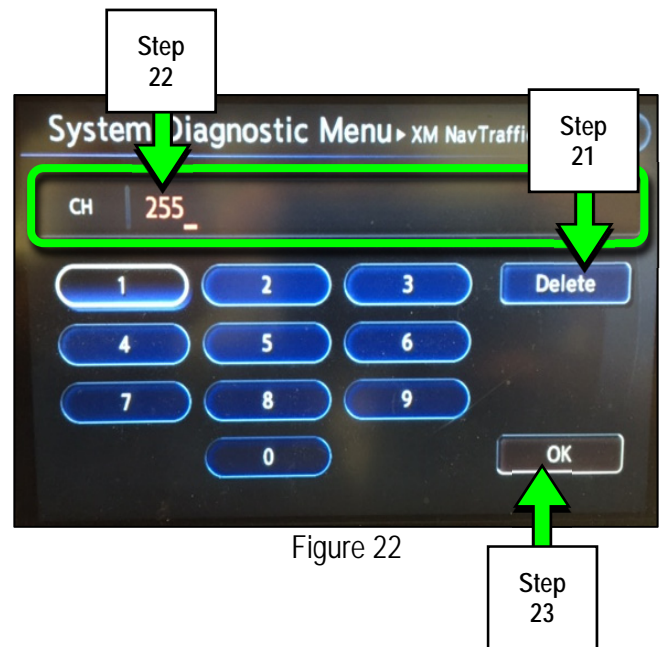
22. Enter "**255**".

23. Select **OK**.

Figure 22

Step 23

24. Select **Change Application ID**.
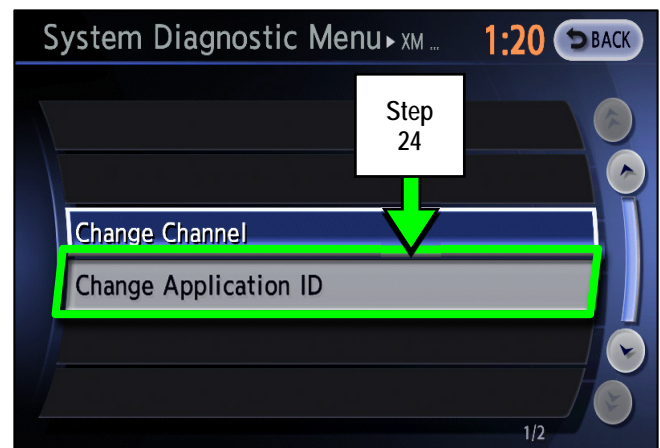
Step 24

Figure 23

25. Press **Delete** until all numbers entered in the "APPID" field are erased.

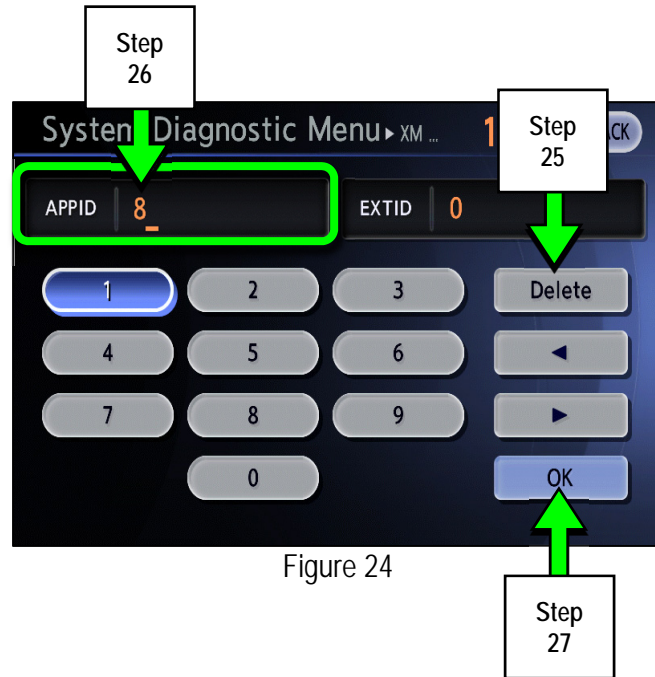Figure 24

26. Enter "**8**" into the "APPID" field.

27. Select **OK**.

28. Press the BACK button 4 times.

- The Navigation system will restart.

29. On page 3, step 4c, the **Bluetooth** preference (ON or OFF) should have been noted.

- If Bluetooth was set to OFF:

  ➢ The procedure is complete. Turn the ignition OFF.

- If Bluetooth wasset to ON:

  ➢ Proceed to step 30, below.

30. Turn Bluetooth ON.

a. Press the **SETTING** button.

Figure 25

b. Select **Bluetooth**.

Figure 26

c. Select **Bluetooth** to change the setting to ON.

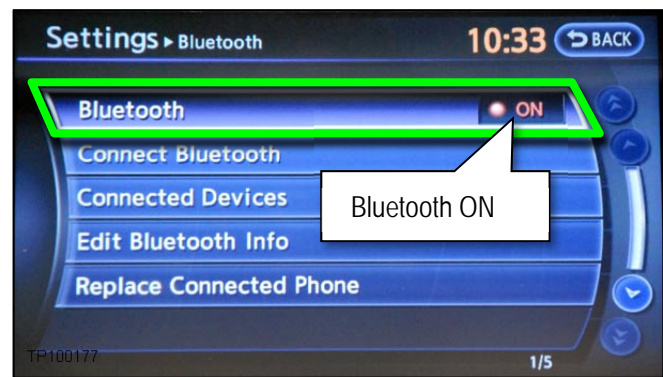- Bluetooth is ON when the ON indicator displays in orange.

Figure 27

31. The procedure is complete. Turn the ignition OFF.

CLAIMS INFORMATION

Submit a Primary Operation (PO) type line claim using the following claims coding:

DESCRIPTION	OP CODE	SYM	DIA	FRT
Navi System Reboot	RX5QAA	ZE	32	0.4