

Classification:

AN10-009E

Reference:

ITB10-017E

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 Date:

March 10, 2021

AV CONTROL UNIT REPLACEMENT REQUIRES

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
 Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2010-2013 EX35/EX37 (J50) 2014-2015 QX50 (J50) 2010-2013 FX35/FX50/FX37 (S51) 2014-2015 QX70 (S51) 2010-2013 G37 Coupe, Convertible, and Sedan (C/H/V36) 2014-2015 Q40/Q60 (C/H/V36) 2013 JX35 (L50)	2014-2015 QX60 (L50) 2012-2013 M35 Hybrid (HY51) 2014-2015 Q70 Hybrid (HY51) 2011-2013 M37/M56 (Y51) 2014-2015 Q70 (Y51) 2011-2013 QX56 (Z62) 2014-2015 QX80 (Z62)
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SERVICE INFORMATION

If the AV Control Unit needs to be replaced on an Applied Vehicle for any reason, follow the steps in the Service Procedure to configure the Multi AV system.

NOTE: The original AV Control Unit must be installed in the vehicle while performing part of this procedure. DO NOT remove the original AV Control Unit until instructed.

SERVICE PROCEDURE

Before starting, make sure your ASIST has been freshly synchronized and all CONSULT-III (C-III) plus upgrades have been installed.

Parts of the Procedure

PART 1: Record Multi AV Configuration Values of Original AV Control Unit, Replace AV Control Unit

PART 2: Configure the Multi AV System

If needed {

- PART 3: Perform Multi AV Initialization
- PART 4: Manually Configure the Multi AV System

PART 5: Confirm Multi AV System Is Operational

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 dealer to determine if this applies to your vehicle.

PART 1:

Record Multi AV Configuration Values of Original AV Control Unit; Replace AV Control Unit

1. Make sure the shift selector is in Park, and the parking brake is set.
2. Connect the C-III plus VI to the vehicle.
3. Turn ON the ignition.

NOTE: You may want to start the engine to keep the battery charged during this procedure.

4. Write down customer's radio station presets. (Presets will be lost during this procedure.)

Presets	1	2	3	4	5	6
A						
B						
C						
SAT						

5. Launch CONSULT-III (C-III) plus on the CONSULT PC.

6. Select Re/programming Configuration.

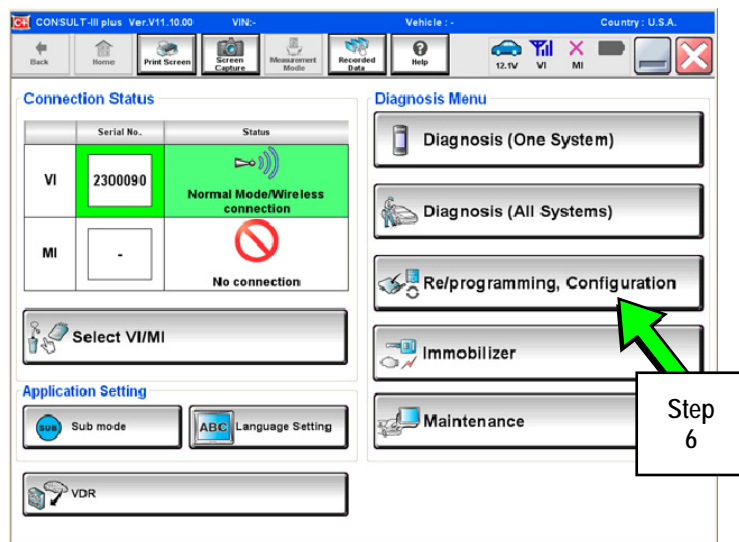


Figure 1

7. Read the General Precaution.

When finished, touch the "Confirmed instructions" box to insert a check mark, then select **Next**.

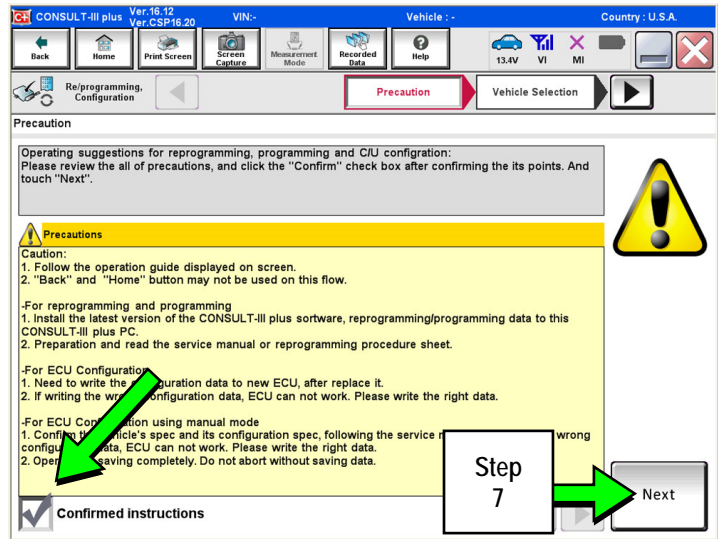


Figure 2

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

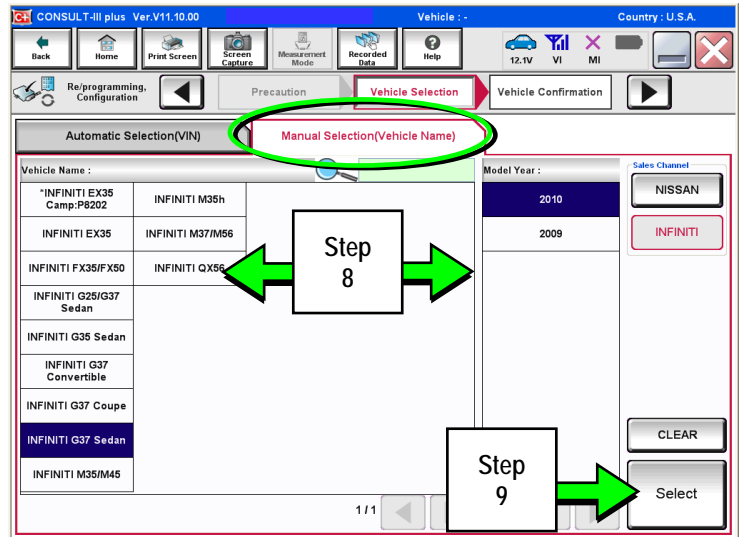


Figure 3

10. Confirm the correct **Model Name** and **Model Year** are displayed.

When finished, select **Confirm**.

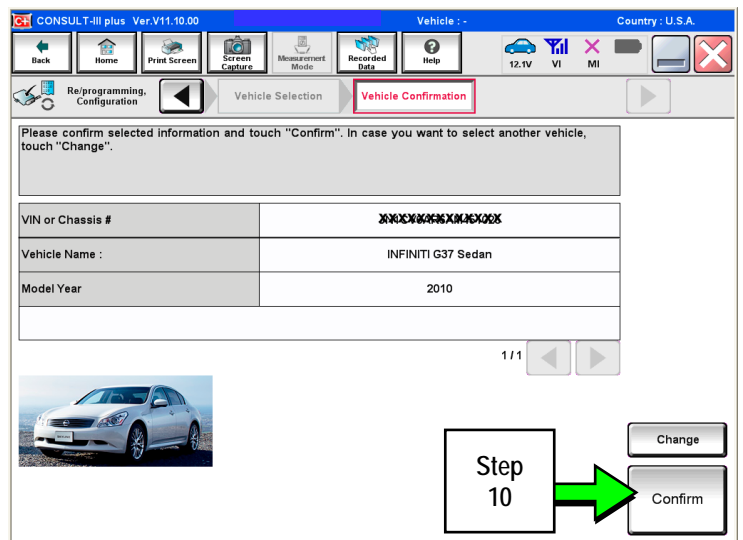


Figure 4

- After system call completes, 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**.

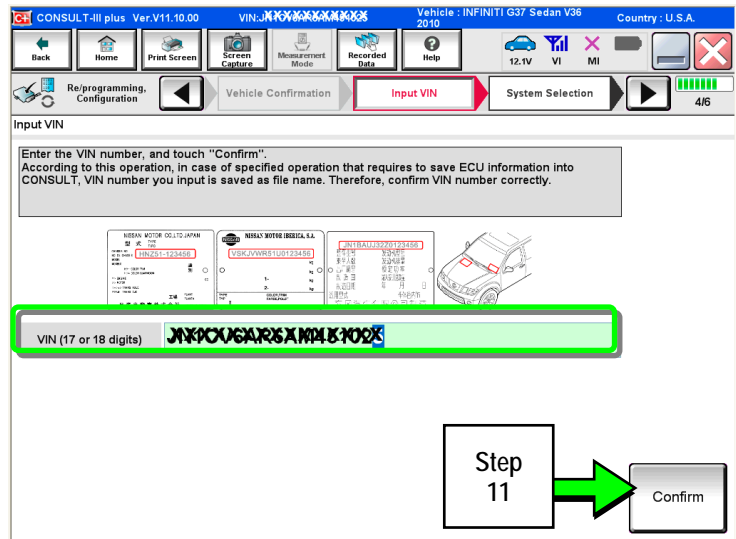


Figure 5

- Select **MULTI AV**.

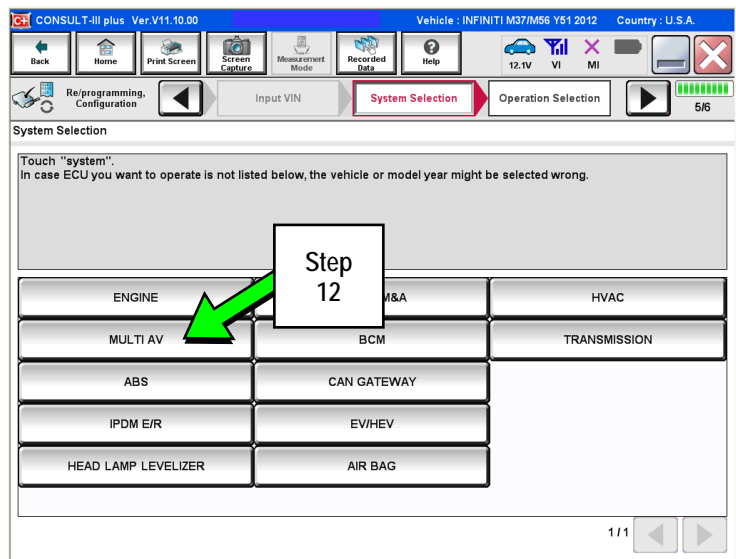


Figure 6

- Select **Read/Write Configuration**.

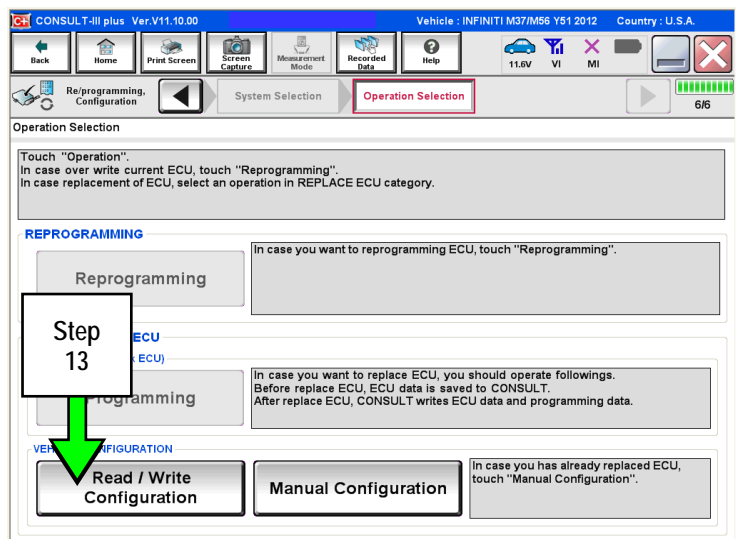


Figure 7

14. Select **Before Replace ECU**.

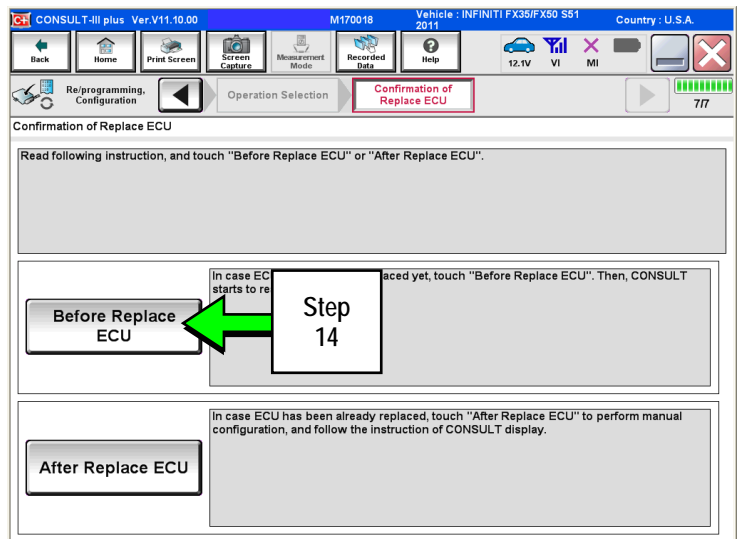


Figure 8

15. Confirm current configuration and write it down.

- Configuration can also be printed with the **Print Screen** button or **Screen Capture** button.

NOTE: Configurable options will differ between models. Your screen may look different.

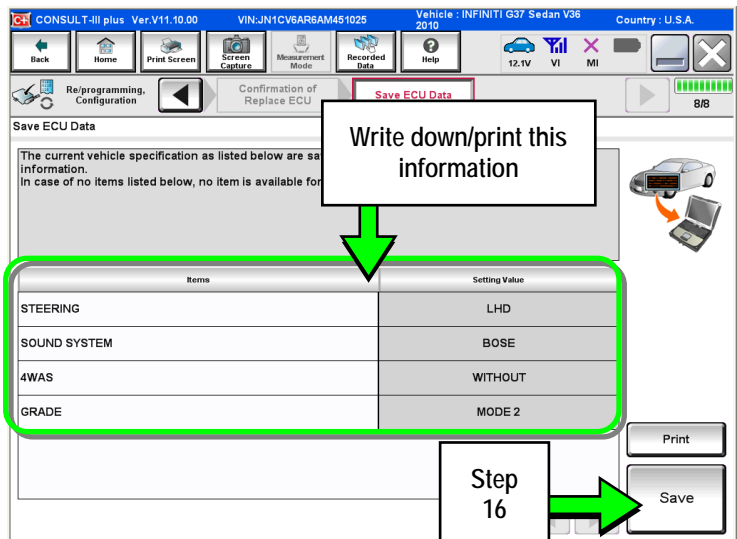


Figure 9

16. Select **Save**.

NOTE: If the configuration data cannot be saved, replace the AV Control Unit as instructed in the applicable Electronic Service Manual (ESM) and then proceed to **PART 3: Perform Multi AV Initialization** on page 7 of this bulletin.

17. Select **End**.

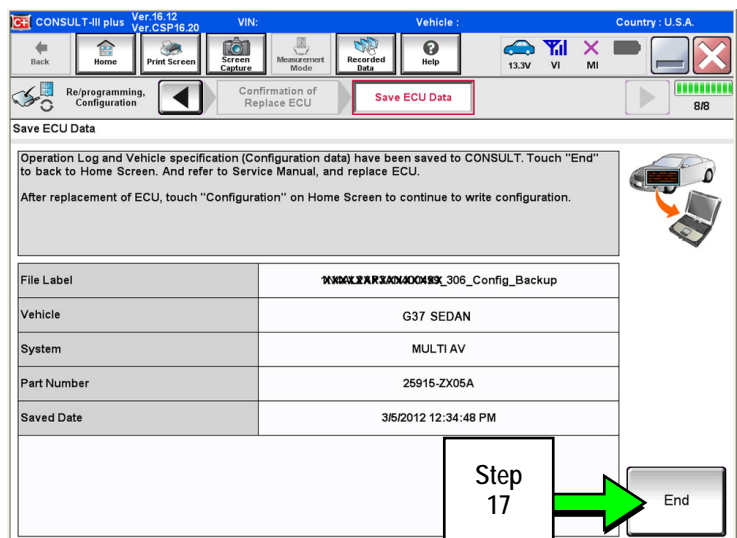


Figure 10

18. Replace the AV Control Unit as instructed in the applicable ESM.

PART 2:
Configure the Multi AV System

19. Perform steps 1-10.

20. Select **Confirm**.

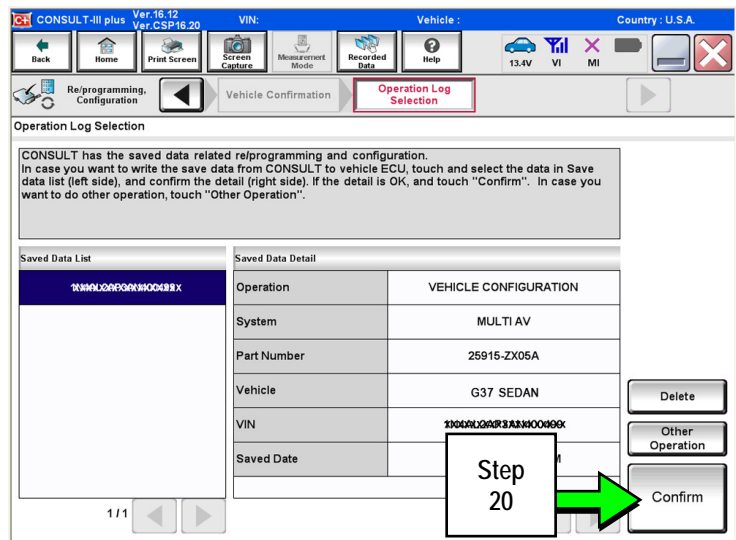


Figure 11

21. Select **After Replace ECU**.

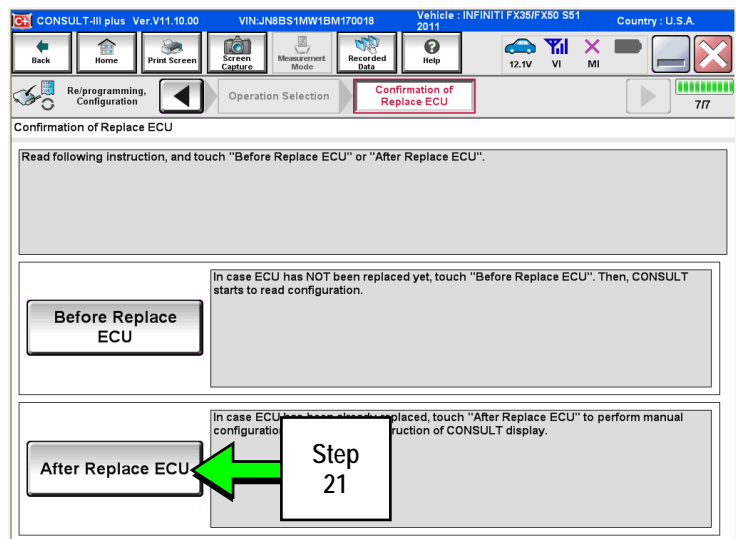


Figure 12

22. Select **OK**.

After performing step 22

If an error message does not display:

- Proceed to **PART 5: Confirm Multi AV System Is Operational** on page 13.

If an error message does display:

- Proceed to **PART 3: Perform Multi AV Initialization**, below.

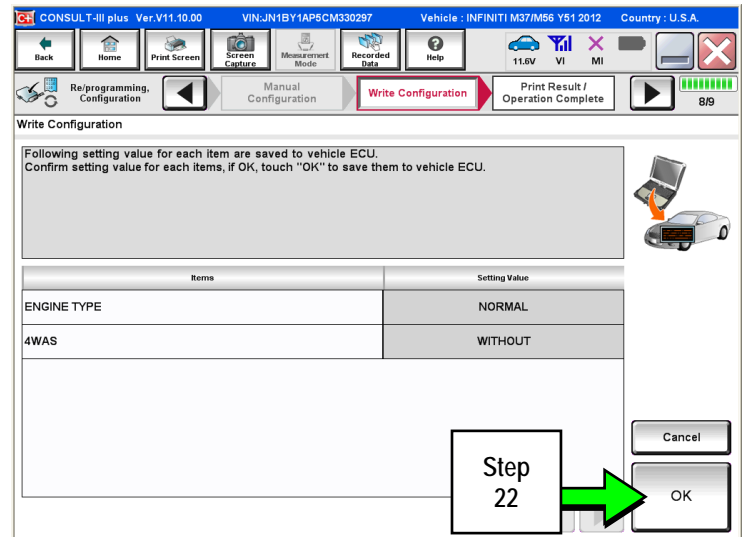


Figure 13

PART 3 (if needed): Perform Multi AV Initialization

NOTE: Leave C-III plus running and the VI connected while performing Multi-AV initialization.

23. Turn OFF the audio system.

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

- Press and hold the **SETTING** button (see Figure 14).
- While holding the **SETTING** button, turn the volume control knob 40 clicks or more.
 - The volume control knob can be turned either direction.
 - When the system goes into the System Diagnostic Menu, the screen in Figure 15 will display.

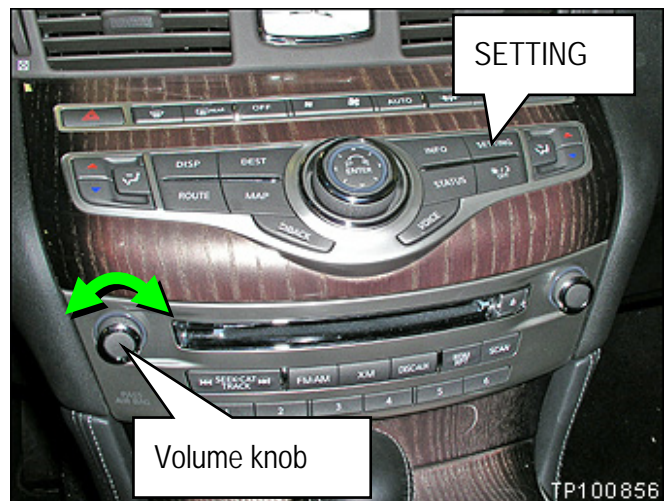


Figure 14

25. Select Confirmation/Adjustment.



Figure 15

26. Select Delete Unit Connection Log.



Figure 16

27. Select Yes.

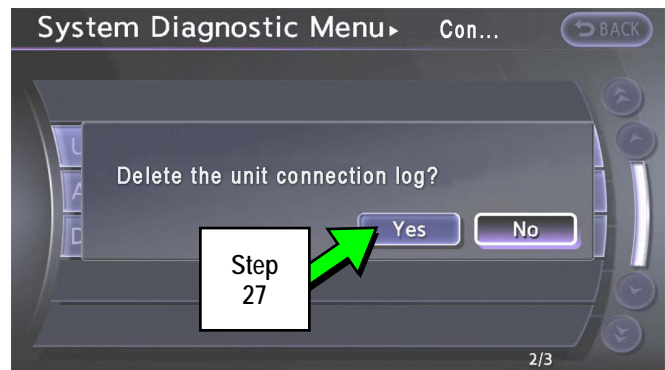


Figure 17

28. Select Initialize Settings.

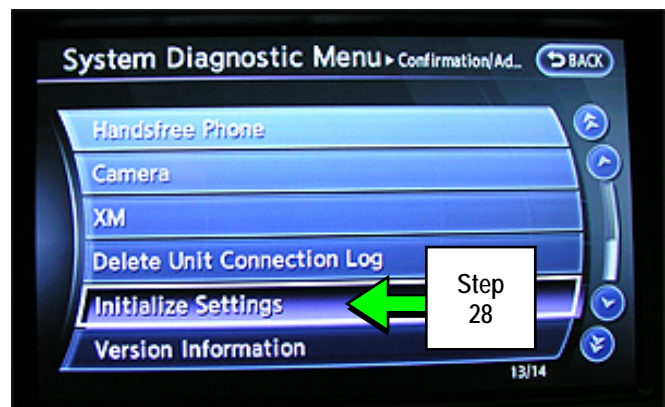


Figure 18

29. Select **Accessory Number Initialization**.

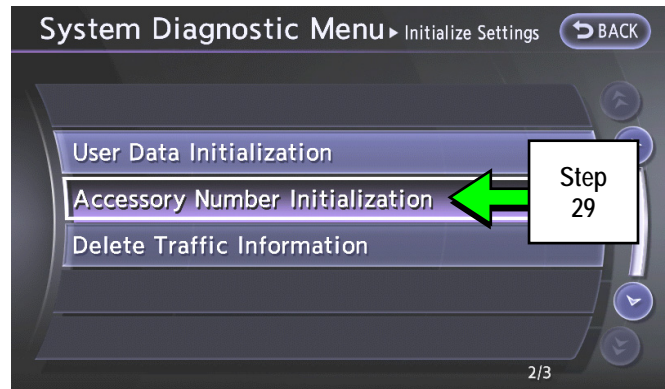


Figure 19

30. Select **Yes**.

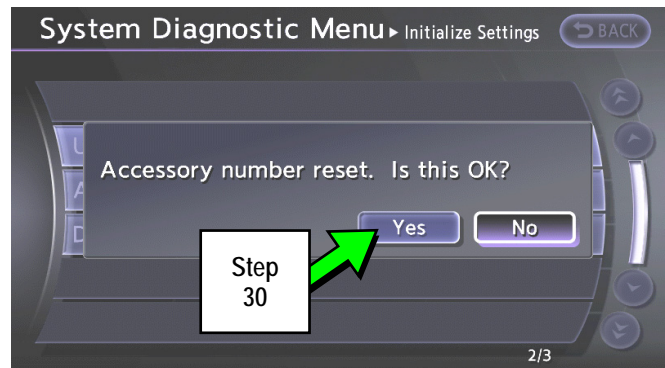


Figure 20

31. Wait while the system initializes.

- The screen in Figure 21 will display while initializing.

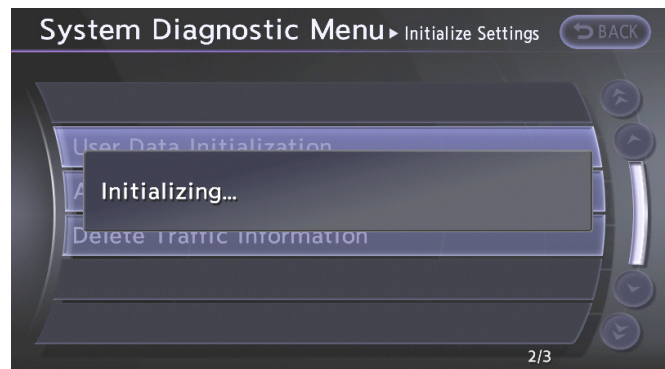


Figure 21

- The screen in Figure 22 will display when initialization is complete.

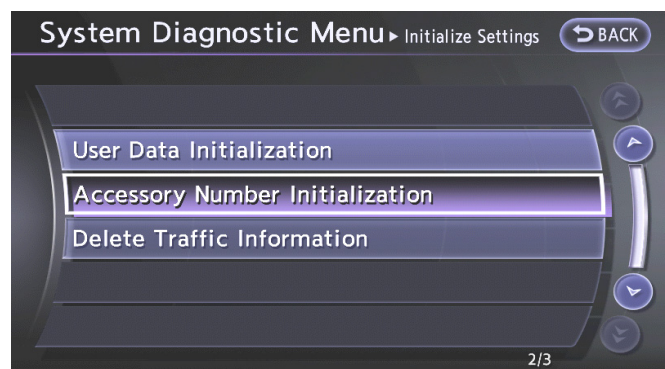


Figure 22

32. Once initialization is complete, reboot the Multi AV system as follows:

- a. Turn OFF the ignition.
- b. Wait 10 seconds.
- c. Turn ON the ignition.

Proceed to PART 4: Manually Configure the Multi AV System, below.

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

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

33. Select **Re/programming Configuration**.

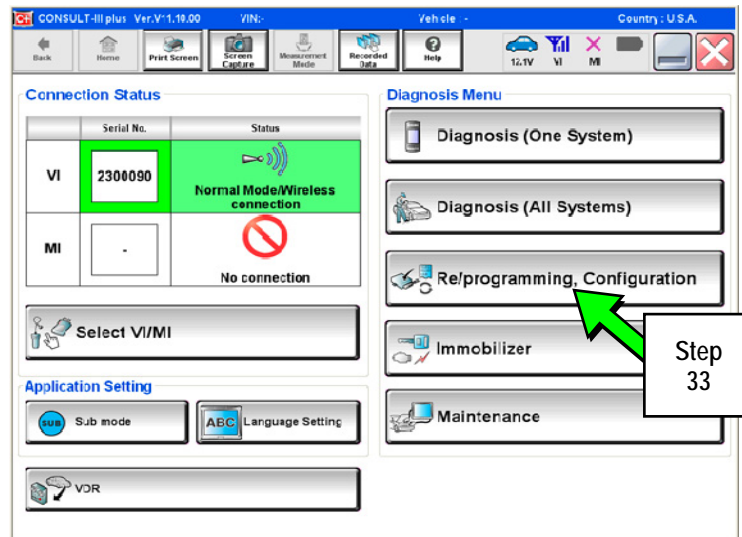


Figure 23

34. Read the General Precaution.

When finished, touch the "Confirmed instructions" box to insert a check mark, then select **Next**.

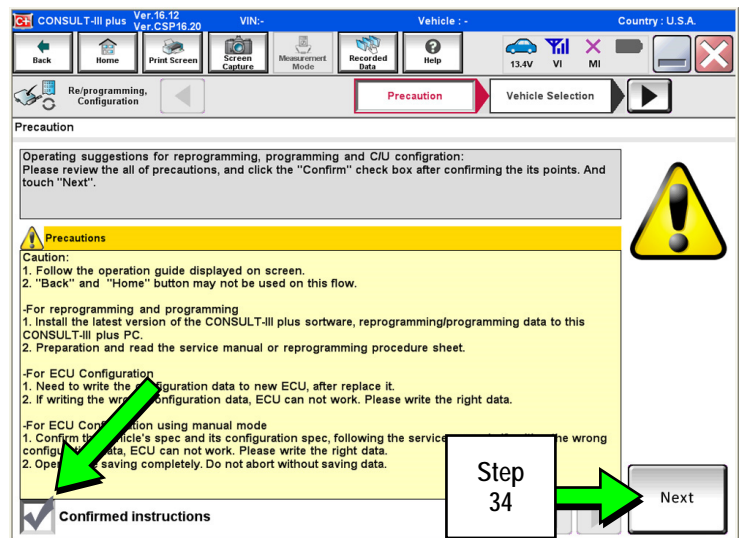


Figure 24

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

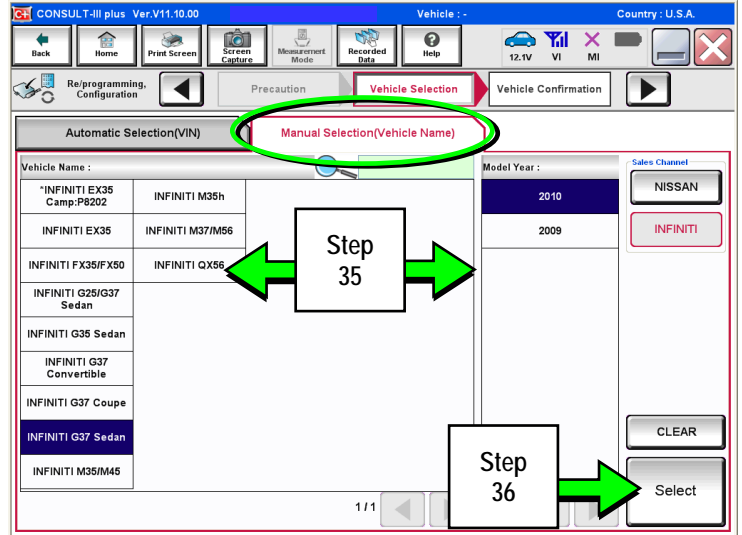


Figure 25

36. Select **Select**.

37. Confirm the correct **Model Name** and **Model Year** are displayed.

When finished, select **Confirm**.

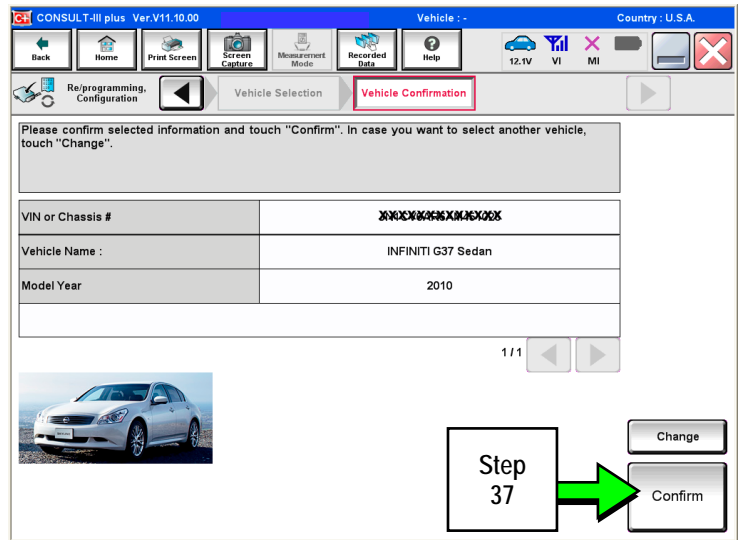


Figure 26

38. 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**.

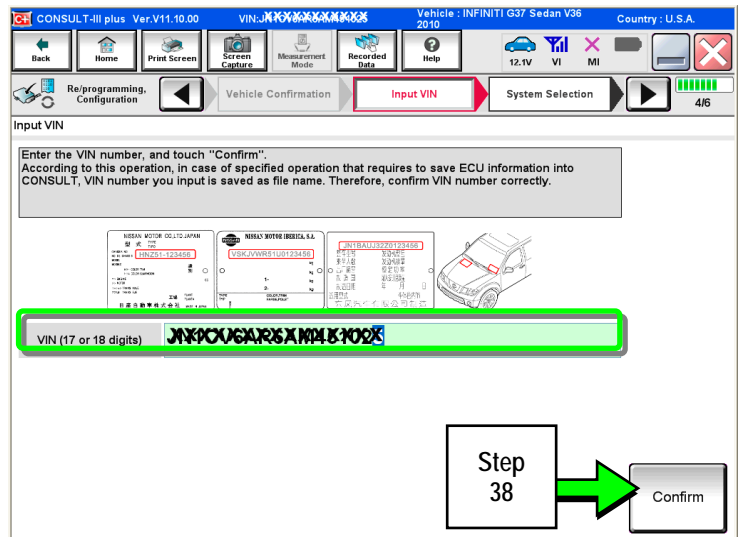


Figure 27

39. Select MULTI AV.

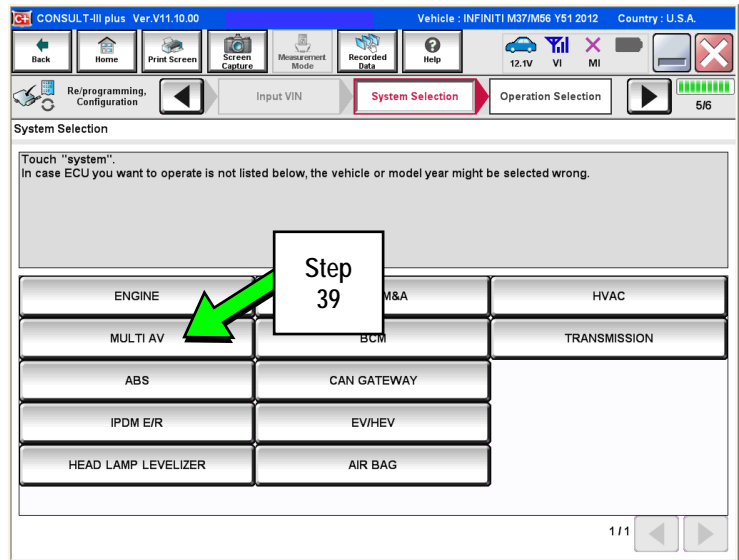


Figure 28

40. Select Manual Configuration.

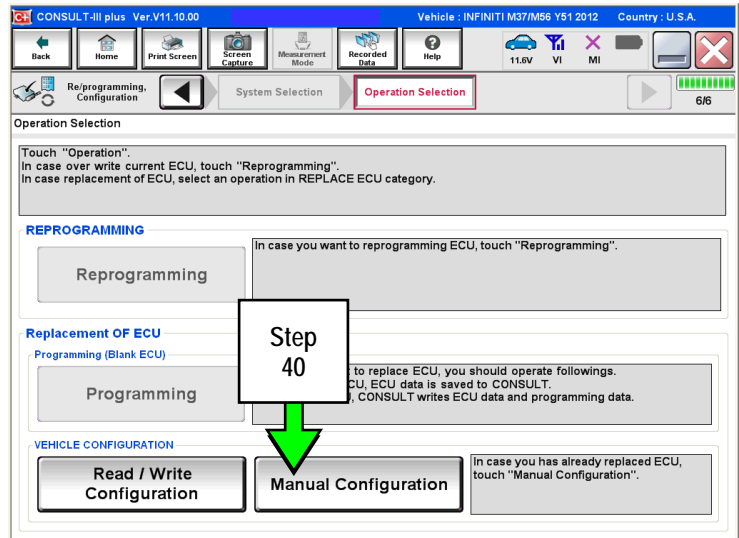


Figure 29

41. Use the drop down menus to select the Configuration options that were printed or written down in step 15.

- Configurable options will differ between models. Your screen may look different from Figures 30 and 31.

42. Select Next.

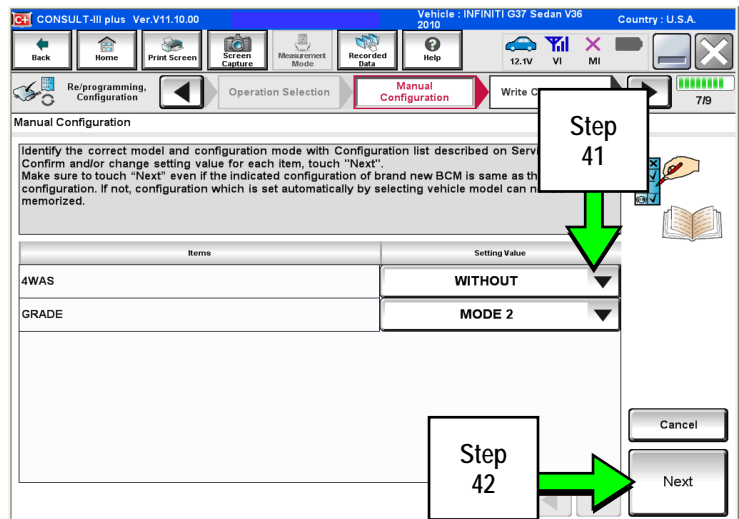


Figure 30

43. Confirm the configuration displayed is correct, then select **OK**.
44. Start the engine and let it idle briefly.
45. Use C-III plus to clear any codes from the Multi AV system.
 - a. Select **Diagnoses (One System) > Multi AV > Self Diagnosis Results**.
 - b. Clear any codes that may be present.

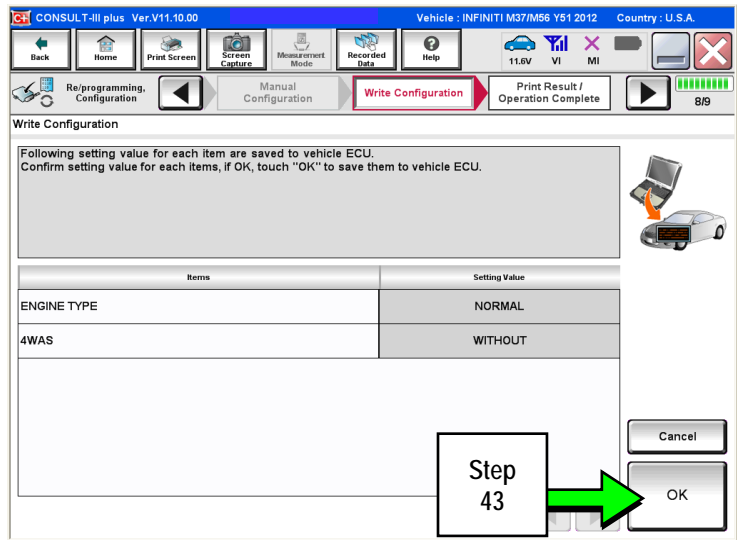


Figure 31

46. Close C-III plus and disconnect the VI from the vehicle.

PART 5: Confirm Multi AV System Is Operational

For M37/M56 & M35 Hybrid Vehicles:

- Confirm the fan, temperature, and air flow modes can be adjusted.
- Turn ON the radio.
- Turn the volume knob and make sure the audio volume responds to movement of the knob.
- Reprogram customer audio presets.

For All Other Applied Vehicles:

- Put your foot on the brake, start the engine, and move the shift selector to R (reverse).
- If equipped, make sure the rear view monitor is working correctly.
- Put the shift selector back into Park.
- Turn ON the radio.
- Turn the volume knob and make sure the audio volume responds to movement of the knob.
- Reprogram customer audio presets.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 1, 2010	ITB10-017	Original bulletin published
December 1, 2010	ITB10-017A	Bulletin amended to apply several changes
March 14, 2012	ITB10-017B	Bulletin amended to update procedure to C-III plus
April 16, 2013	ITB10-017C	Bulletin amended to include 2013 model year
August 6, 2015	ITB10-017D	Amended to update models and years
March 10, 2021	ITB10-017E	Classification number updated

