

Classification:

AN17-007A

Reference:

ITB17-005A

Date:

March 12, 2021

BLUETOOTH, USB, AND AUX FUNCTION DIAGNOSTIC TOOL

This bulletin has been amended. See AMENDMENT HISTORY on page 3.
Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2013-2017 Infiniti vehicles

SERVICE INFORMATION

The Enhanced Multi-Media Interface Tester (EMMIT) J-51922 is a new special tool that tests the functionality of the following features:

Bluetooth

- Pairing/Connecting
- Phonebook Access Profile
- Hands Free Profile (for calls)
- Bluetooth Audio test
- Message Access Profile (for text messages, if so equipped)

USB

- Tests USB music playback
- Tests USB music browsing capability

AUX

- Tests AUX Jack playback

Use EMMIT to diagnose symptoms related to Bluetooth, USB, and AUX.

If EMMIT passes diagnostic tests, the symptom is caused by the customer's phone and not caused by the AV control unit. **DO NOT** replace the AV control unit.

NOTE: If an AV control unit is replaced for multi-media issues that can be tested with EMMIT, a printed copy of the EMMIT diagnostic results must be included with the returned unit.

See page 2 for more information about the EMMIT tool.

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.

Enhanced Multi-Media Interface Tester (EMMIT) – J-51922



Figure 1

- Each dealer has been mailed an EMMIT tool.
- A Quick Start Guide for EMMIT is available at:
www.infinititechmate.com >> Service Tools >> User Guides
- A Tech Training Garage video for EMMIT is posted to Virtual Academy. Type “EMMIT” into the search feature of the site to access the video.
- For issues with EMMIT, contact Tech•Mate by phone 1-800-662-2001 or online www.infinititechmate.com.
- **Before testing with EMMIT:**
 - Review the **Pre-Condition List** on page 4.
 - Make sure EMMIT is updated to the latest version (keep connected to wifi).

NOTE: 2012 and earlier vehicles are not officially supported and may give unexpected results.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 13, 2017	ITB17-005	Original bulletin published
March 12, 2021	ITB17-005A	Classification number updated



EMMIT

Enhanced Multi Media Interface Tester

Quick Start Guide

J-51922

IMPORTANT: Please review the Pre-Condition List before EMMIT is used for testing.

Pre-Condition List

Pre-Condition	Why it is Important	What Can Happen if Ignored	Resolution
Is Customer's phone near the vehicle? Is their phone's Bluetooth off or disabled?	If customer's phone has Bluetooth enabled and has previously paired/connected with that head unit then their phone may be Connected to the head unit already.	EMMIT may not be able to Pair/Connect successfully with the head unit.	Disable Bluetooth on customer's phone and any other phones near the vehicle.
Check: Is Bluetooth enabled on customer's phone?	If customer's phone has Bluetooth enabled and has previously paired/connected with that head unit then their phone may be Connected to the head unit already.	EMMIT may not be able to Pair/Connect successfully with the head unit.	Disable Bluetooth on customer's phone and any other phones near the vehicle.
Is the Paired Device List full on the head unit?	Most head units can support up to 5 devices on their Paired device list. Some head units will not allow other mobile devices to Pair/Connect if this device list is full.	EMMIT may not be able to Pair/Connect successfully with the head unit.	Delete one or more devices from the device list so it is not full.
Is Bluetooth Enabled on the vehicle's infotainment system?	Bluetooth must be enabled on the vehicle infotainment system in order for it to Pair/connect with a mobile device.	EMMIT may not be able to Pair/Connect successfully with the head unit.	Follow the vehicle's owner manual instructions in order to enable Bluetooth.
Is the vehicle in a Noisy Wireless Environment?	A wireless environment with many other mobile devices broadcasting their availability via Bluetooth can affect how long it can take to Pair/Connect EMMIT.	If it is taking longer for EMMIT to resolve MAC addresses to their Nicknames, the end user may not be able to find the vehicle head unit's Bluetooth module.	Be sure to scroll up and down through the device list to look for the Bluetooth module's nickname. Hit "Rescan" when the spinning arrow stops spinning to search again.
After EMMIT test is complete, delete EMMIT from head unit's Paired Device List. Ensure EMMIT is turned OFF, before attempting to Pair customer's phone	It is possible that pairing and connecting EMMIT has filled up the device list. On certain infotainment systems, other devices cannot pair/connect when EMMIT is paired/connected to that infotainment system.	EMMIT may not be able to Pair/Connect successfully with the head unit for a second attempt. It is possible that you will not be able to Pair/Connect the customer's mobile device to the infotainment system.	Delete EMMIT from the head unit's Paired Device List. Turn OFF EMMIT.
Vehicle's Battery Voltage is too low	Low vehicle battery voltage can impact how systems on the vehicle can perform.	EMMIT may not be able to Pair/connect successfully or certain infotainment system features may not perform as expected.	Be sure to keep vehicle battery voltage at an Acceptable level via a battery maintainer.
Vehicle is Not in PARK	This can determine what infotainment system features are enabled.	Certain infotainment system features may not work and this could send the technician down an inaccurate troubleshooting path.	Place vehicle in PARK for all infotainment system testing.
Vehicle Ignition is not ON	This can impact whether or not EMMIT can successfully obtain the VIN.	EMMIT will not be able to capture VIN.	Turn on Vehicle hazards to keep vehicle awake.
Technician's familiarity with Infotainment system navigation	To follow EMMIT's test instructions.	Technician may get out of sequence within test instructions.	Technician to familiarize themselves with the Infotainment system navigation. Following EMMIT instructions.