



SERVICE BULLETIN

Classification: EL12-078a	Reference: NTB12-105a	Date: December 19, 2012
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2011-13 MURANO & 2010-13 370Z WITH NAVIGATION SYSTEM HANDS-FREE PHONE POOR SOUND QUALITY

The Applied Vehicles and Parts Information in this bulletin have been amended.
Please discard previous versions.

APPLIED VEHICLES: 2011 – 2013 Murano (Z51)
 2011 – 2012 Murano Cross Cabriolet (EZ51)
 2010 – 2013 370 Coupe (Z34)
 2010 – 2013 370Z Roadster (HZ34)

**With
Navigation**

APPLIED VINS and DATES Refer to page 2.

IF YOU CONFIRM

The customer has experienced or is experiencing, while using the hands-free phone, people on the other end of a phone call cannot hear them.

The customer's experience may include:

- Voice is choppy or cuts-out.
- Voice sounds distant.
- Voice sounds as if speaking through a tunnel.
- Voice sounds like it is under water.

ACTION

1. Reprogram (reconfigure) the Multi AV.
2. Replace the microphone and the map lamp finisher.

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.

APPLIED VINs and DATES

Model	Year	VINs	Dates
Murano 2WD	2011-2012	All	All
	2013	Built between: JN8AZ1MU(*)DW 200128 and JN8AZ1MU(*)DW 201611	Built between: SOP* and Sept. 22, 2012
Murano AWD	2011-2012	All	All
	2013	Built between: JN8AZ1MW(*)DW 300119 and JN8AZ1MW(*)DW 302293	Built between: SOP* and Sept. 22, 2012
Murano Cross Cabriolet	2011	All	All
	2012	Built before: JN8AZ1FY(*)CW 100462	Built before: Sept. 26, 2011
370Z Coupe	2010-2012	All	All
	2013	Built between: JN1AZ4EH(*)DM880006 and JN1AZ4EH(*)DM882045	Built before: Aug. 1, 2012
370Z Roadster	2010-2012	All	All
	2013	Built between: JN1AZ4FH(*)DM 830004 and JN1AZ4FH(*)DM 830171	Built before: Aug. 1, 2012

* SOP = Start of Production

PARTS INFORMATION

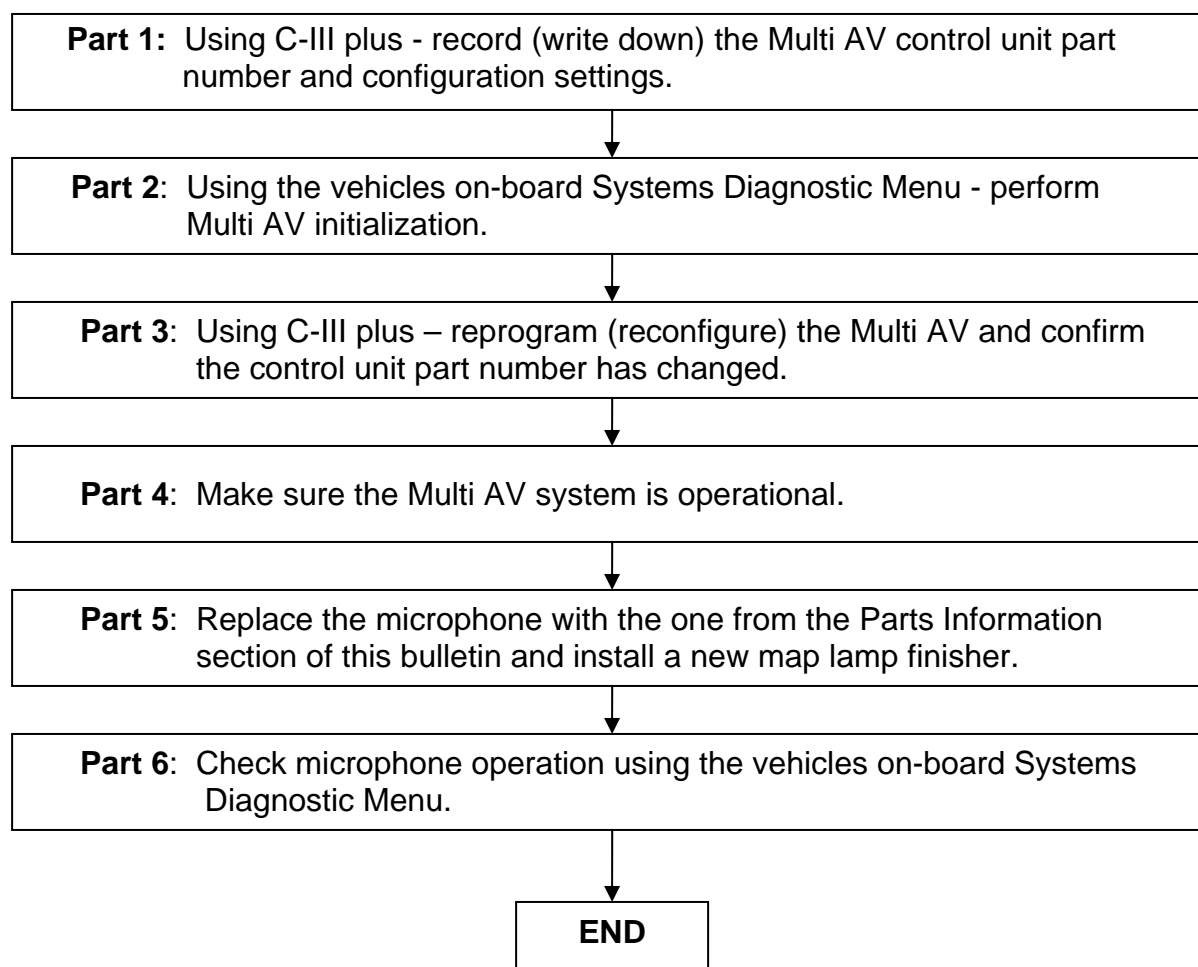
DESCRIPTION	MODEL	VARIATION	PART NUMBER	QUANTITY
Microphone	All	NA	28336 – 1VU0A	1
Map Lamp Finisher	Murano	w/o Sunroof	26437 – 3LZ0A	1
		With Sunroof	26437 – 3YR0A	
	Murano Cross cabriolet	NA	26437 – 3LZ0A	1
	370Z (Coupe or Roadster)	NA	26437 – 1EA6A	1

CLAIMS INFORMATION

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

MODEL	DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Murano	Hands-Free Phone Repair	28336-1VU0A	RX2TAA	ZE	32	2.0
Murano Cross Cabriolet	Hands-Free Phone Repair	28336-1VU0A	RX2TAA	ZE	32	1.1
370Z Coupe	Hands-Free Phone Repair	28336-1VU0A	RX2TAA	ZE	32	2.8
370Z Roadster	Hands-Free Phone Repair	28336-1VU0A	RX2UAA	ZE	32	1.1

REPAIR OVERVIEW



SERVICE PROCEDURE

NOTE:

- Before starting, make sure your ASIST has been freshly synchronized and all CONSULT-III (C-III) plus upgrades have been installed.
- The Multi-AV reprogramming (reconfigure) software is delivered to C-III plus via ASIST synchronization.

There are six parts to this procedure:

- Part 1:** Using C-III plus - record (write down) the Multi AV control unit part number and configuration settings.
- Part 2:** Using the vehicles on-board Systems Diagnostic Menu - perform Multi AV initialization.
- Part 3:** Using C-III plus – reprogram (reconfigure) the Multi AV and confirm the control unit part number has changed.
- Part 4:** Make sure the Multi AV system is operational.
- Part 5:** Replace the system microphone with the one from the Parts Information section of this bulletin and install a new map lamp finisher.
- Part 6:** Check microphone operation using the vehicles on-board Systems Diagnostic Menu.

Part 1: Using C-III plus - record (write down) the Multi AV control unit part number and configuration settings.

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 the ignition ON.

NOTE: You may want to start the engine to keep the battery charged during parts 1 through 4 of this procedure.

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

Presets	1	2	3	4	5	6
A						
B						
C						
SAT						
SAT						
Fade:	Balance:		Bass:		Treble:	

5. Open/start ASIST on the CONSULT PC, then select CONSULT-III plus.

6. Wait for the VI to be detected, and status box to turn “green” (Figure 1).

7. Select detected VI.

- If there is more than one VI in the shop, select the VI that is being used on the current vehicle by highlighting the **Connection Status** box that has the correct serial number.

8. Select **Diagnosis (One System)**.

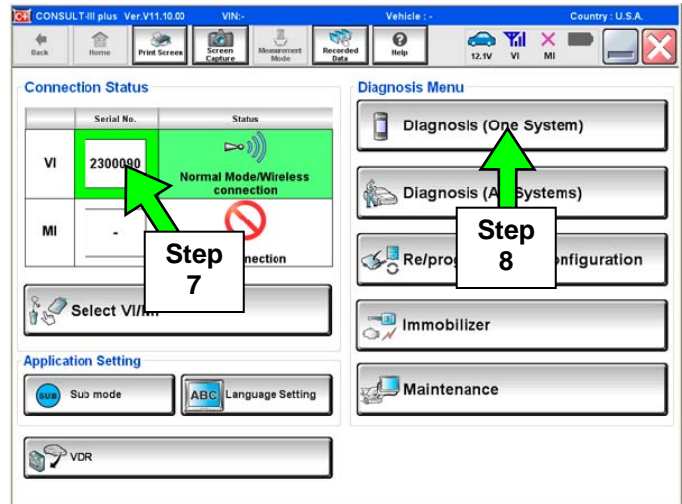


Figure 1

9. Select **MULTI AV**.

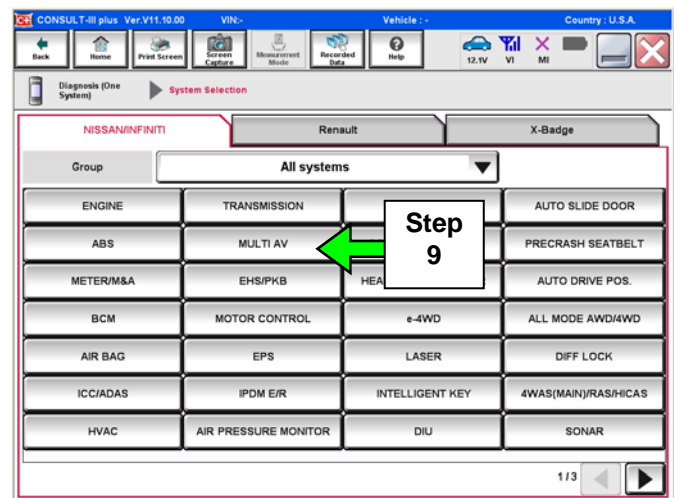


Figure 2

10. Select **ECU Identification**.

*** IMPORTANT ***

11. Print or write down the **ECU PART NUMBER** for Warranty Information.

25915 - _____

NOTE: In Part 3 of this procedure the ECU Part Number will be used to confirm the Multi AV reconfiguration was successful.

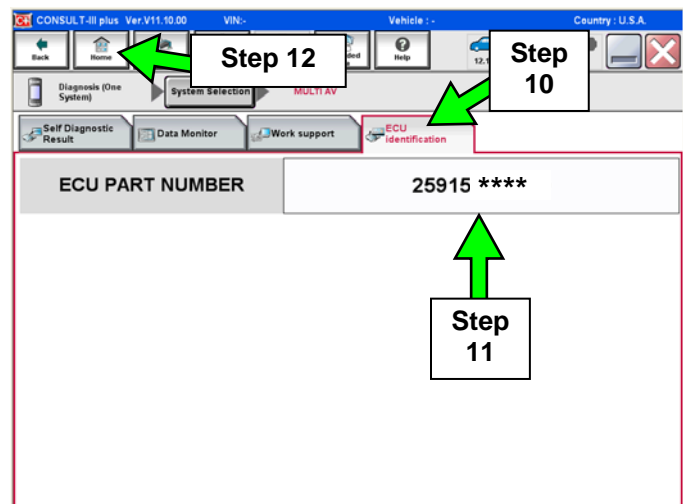


Figure 3

12. Select the **Home** button when done.

13. Select **Re/programming Configuration**.

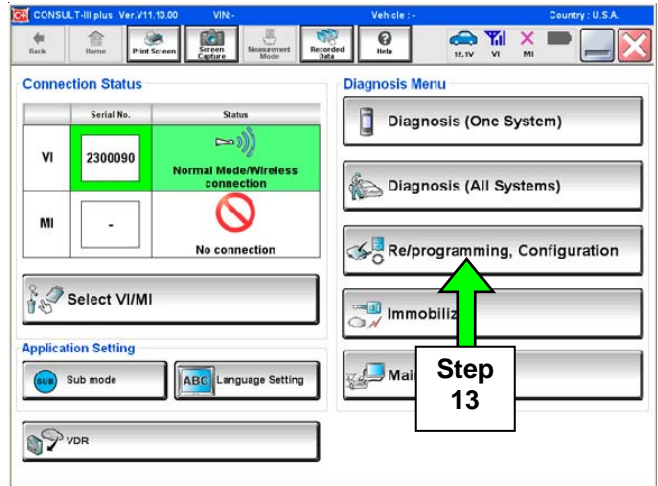


Figure 4

14. Check the box confirming the precautions have been read, then select **Next**.

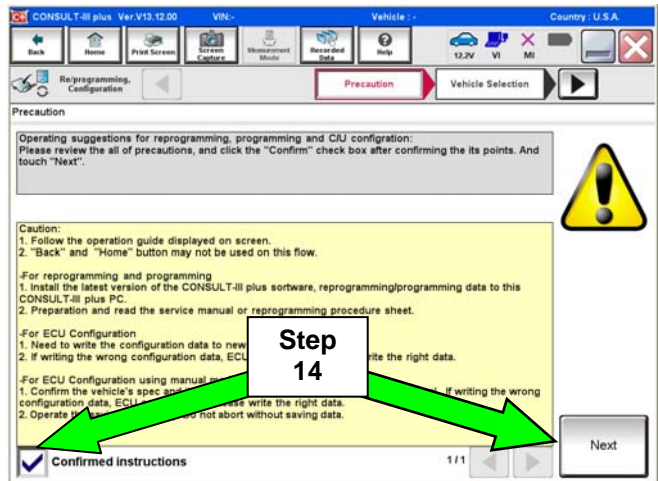


Figure 5

15. Use **Manual Selection (Vehicle Name)**, then select correct **Make**, **Model** and **Year**.

NOTE: If the screen in Figure 6 does not display, skip to step 17.

16. Click on **Select**.

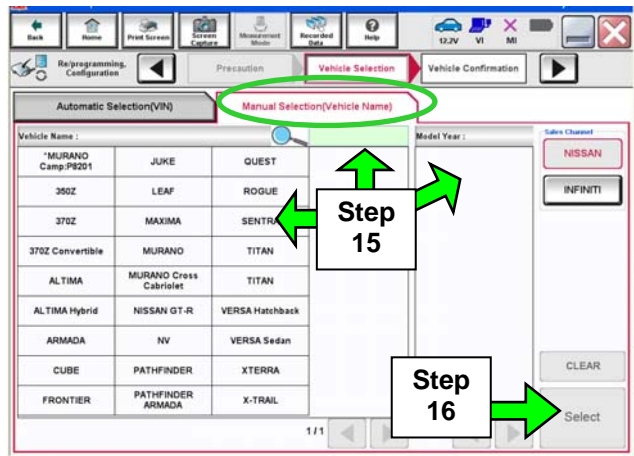


Figure 6

17. Confirm correct **VIN**, **Vehicle Name** and **Model Year**.

18a. If the **VIN** is correct, select **Confirm**.

18b. If the **VIN** needs to be changed:

a. Select **Change** then refer to Figure 8.

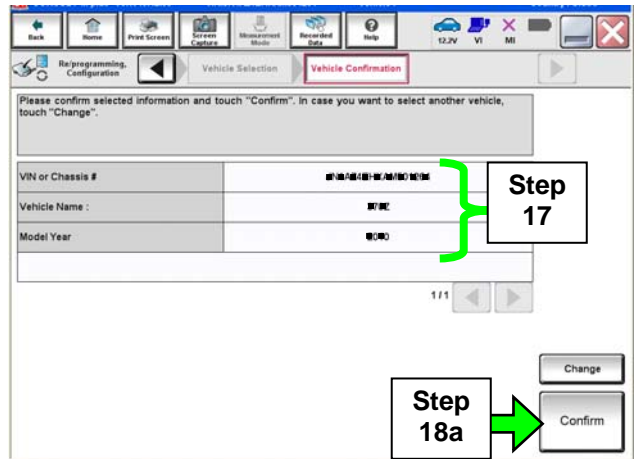


Figure 7

b. Correct the **VIN**, and then select **Confirm**.

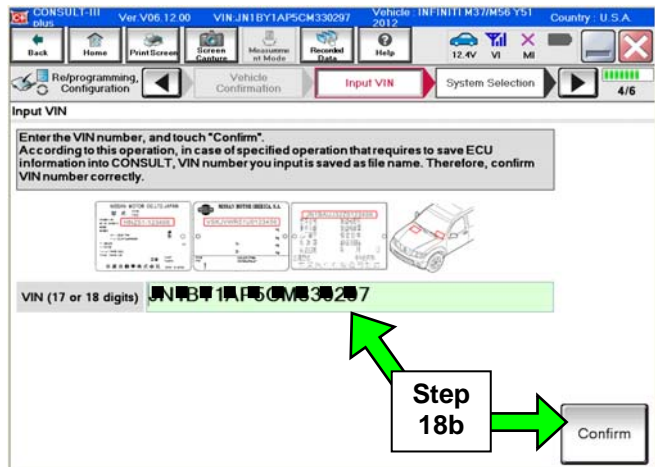


Figure 8

19. After **system call** completes, select **MULTI AV**.

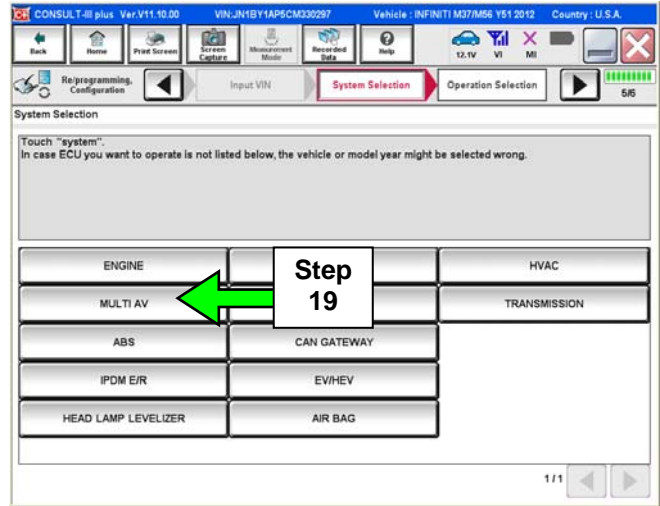


Figure 9

20. Select **Read / Write Configuration**.

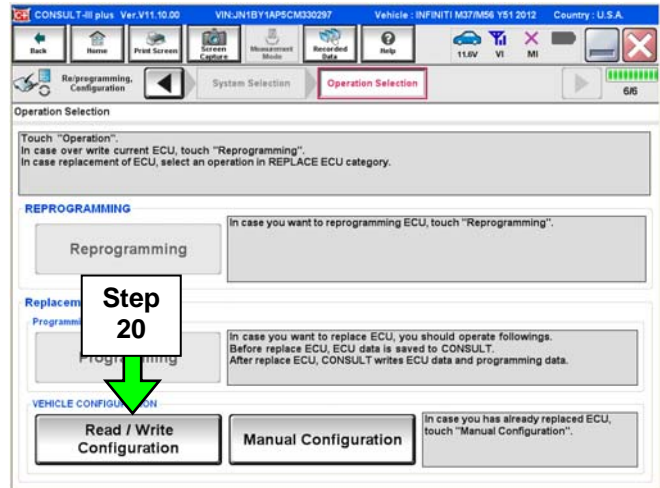


Figure 10

21. Select **Before Replace ECU**.

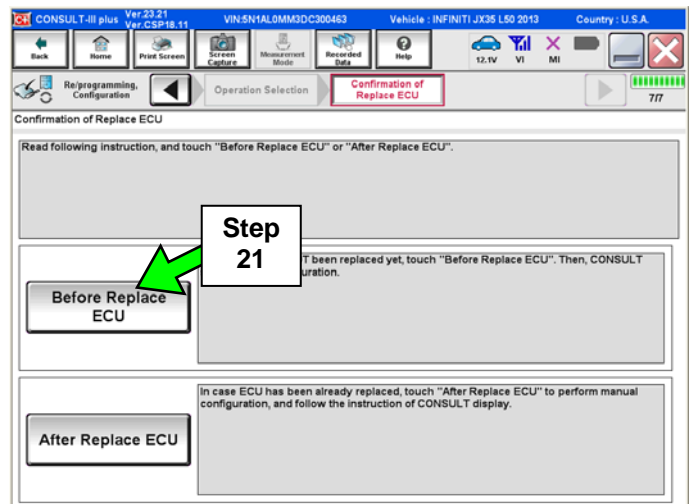


Figure 11

IMPORTANT: Do not select Save (see Figure 12).

22. Write down or print the **Setting Value** (Multi-AV configuration) for each of the **Items** listed (see Figure 12).

NOTE:

- The screen shown in Figure 12 is an example.
- These setting values will be used during the reprogram (reconfigure) of the Multi AV later in this procedure.

23. When done, select Home.

Example

The current vehicle specification as listed below are saved in vehicle ECU. Touch "Save" to save this information.
In case of no items listed, no item is available for configuration.

Items	Setting Value
ENGINE TYPE	NORMAL
SOUND SYSTEM	BOSE
GRADE	MODE 1

Step 22: Write down these values

IMPORTANT: Do not select

1/1

Print

Save

Example: The items listed and the values displayed will vary between models and options.

Figure 12

Part 2: Perform Multi AV initialization using the vehicles on-board Systems Diagnostic Menu.

NOTE:

- The ignition should still be ON.
- Leave C-III plus turned ON with the home screen displayed and the VI connected while performing Multi-AV initialization.

1. Turn the audio system OFF.

2. 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 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 A2 will display.

Your vehicle may look different.



Figure A1

3. Select **Confirmation/Adjustment**.



Figure A2

4. Select **Initialize Settings**.

NOTE: Use the scroll arrow to find "Initialize Settings".

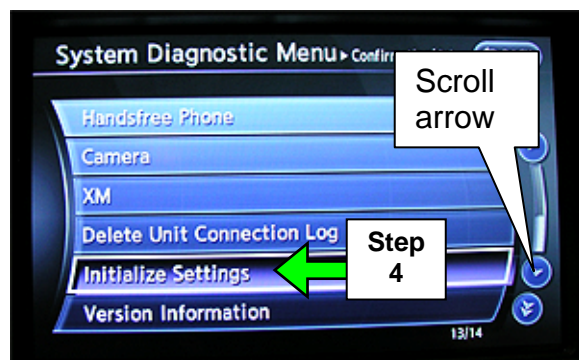


Figure A3

5. Select **Accessory Number Initialization**.



Figure A4

6. Select **Yes**.

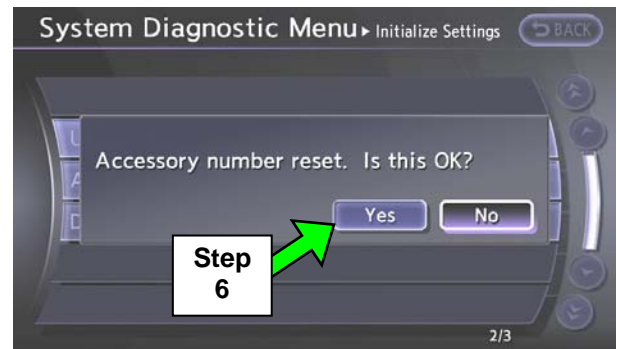


Figure A5

7. Select **Yes**.

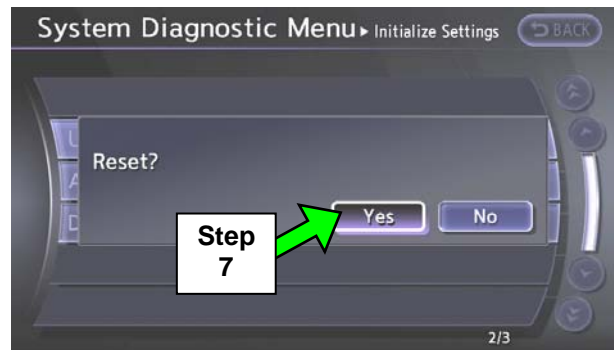


Figure A6

8. The screen in Figure A7 will display while initializing.

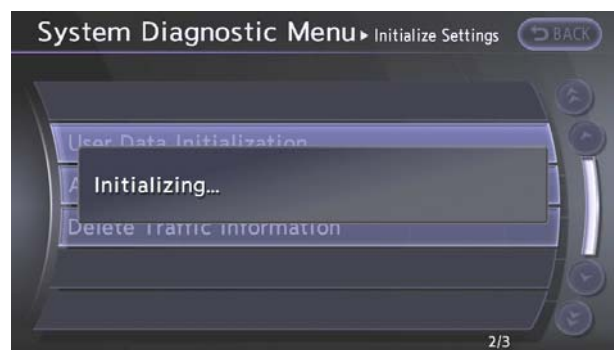


Figure A7

9. The screen in Figure A8 will display when initializing is complete.



Figure A8

10. Reboot the Multi AV system as follows:
 - a. Turn the ignition OFF.
 - b. Wait 10 Seconds.
 - c. Turn the ignition ON.

Part 3: Using C-III plus; reprogram (reconfigure) the Multi AV unit and confirm the control unit part number has changed.

1. Select **Re/programming Configuration**.

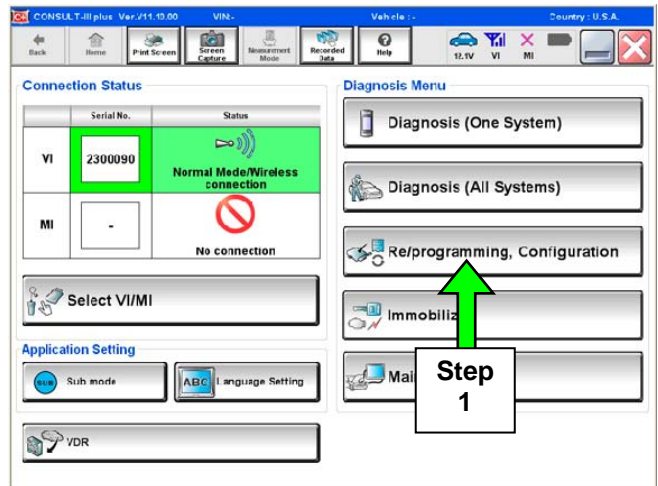


Figure B1

2. Check the box confirming the precautions have been read then select **Next**.

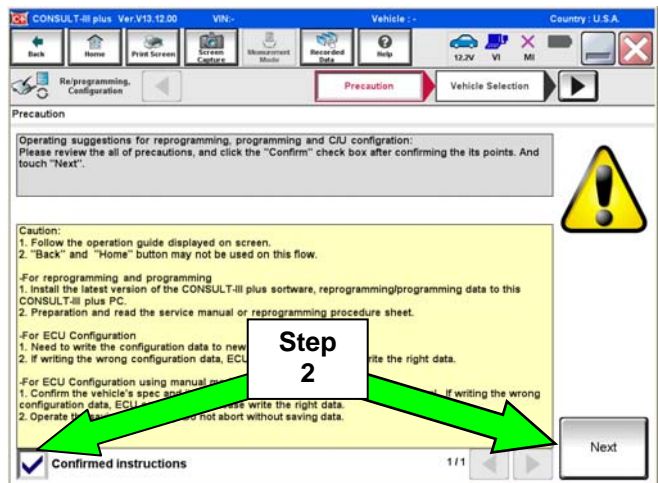


Figure B2

- Use **Manual Selection (Vehicle Name)**, then select correct **Make**, **Model** and **Year**.

NOTE: If the screen in Figure B3 does not display, skip to step 5.

- Click on **Select**.

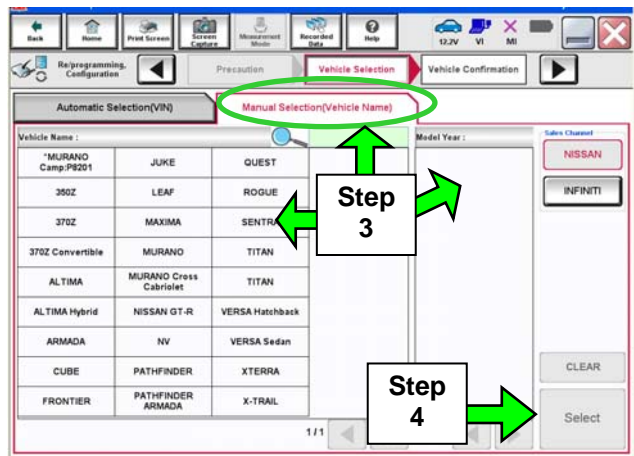


Figure B3

- Confirm correct **VIN**, **Vehicle Name**, and **Model Year**.

- Select **Confirm**.

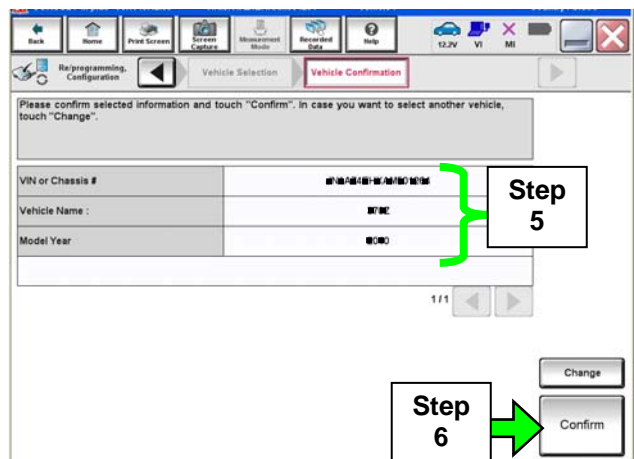


Figure B4

7. After **system call** completes, select **MULTI AV**.

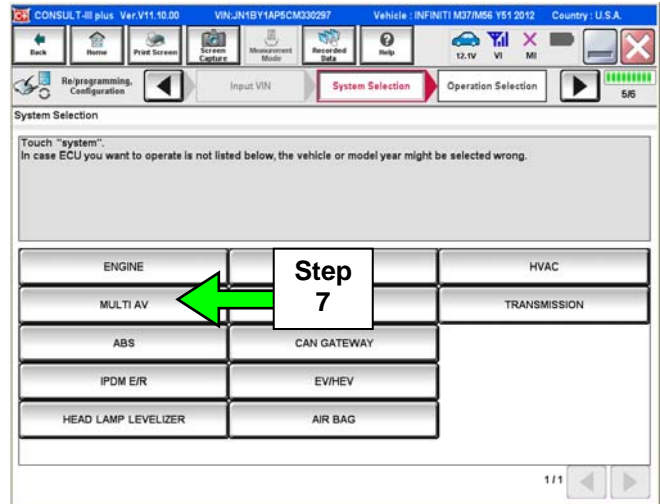


Figure B5

8. Select **Manual Configuration**.

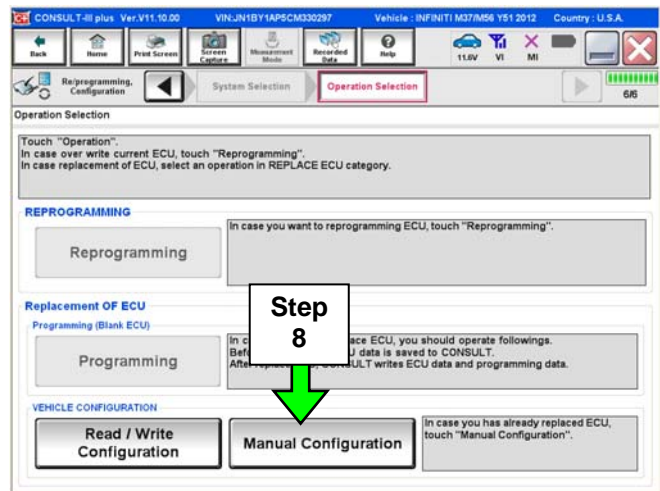


Figure B6

9. Use the drop down arrows to select the values for each item listed (see Figure B7).

- For MICROPHONE, select “**DIRECTIONAL MIC**”.
- For all other items, use the values that you wrote down in Part 1, step 22 on page 9.

10. Select **Next**.

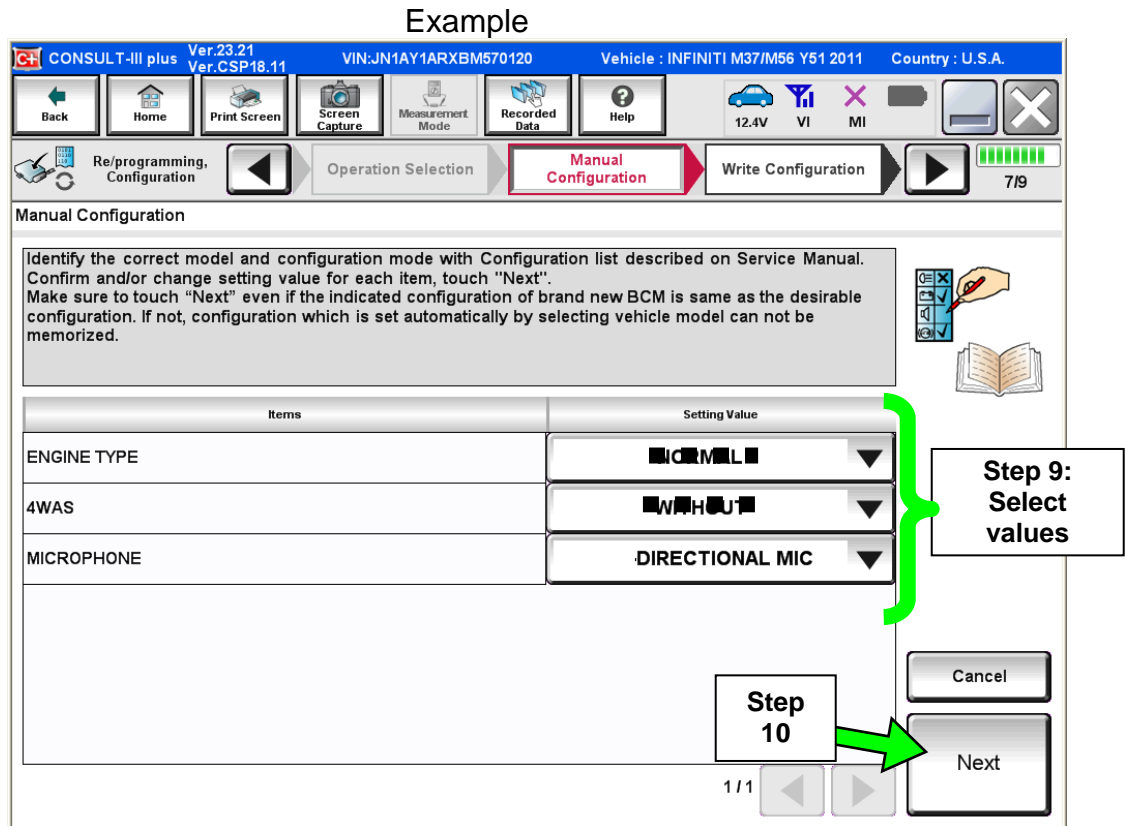


Figure B7

Example

11. Confirm correct values for items listed and then select **OK**.
12. Wait for C-III plus to transfer the reprogramming (reconfiguration) to Multi AV – about 1 minute or less.
13. After C-III plus finishes transferring the reconfiguration to the MULTI AV, select **Home**.

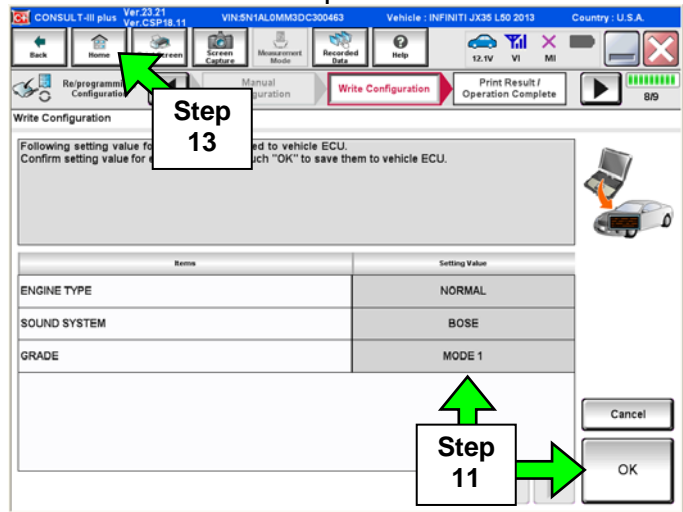


Figure B8

14. Turn the ignition **OFF** and wait 10 seconds.
15. Start the engine and let it idle while the Multi AV system reboots.
16. 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 are present.

17. Confirm the Multi AV part number has changed:
 - a. Select **ECU Identification**.
 - b. Compare the part number you wrote down in Part 1, step 11, on page 5 to the one that is now displayed.
 - c. The part number should be different.

NOTE: If the part numbers are not different, the reconfigure process was not successful.

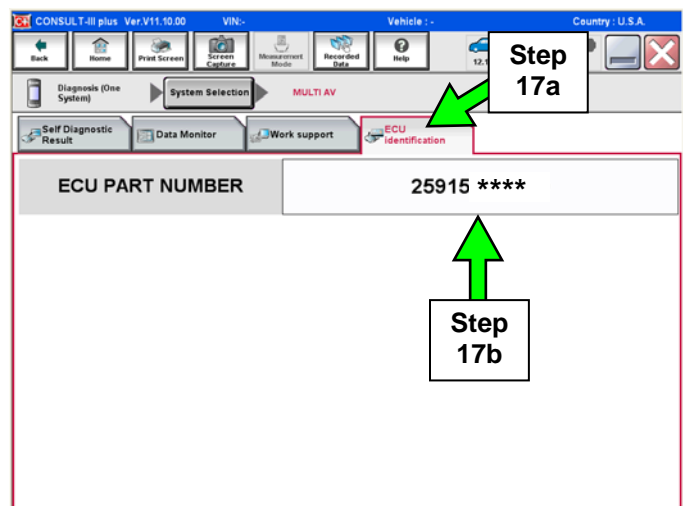


Figure B9

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

Part 4: Make sure the Multi AV system is operational.

1. Confirm that fan, temperature, and air flow modes can be adjusted.
2. Turn the radio ON.
3. Turn the volume knob and make sure the audio volume responds to movement of the knob.

Part 5: Replace the system microphone

- Refer to the AV section in the Service Manual for microphone replacement information.

CAUTION: Be careful not to crease the headlining.

- Make sure to use the new microphone listed in the Parts Information.
- Make sure to use the new map lamp finisher listed in the Parts Information.

IMPORTANT: Make sure the new microphone is firmly snapped into place. If the microphone is loose, it could pick up extra noise from an unintended source.

Part 6: Check Microphone Operation Using the vehicles on-board Systems Diagnostic Menu.

1. Turn the ignition ON and the audio system OFF.

2. 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 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 M2 will display.

Your vehicle may look different.



Figure M1

3. Select **Confirmation/Adjustment**.

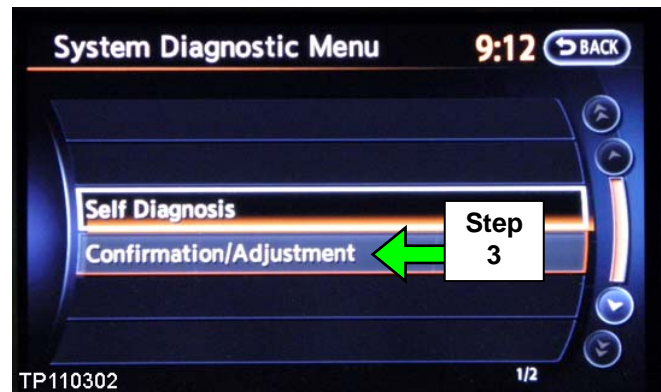


Figure M2

4. Select **Hands-free Phone**.

NOTE: Use the scroll arrow to find Handsfree Phone.

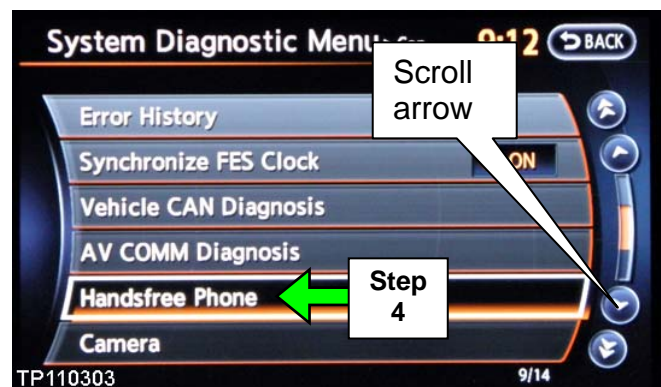


Figure M3

5. Select **Voice Microphone Test**.

- A “feedback” noise will come from the system speakers as confirmation that the microphone is operating.
- If you speak, you should hear your voice coming from the system speakers. This is further confirmation that the microphone is operating.

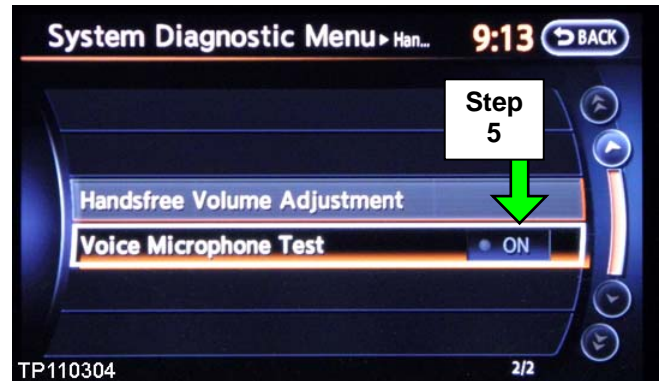


Figure M4

6. Reboot Multi AV system by cycling the ignition OFF for 10 seconds, then back ON.

7. Reset the customer's radio stations presets.

The Service Procedure is complete, but you may need to adjust the system for customer preference:

Adjust outgoing call volume to a level that is suitable for the customer's voice as follows:

A. Press the **SETTING** button on the control panel.



Figure M5

B. Select **Volumes & Beeps**.

C. Adjust the **Outgoing Call** volume to the customer's preference.

- If extremely loud talker, set to level 1 (-).
- If moderately loud talker, set to level 2.
- If normal loud talker, set to level 3.
- If moderately quiet talker, set to level 4.
- If quiet talker, set to level 5 (+).



Figure M6