

Reference:

ITB11-046a

Date:

January 28, 2013

## VOLUNTARY SERVICE CAMPAIGN CALL WAITING FUNCTION NAVIGATION UPDATE

This bulletin has been amended. Changes have been made throughout to accommodate a new reprogramming disc.  
Please discard previous versions of this bulletin.

**CAMPAIGN ID #:** P1235

**APPLIED VEHICLES:** 2010 G37 Convertible (HV36)  
2010 G37 Coupe (CV36)  
2010 G37 Sedan (V36)  
2011 – QX56 (Z62)  
2010 – 2011 FX35/50 (S51)  
2010 – 2011 EX35 (J50)  
2011 – 2012 M37/56 (Y51)  
2012 M35h Hybrid (Y51HV)

**Check Service Comm to confirm campaign eligibility.**

### INTRODUCTION

On the Applied Vehicles listed above, the navigation, mobile phone, iPod®, and voice recognition functions may not be working as intended. To remedy this potential condition, Infiniti is conducting this voluntary service campaign to update the navigation software at no charge for parts or labor. In addition, as part of this navigation software update, a call waiting function will be added to the hands-free phone system.

### IDENTIFICATION NUMBER

Infiniti has assigned identification number P1235 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

### DEALER RESPONSIBILITY

Dealers are to repair vehicles falling within range of this campaign that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a dealer's inventory.

## REPROGRAMMING SOFTWARE DVDs - REQUIRED FOR THIS PROCEDURE

- Discs 1/3 and 2/3 of the set shown in Figure A are used for 2010 models in this campaign.
- Do not use disc 3/3.



Figure A

- This NEW disc (Figure B) is required for all applied models in this campaign.
- This disc replaces disc 3/3 above.
- This disc also replaces disc NTB10-125b/ITB10-066b (disc 1/1).

**NOTE:** Numbers on these discs do not match this bulletins reference number or the campaign ID #.



Figure B

- Each dealer was previously mailed the discs listed above, free of charge, from Clarion.
- Should you require additional discs due to loss or damage, the discs can be ordered, free of charge, by contacting Clarion at the toll free number 1-800-347-8933. Request a new disc using the information printed on the disc.

## SERVICE PROCEDURE

For 2011 and 2012 Models, go to page 13.

### 2010 Models – Installing the Navigation Update

**IMPORTANT:** Before loading the Reprogram Discs, make sure to Disable Bluetooth® function otherwise the Navigation System may continuously reboot the next time it is turned on.

**NOTE:** This procedure will take about 30 minutes with the ignition ON. Before starting, make sure to attach a battery charger to the vehicle battery set to a low charge rate (trickle charge).

For 2010 models there are three sections:

- A. Disable Bluetooth® Function
- B. Loading the Program
- C. Check Bluetooth® Setting

#### A: Disable Bluetooth® Function

1. Set the parking brake.
2. Turn the ignition ON and keep the transmission in Park or Neutral.
3. Make sure there is no disc in the CD/DVD slot (eject any disc that may be in the CD/DVD player).
4. Press the "SETTING" button on the switch panel.

5. Touch "Bluetooth".

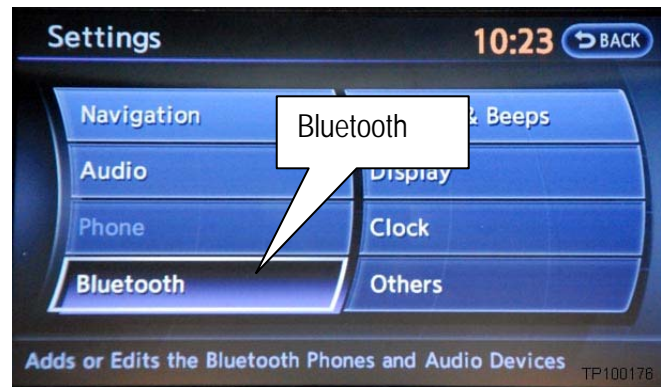


Figure 1

6. Make sure Bluetooth is OFF.

- Touching Bluetooth will change the setting ON > OFF or OFF > ON.



Figure 2

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



Figure 3

7. Turn the ignition OFF and wait for 10 seconds.

8. Go to **B: Loading the Program** on the next page.

## B: Loading the Program – 2010 Models

**NOTE:** For 2011 and 2012 Models, go to page 13.

1. Turn the ignition ON – keep the transmission in Park or Neutral.
  - The navigation start-up screen should display.

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

2. Wait for more than 1 minute.
3. Press the “INFO” button on the switch panel.

4. Select “Navigation Version” on the display screen.



Figure 4

**NOTE:** On some vehicles you will need to select “Others” to find “Navigation Version”.



Figure 5

5. Check "Map Version".

- If the Map Version is **09-10 MAP No.1**  
or  
**09-10 MAP No.1a**

a. Continue with Step 6.

- If the Map Version is any other than above:

a. Insert the new disc  
**NTB12-070 / ITB12-054 (Disc 1/1)** into the  
in-dash CD / DVD player.

**The other Discs will not be needed.**

b. Skip to step 18 on page 8.

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

7. Insert disc **ITB10-031 / NTB10-068 (Disc1/3)** into the in-dash CD/DVD player.

**IMPORTANT:** Once reprogramming has started:

- Do not eject a disc while it is loading.
- Do not change the ignition position until all discs have been loaded.
- Make sure all 3 discs have been loaded into the CD/DVD player before stopping the procedure.

8. Wait for the program to load (progress bar will display).



Figure 6

9. When the program has finished loading:
  - Disc will automatically eject, and
  - "Program loading is completed" will display.

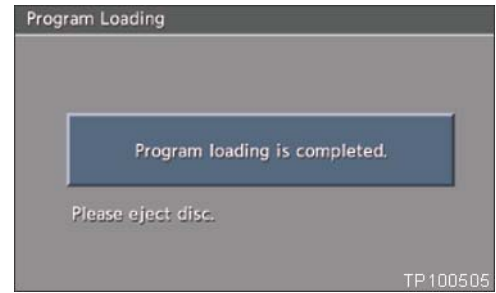


Figure 7

10. Carefully remove the disc.

11. The navigation system will automatically restart.

12. When the message "Please insert Disc 2/3" displays, insert disc ITB10-031 / NTB10-068 (Disc 2/3).



Figure 8

13. Touch "DVD update".

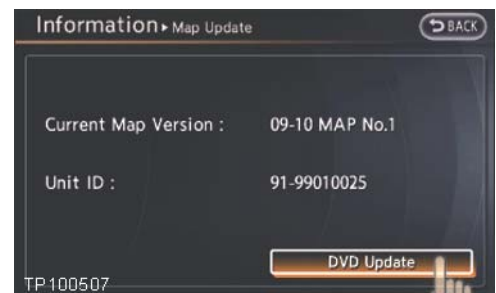


Figure 9

14. Touch "Yes" to begin the map update process.

- Map update will take about 15 minutes.

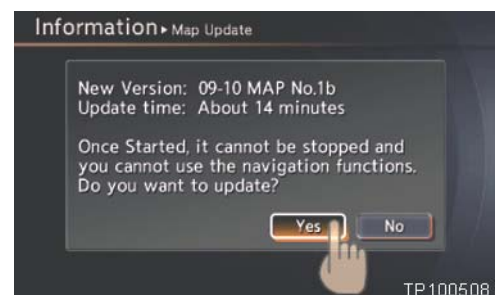


Figure 10



15. When "Eject the DVD to let the system reboot" is displayed, eject Disc 2/3.

16. The navigation system will automatically restart.

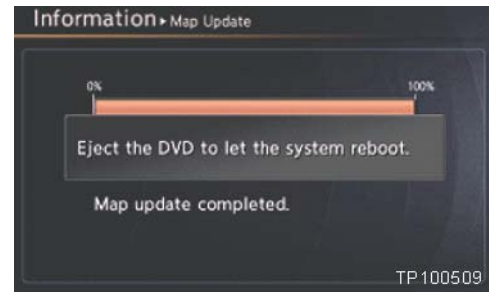


Figure 11

17. When the message "Please insert Disc 3/3" displays, insert the new disc  
NTB12-070 / ITB12-054 (Disc 1/1).

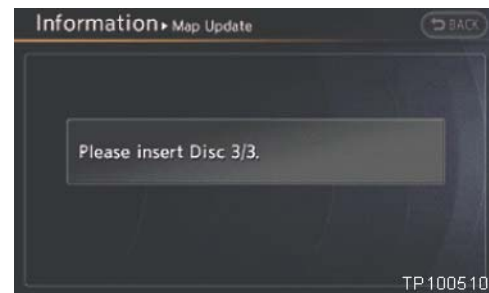


Figure 12

18. With DVD disc NTB12-070 / ITB12-054 (Disc 1/1) inserted, one of the following screens will display:

- If the screen in Figure 13 is displayed, this disc is not needed.
  - Remove/eject the DVD from the CD slot.
  - Go to C: Check Bluetooth® Setting on page 12.

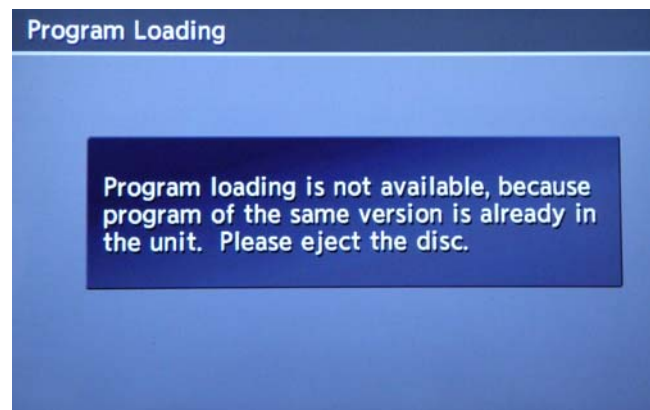


Figure13

- If "Now preparing loading" shown in Figure 14 is displayed, reprogramming will begin automatically.
  - Follow the on-screen Caution during the reprogram.

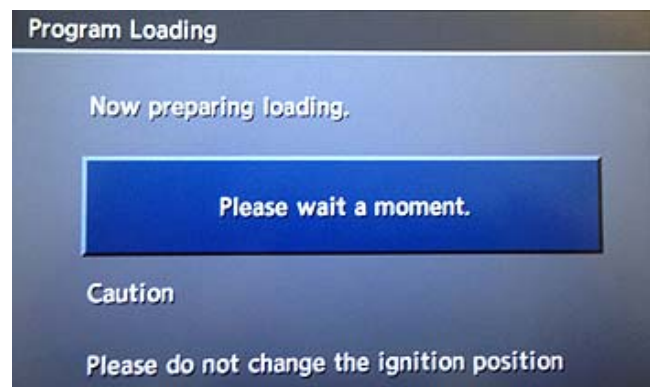


Figure 14



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

- Rewriting boot data. (Figure 15)
- Rewriting program data (Figure 16)
- Rewriting language data (Figure 17)

**IMPORTANT:**

Once the reprogramming has started:

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

20. When the first part of the program has finished loading:

- "Program loading is completed" will be displayed (Figure 18).
- The Re-programming Software DVD will automatically eject.

21. Remove the DVD and continue to the second part of the update - step 22.

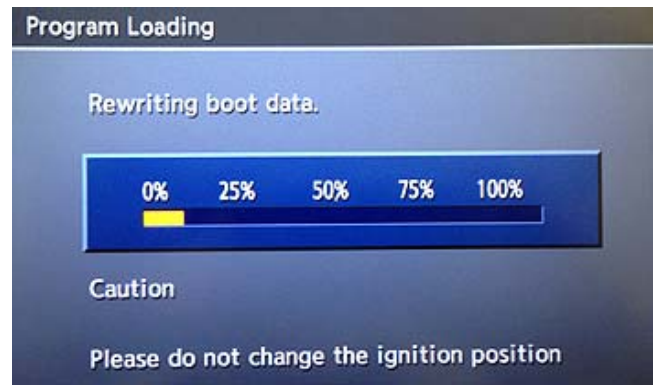


Figure 15

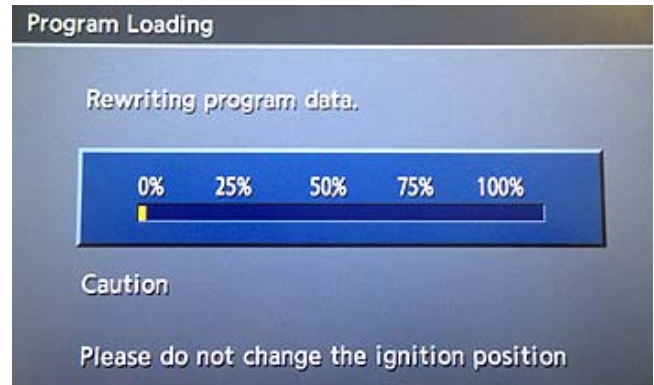


Figure 16

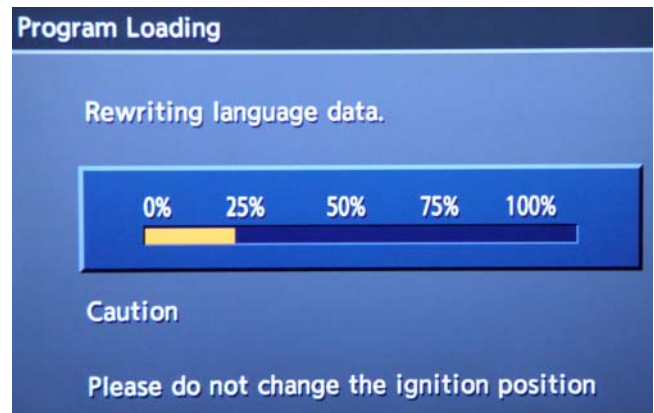


Figure 17

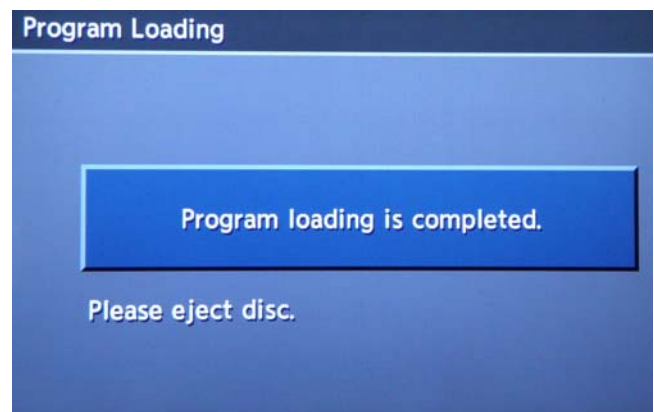


Figure 18

22. After the DVD is removed, the screen in Figure 19 ("Please insert disc") may ask to reinstall the **same** Re-programming Software DVD for a second time.

- If not (Navigation System restarts), go to step 25 on the next page.
- If so, re-insert DVD disc.
  - At the top of the screen "Program Loading (2nd)" will be displayed.

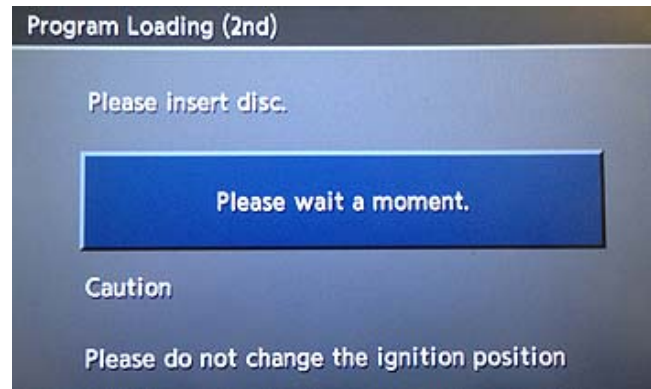


Figure 19

23. "Rewriting boot data" (Figure 20) and "Rewriting program data" (Figure 21) will be displayed.

**IMPORTANT:**

Once reprogramming has started:

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

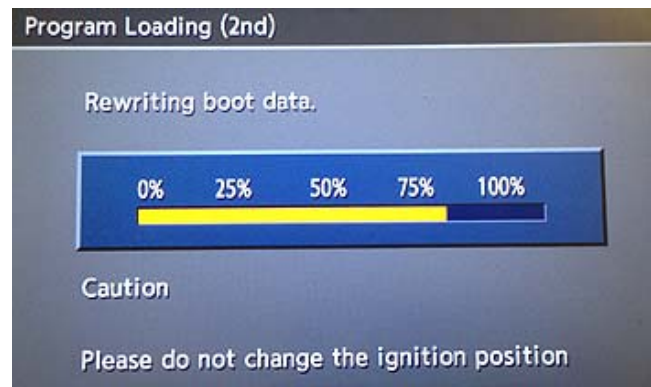


Figure 20

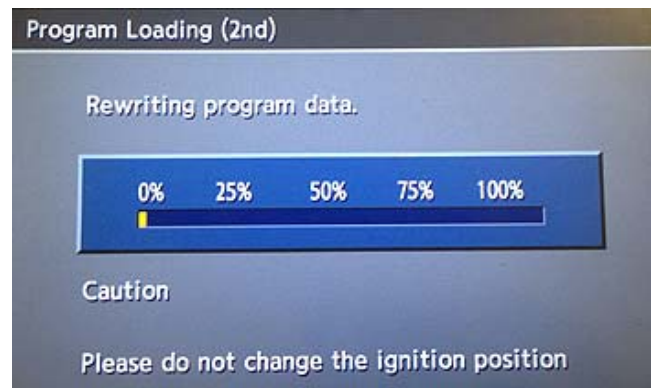


Figure 21

24. After the reprogram has completed:

- "Program loading is completed" will be displayed (Figure 22).
- The Re-programming Software DVD will automatically eject.
- The Navigation system will restart.
- Proceed to step 25.

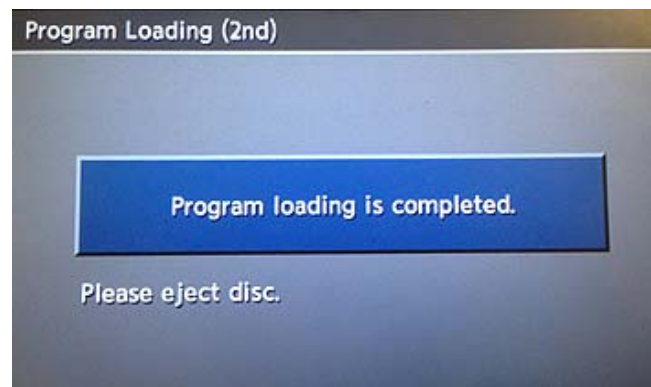


Figure 22

After Navigation has restarted:

25. To confirm that the Navigation version has been successfully updated, load DVD disc **NTB12-070 / ITB12-054 (Disc 1/1)** back into the CD slot again.

One of the following screens will display:

- If Figure 23 is displayed, it indicates that the re-program has been completed.
  - If complete, go to step 26.

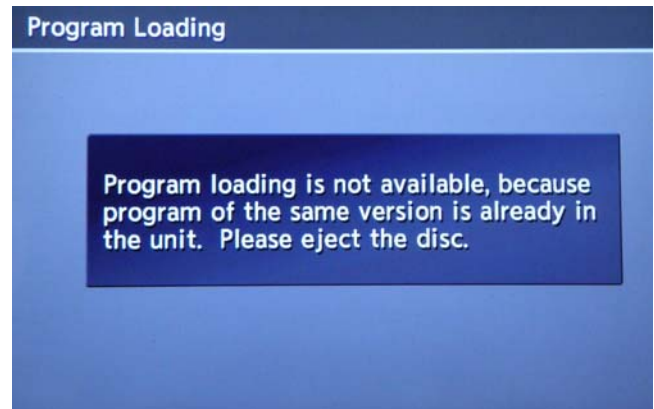


Figure 23

- If Figure 24 is displayed, the update did not complete. Allow the update to complete:
  - Go back to step 18 on page 8.
  - Follow steps 18 through 25 again.

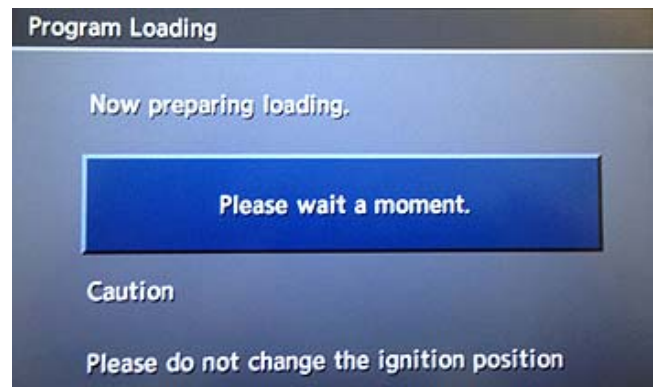


Figure 24

26. Eject the DVD.

27. Go to **C: Check Bluetooth® Setting** on the next page.

### C: Check Bluetooth® Setting – 2010 Models

1. Press the "Setting" button on the switch panel.

2. Touch "Bluetooth".

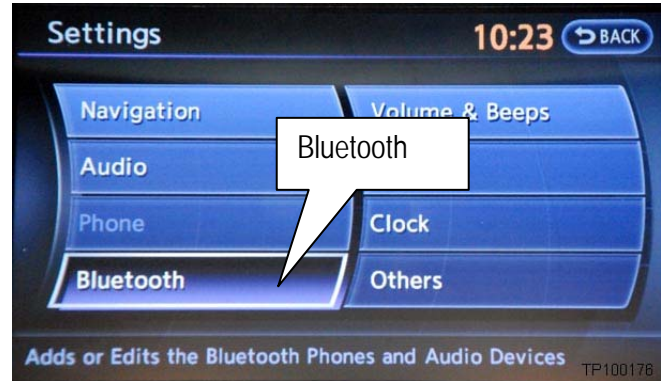


Figure 17

3. Make sure Bluetooth is set to the customer's setting (as it was before starting the procedure).

- Touching Bluetooth will change the setting ON > OFF or OFF > ON.
- Bluetooth is ON when the ON indicator displays in orange.



Figure 18

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



Figure 19

4. Turn the ignition OFF. The process is complete.

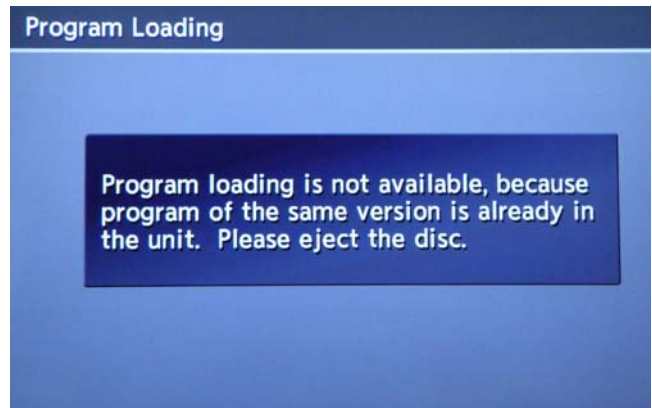
## 2011 and 2012 Models – Installing the Navigation Update

**NOTE:** This procedure will take 10 – 15 minutes with the ignition ON. Before starting, make sure to attach a battery charger to the vehicle battery set to a low charge rate (trickle charge).

1. Turn the ignition ON – keep the transmission in Park or Neutral (parking brake ON).
2. Wait for more than 1 minute.
3. Press the “INFO” button on the switch panel.
4. Make sure there is no disc in the CD/DVD slot (eject any disc that may be in the CD/DVD player).
5. Load the new disc “NTB12-070/ITB12-054 Re-programming Software” DVD into the CD slot of the audio unit.

One of the following screens will display:

- If the screen in Figure A1 is displayed, this disc is not needed.
  - Remove/eject the DVD from the CD slot
  - Procedure is complete.



FigureA1

- If “Now preparing loading” shown in Figure A2 is displayed, reprogramming will begin automatically.
  - Follow the on-screen Caution during the reprogram.

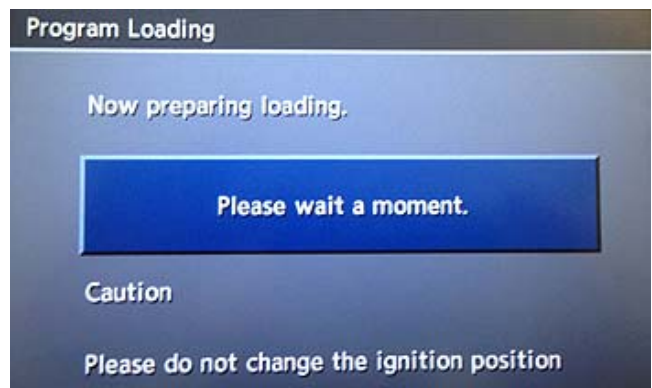


Figure A2



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

- Rewriting boot data. (Figure A3)
- Rewriting program data (Figure A4)
- Rewriting language data (Figure A5)

**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.

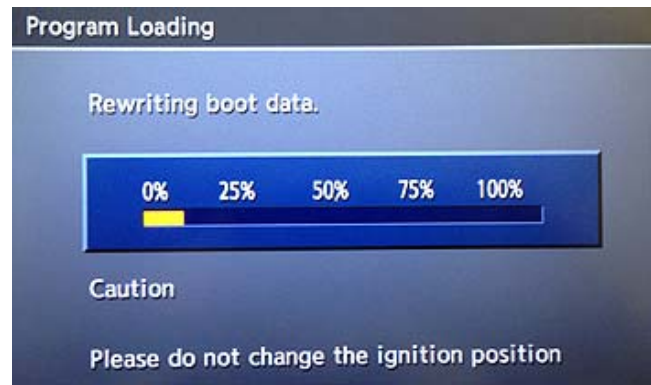


Figure A3

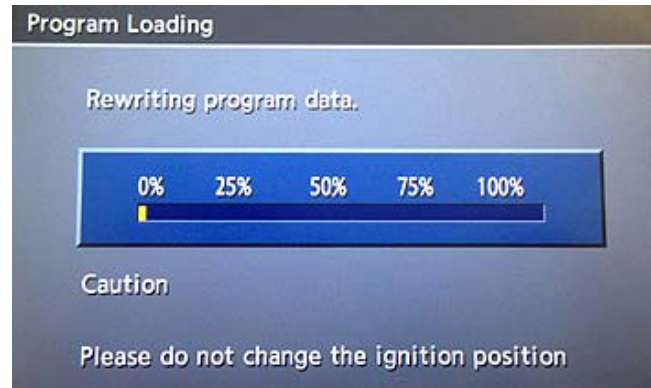


Figure A4

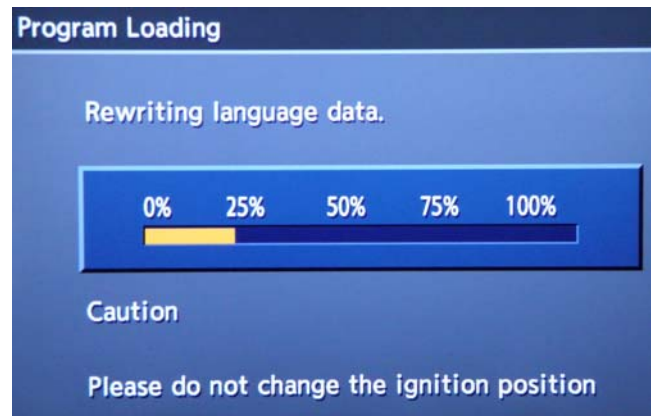


Figure A5

7. When the first part of the program has finished loading:

- "Program loading is completed" will be displayed (Figure A6).
- The Re-programming Software DVD will automatically eject.

8. Remove the DVD and continue to the second part of the update - step 9.

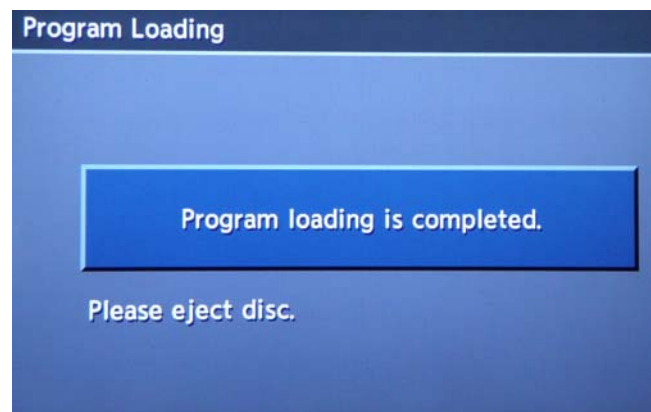


Figure A6

9. After the DVD is removed, the screen in Figure A7 (Please insert disc) may ask to reinstall the same Re-programming Software DVD for a second time.

- If not (Navigation System restarts), go to step 12 on the next page.
- If so, re-insert DVD disc.
  - At the top of the screen "Program Loading (2nd)" will be displayed.

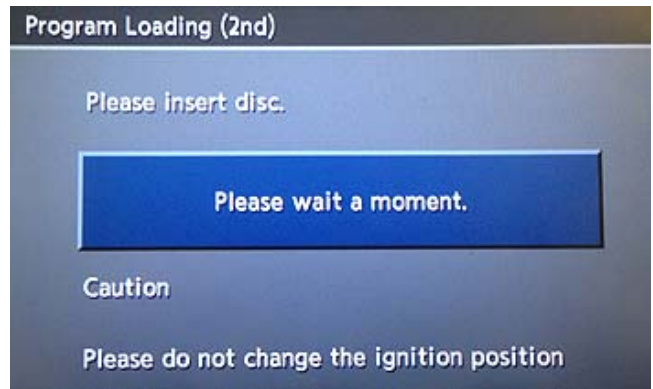


Figure A7

10. "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.

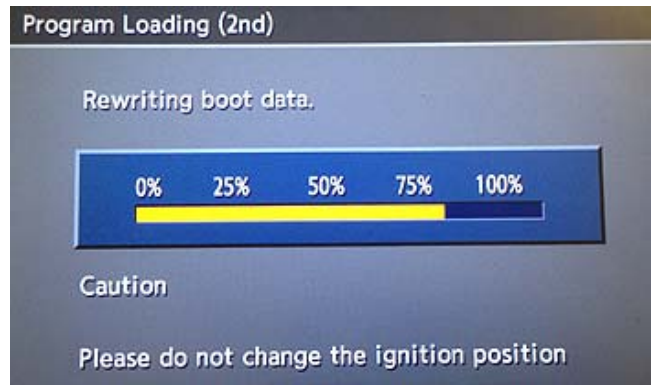


Figure A8

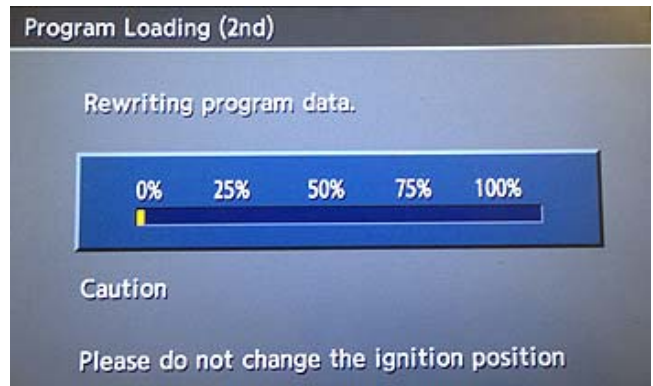


Figure A9

11. After the reprogram has completed:

- "Program loading is completed" will be display (Figure A10).
- The Re-programming Software DVD will automatically eject.
- The Navigation system will restart.
- Proceed to step 12.

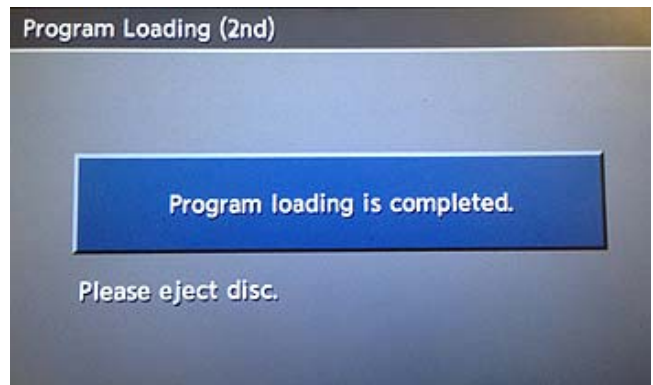


Figure A10



After Navigation has restarted:

12 To confirm that the Navigation version has been successfully updated, load DVD disc **NTB12-070 / ITB12-054 (Disc 1/1)** back into the CD slot again.

One of the following screens will display:

- If Figure A11 is displayed, it indicates that the re-program has been completed.
  - If complete, go to step 13.

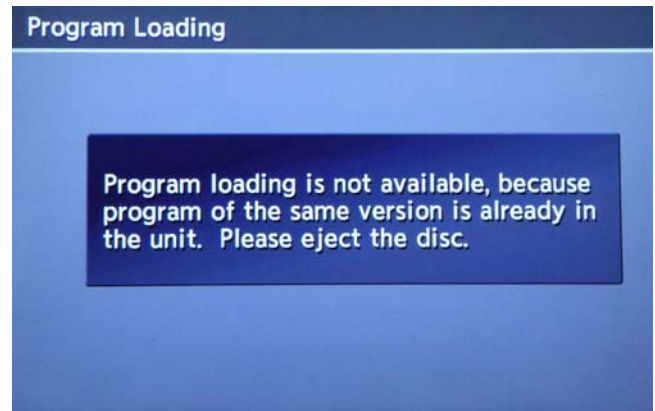


Figure A11

- If Figure A12 is displayed, the update did not complete. Allow the update to complete.
  - Go back to step 5 on page 13.
  - Follow steps 5 through 12 again.

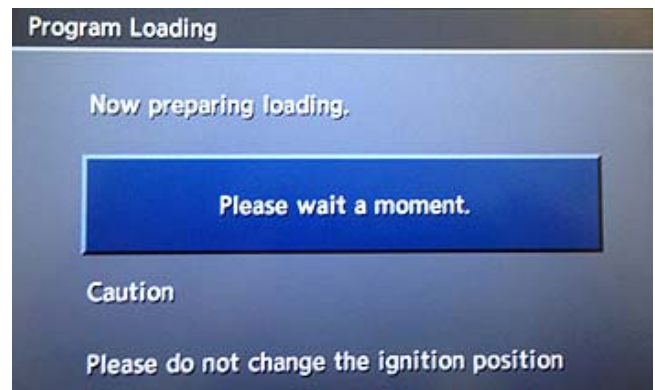


Figure A12

13. Eject the DVD.

14. Turn the ignition OFF. Procedure is complete.

## CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding:

"CM" I.D.: P1235

### 2011 – 2012 Models

CAMPAIGN ID	DESCRIPTION	OP CODE	FRT
P1235	Install Navigation Software Updates – 2011 and 2012 Models	P12350	0.2 hrs

### 2010 Models

CAMPAIGN ID	DESCRIPTION	OP CODE	FRT
P1235	Install Navigation Software Updates – 2010 Models	P12351	0.3 hrs

## **OWNER'S LETTER (example of typical owner's letter)**

Dear Infiniti G37 Owner:

Infiniti is committed to providing the highest levels of product quality and customer satisfaction. With that in mind, we want to bring to your attention important information about your 2010 G37 vehicle.

### **REASON FOR CAMPAIGN**

Infiniti has become aware that certain customers who may have had a call waiting function on a prior vehicle are dissatisfied that this feature is not available on their current Infiniti vehicle. Although this feature was not included in the original design of your vehicle, customer concerns are important to Infiniti.

### **WHAT INFINITI WILL DO**

To help address this concern for dissatisfied customers, Infiniti will update the software in the vehicle of customers who request it to add this function to the vehicle. This service, free for parts and labor, should take less than 1 hour to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule. If you wish to take advantage of this offer, please contact your Infiniti retailer.

### **WHAT YOU SHOULD DO**

Please contact your Infiniti retailer at your earliest convenience in order to arrange an appointment to have this functionality added to your vehicle at no charge to you for parts and labor. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Infiniti retailer.

If you have additional questions you may contact the National Consumer Affairs Department, Infiniti Division, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200.

Thank you for your cooperation.

