

**Classification:**

EL12-064c

**Reference:**

ITB12-062c

**Date:**

November 12, 2013

## WITHOUT NAVIGATION SYSTEM HANDS-FREE PHONE POOR SOUND QUALITY

This bulletin has been amended. Changes have been made to the Parts Information table only.  
Please discard previous versions of this bulletin.

**APPLIED VEHICLES:** 2011 – 2013 M37, M56 and M Hybrid (Y51 & HY51)  
 2013 JX35 (L50)  
 2010 – 2012 FX35 and FX50 (S51)  
 2010 – 2012 EX35 (J50)  
 2010 – 2012 G25 and G37 Sedan, Coupe, and Convertible  
 (V36, CV36, & HV36)

Without  
navigation system

### IF YOU CONFIRM

The customer reports (or has previously reported) that people on the other end of a phone call cannot hear them.

Customer report 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. Replace the TEL Adaptor Unit / Bluetooth® Control Unit.
2. Replace the microphone and 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.

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.

**PARTS INFORMATION**

DESCRIPTION	MODEL	VARIATION	PART NUMBER	QUANTITY
Microphone	All	NA	28336 - 1VU0A	1
TEL Adaptor Unit	M	NA	28388 - 3WY0A	1
	G	NA	28383 - 3WY1A	1
	EX	NA	28383 - 3WY1A	1
	FX	NA	28383 - 3WY1A	1
Bluetooth Control Unit	JX	NA	28383 - 3JA0B	1
Map Lamp Finisher	M JX	Beige without E-CALL SW	26434 - 1PM0A	1
		Beige with E-CALL SW	26434 - 1PM2A	
		Black with E-CALL SW	26434 - 1PM2B	
	G FX EX	Beige without sunroof	26437 - 3LZ0A	1
		Beige without sunroof	26437 - 3LW0A	
		Beige with sunroof	26437 - 3LZ5A	

**CLAIMS INFORMATION**

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

MODEL	DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
M	Hands-Free Phone - Repair (Without Navigation, And: With Sunroof	28336 - 1VU0A	RX2QAA	ZE	32	0.5 hrs.
FX	With Sunroof	28336 - 1VU0A	RX2QAA	ZE	32	0.9 hrs
EX	With Sunroof	28336 - 1VU0A	RX2QAA	ZE	32	0.7 hrs
	Without Sunroof	28336 - 1VU0A	RX2RAA	ZE	32	2.0 hrs
JX	With Sunroof	28336 - 1VU0A	RX2QAA	ZE	32	0.9 hrs.
G37	Convertible	28336 - 1VU0A	RX2RAA	ZE	32	0.7 hrs.
G25 / G37 Sedan	With Sunroof	28336 - 1VU0A	RX2QAA	ZE	32	1.1 hrs
	Without Sunroof	28336 - 1VU0A	RX2RAA	ZE	32	1.9 hrs.
G37 Coupe	With Sunroof	28336 - 1VU0A	RX2QAA	ZE	32	0.8 hrs.
	Without Sunroof	28336 - 1VU0A	RX2RAA	ZE	32	1.2hrs.

## SERVICE PROCEDURE

1. Replace the TEL Adaptor Unit / Bluetooth® Control Unit.
  - Refer to the AV section in the appropriate Service Manual for replacement information.
2. Replace the Microphone.
  - Select and use the appropriate instructions from the following:

### For G37 Convertible:

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

### For Applied Vehicles without a sunroof:

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

### For Applied Vehicles with a sunroof:

- Use the Microphone Replacement Instructions below.
- 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.

## MICROPHONE REPLACEMENT INSTRUCTIONS (with sunroof)

**NOTE:** The photos used in this section are of a M37/56. These photos are also representative (similar) for all other applied vehicles with sunroof.

1. Turn the ignition OFF.

2. Remove / snap loose the map lamp finisher shown in Figure SR1.
  - Use a plastic trim tool as needed.



Figure SR1

3. Remove the microphone from the map lamp finisher.



Figure SR2

4. Fully open (slide back) the sunroof.
5. Carefully snap loose the headlining along the front of the sunroof opening at the 3 spots shown in Figure SR3.

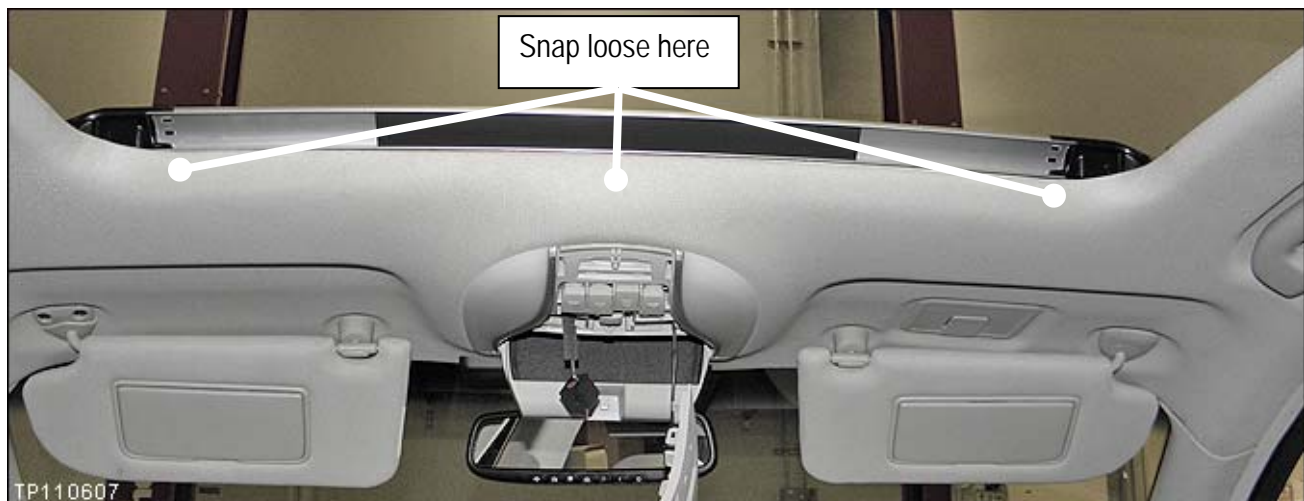


Figure SR3

6. Push the microphone through the roof console so it is above the headlining.



Figure SR4

7. Remove both sun visor holders – twist ¼ turn to remove.



Figure SR5

8. Carefully pull the headlining down just enough to look in and locate the microphone connector.

**CAUTION:** Be careful not to crease the headlining.

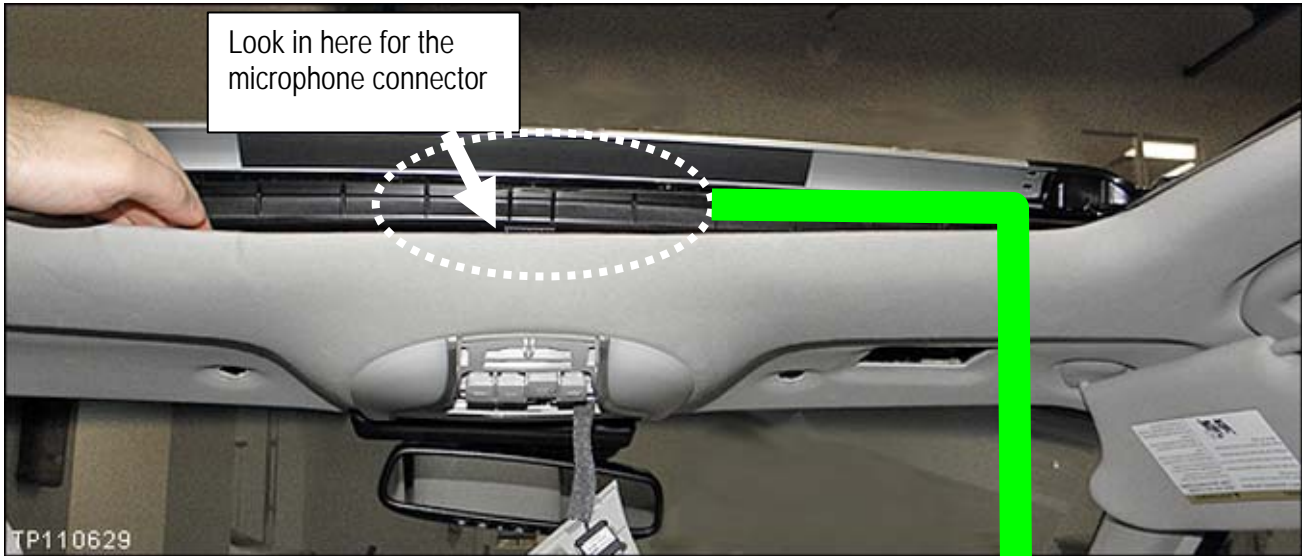


Figure SR6

9. Carefully slide the connector to the right (towards the passenger side) to disengage it from its mount.

- It may be tight on the mount, but it just slides to the right to disengage.

**CAUTION:** Be careful not to crease the headlining.

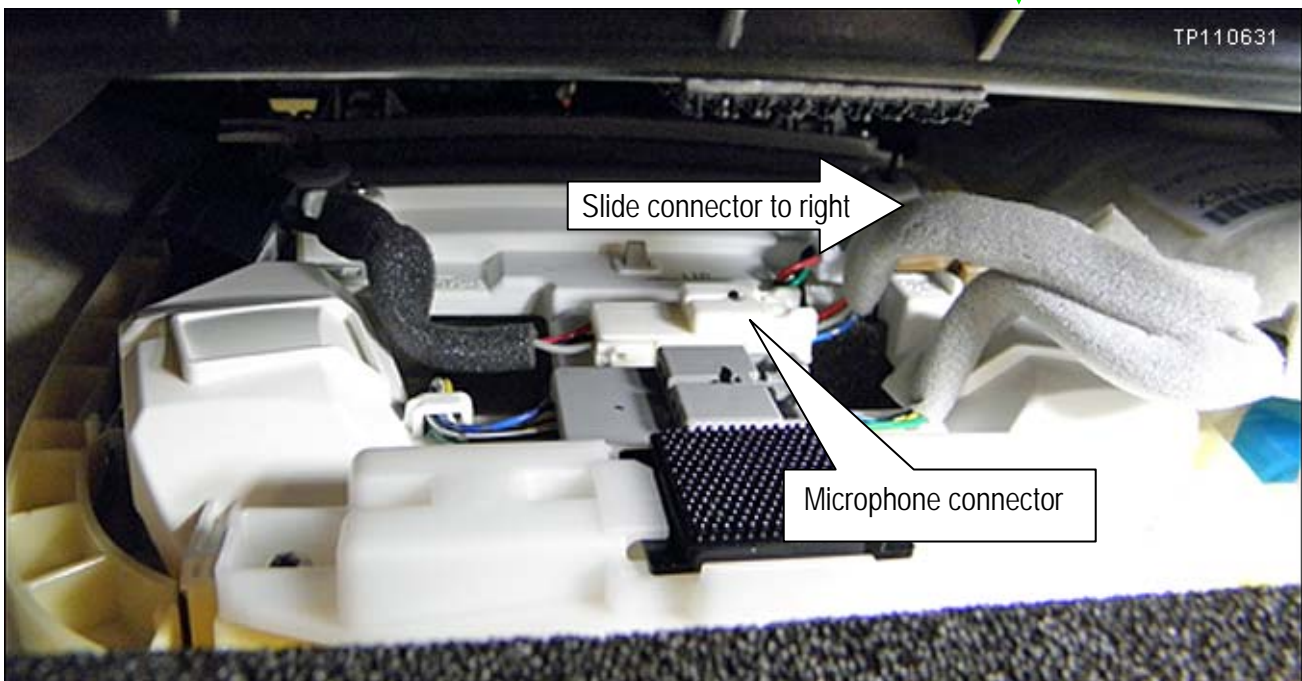


Figure SR7



10. **Carefully** reach in above the headlining and pull out the microphone.

**CAUTION:** Be careful not to crease the headlining.

11. Disconnect the old microphone and discard.

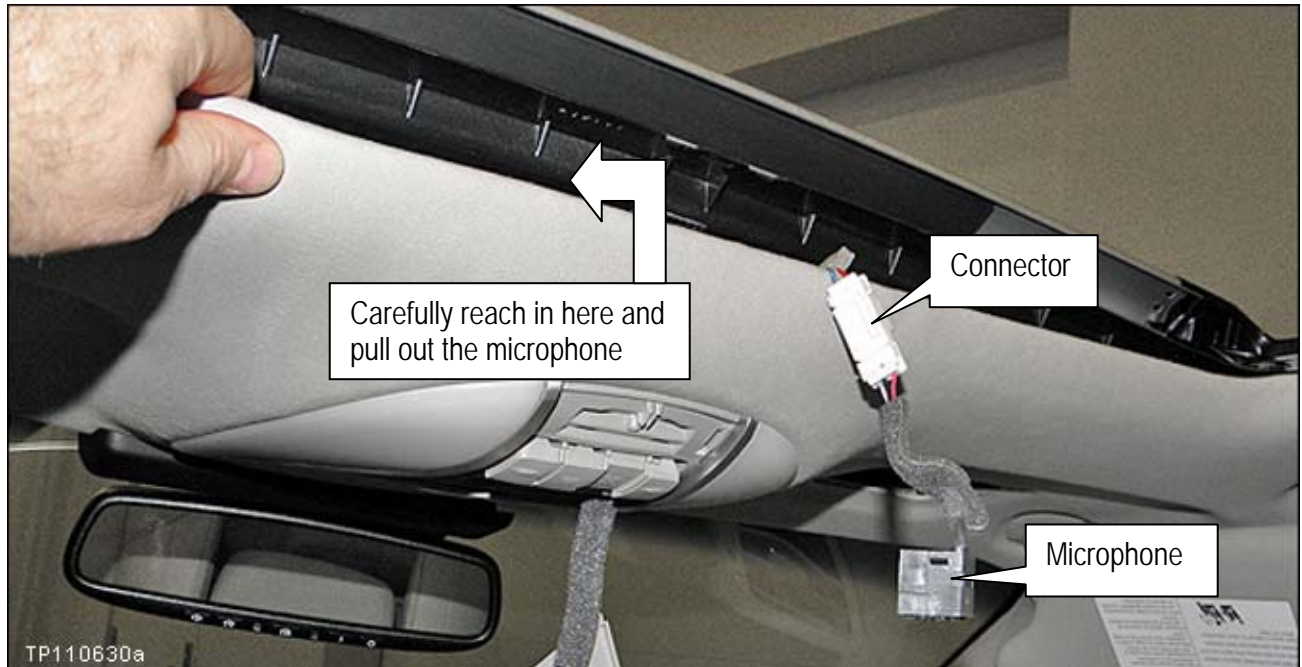


Figure SR8

12. Install the new microphone in reverse order.

- 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 microphone is firmly snapped into place. If the microphone is loose, it could pick up extra noise from an unintended source.

**CAUTION:** Be careful not to crease the headlining.