

Classification:

EL12-062c

Reference:

ITB12-063c

Date:

November 27, 2012

WITH NAVIGATION SYSTEM HANDS-FREE PHONE POOR SOUND QUALITY

This bulletin has been amended to correct the Claims Information. No other changes have been made.
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)
 2011 – 2012 QX56 (Z62)
 2010 – 2012 G37 Sedan, Coupe, and Convertible
 (V36, CV36, & HV36)

Equipped with
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. Reprogram (reconfigure) the Multi AV.
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

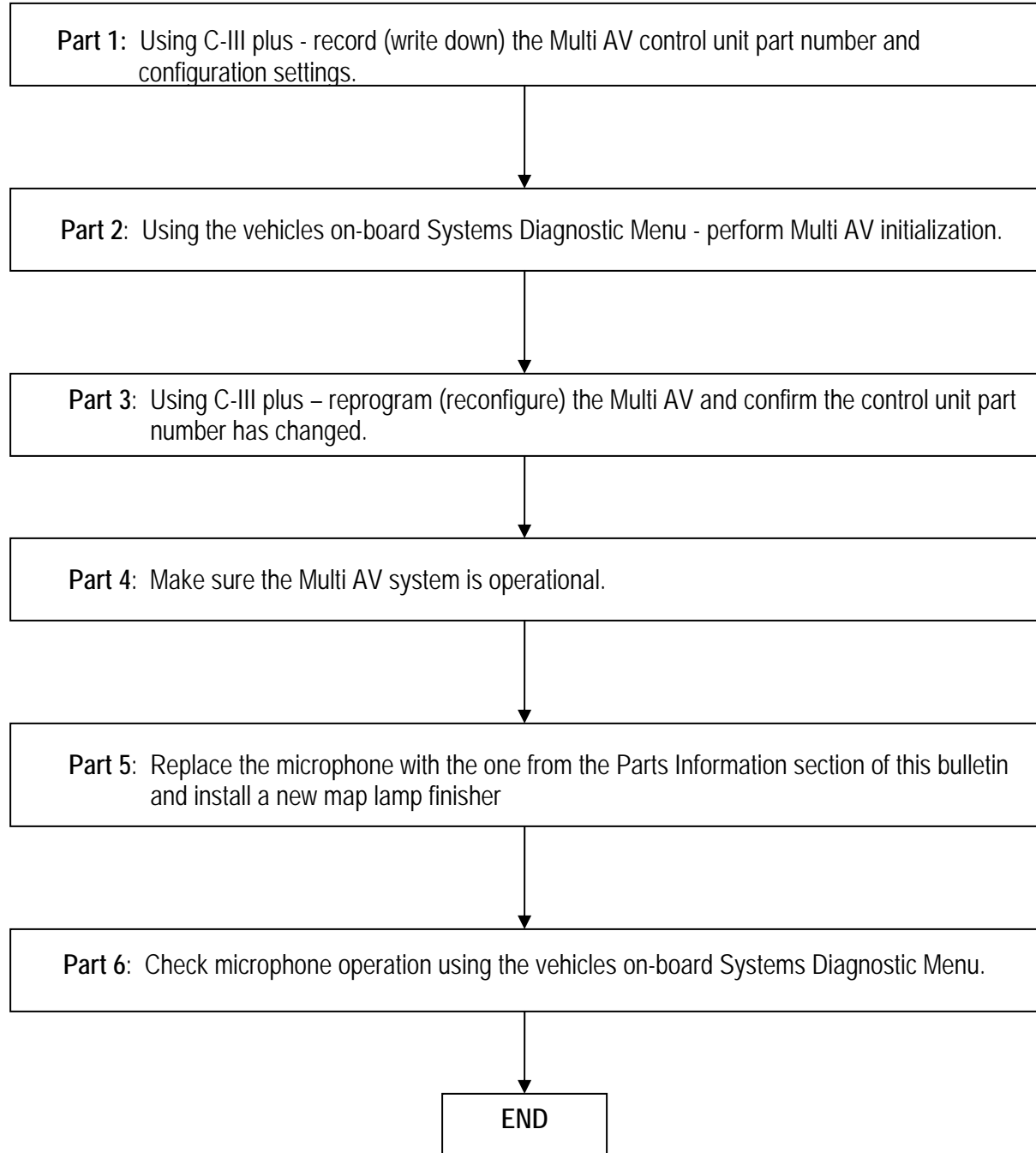
DESCRIPTION	MODEL	VARIATION	PART NUMBER	QUANTITY
Microphone	All	NA	28336 – 1VU0A	1
Map Lamp Finisher	M JX	Gray without E-CALL SW	26434 – 1PM0A	1
		Gray with E-CALL SW	26434 – 1PM2A	
		Black with E-CALL SW	26434 – 1PM2B	
	G37 FX EX	Beige without sunroof	26437 – 3LZ0A	1
		Gray without sunroof	26437 – 3LW0A	
		Beige with sunroof	26437 – 3LZ5A	
	QX56	NA	26437 – 1V90A	1

CLAIMS INFORMATION

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

MODEL	DESCRIPTION	PFP	OP CODE	SYM	DIAG	FRT
M, G37 FX, & QX56	Hands-Free Phone - Repair (With Navigation)	28336 - 1VU0A	RX2PAA	ZE	32	0.7
EX						0.8
JX35						0.6

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 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 VI to be detected, and status box(s) 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)**.

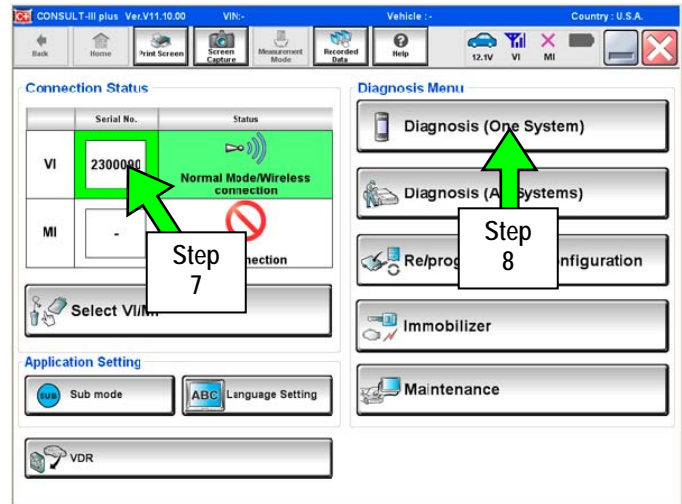


Figure 1

9. Select **MULTI AV**.

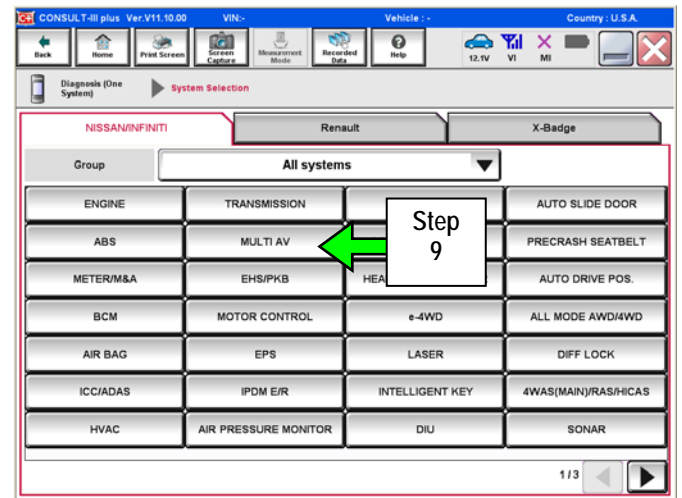


Figure 2

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.

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

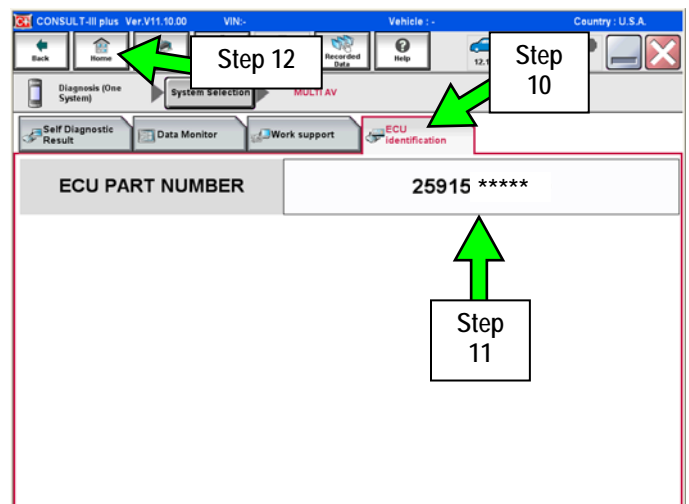


Figure 3

13. Select Re/programming Configuration.

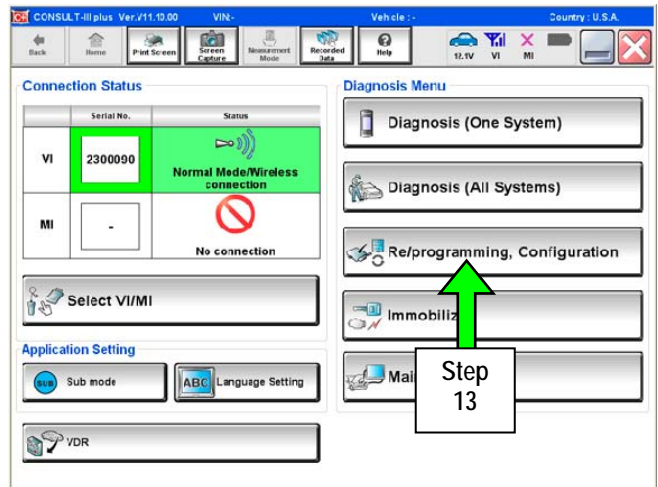


Figure 4

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

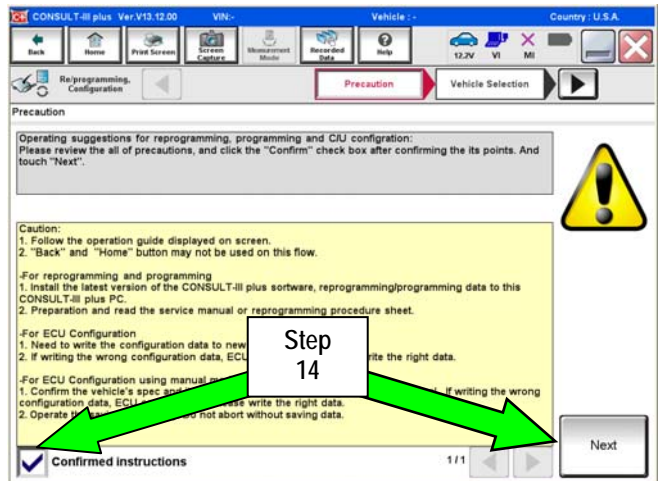


Figure 5

Example

15. Use **Manual Selection (Vehicle Name)**, then select correct **Make, Model and Year**.
 - If the screen in Figure 6 does not display, skip to step 17.

16. Click on **Select**.

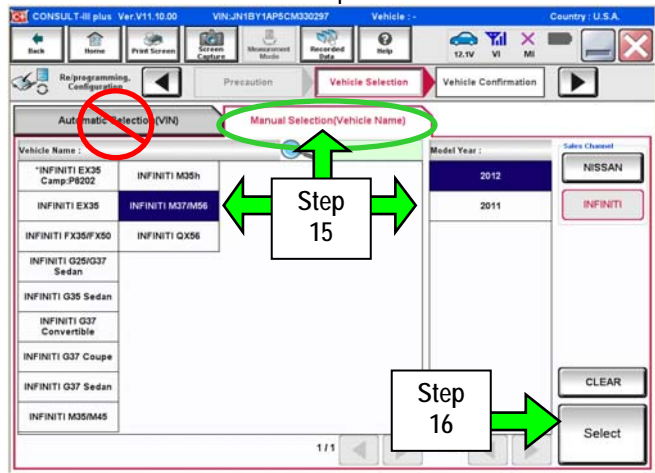


Figure 6

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.

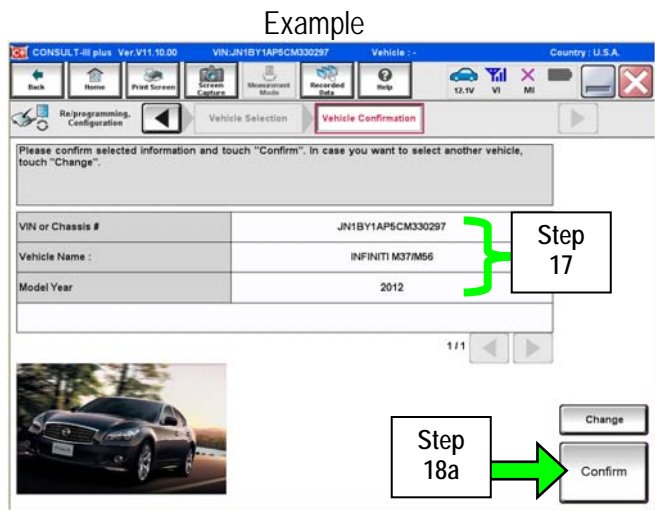


Figure 7

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

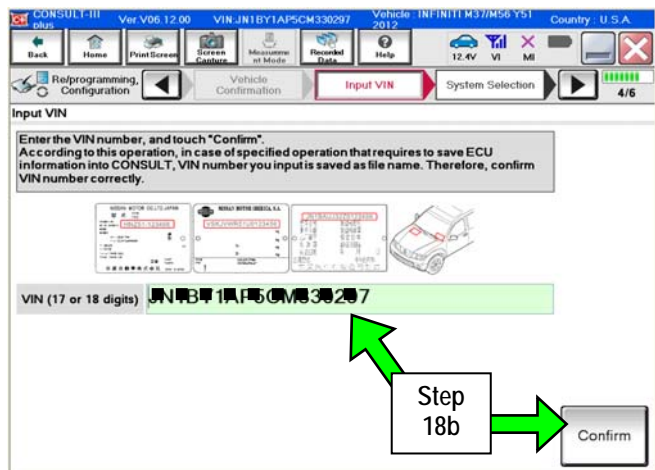


Figure 8

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

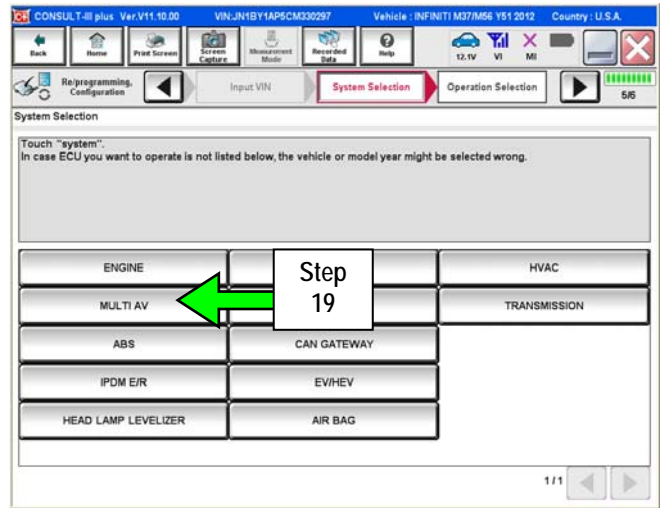


Figure 9

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

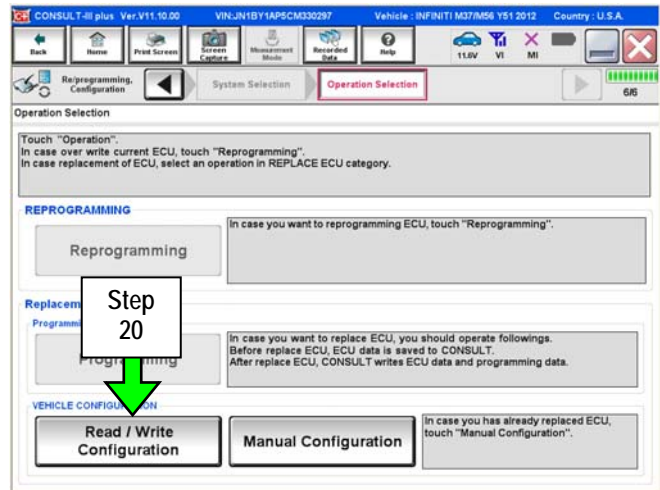


Figure 10

21. Select **Before Replace ECU**.

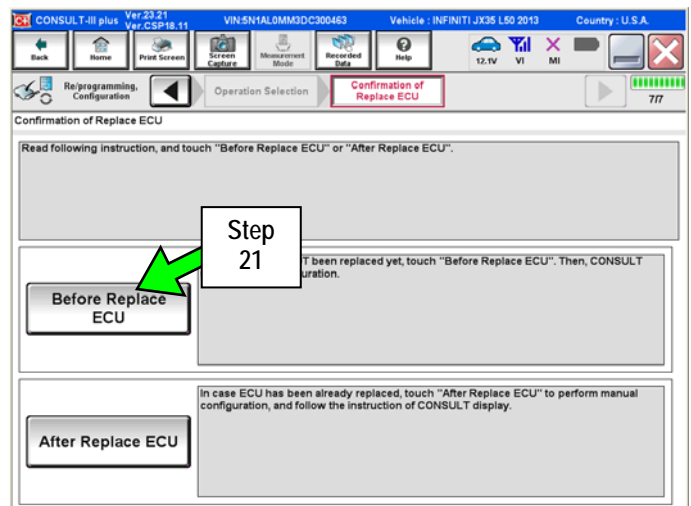


Figure 11

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.

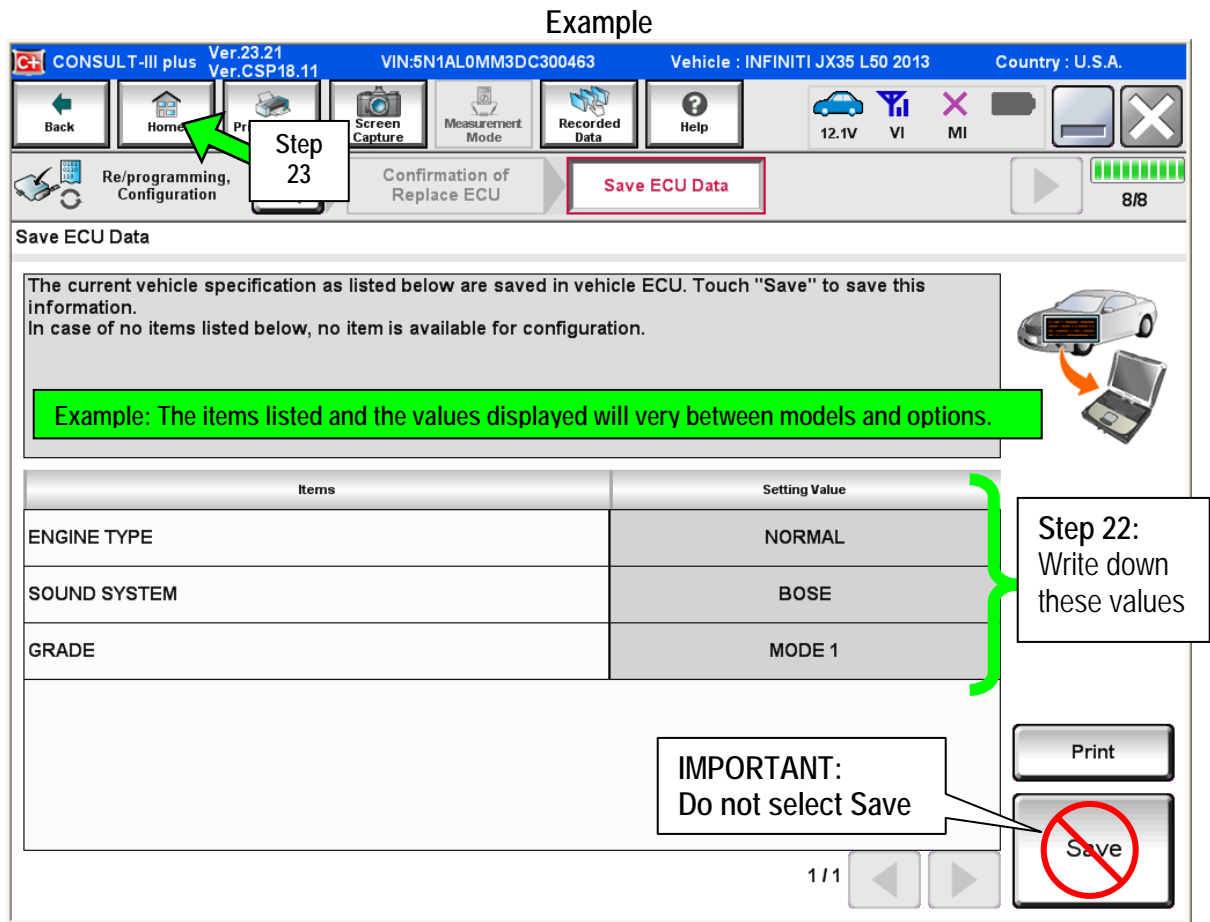


Figure 12

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.

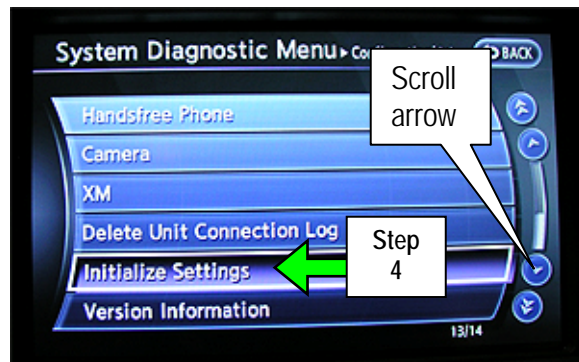


Figure A3

5. Select **Accessory Number Initialization**.



Figure A4

6. Select **Yes**.

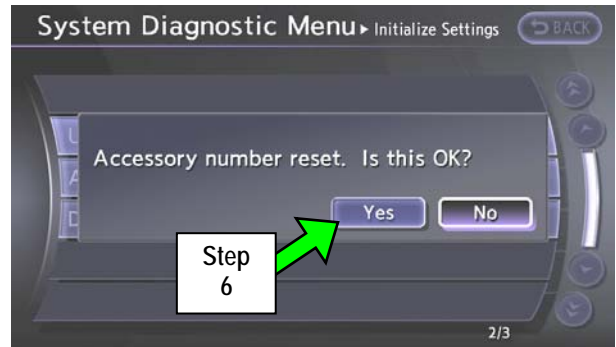


Figure A5

7. Select **Yes**.

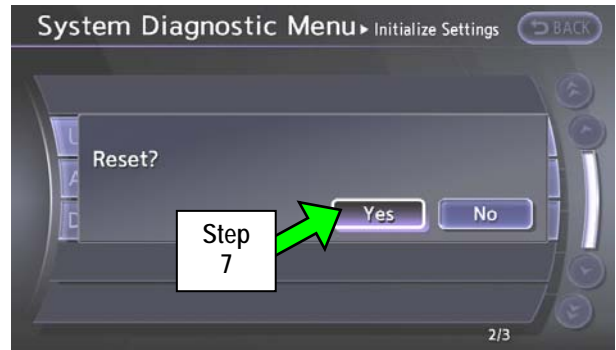


Figure A6

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

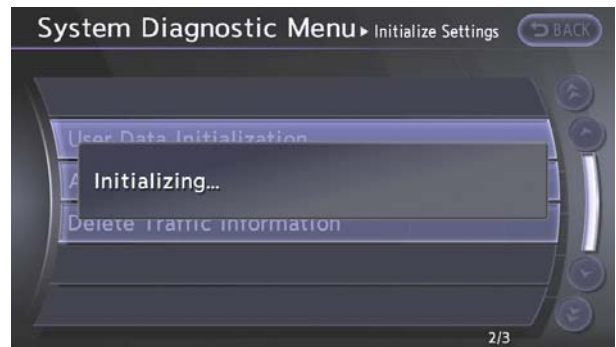


Figure A7

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.

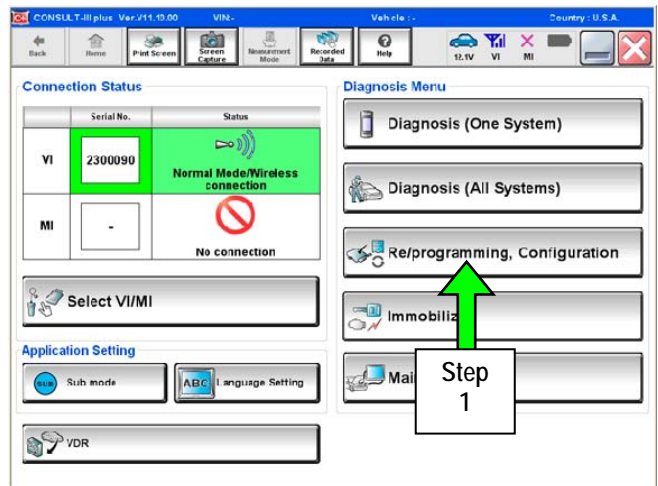


Figure B1

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

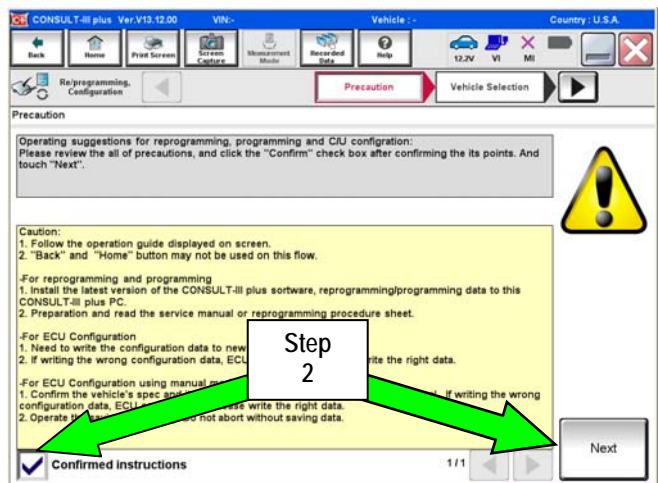


Figure B2

Example

3. Use Manual Selection (Vehicle Name), then select correct Make, Model and Year.
 - If the screen in Figure B3 does not display, skip to step 5.
4. Click on **Select**.

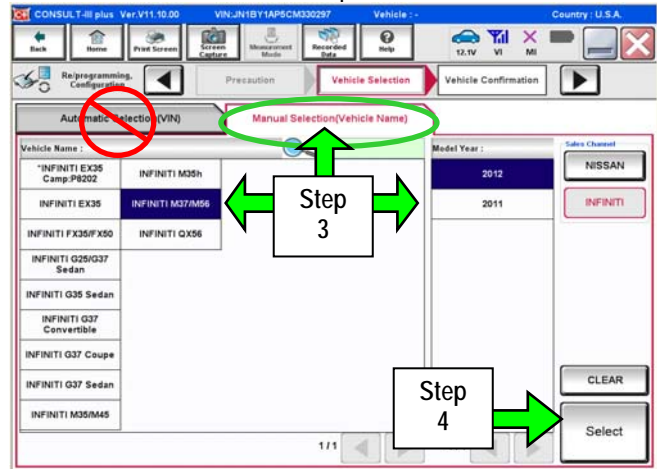


Figure B3

Example

5. Confirm correct **VIN**, **Vehicle Name** and **Model Year**.
- 6a. If the **VIN** is correct, select **Confirm**.
- 6b. If the **VIN** needs to be changed,
 - a. Select **Change** then refer to Figure B5.

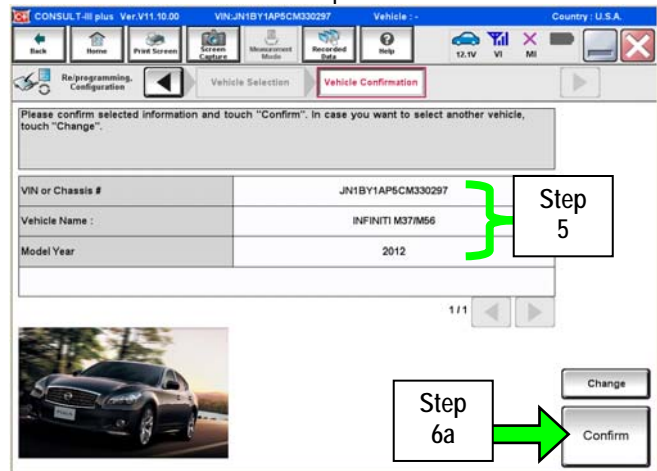


Figure B4

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

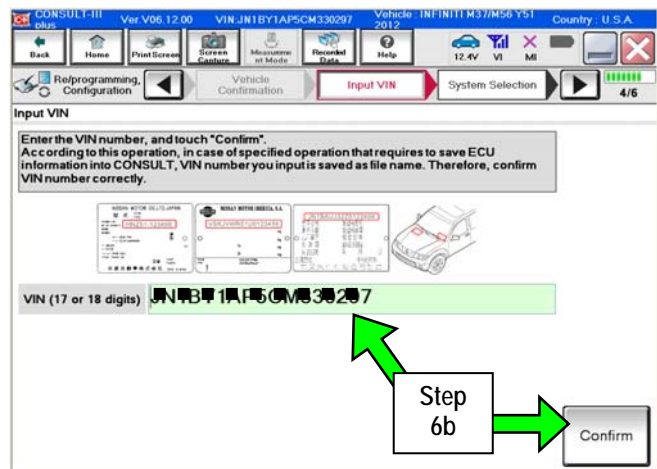


Figure B5

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

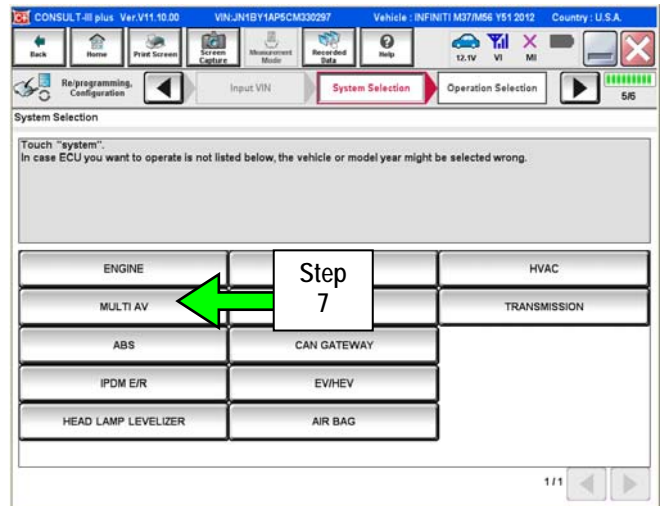


Figure B6

8. Select **Manual Configuration**.

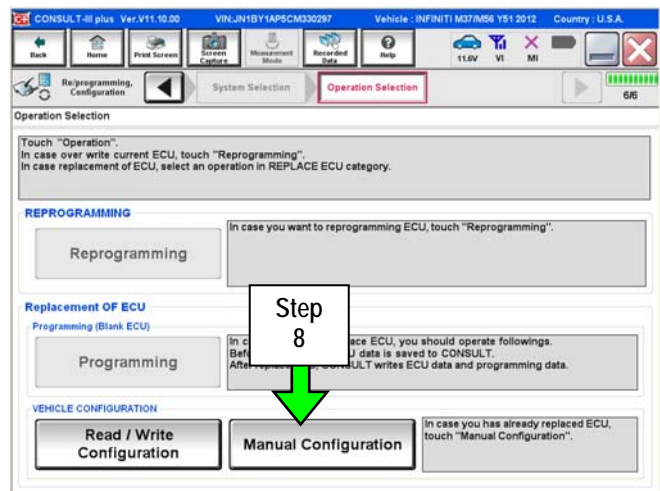


Figure B7

9. Use the drop down arrows to select the values for each item listed.

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

NOTE: If MICROPHONE is not one of the items:

- GRADE will be listed in place of MICROPHONE.
- For GRADE, select **MODE 2**. (GRADE MODE 2 = DIRECTIONAL MIC.)

10. Select **Next**.

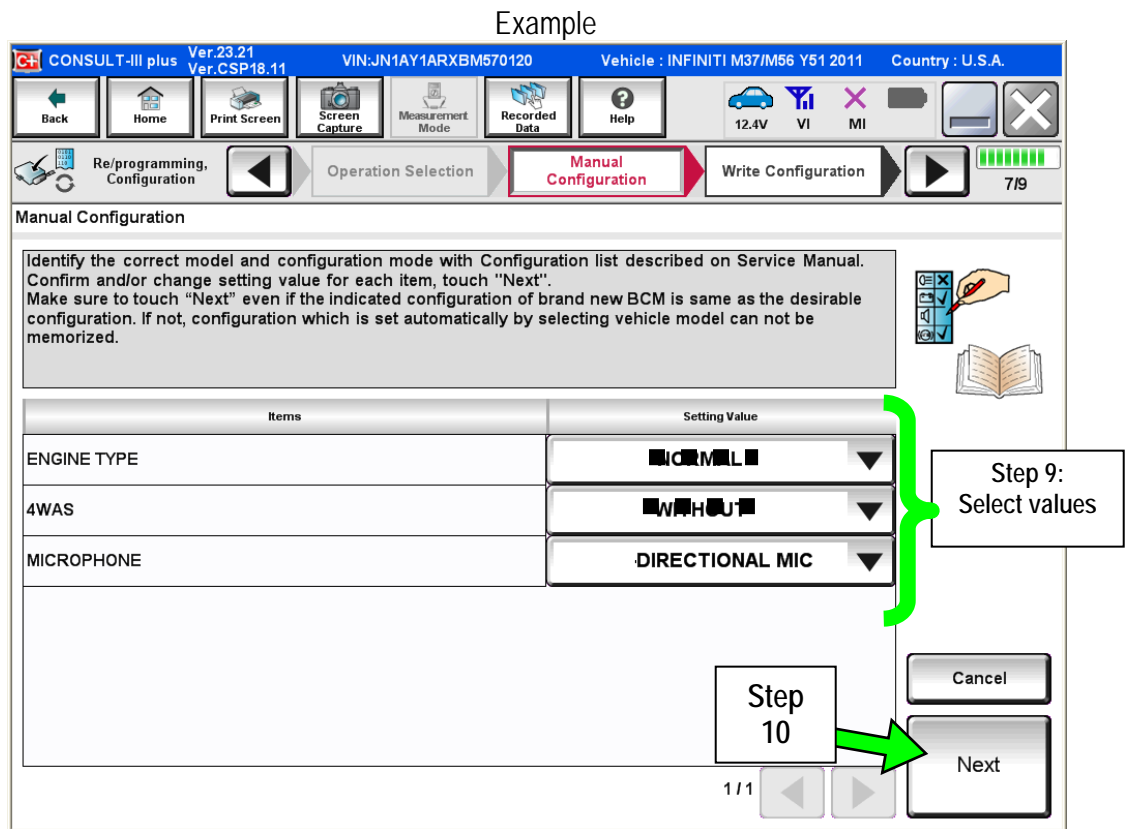


Figure B8

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 **MULTI AV**, select **Home**.

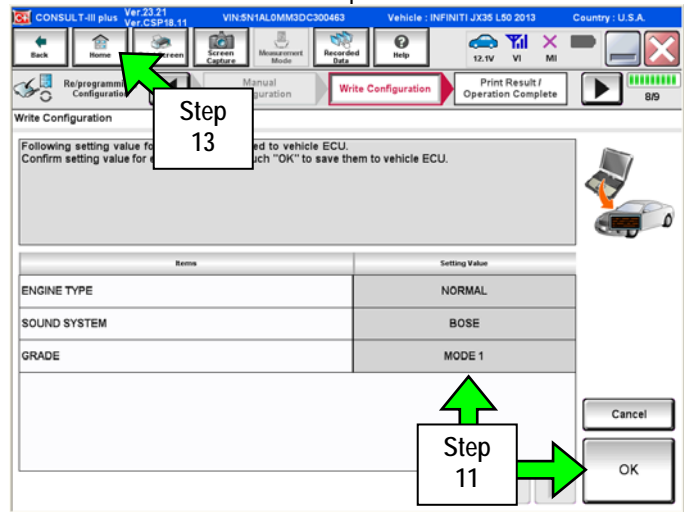


Figure B9

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.

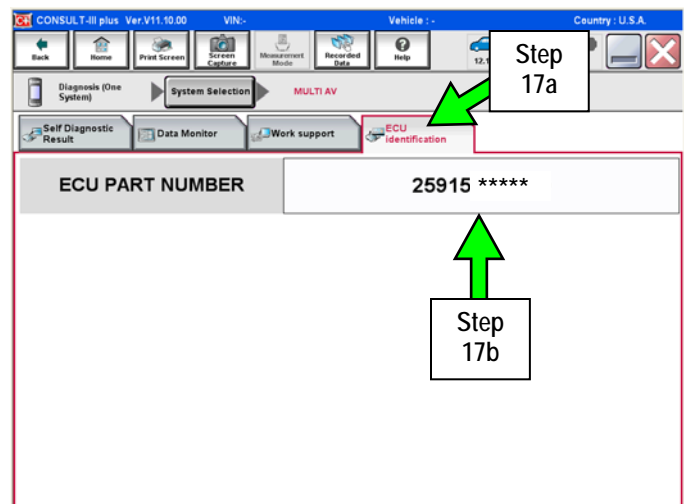


Figure B10

18. Close the C-III plus software 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 (for G37 Convertible)

- a. Turn the ignition OFF.
- b. Remove / snap loose (with a plastic trim tool) the map lamp assembly.
- c. Replace the microphone and the map lamp finisher with the ones listed in the Parts Information.
- d. Reinstall the map lamp assembly.
NOTE: If needed, see section AV in the Service Manual for additional information.
- e. Skip to Part 6 on page 22.

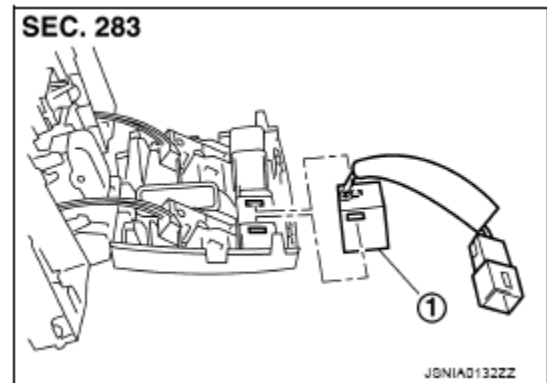


Figure M1

Part 5: Replace the system microphone (for all except G37 Convertible)

NOTE: The photos used in this section are of a M37/56. These photos are also representative (similar) for all other applied vehicles except the G37 Convertible.

1. Turn the ignition OFF.

2. Remove / snap loose the map lamp finisher shown in Figure M2.
 - Use a plastic trim tool as needed.

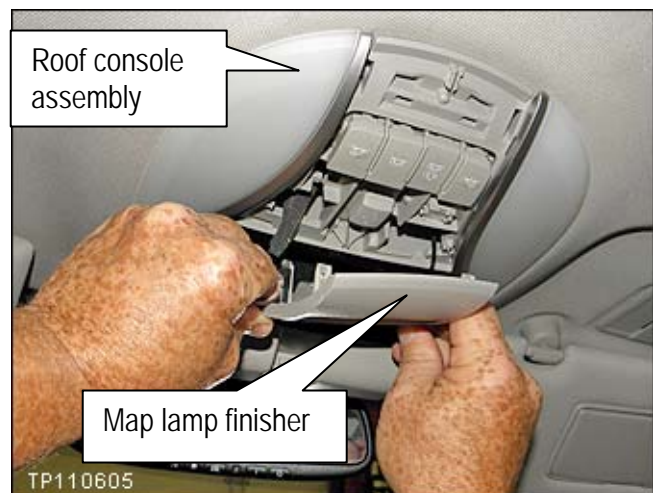


Figure M2

3. Remove the microphone from the map lamp finisher.

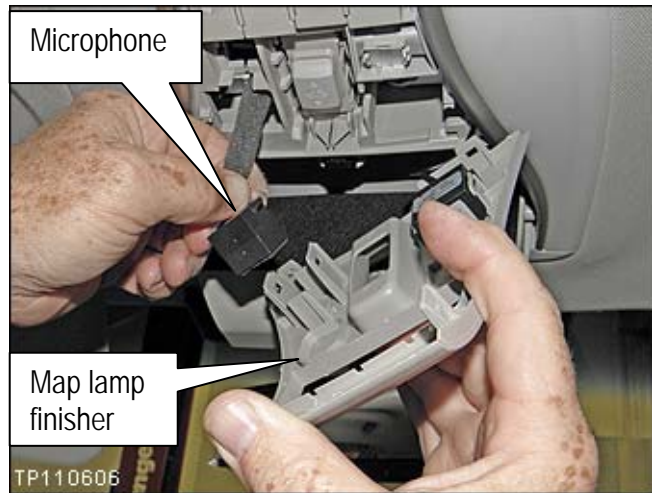


Figure M3

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 M4.

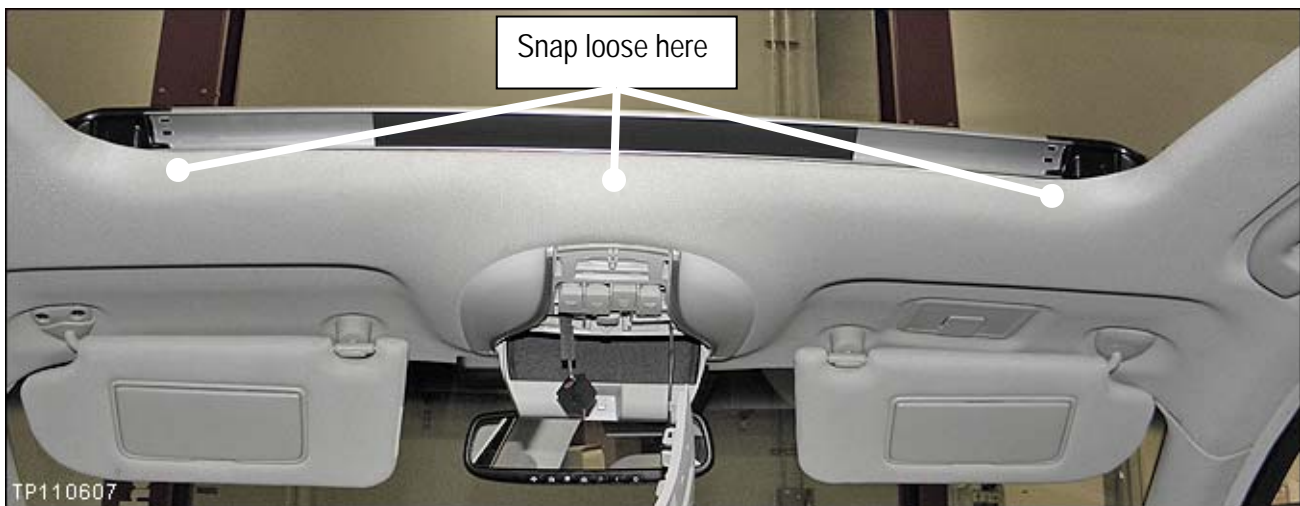


Figure M4

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



Figure M5

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



Figure M6

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

CAUTION: Be careful not to crease the headlining.

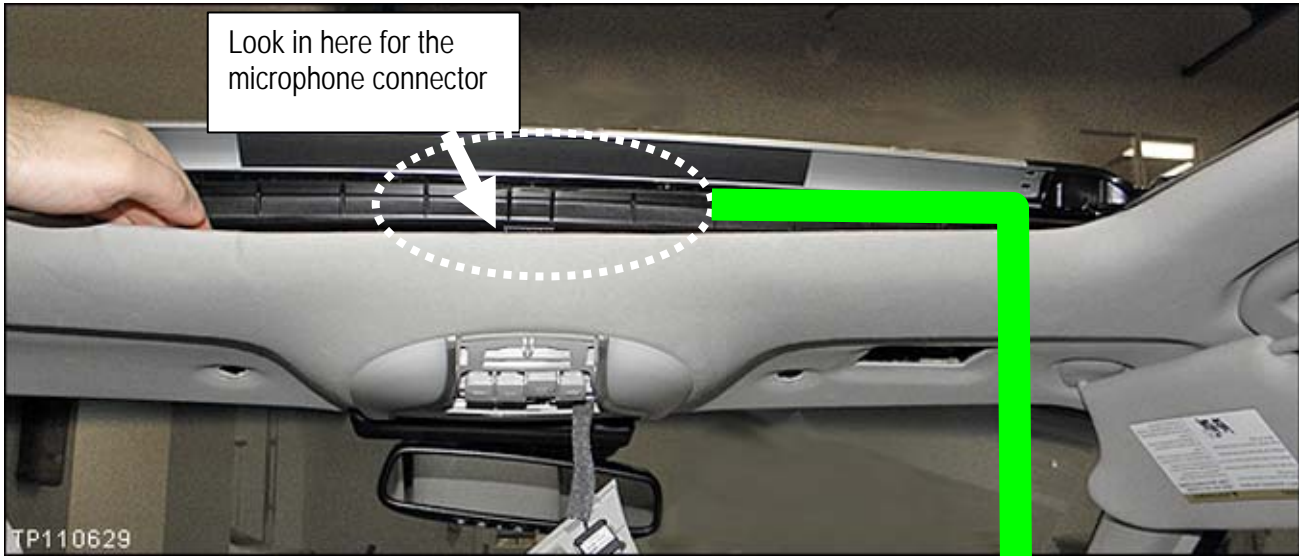


Figure M7

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.

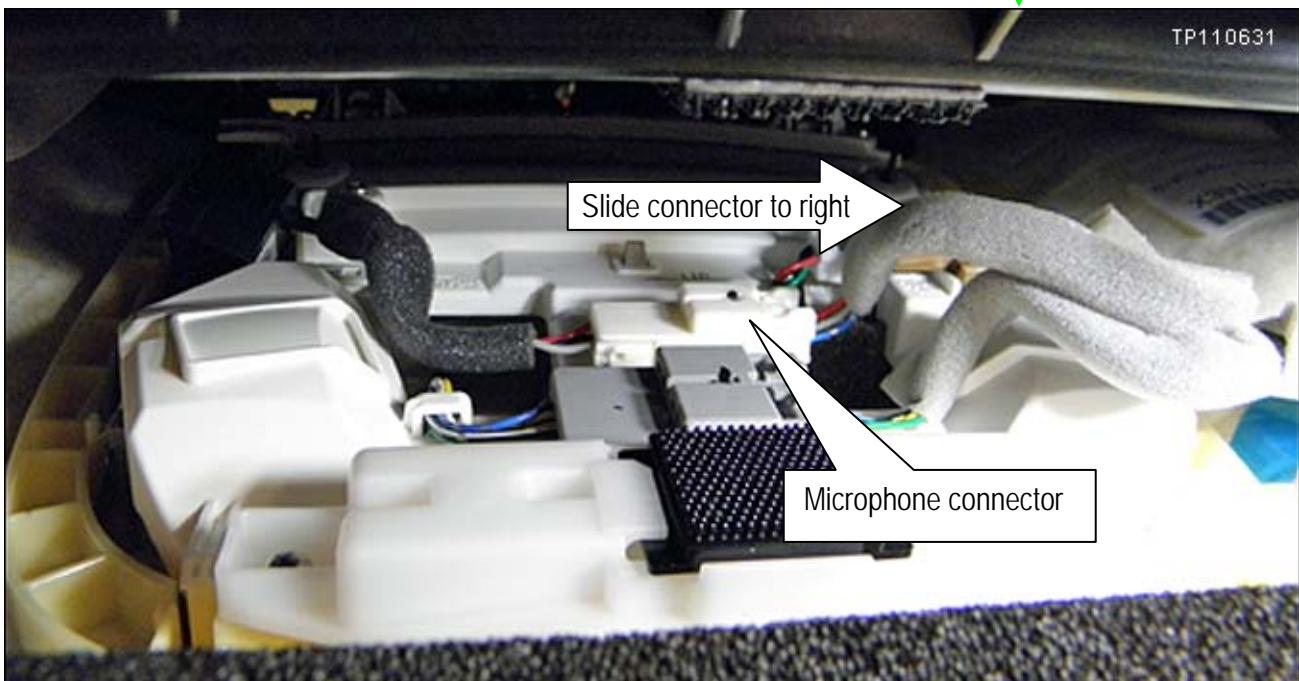


Figure M8

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.

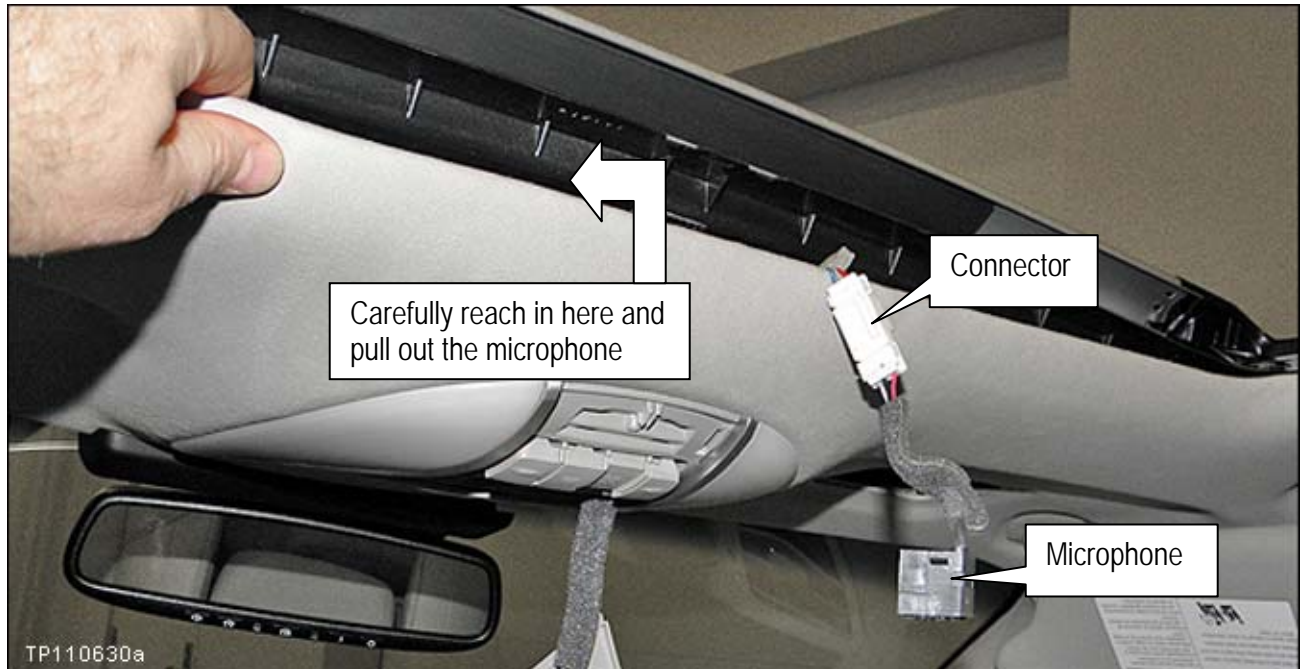


Figure M9

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.

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

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

2. Put the AV system into System Diagnostic Mode:

- 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 M11 will display.

Your vehicle may look different.



Figure M10

3. Select Confirmation/Adjustment.

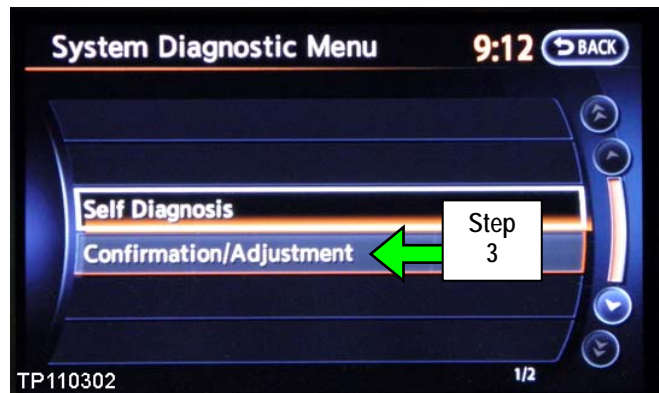


Figure M11

4. Select Handsfree Phone.

NOTE: Use the scroll arrow to find Handsfree Phone.

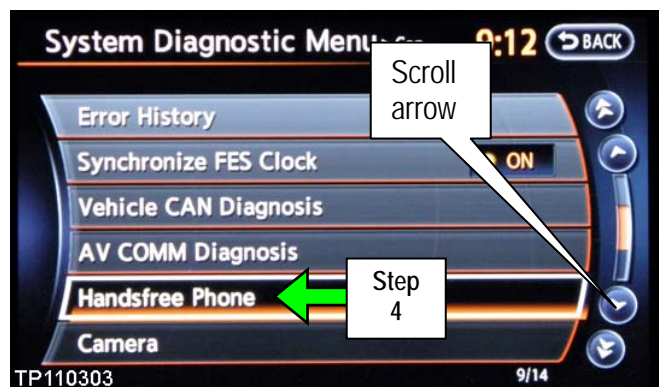


Figure M12

5. Select **Voice Microphone Test**.
 - A “feedback” noise will come from the system speakers as confirmation of microphone operation.
 - If you speak, you should hear your voice coming from the system speakers. This is further confirmation of microphone operation.

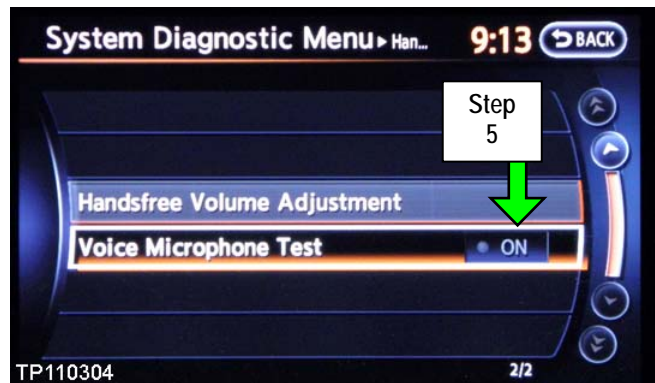


Figure M13

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.
- B. Select **Volumes & Beeps**.



Figure M14

- 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 M15