

Classification:

EL12-056c

Reference:

ITB12-051c

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## HEADPHONES DO NOT OPERATE OR STATIC IS PRESENT

This bulletin has been amended. The Applied Vehicles section has been revised.  
Please discard all previous versions.

### APPLIED VEHICLES:

2013 JX35 (L50)  
 2013 QX56 (Z62)  
 2014 QX60 (L50)  
 2014 QX60 Hybrid (L50)  
 2014 QX80 (Z62)

### SERVICE INFORMATION

The rear seat headphones have a "LEFT" channel and a "RIGHT" channel. The channel switch is on the headphone ear pad case.

- If a person is sitting on the left side (driver side) of the vehicle and their headphones are set to "RIGHT", the headphones may have static or intermittently operate (cut in and out).

**OR**

- If a person is sitting on the right side (passenger of the vehicle and their headphones are set to "LEFT", the headphones may have static or intermittently operate (cut in and out).



Figure 1

**NOTE:** If the headphones are set to the "correct channel" for the seating position, but still have static or do not operate, check the condition of the "AAA" headphone batteries located under the left side headphone cover.

### Do not replace the headphones for the above issues.

Inform the customer about the "RIGHT" and "LEFT" function of the headphones.

- "LEFT" is **only** for use when sitting on the **left side** (driver side) of the vehicle.
- "RIGHT" is **only** for use when sitting on the **right side** (passenger side) of the vehicle.
- Refer to the **Monitor, climate, audio, phone and voice recognition systems** chapter in the applicable 2013 JX35 and 2014 QX60 Owner's Manuals for additional details.

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.