

Classification: EL14-016	Reference: ITB14-013	Date: April 24, 2014
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INFINITI; HEADPHONE REPLACEMENT FOR 2ND ROW ACCESSORY DVD SYSTEM

APPLIED VEHICLES	2010 – 2012 FX35 (S51)
	2013 FX37 (S51)
	2010 – 2013 FX50 (S51)
	2014 QX70 (S51)
	2014 QX60 (L50)

SERVICE INFORMATION

The applied models can be equipped with a “factory installed” 2nd Row DVD system, or have an “accessory installed” 2nd Row DVD system (Figure 1). Before beginning diagnostics, confirm which type of 2nd Row DVD system is installed.



Figure 1

This bulletin and the information on pages 2 and 3 applies only to the accessory installed 2nd Row DVD system.

If you confirm a customer’s concern for the accessory installed 2nd Row DVD system, please follow the correct procedure for accessory part diagnosis and warranty information on pages 2 and 3.

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:

DO NOT order the headphones listed in the FAST (or equivalent) system for the accessory installed 2nd Row DVD system.

NOTE:

- Factory headphones and accessory headphones are not interchangeable.
- Accessory headphones can be identified by their ability to fold flat; factory headphone do not fold flat.

Accessory parts list are found at: **ASIST / Model / Acc. Install Instructions / DUAL DVD HEADRESTRAINT MONITOR / Service Part Number**

Accessory part diagnostic is found at: **ASIST / Model / Acc. Install Instructions / DUAL DVD HEADRESTRAINT MONITOR / Diagnostic Flow Chart**

In addition, technical assistance for the accessory DVD system is available. Please call Invision Tech-line help at 866-869-7888 for any installation, repair or warranty assistance.

Figure 2 and Figure 3 are examples of accessory headphones.

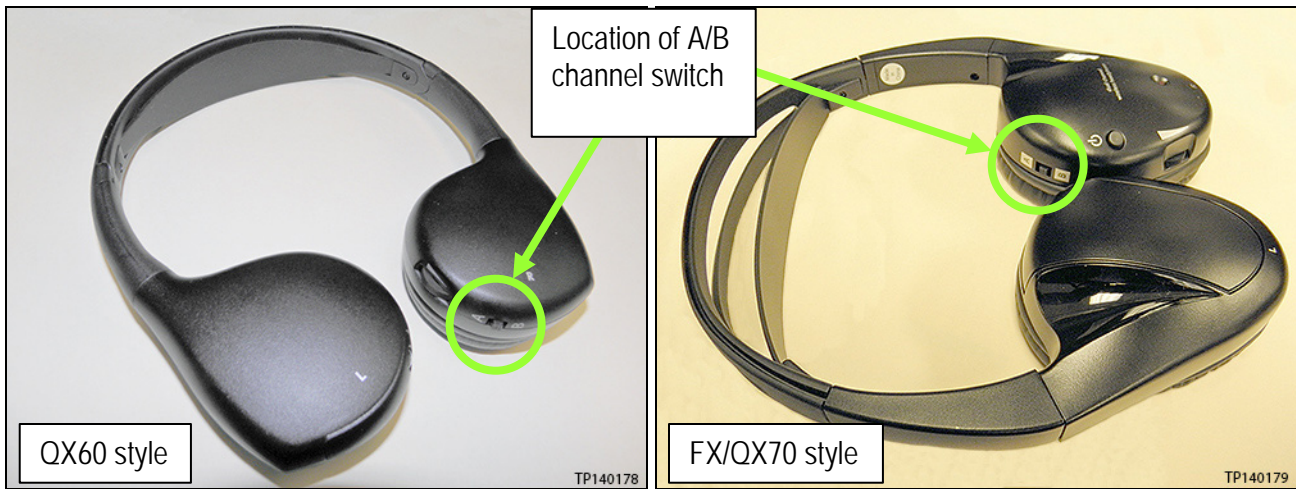


Figure 2

Figure 3

Please see next page for diagnostic information.

Accessory Headphone Diagnostic Information:

The rear seat headphones have an "A" channel and a "B" channel. The channel switch is located on the headphone ear pad case.

- "A" corresponds to driver's side.
- "B" corresponds to passenger side.

NOTE: Inform the customer about the "A" and "B" function of the headphones.

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

OR

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

NOTE: If the headphones are set to the "correct channel" for the seating position, but static is present or the headphones do not operate:

- Check the condition of the headphone's "AAA" batteries located under the headphone cover.
- The headphones also must have a clear line of sight to the DVD monitor for Infrared transmission.
 - If any materials or other accessories are obstructing the clear view between the headphone and monitor, loss of transmission can occur.

Do not replace the headphones for any of the above issues.

