

**Reference:**

ITB10-015

**Date:**

March 4, 2010

## **VOLUNTARY SERVICE CAMPAIGN 2010 G37 WITH NAVI; RADIO SEEK FUNCTION**

**CAMPAIGN ID #:** P0308**APPLIED VEHICLE:** 2010 G37 Sedan, Coupe, & Convertible (V36, CV36, & HV36)**Check Service COMM to confirm campaign eligibility.**

### **INTRODUCTION**

Infiniti is conducting a Voluntary Service Campaign to reprogram the navigation unit on certain 2010 model year G37 vehicles to correct the operation of the radio seek function.

### **IDENTIFICATION NUMBER**

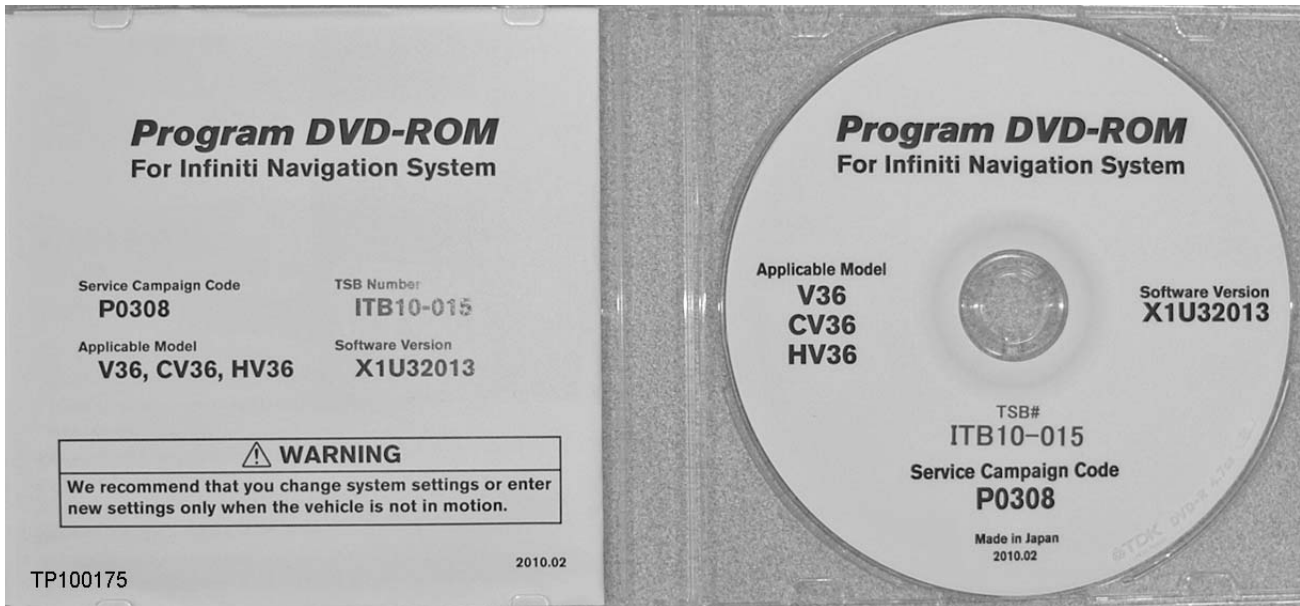
Nissan has assigned identification number P0308 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

### **DEALER RESPONSIBILITY**

Dealers are to correct each vehicle falling within the range of this campaign that enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory.

## REPROGRAMMING DISC REQUIRED FOR THIS CAMPAIGN

- Each dealer will be mailed one disc, free of charge, from Clarion.
- Should you require additional disc(s) due to loss or damage; discs can be ordered, free of charge, by contacting Clarion toll free at 1-800-347-8933. Request reference number ITB10-015.



## SERVICE PROCEDURE

This SERVICE PROCEDURE contains three steps:

- A. Disable Bluetooth® function.
- B. Loading The Program.
- C. Enable Bluetooth® function.

**CAUTION:** If the Bluetooth® function is not disabled before program reload the system may become permanently damaged.

## A. Disable Bluetooth® Function

1. Set the parking brake.
2. Start the engine – keep the transmission in Park or Neutral.
3. Make sure that there is no disc in the CD-slot.
4. Press the “Setting” button on the switch panel.
5. Touch “Bluetooth”.



Figure 1

6. Touch “Bluetooth ON”.

**NOTE:** If Bluetooth® function is turned off (grayed out) go to step 8.



Figure 2

7. The “ON” indicator turns off (grayed out).



Figure 3

8. Turn off the engine. **Wait 10 seconds.**
9. Proceed to B. Loading The Program.

## Loading The Program

1. Start the engine – keep the transmission in Park or Neutral. The start-up screen is displayed.

**NOTE:** If the start-up screen is not displayed: Turn off the engine. Wait 10 seconds. Start the engine.

2. Wait for more than **1 minute**.

3. Press the INFO button.

4. Select Navigation Version on the display screen.

5. Press the ENTER button.



Figure 1

6. Make sure Program Version is X1U32009.

**NOTE:** If Program Version is X1U32013, reprogramming is not needed:

- Proceed to C. Enable Bluetooth® Function.
- Submit a claim to close the campaign.



Figure 2

7. Eject any discs that may be in the CD player.
8. Insert the reprogramming disc into the CD player.

9. Wait for the reprogramming to load.
  - Reprogramming will load automatically.
  - A progress bar will display as reprogram loads.

**NOTE:** DO NOT change the ignition position while program is loading.

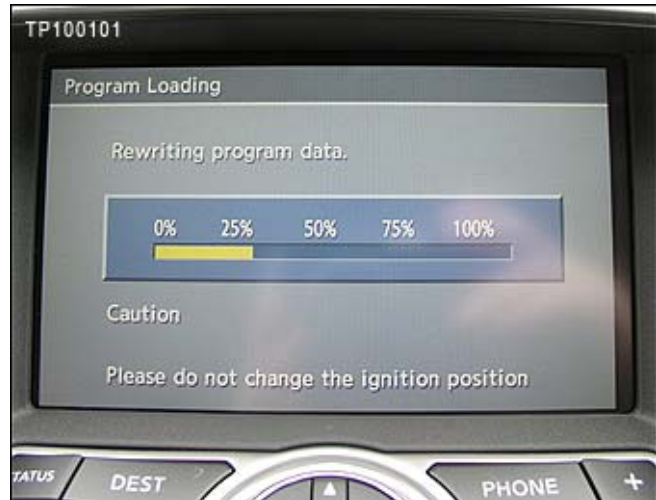


Figure 3

10. When complete, the screen in Figure 4 will display and the reprogramming disc will eject automatically.

**NOTE:** When the disc ejects, remove it immediately. If left in the slot it will automatically load and start the process again.

11. Remove the Disc from the CD slot. The system will reboot automatically.



Figure 4

12. Make sure the new program has loaded:

- a. Press the INFO button.
- b. Select Navigation Version on the display screen.
- c. Press the ENTER button.



Figure 5

- d. Make sure Program Version is X1U32013.
- f. Proceed to C. Enable Bluetooth® Function.



Figure 6

### C. Enable Bluetooth® Function

**NOTE:** If Bluetooth® function did not require to be disabled in **Step A**, then the bulletin is complete at this point.

- 1. Press the "Setting" button on the switch panel.
- 2. Touch "Bluetooth".



Figure 1

3. Touch "Bluetooth ON".



Figure 2

4. The "ON" indicator turns on (shows in orange).

5. Turn off the engine. The process is complete.



Figure 3

### CLAIMS INFORMATION

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

"CM" I.D.: P0308

DESCRIPTION	OP CODE	FRT
Check Program Version and if needed, Perform Reprogramming	P03081	0.2 hrs

## OWNER'S LETTER

### OWNER NOTIFICATION

Dear Infiniti G37 Owner:

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

#### REASON FOR CAMPAIGN

On some 2010 G37 vehicles equipped with Navigation, due to a software irregularity, the radio seek function may work in reverse of what is indicated. If this occurs, pushing the seek "up" button results in the radio seeking "down" through the frequencies.

#### WHAT INFINITI WILL DO

To assure your continued satisfaction and confidence in your G37, Infiniti will reprogram the operating software to correct this condition. 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. **Please contact your Infiniti retailer to perform this important service.**

#### WHAT YOU SHOULD DO

Please contact your Infiniti retailer at your earliest convenience in order to arrange an appointment to have your vehicle repaired 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. We are indeed sorry for any inconvenience this may cause you.

