

Classification:

EL10-042c

Reference:

ITB10-066c

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Date:

August 31, 2011

NAVIGATION / BLUETOOTH / VOICE RECOGNITION ISSUES

This bulletin has been amended. Several items throughout the bulletin have been revised.
Please discard all previous versions.

APPLIED

VEHICLES: 2011 EX35 (J50) – with Navigation / built after September 6, 2010
2011 FX35/FX50 (S51) with Navigation / built after August 20, 2010
2011 G37 Sedan (V36) with Navigation / built after August 17, 2010
2011 G37 Coupe & Convertible (C/HV36) with Navigation / built after Sept. 20, 2010
2011 QX56 (Z62) with Navigation / built after September 8, 2010
2012 M37/M56 (Y51) with Navigation / built after February 9, 2011
2012 M35h Hybrid (Y51HV) with Navigation / built after February 8, 2011

IF YOU CONFIRM

One or more of the following is occurring on an Applied Vehicle:

- Audio streaming via Bluetooth is “choppy” or “clipped.”
- “Calculating Route” takes an extended period of time (2-5 minutes) to complete.
- “Could not find a route” displays when attempting to calculate a route.
- Voice Recognition sequence takes too many steps.
- Voice Recognition has difficulty recognizing voicetags.
- The Navigation system reboots.
- XM NavTraffic is slow to report.
- “Handset Phonebook” access is slow.
- Caller ID is not available when a hands-free call via Bluetooth is in progress and another call comes in.

ACTION

1. Perform steps 1-7 of **Check Navigation Program Version** in the Service Procedure to verify whether or not this bulletin applies.
2. If this bulletin applies, Follow the Service Procedure to load the Reprogramming Software DVD referenced in the Parts Information section.

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

Reprogramming software DVD required for this procedure:

- Each dealer has been mailed one NTB10-125b/ITB10-066b Reprogramming Software DVD, free of charge, from Clarion.
- Should you require an additional NTB10-125b/ITB10-066b Reprogramming Software DVD due to loss or damage, it can be ordered free of charge by contacting Clarion toll free at 1-800-347-8933.
- Discard the previous version of this Reprogramming Software DVD (NTB10-125/ITB10-066).

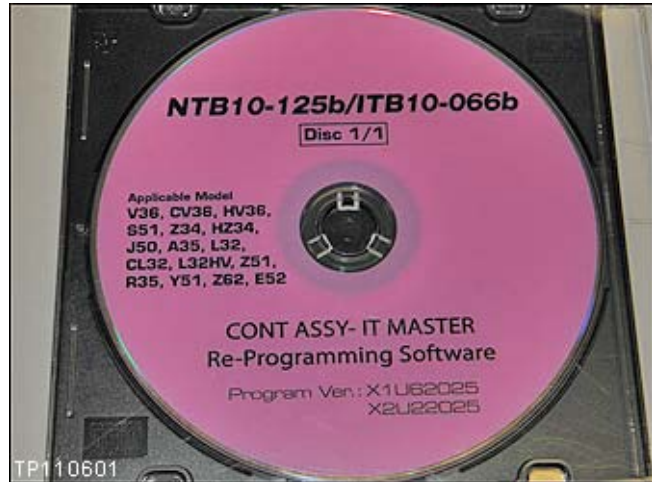


Figure A

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
DVD NAVIGATION - REPROGRAMMING	(1)	RX1SAA	HB	32	0.2

(1) Refer to the electronic parts catalog (FAST) and use the navigation unit assy part number as the primary failed part number (PFP).

SERVICE PROCEDURE

NOTE: This procedure will take 10-15 minutes with the ignition ON. Before starting the procedure, make sure to attach a battery charger to the vehicle battery and set it to a low charge rate (trickle charge).

Check Navigation Program Version (confirm this bulletin applies)

1. Set the parking brake.
2. Turn the ignition ON and keep the transmission in Park or Neutral.
 - The Navigation start-up screen should display.
 - If the Navigation start-up screen is not displayed: turn the ignition OFF, wait 10 seconds, and then turn the ignition ON again.
3. Wait more than 1 minute.
4. Press the "INFO" button on the switch panel.

5. Select **Navigation Version** on the display screen.



Figure 1

NOTE: On some vehicles you will need to select **Others** to find **Navigation Version**.



Figure 2

6. Check the **Program Version**.

7. Refer to the Flow Chart below.

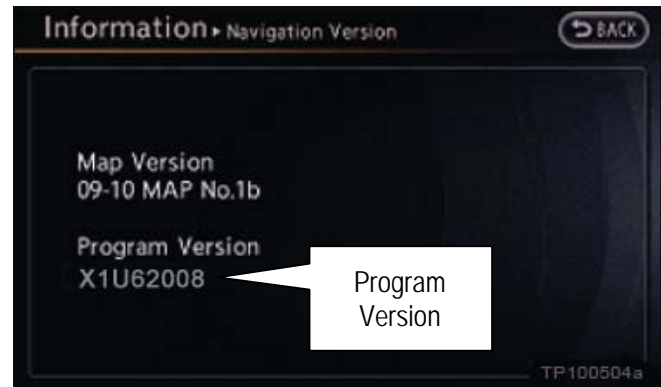
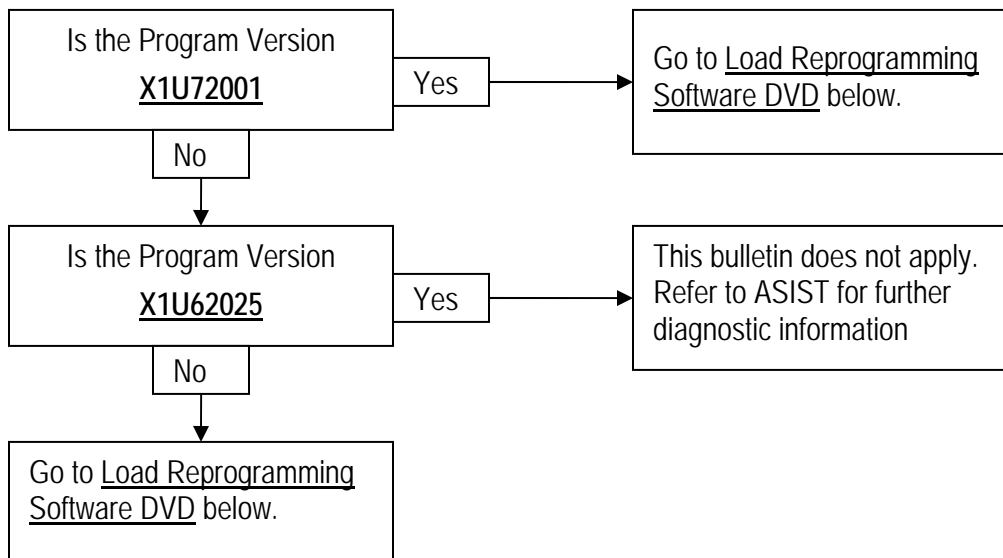


Figure 3



Load Reprogramming Software DVD

1. Make sure there is no disc in the CD/DVD slot (eject any disc that may be in the CD/DVD player).
2. Insert the Reprogramming Software DVD into the in-dash CD/DVD player slot.

IMPORTANT:

Once reprogramming has started:

- Do not eject the DVD while it is loading.
- Do not change the ignition position until the DVD has completed loading.

3. Wait for the program to load (a progress bar will display).
4. When the program has finished loading:
 - The Reprogramming Software DVD will automatically eject.
 - "Program loading is completed" will display.

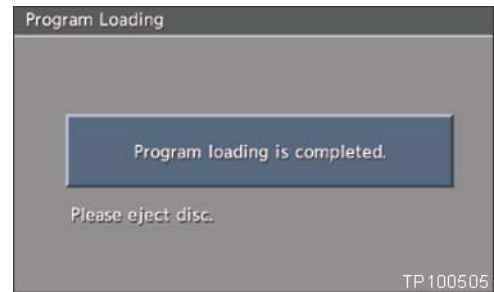


Figure 4

5. The Navigation system will automatically restart.
6. Make sure the new program has loaded.
 - a. Press the "INFO" button on the switch panel.

- b. Select **Navigation Version** on the display screen.



Figure 5

NOTE: On some vehicles you will need to select **Others** to find **Navigation Version**.



Figure 6

- c. The Program Version should be **X1U62025**.
- If the Program Version is not X1U62025, perform the Load Reprogramming Software DVD procedure again.



Figure 7

7. The procedure is complete. Turn OFF the ignition.

