

Classification:

EL11-017d

Reference:

ITB11-040d

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Date:

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## BLUETOOTH® PHONE SOUND QUALITY

This bulletin has been amended. The Applied Vehicles section, Actions section, and Applied VIN/Date Table on page 2 have been updated. Please discard all previous copies of this bulletin.

**APPLIED VEHICLES:** 2010-2011 EX35 (J50), FX35/FX50 (S51), G37 Convertible (HV36), G37 Coupe (CV36), G37 Sedan (V36), 2011 QX56 (Z62) – with Navigation

**APPLIED VINS/DATES:** See the Applied VIN/Date Table on page 2.

### IF YOU CONFIRM

An Applied Vehicle **has** NAVI,

AND

the customer describes the following:

When using the Bluetooth® hands free phone system, the person on the other end of the call tells me that I am hard to understand. For example:

- Voice quality is not clear or is garbled
- Sounds like you are under water
- Sounds like you are in a tunnel
- Voice cannot be understood
- Voice is choppy and cuts out

### ACTIONS

1. Refer to the Applied VIN/Date Table on page 2 to confirm this bulletin applies to the vehicle you are working on.
2. If this bulletin applies, reprogram the Multi-AV system.

**NOTE:** You must follow all of the steps in the Service Procedure to properly reprogram the Multi-AV system.

**IMPORTANT:** The purpose of ACTIONS (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.

## CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Rewrite Multi-AV Configuration	( 1 )	RX1LAA	ZE	32	0.3

(1) Refer to the electronic parts catalog (FAST) and use the Multi – A/V ( 25915-\_\_\_\_\_ ) assembly part number as the Primary Failed Part (PFP).

## APPLIED VIN / APPLIED DATE TABLE

2010 EX35	All vehicles
2011 EX35	All vehicles
2010 FX35/FX50	All vehicles
2011 FX35	2WD – Vehicles built <u>before</u> JN8AS1MU(*)BM 711667 // June 1, 2011 AWD – Vehicles built <u>before</u> JN8AS1MW(*)BM 733651 // June 1, 2011
2011 FX50	Vehicles built <u>before</u> JN8BS1MW(*)BM 760297 // June 1, 2011
2010 G37 Convertible, Coupe, Sedan	All vehicles
2011 G37 Convertible	Vehicles built <u>before</u> JN1CV6FE(*)BM 954126 // June 29, 2011
2011 G37 Coupe	2WD – Vehicles built <u>before</u> JN1CV6EK(*)BM 215250 // June 29, 2011 AWD – Vehicles built <u>before</u> JN1CV6EL(*)BM 263904 // June 29, 2011
2011 G37 Sedan	2WD – Vehicles built <u>between</u> : JN1CV6AP(*)BM 500002 and JN1CV6AP(*)BM 508635 OR JN1CV6AP(*)BM 300001 and JN1CV6AP(*)BM 304589  AWD – Vehicles built <u>between</u> : JN1CV6AR(*)BM 400001 and JN1CV6AR(*)BM 409969 OR JN1CV6AR(*)BM 350001 and JN1CV6AR(*)BM 355668
2011 QX56	2WD – Vehicles built <u>before</u> : JN8AZ2ND(*)B9 701918 or JN8AZ2NF(*)B9 504303 // June 28, 2011  AWD – Vehicles built <u>before</u> : JN8AZ2NE(*)B9 007428 or JN8AZ2NC(*)B9 303329 // June 28, 2011

## SERVICE PROCEDURE

**NOTE:** Before starting, make sure your ASIST has been freshly synchronized and all CONSULT-III plus upgrades have been installed. The Multi-AV reprogramming software is delivered to C-III plus via ASIST synchronization.

There are four parts to this procedure:

- Part 1:** Using C-III plus - record (write down) the Multi AV configuration values and the Multi AV control unit part number.
- 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 by checking rear camera function and audio volume control.

**Part 1: Using C-III plus - record (write down) the Multi AV configuration values and the Multi AV control unit part number.**

1. Make sure the shift selector is in Park (A/T) or neutral (M/T), and the parking brake is set.
2. Connect the C-III plus VI to the vehicle.
3. Turn the ignition ON.
4. Write down customer's radio station presets. (Presets will be lost during this procedure.)

**NOTE:** You may want to start the engine to keep the battery charged during this procedure.

5. Open/start ASIST on the C-III computer, then select CONSULT III plus.
6. Wait for VI to be detected, and status box(es) to turn "green" (see page 4, Figure 1).

7. Select from detected VI list (if more than one in the shop) the VI that is being used on current vehicle by highlighting **Connection Status** box with correct serial number.

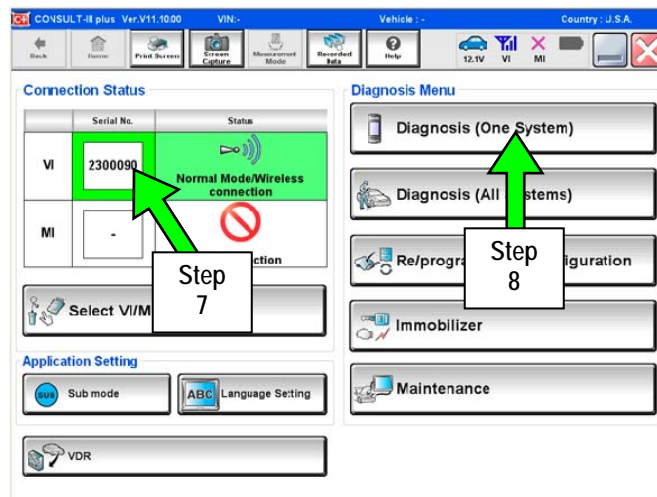


Figure 1

8. Select **Diagnosis (One System)**.

9. Select **MULTI AV**.

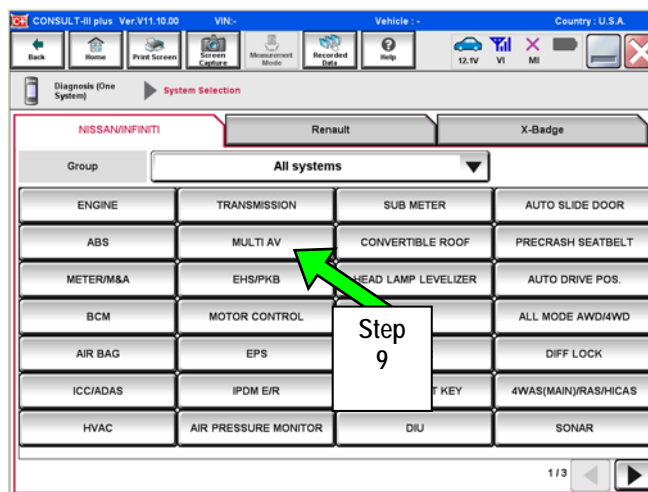


Figure 2

**\* IMPORTANT \***

10. Confirm **ECU PART NUMBER** and print or write it down for Warranty Information.  
25915 - \_\_\_\_\_

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

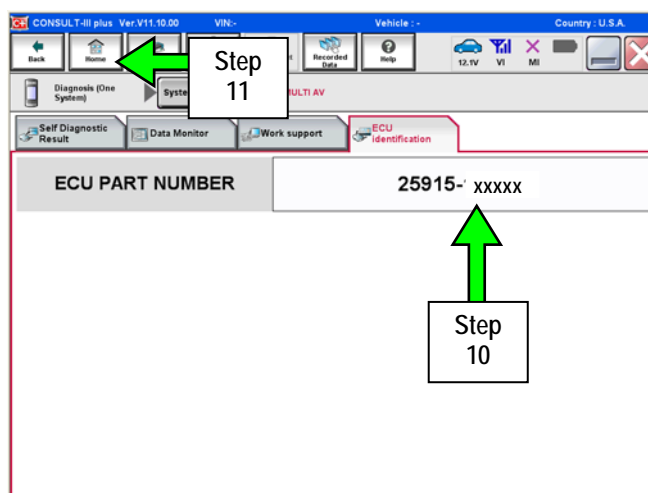


Figure 3

12. Select Re/programming Configuration

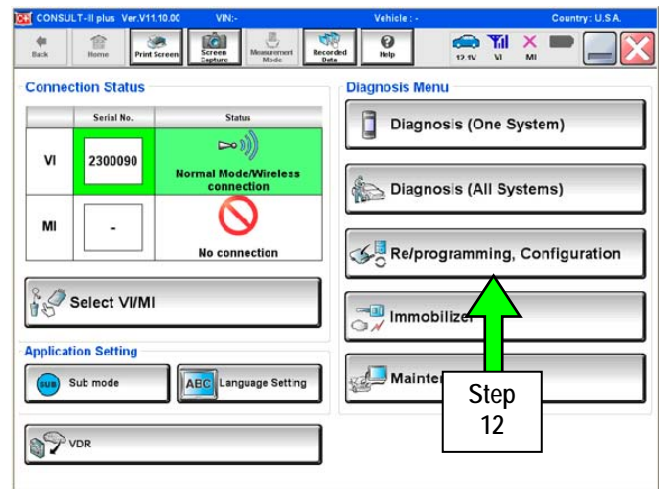


Figure 4

13. Read Precautions, then select Next.

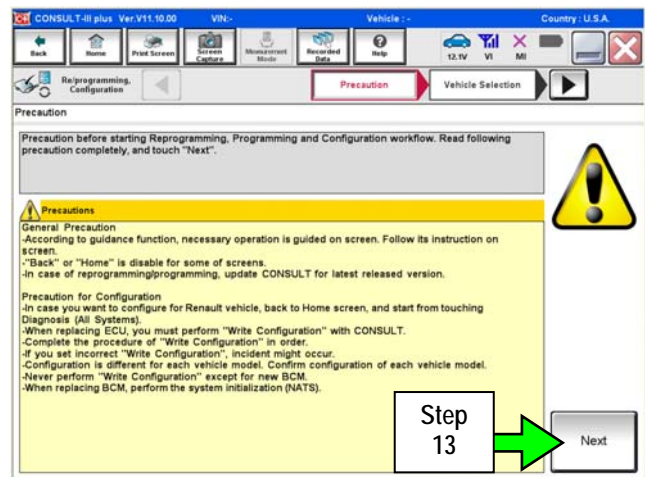


Figure 5

14. Use Manual Selection(Vehicle Name), then select correct Make, Model and Year.

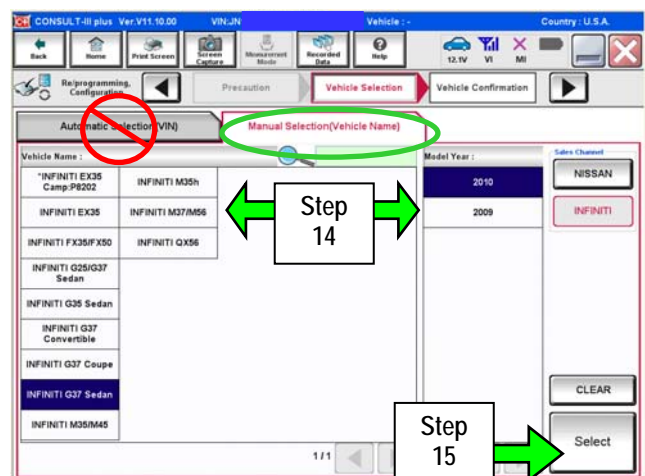


Figure 6

15. Push Select.

16. Confirm correct **VIN**, **Vehicle Name** and **Model Year**.

17. Select **Confirm**, or change **VIN** if incorrect.

- a. If **VIN** needs to be changed, refer to Figure 8 after selecting **Change** option.
- b. Correct the **VIN**, and then select **Confirm**.

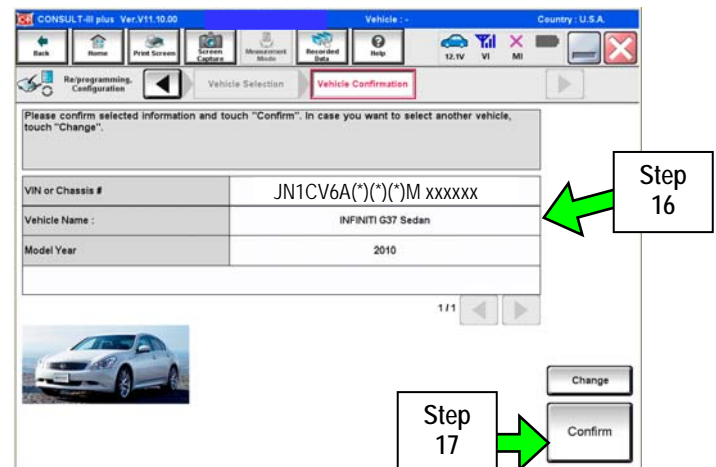


Figure 7

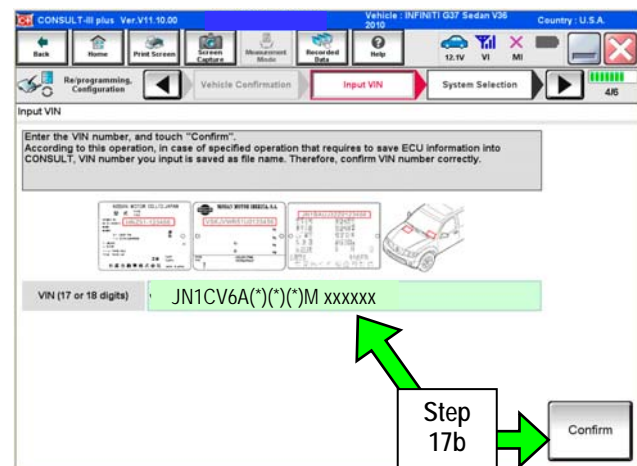


Figure 8

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

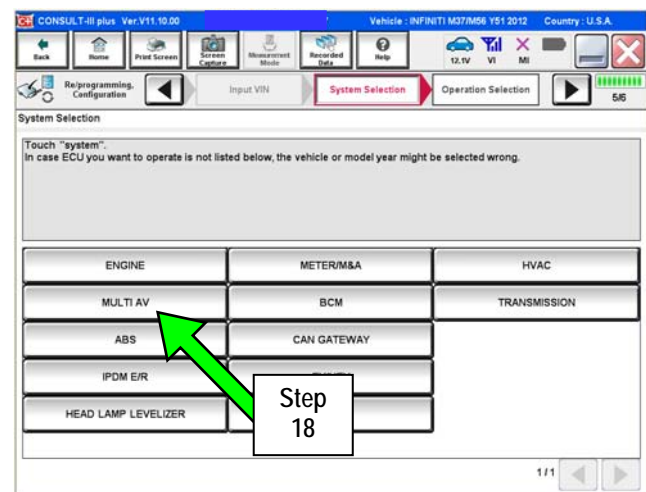


Figure 9

19. Select **Read/Write Configuration**.

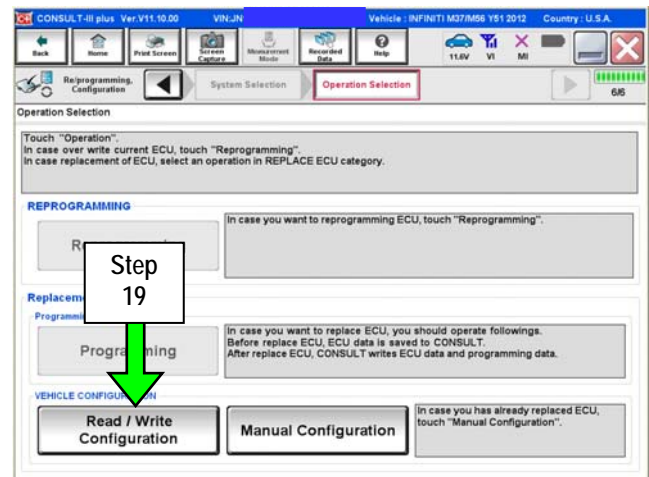


Figure 10

20. Select **Before Replace ECU**.

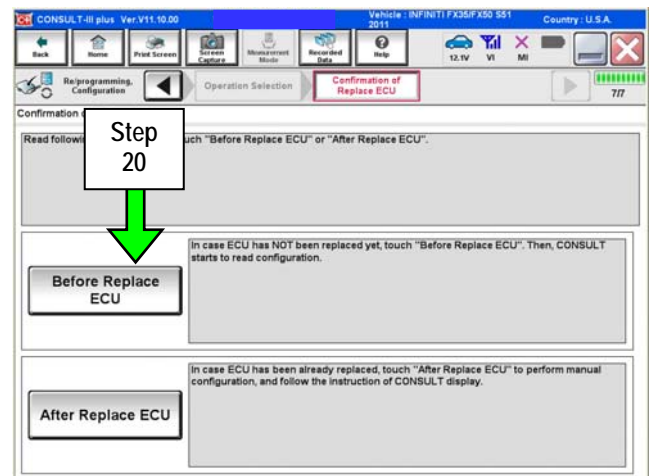


Figure 11

21. Confirm current configuration and write it down.

- Configuration can also be printed with **Print Screen**, or the **Screen Capture** button.

**NOTE:** Do not use **Save** button at this time.

- Configurable options will differ between models. Your screen may look different.

22. Select **Home** button.

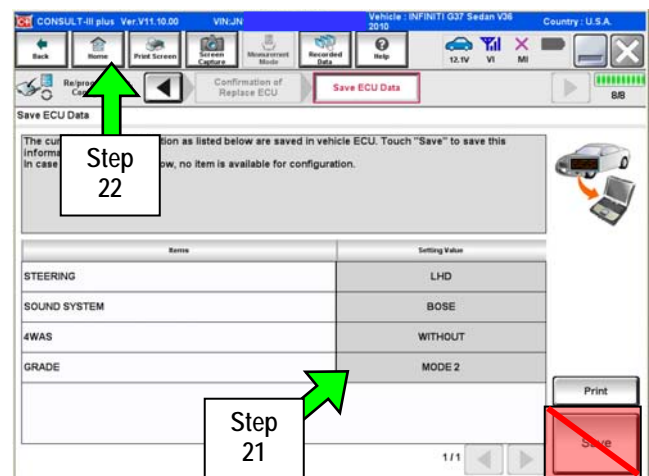


Figure 12

## Part 2: Perform Multi AV initialization using the vehicles on-board Systems Diagnostic Menu

23. Leave C-III plus ON and the VI connected while performing Multi-AV initialization.

24. Turn the audio system OFF.

**NOTE:** The ignition should still be ON.

25. 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 14 will display.



Figure 13

26. Select **Confirmation/Adjustment**.



Figure 14

27. Select **Initialize Settings**.

**NOTE:** Use the scroll arrow to find Initialize Settings.

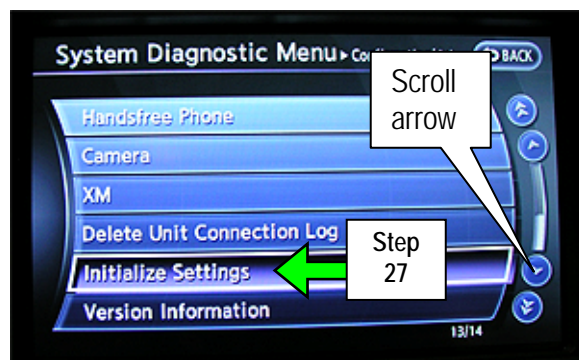


Figure 15



28. Select **Accessory Number Initialization**.



Figure 16

29. Select **Yes**.

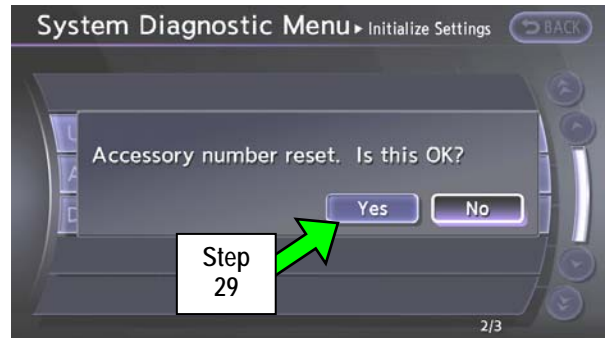


Figure 17

30. Select **Yes**.

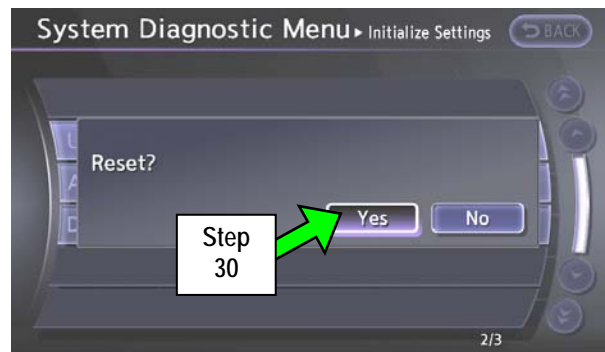


Figure 18

31. The screen in Figure 19 will display while initializing.

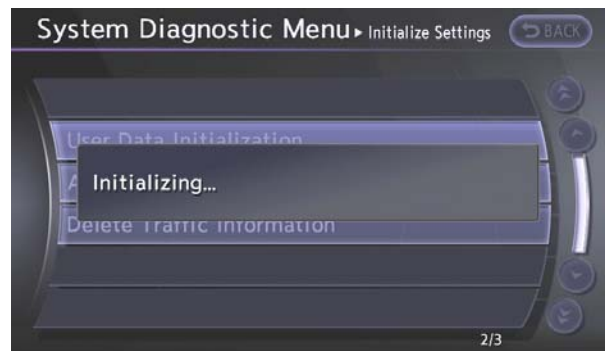


Figure 19

32. The screen in Figure 20 will display when initializing is complete.

33. Reboot the Multi AV system as follows:

- a. Turn the ignition OFF.
- b. Wait 10 seconds.
- c. Turn the ignition ON.



Figure 20

Part 3: Using C-III plus – reprogram (reconfigure) the Multi AV unit and confirm the control unit part number has changed

34. Select Re/programming Configuration

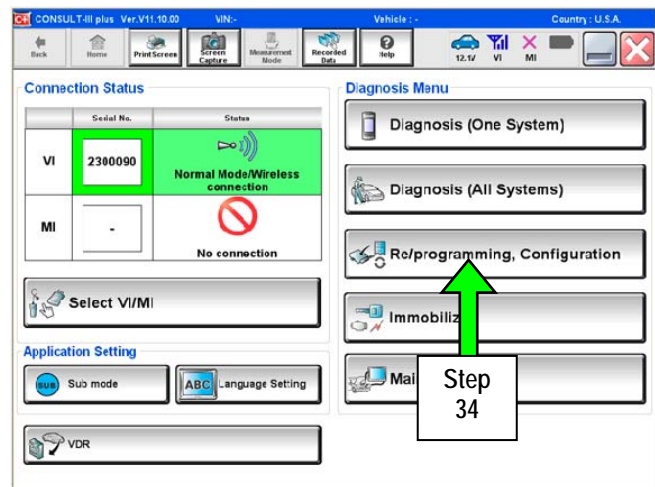


Figure 21

35. Read Precautions, then select Next.

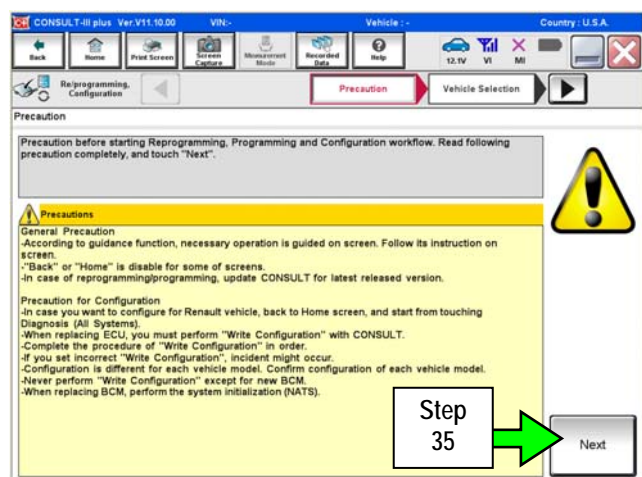


Figure 22

36. Select correct **Make, Model and Year**.

37. Push **Select**.

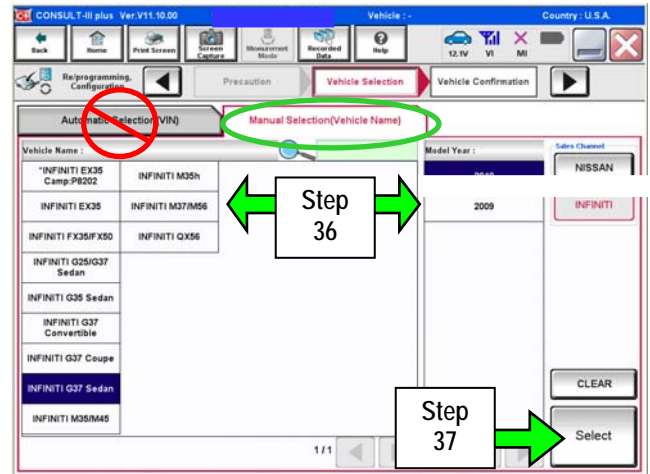


Figure 23

38. Confirm correct **VIN, Vehicle Name and Model Year**.

39. Select **Confirm**, or change **VIN** if incorrect.

a. If **VIN** needs to be changed, refer to Figure 25 after selecting **Change** option.

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

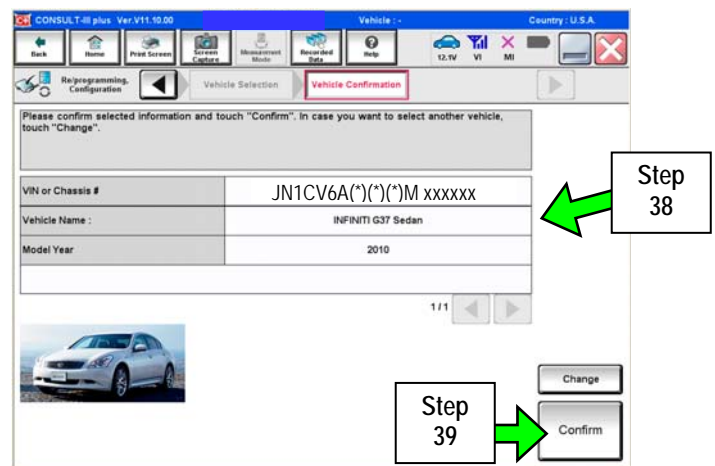


Figure 24

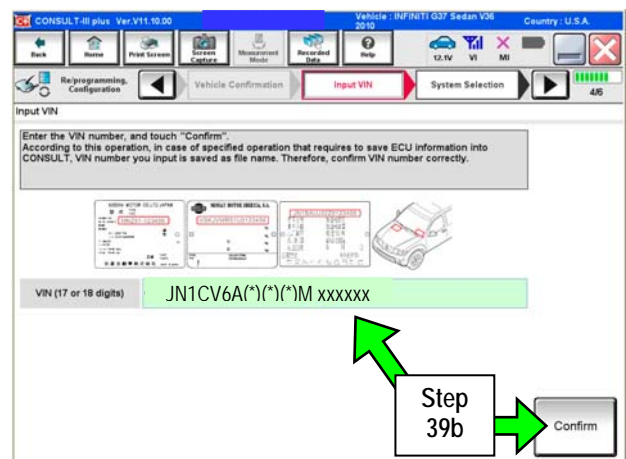


Figure 25

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

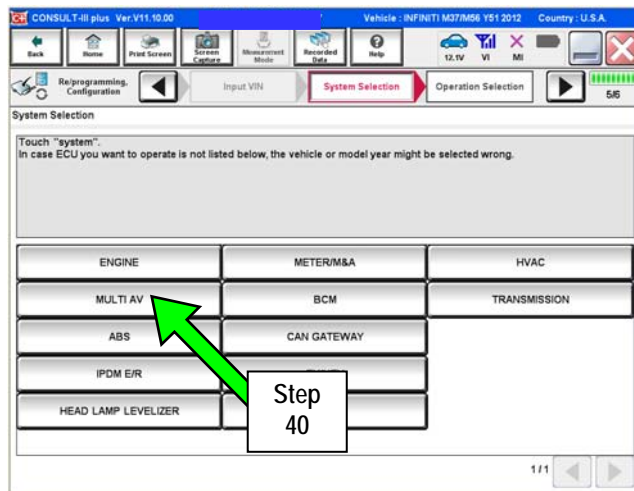


Figure 26

41. Select **Manual Configuration**.

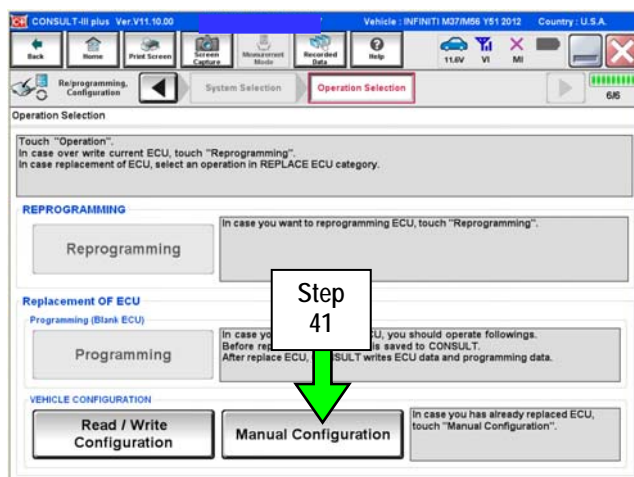


Figure 27

42. Use drop down arrows to select correct **Configuration** options that were printed/written down in step 21, then select **Next**.

- Configurable options will differ between models. Your screen may look different from Figures 28 and 29.

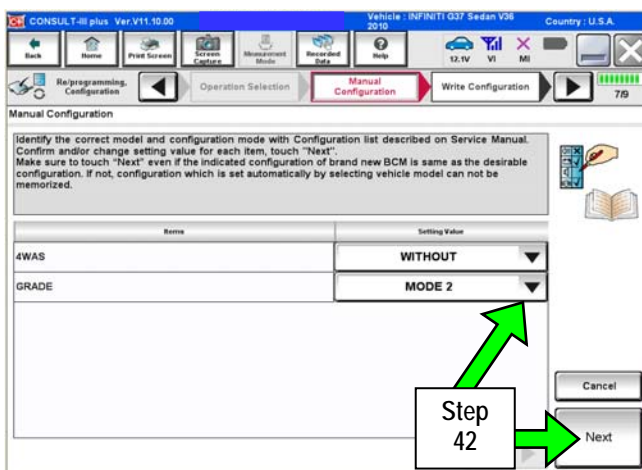


Figure 28

43. Confirm correct **Configuration** then select **OK**.

- After C-III plus finishes transferring the configuration to **MULTI AV**, return to **Home** screen.

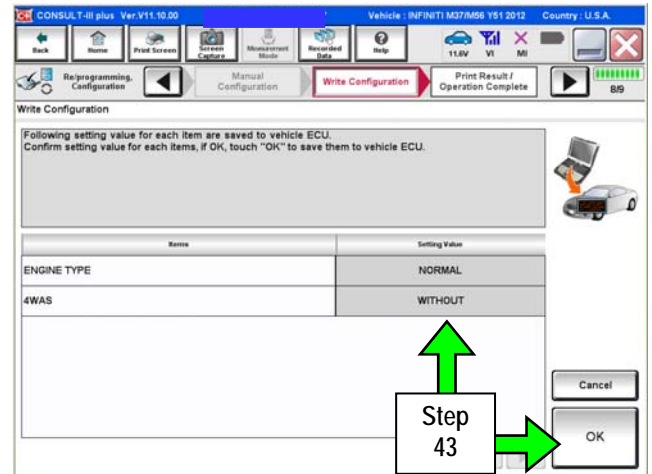


Figure 29

44. Start engine and let idle briefly, then clear any codes that may be present and recheck.

45. Use steps 8 through 10 and make sure the part number has changed.

- Compare the part number you wrote down in Step 10 to the one that is now displayed.
- The part numbers should be different.

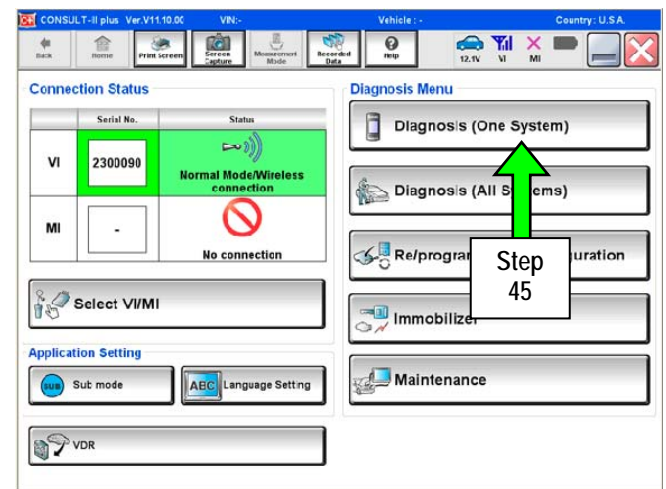


Figure 30

46. Close the C-III plus software and disconnect the VI from the vehicle.

**Part 4: Make sure the Multi AV system is operational by checking the rear camera function and audio volume control**

47. Start the engine again and put your foot on the brake, then move the shift selector to R (reverse).

48. Make sure the rear view monitor is working correctly.

49. Put the shift selector back into Park.

50. Turn the radio ON.

51. Turn the volume knob and make sure the audio volume responds to movement of the knob.

The reprogramming 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 31

- 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 32

52. Reset all customer's radio stations.

