

SERVICE BULLETIN

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# WITH NAVIGATION SYSTEM HANDS-FREE PHONE POOR SOUND QUALITY

This bulletin has been amended to correct the Claims Information. No other changes have been made. Please discard previous versions of this bulletin.



### **IF YOU CONFIRM**

The customer reports (or has previously reported) that people on the other end of a phone call cannot hear them.

Customer report may include:

- Voice is choppy or cuts-out.
- Voice sounds distant.
- Voice sounds as if speaking through a tunnel.
- Voice sounds like it is under water.

### ACTION

- 1. Reprogram (reconfigure) the Multi AV.
- 2. Replace the microphone and map lamp finisher.

**IMPORTANT:** The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You MUST closely follow the <u>entire</u> 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.

# PARTS INFORMATION

DESCRIPTION	MODEL	VARIATION	PART NUMBER	QUANTITY
Microphone	All	NA	28336 – 1VU0A	1
		Gray without E-CALL SW	26434 – 1PM0A	
	M JX	Gray with E-CALL SW	26434 – 1PM2A	1
		Black with E-CALL SW	26434 – 1PM2B	
Map Lamp Finisher	G37	Beige without sunroof	26437 – 3LZ0A	
	FX	Gray without sunroof	26437 – 3LW0A	1
	EX	Beige with sunroof	26437 – 3LZ5A	
	QX56	NA	26437 – 1V90A	1

# CLAIMS INFORMATION

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

MODEL	DESCRIPTION	PFP	OP CODE	SYM	DIAG	FRT
M, G37 FX, & QX56						0.7
EX	Hands-Free Phone - Repair (With Navigation)	28336 - 1VU0A	RX2PAA	ZE	32	0.8
JX35						0.6

## **REPAIR OVERVIEW**

Part 1: Using C-III plus - record (write down) the Multi AV control unit part number and configuration settings.
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.
Part 5: Replace the microphone with the one from the Parts Information section of this bulletin and install a new map lamp finisher
Part 6: Check microphone operation using the vehicles on-board Systems Diagnostic Menu.
END

### SERVICE PROCEDURE

NOTE:

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

There are six parts to this procedure:

- Part 1: Using C-III plus record (write down) the Multi AV control unit part number and configuration settings.
- 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.
- Part 5: Replace the system microphone with the one from the Parts Information section of this bulletin and install a new map lamp finisher.
- Part 6: Check microphone operation using the vehicles on-board Systems Diagnostic Menu.

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

- 1. Make sure the shift selector is in Park, and the parking brake is set.
- 2. Connect the C-III plus VI to the vehicle.
- 3. Turn the ignition ON.

**NOTE:** You may want to start the engine to keep the battery charged during parts 1 through 4 of this procedure.

4. Write down customer's radio station presets. (Presets will be lost during this procedure.)

Presets	1	2	3	4	5	6
A						
В						
С						
SAT						
SAT						
Fade:	Balance	e:	Bass:		Treble:	

5. Open/start ASIST on the CONSULT PC, then select CONSULT-III plus.

- 6. Wait for VI to be detected, and status box(s) to turn "green" (Figure 1).
- 7. Select detected VI.
  - If there is more than one VI in the shop, select the VI that is being used on the current vehicle by highlighting the **Connection Status** box that has the correct serial number.
- 8. Select Diagnosis (One System).

9. Select MULTI AV.

OHelp 12.1V VI 1 93 -× 1 Connection Status Diagnosis Menu Serial No. Status Diagnosis (One System) ∞ ))) VI 2300090 de/W Diagnosis (A Systems) Step МІ Step Selpro nection 8 nfiguration 7 Select VI 🛄 Immobilizer Application Setting J Maintenance Sub mode ABC Language Setting VDR

Figure 1

CONSULT-III plus Ver.V11.10.0	VIN:-	Vehicle : -	Country : U.S.A.		
Back Borne Print Screen	Screen Capture Mode Dat	ded Help 12.1V	🖬 💥 🖿 🔜 🔀		
Diagnosis (One System Selection					
NISSAN/INFINITI	X-Badge				
Group	All system	s 🔻	]		
ENGINE	TRANSMISSION	Stop	AUTO SLIDE DOOR		
ABS	MULTI AV		PRECRASH SEATBELT		
METER/M&A	EHS/PKB	неа	AUTO DRIVE POS.		
ВСМ	MOTOR CONTROL	e-4WD	ALL MODE AWD/4WD		
AIR BAG	EPS	LASER	DIFF LOCK		
ICC/ADAS	IPDM E/R	INTELLIGENT KEY	4WAS(MAIN)/RAS/HICAS		
HVAC	AIR PRESSURE MONITOR	DIU	SONAR		
			1/3		

Figure 2



Figure 3

10. Select ECU Identification.

# \* IMPORTANT \*

11. Print or write down the ECU PART NUMBER for Warranty Information. 25915 - \_\_\_\_\_

**NOTE:** In Part 3 of this procedure the ECU Part Number will be used to confirm the Multi AV reconfiguration was successful.

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

13. Select Re/programming Configuration.



Figure 4

- Home Print Screen Screen 6 0 🚓 🍠 de . × Configuration Preci Vehicle Selection ning and C/U configration: nfirm" check box after confir Operating Please re ing the its points. And ā Follow the operation guide displayed on screen.
   "Back" and "Home" button may not be used on this flow nd programming tion of the CONSULT-III plus sortware, reprogr rogramming procedure sheet. Step te the right data 14 ite the right data thout saving data Confirmed instructions Next 1/1
- 14. Check the box confirming the precautions have been read then select **Next**.

Figure 5

- 15. Use Manual Selection (Vehicle Name), then select correct Make, Model and Year.
  - If the screen in Figure 6 does not display, skip to step 17.
- 16. Click on Select.





Example 5 0 Yil -Cen 50 4 nation and touch "Confirm". In case you want to select another vehicle. Please co VIN or Chassis # JN1BY1AP5CM330297 Step INFINITI M37/M56 Vehicle Name 17 Model Year 2012 1/1 Step 18a

Figure 7





- 17. Confirm correct VIN, Vehicle Name and Model Year.
- 18a. If the VIN is correct, select Confirm.
- 18b. If the VIN needs to be changed,
  - a. Select **Change** then refer to Figure 8.

b. Correct the  $\ensuremath{\text{VIN}}$  , and then select Confirm.

- ← ¥I × Recorded 0 hop Serene Screen de la ch 50 System Selection Operation Selection Re/p Input V 5/6 System Selecti Touch "system". In case ECU you want to operate is not listed below, the vehicle or model year might be selected wrong. ENGINE Step HVAC 19 TRANSMISSION MULTI AV CAN GATEWAY ABS EV/HEV IPDM E/R HEAD LAMP LEVELIZER AIR BAG 1/1 剩 🕨
- AV.

19. After system call completes, select MULTI



11.6V VI MI 0 ۲ 101 30 50 Re/progra ◀ on Selec Ъ Operat Touch "Operation". In case over write current ECU, touch "Reprogramming". In case replacement of ECU, select an operation in REPLACE ECU category REPROGRAMMING In case you want to reprogramming ECU, touch "Reprogram Reprogramming Step Replace 20 In case you want to replace ECU, you should operate followings Before replace ECU, ECU data is saved to CONSULT. After replace ECU, CONSULT writes ECU data and programming d ming data VEHICLE CON n case you has already replaced ECU, ouch "Manual Configuration". Read / Write Configuration Manual Configuration

Figure 10

CONSULT-III plus Ver.23.21 Ver.CSP18.11	VIN:5N1AL0MM3DC300463	Vehicle : INFINITI JX35 L50 2013	Country : U.S.A.
Back Rome Print Screen	Screen Capture Moss remert	Image: Weak point         Image: Weak point	
Configuration	Operation Selection Rep	rmation of lace ECU	717
Confirmation of Replace ECU			
Read following instruction, and tou	n "Before Replace ECU" or "After Step 21 T been replace irration.	Replace ECU". d yet, touch "Before Replace ECU". 1	Then, CONSULT
After Replace ECU	In case ECU has been already repi configuration, and follow the instru	aced, touch "After Replace ECU" to p ction of CONSULT display.	perform manual

Figure 11

20. Select Read / Write Configuration.

21. Select Before Replace ECU.

# IMPORTANT: Do not select Save (see Figure 12).

22. Write down or print the Setting Value (Multi-AV configuration) for each of the items listed (see Figure 12).

## NOTE:

- The screen shown in Figure 12 is an example. .
- These setting values will be used during the reprogram (reconfigure) of the Multi AV later in this procedure.
- 23. When done, select Home.

Exan	nple				
CONSULT-III plus Ver.23.21 VIN:5N1AL0MM3DC300463	Vehicle : INFINITI JX35 L50 2013 Country : U.S.A.				
Back Pr Step					
Re/programming, 23 Confirmation of Replace ECU	Save ECU Data				
Save ECU Data					
The current vehicle specification as listed below are saved in veh information. In case of no items listed below, no item is available for configura Example: The items listed and the values displayed v	vill very between models and options.				
items	Setting Value				
ENGINE TYPE	NORMAL SIEP 22:				
SOUND SYSTEM	BOSE these values				
GRADE	MODE 1				
GRADE MODE 1 Print Print Do not select Save 1/1					
	10				

Figure 12

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

### NOTE:

- The ignition should still be ON.
- Leave C-III plus turned ON with the home screen displayed and the VI connected while performing Multi-AV initialization.
- 1. Turn the audio system OFF.
- 2. Put the AV system into System Diagnostic Mode as follows:
  - 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 A2 will display.



Figure A1



Figure A2

System Diagnostic Menu • Car Handsfree Phone Camera M Delete Unit Connection Log Initialize Settings Version Information

Figure A3

4. Select Initialize Settings.

3. Select Confirmation/Adjustment.

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

Your vehicle may look different.







Figure A5









6. Select Yes.

5. Select Accessory Number Initialization.

7. Select Yes.

8. The screen in Figure A7 will display while initializing.





- 9. The screen in Figure A8 will display when initializing is complete.
- 10. Reboot the Multi AV system as follows:
  - a. Turn the ignition OFF.
  - b. Wait 10 Seconds.
  - c. Turn the ignition ON.

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

1. Select Re/programming Configuration.



Figure B1



Figure B2

2. Check the box confirming the precautions have been read then select **Next**.

- 3. Use Manual Selection (Vehicle Name), then select correct Make, Model and Year.
  - If the screen in Figure B3 does not display, skip to step 5.
- 4. Click on Select.



Figure B3

- 5. Confirm correct VIN, Vehicle Name and Model Year.
- 6a. If the VIN is correct, select Confirm.
- 6b. If the VIN needs to be changed,
  - a. Select Change then refer to Figure B5.



Figure B4



Figure B5

b. Correct the VIN, and then select Confirm.

	VIN:JN1BY1AP5CM330297	Vehicle : INFINITI M37/	M56 Y51 2012	Country : U.S.A.
tack Borne Print Screen	Screen Capture Minder Recorded	0 Natp 12.1V		
Re/programming, Configuration	Input VIN System	Selection Operat	ion Selection	5/6
stem Selection				
n case EĆU you want to operate is	not listed below, the vehicle or mo	del year might be selec	ted wrong.	
ENGINE	Step		H	/AC
	7		TRANS	MISSION
HOLINA				
ABS	CAN GATEW/	iy		
ABS IPDM E/R	CAN GATEW/	17		
ABS IPDM E/R HEAD LAMP LEVELIZER	CAN GATEW/ EV/HEV AIR BAG	Y		
ABS IPDM E/R HEAD LAMP LEVELIZER	CAN GATEW/ EV/HEV AIR BAG	ιv 		

7. After system call completes, select MULTI AV.

Figure B6

- (intern Recorded Note 11.0V VI MI 合 Print Screen de Back 4 Configuration System Se Operation Selectio 3 Operation Selection Touch "Operation". In case over write current ECU, touch "Reprogramming". In case replacement of ECU, select an operation in REPLACE ECU category REPROGRAMMING In case you want to reprogramming ECU, touch "Reprogramming" Reprogramming Replacement OF ECU Step Programming (Blank ECU) 8 ace ECU, you should operate followings. J data is saved to CONSULT. SULT writes ECU data and programming data. In c Bef Programming VEHICLE CONFIGURATION In case you has already replaced ECU, touch "Manual Configuration". Read / Write Manual Configuration Configuration Figure B7
- 8. Select Manual Configuration.

- 9. Use the drop down arrows to select the values for each item listed.
  - For MICROPHONE, select "DIRECTIONAL MIC".
  - For all other items, use the values that you wrote down in Part 1, step 22 on page 9.

**NOTE:** If MICROPHONE is <u>not</u> one of the items:

- GRADE will be listed in place of MICROPHONE.
- For GRADE, select MODE 2. (GRADE MODE 2 = DIRECTIONAL MIC.)
- 10. Select Next.

Exar	nple				
CONSULT-III plus Ver.23.21 VIN:JN1AY1ARXBM570120	Vehicle : INFINITI M37/M56 Y51 2011 Country : U.S.A.				
Back Home Print Screen Capture Mode Recorde	ed 3 Help 12.4V VI MI				
Re/programming, Operation Selection	Manual Configuration Write Configuration 7/9				
Manual Configuration					
Identify the correct model and configuration mode with Configuration list described on Service Manual. Confirm and/or change setting value for each item, touch "Next". Make sure to touch "Next" even if the indicated configuration of brand new BCM is same as the desirable configuration. If not, configuration which is set automatically by selecting vehicle model can not be memorized.					
Items	Setting Value				
ENGINE TYPE	Step 9:				
4WAS	Select values				
MICROPHONE					
	Step 10 1/1 Next				

Figure B8

- 11. Confirm correct values for items listed and then select **OK**.
- 12. Wait for C-III plus to transfer the reprogramming (reconfiguration) to Multi AV about 1 minute or less.
- 13. After C-III plus finishes transferring the reconfiguration to MULTI AV, select Home.

Exam	ple
CONSULT-III plus Ver.23.21 Ver.CSP18.11 VIN:5N1AL0MM3DC300463	Vehicle : INFINITI JX35 L50 2013 Country : U.S.A.
Back Home Freen Capture Mode Records	
Re/programmi Cenfiguration	ite Configuration Print Result / Operation Complete 8/9
Write Configuration SICP	
Confirm setting value for confirm setting va	em to vehicle ECU.
Rema	Setting Value
ENGINE TYPE	NORMAL
SOUND SYSTEM	BOSE
GRADE	MODE 1
	Cancel Step 11 OK

Figure B9

- 14. Turn the ignition OFF and wait 10 seconds.
- 15. Start the engine and let it idle while the Multi AV system reboots.
- 16. Use C-III plus to clear any codes from the Multi AV system.
  - a. Select Diagnoses (One System) > Multi AV > Self Diagnosis Results.
  - b. Clear any codes that are present.
- 17. Confirm the Multi AV part number has changed:
  - a. Select ECU Identification.
  - b. Compare the part number you wrote down in Part 1, step 11 on page 5 to the one that is now displayed.
  - c. The part number <u>should be different</u>.

**NOTE**: If the part numbers are not different, the reconfigure process was not successful.

Each         Image         Image	with the support CU support	Step 17a
ECU PART NUMBER	25915 *	****
	Ste 17	ep  b

Figure B10

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

### Part 4: Make sure the Multi AV system is operational.

- 1. Confirm that fan, temperature, and air flow modes can be adjusted.
- 2. Turn the radio ON.
- 3. Turn the volume knob and make sure the audio volume responds to movement of the knob.

### Part 5: Replace the system microphone (for G37 Convertible)

- a. Turn the ignition OFF.
- b. Remove / snap loose (with a plastic trim tool) the map lamp assembly.
- c. Replace the microphone and the map lamp finisher with the ones listed in the Parts Information.
- d. Reinstall the map lamp assembly. NOTE: If needed, see section AV in the Service Manual for additional information.
- e. Skip to Part 6 on page 22.



Figure M1

### Part 5: Replace the system microphone (for all except G37 Convertible)

**NOTE:** The photos used in this section are of a M37/56. These photos are also representative (similar) for all other applied vehicles except the G37 Convertible.

1. Turn the ignition OFF.

- 2. Remove / snap loose the map lamp finisher shown in Figure M2.
  - Use a plastic trim tool as needed.



Figure M2



3. Remove the microphone from the map lamp finisher.

Figure M3

4. Fully open (slide back) the sunroof.

5. Carefully snap loose the headlining along the front of the sunroof opening at the 3 spots shown in Figure M4.



Figure M4

6. Push the microphone through the roof console so it is above the headlining.



Figure M5

7. Remove both sun visor holders – twist ¼ turn to remove.



Figure M6

8. Carefully pull the headlining down just enough to look in and locate the microphone connector.

CAUTION: Be careful not to crease the headlining.



Figure M7

- 9. Carefully slide the connector to the right (towards the passenger side) to disengage it from its mount.
  - It may be tight on the mount, but it just slides to the right to disengage.

CAUTION: Be careful not to crease the headlining.



Figure M8

10. Carefully reach in above the headlining and pull out the microphone.

CAUTION: Be careful not to crease the headlining.



11. Disconnect the old microphone and discard.

Figure M9

12. Install the <u>new</u> microphone in reverse order.

- Make sure to use the new microphone listed in the Parts Information.
- Make sure to use the new map lamp finisher listed in the Parts Information.

**IMPORTANT**: Make sure the microphone is firmly snapped into place. If the microphone is loose, it could pick up extra noise from an unintended source.

**CAUTION:** Be careful not to crease the headlining.

## Part 6: Check Microphone Operation Using the vehicles on-board Systems Diagnostic Menu.

- 1. Turn ON the ignition and turn the audio system OFF.
- 2. 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 M11 will display.



Your vehicle may look different.

Figure M10







3. Select Confirmation/Adjustment.

4. Select Handsfree Phone.

**NOTE**: Use the scroll arrow to find Handsfree Phone.

- 5. Select Voice Microphone Test.
  - A "feedback" noise will come from the system speakers as confirmation of microphone operation.
  - If you speak, you should hear your voice coming from the system speakers. This is further confirmation of microphone operation.



Figure M13

- 6. Reboot Multi AV system by cycling the ignition OFF for 10 seconds, then back ON.
- 7. Reset the customer's radio stations presets.

The Service 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.





- 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 (+).

