

**Classification:**

EL09-020

**Reference:**

ITB09-035

**Date:**

July 27, 2009

## BLUETOOTH® PHONE SYSTEM; INITIAL DIAGNOSIS

**APPLIED VEHICLES:** All Infiniti vehicles with factory equipped Bluetooth® phone system

### SERVICE INFORMATION

If a vehicle comes to the dealer with a Bluetooth® phone system related concern, use this bulletin for initial diagnosis.

- This bulletin will help reduce unnecessary diagnosis and parts replacement. Refer to the **SERVICE PROCEDURE** section below, and **QUICK REFERENCE** on Page 3.

### DIAGNOSTIC PROCEDURE

1. Make sure the customer's Bluetooth® related concern is understood.

a. Customer comment(s) \_\_\_\_\_  
\_\_\_\_\_

2. Verify the customer's concern(s).

**NOTE:** The customer's phone may be required, depending upon their concern(s).

3. Write down the customer's cell phone brand, model number, and service provider.

Brand (Motorola, Blackberry, etc.) \_\_\_\_\_  
Model (Razr, Pearl, etc.) \_\_\_\_\_  
Model Number (V3m, 8120, etc.) \_\_\_\_\_  
Service Provider (Verizon, Sprint, etc.) \_\_\_\_\_

- It is necessary to know the service provider. On occasion, a given phone may be on the approved list with one provider, but may not be on the approved list with other providers.

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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.

4. Go to [www.infiniti.com/bluetooth/](http://www.infiniti.com/bluetooth/).
  - a. Using the website's search engine, find out if the customer's phone is on the approved list.
  - b. Put the correct application in "Vehicle", "Year", "Equipped With" (as applicable), "Phone Manufacturer", and then click on "Search".
  - c. If the phone is NOT on the approved list:
    - STOP YOUR DIAGNOSIS HERE.
    - Do NOT perform any further diagnosis for this incident.
    - Do NOT perform any repairs for this incident.
    - Do NOT replace any parts for this incident.
    - The customer needs to obtain a Bluetooth® phone that is on the approved list before any further action.
  - d. IF the customer's phone is on the approved list, click on the picture of the phone.
  - e. A "Basic Features" list showing specific phone features and "Compatibility" for each feature will be displayed.
  - f. Use this list to determine if the customer's concern(s) relates to any of the listed features.
  - g. If the feature related to the customer's concern(s) shows as "N" (not compatible):
    - STOP YOUR DIAGNOSIS HERE.
    - Do NOT perform any further diagnosis for this incident.
    - Do NOT perform any repairs for this incident.
    - Do NOT replace any parts for this incident.
    - The customer concern(s) cannot be addressed due the phone's feature(s) being incompatible.
    - If the customer still wants the feature(s) to function, they will need to get an approved phone showing the feature(s) as "Y" (compatible) in the "Basic Features" list.
  - h. If the feature related to the customer's concern(s) shows as "Y" (compatible), perform diagnosis in the applicable section of the Electronic Service Manual (ESM).

## QUICK REFERENCE

### Poor Sound Quality

1. If a customer concern of poor sound quality is verified, in the vehicle and / or “land” side (other end of the call), perform the following steps.
  - Have the customer lower the in-vehicle phone volume by using the audio system volume control.

**NOTE:** Lowering the in-vehicle phone volume improves noise canceling performance.

### Speaker Adaptation

1. If a customer concern related to Voice Recognition is verified:
  - a. Verify the vehicle you are working on has Speaker Adaptation feature.
    - Refer to **Table A** (below) for Speaker Adaptation applicability.
  - b. Use **Table A** to determine the correct Speaker Adaptation instructions to be used.
    - Click on the hyperlink for Speaker Adaptation that applies to your vehicle.
    - The hyperlinks are located at the bottom of **Table A**.
  - c. Have the customer perform Speaker Adaptation.

**NOTE:** This will enhance the recognition rate of commands spoken by the customer.

**Table A**

Model	Model Year	Has Speaker Adaptation	
		With NAVI	W/O NAVI
EX35 (J50)	All	Yes (1)	Yes (2)
FX35/45 (S50)	2006-2008	Yes (2)	Yes (2)
FX35/50 (S51)	2009	Yes (1)	Yes (2)
G35 Coupe (CV35)	2006-2007	Yes (2)	Yes (2)
G37 Coupe (CV36)	2008-2009	Yes (1)	Yes (2)
G35 Sedan (V35)	2006	Yes (2)	Yes (2)
G35/G37 Sedan (V36)	2007-2009	Yes (1)	Yes (2)
M35/45 (Y50)	2006-2007	No	No
M35/45 (Y50)	2008-2009	Yes (1)	Yes (2)
QX56 (JA60)	2008-2010	Yes (1)	No

- (1) Click here for this model vehicle's Speaker Adaptation instructions.
- (2) Click here for this model vehicle's Speaker Adaptation instructions.

## Phone "Re-Pairing"

1. An incident or incidents may occur after a phone has been updated, or settings have been changed.
2. A given incident or incidents may be resolved by pairing a phone a second time.
3. For "re-pairing" procedure, the steps below can be followed:
  - a. Turn off the phone, and then remove its battery.
  - b. Delete the phone from the current paired phone list on the vehicle Bluetooth® phone system.
  - c. Reinstall the phone battery, and then turn on the phone.
  - d. Follow the phone pairing instructions found in the device page of the [www.infiniti.com/bluetooth](http://www.infiniti.com/bluetooth) webpage.
  - e. Test the phone.
  - f. If the incident(s) still occurs, refer to the appropriate section of the Electronic Service Manual (ESM) for further diagnosis.

## Customer Information

Inform the customer of the website [www.infiniti.com/bluetooth/](http://www.infiniti.com/bluetooth/) for future reference.

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