

Classification:

EL10-042

Reference:

ITB10-066

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Date:

December 23, 2010

NAVIGATION / BLUETOOTH / VOICE RECOGNITION FUNCTION ISSUES

APPLIED VEHICLES: 2010-2011 EX35 (J50)
2010-2011 FX35/FX50 (S51)
2010-2011 G37 Coupe, Convertible, Sedan (C/H/V36)
2011 M37/M56 (Y51)
2011 QX56 (Z62)

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.
- With a device connected, the Navigation system reboots.
- When a hands-free call via Bluetooth is in progress and another call comes in ("call waiting"), there is no function available to answer the incoming call.

NOTE: The original specification for 2010 and some 2011 Applied Vehicles did not include the call waiting feature. To ensure a high level of customer satisfaction Nissan has enhanced the Infotainment system in many 2011 Applied Vehicles to add the call waiting feature. Nissan is making available this same enhancement for all Applied Vehicles by offering the call waiting feature as part of the Reprogramming Software DVD update listed in the Parts Information section.

AND

The Navigation system Program Version is not X1U72001 or X2U32001.

ACTION

Load the Reprogramming Software DVD referenced in the Parts Information section.

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 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.

PARTS INFORMATION

- Each dealer has been mailed one NTB10-125/ITB10-066 Reprogramming Software DVD free of charge from Clarion.
- Should you require an additional NTB10-125/ITB10-066 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.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
DVD NAVIGATION - REPROGRAMMING	(1)	RX1MAA	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

IMPORTANT: Before loading the Reprogramming Software DVD, make sure to disable the Bluetooth® function. If this function is not disabled the Navigation system may continuously reboot the next time it is turned ON.

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

This SERVICE PROCEDURE contains four sections:

- A) Confirm Navigation Program Version (page 3)
- B) Disable Bluetooth® Function (page 4)
- C) Load Reprogramming Software DVD (page 5)
- D) Reset Bluetooth® Preference (page 7)

A) Confirm Navigation Program Version

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 first need to select **Others** to find **Navigation Version**.



Figure 2

6. Check the **Program Version**.
 - If the Program Version is not **X1U72001** or **X2U32001**, continue with Step 7 on the next page.
 - If the Program Version is **X1U72001** or **X2U32001**, this bulletin does not apply. Refer to ASIST for further diagnostic information.



Figure 3

7. Check the **Map Version**.

- If the Map Version is not **09-10 MAP No. 1a**, continue with section B of this bulletin (Disable Bluetooth® Function).
- If the Map Version is **09-10 MAP No. 1a**, first perform the procedure in ITB10-031. Once complete, continue with section B of this bulletin (Disable Bluetooth® Function).



Figure 4

B) Disable Bluetooth® Function

1. Press the "SETTING" button on the switch panel.

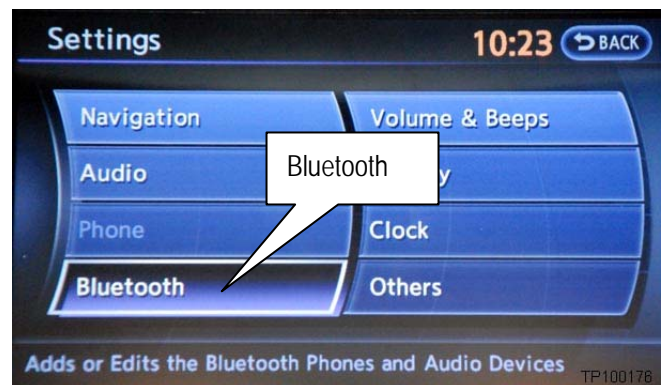


Figure 5

2. Select **Bluetooth**.

3. Take note of the current setting (ON or OFF) for **Bluetooth**. See Figures 6 and 7.

- This preference will need to be reset in a later step.
- Bluetooth is ON when the ON indicator displays in orange.
- Bluetooth is OFF when the ON indicator is "grayed" out.



Figure 6

4. Make sure Bluetooth is OFF.
 - Selecting **Bluetooth** will change the setting from ON to OFF or OFF to ON.
5. Turn the ignition OFF and wait 10 seconds.



Figure 7

6. Go to C) Load Reprogramming Software DVD.

C) Load Reprogramming Software DVD

1. Turn the ignition ON and keep the transmission in Park or Neutral.
2. Make sure there is not a disc in the in-dash CD/DVD player.
3. 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 been loaded.

4. Wait for the program to load (a progress bar will display).

5. When the program has finished loading:

- The Reprogramming Software DVD will automatically eject.
- "Program loading is completed" will display.

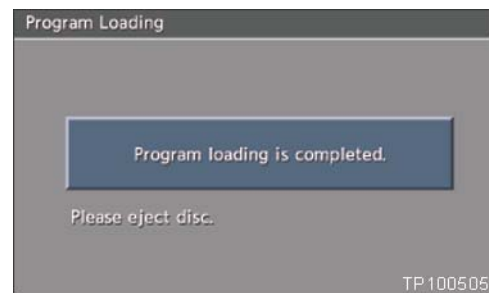


Figure 8

6. The Navigation system will automatically restart.

7. 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 9

- c. The Program Version should be **X1U72001** or **X2U32001**.
 - If the Program Version is not **X1U72001** or **X2U32001**, perform the Load Reprogramming Software DVD procedure again.

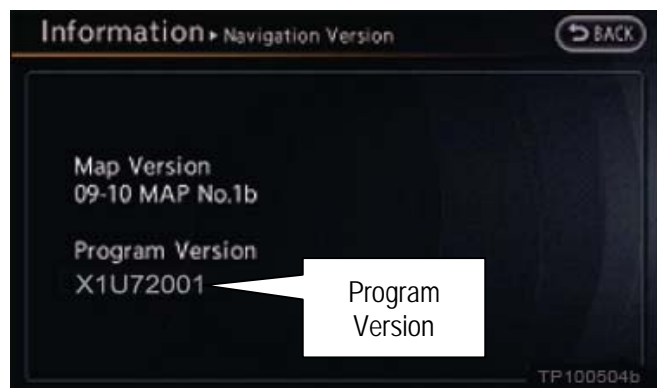


Figure 10

8. Go to D) Reset Bluetooth® Preference.

D) Reset Bluetooth® Preference

1. In Step 3 of section B, the **Bluetooth** preference (ON or OFF) should have been noted.

- If Bluetooth was set to OFF: The procedure is complete. Turn the ignition OFF.
- If Bluetooth was set to ON: Continue with step 2, below.

2. Press the "Setting" button on the switch panel.

3. Select **Bluetooth**.



Figure 11

4. Select **Bluetooth** to change the setting to ON.

- Bluetooth is ON when the ON indicator displays in orange.



Figure 12

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