

Classification:

EL11-017b

Reference:

ITB11-040b

Date:

September 9, 2011

2010-2011 BLUETOOTH® PHONE SOUND QUALITY

This bulletin has been amended. Additional Vehicles have been added and can be found on page 2. No changes to procedure have been made to body of bulletin.

APPLIED VEHICLE: 2010-2011 G37 sedan (V36), G37 coupe (CV36), G37 convertible (HV36), QX56 (Z62) and FX35/50 (S51) **With Navigation only**

APPLIED VIN/DATE: 2010 All listed under APPLIED VEHICLES
2011 See tables on page 2 for APPLIED VIN/DATE information.

IF YOU CONFIRM

The 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 such as:

- 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

If the vehicle is a 2010 model year, reprogram the Multi-AV (with NAVI) system.

If the vehicle is a 2011 model year, refer to table on page 2 for applied VIN and date range.

- If the vehicle was built **before** the VIN shown in the table on page 2, reprogram the Multi-AV (with NAVI) system.
- If built **on or after** the VIN on page 2, this bulletin does not apply.

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) Use ECU part number from page 4 step 10 as PFP.

APPLIED VIN/DATE TABLE

APPLIED VEHICLE(S):	APPLIED MODEL(S):	APPLIED VIN(S) BUILT BEFORE:	APPLIED DATE(S) BUILT BEFORE:	
2010 G37	Sedan: (V36)	2WD	ALL	
		AWD	ALL	
	Coupe: (CV36)	2WD	ALL	
		AWD	ALL	
	Convertible (HV36)	ALL		
2011 G37	Sedan: (V36)	2WD	JN1CV6AP(*)BM 508635 or JN1CV6AP(*)BM 304589 (1)	June 1, 2011
		AWD	JN1CV6AR(*)BM 409969 or JN1CV6AR(*)BM 355668 (1)	June 1, 2011
	Coupe: (CV36)	2WD	JN1CV6EK(*)BM 215250	June 29, 2011
		AWD	JN1CV6EL(*)BM 263904	June 29, 2011
	Convertible (HV36)	JN1CV6FE(*)BM 954126	June 29, 2011	
	2010 FX35 (S51)	2WD	ALL	
AWD				
2010 FX50 (S51)	ALL			
2011 FX35 (S51)	2WD	JN8AS1MU(*)BM 711667	June 1, 2011	
	AWD	JN8AS1MW(*)BM 733651	June 1, 2011	
2011 FX50 (S51)	JN8BS1MW(*)BM 760297		June 1, 2011	
2011 QX56 (Z62)	2WD	JN8AZ2ND(*)B9 701918 or JN8AZ2NF(*)B9 504303 (1)	June 28, 2011	
	AWD	JN8AZ2NE(*)B9 007428 or JN8AZ2NC(*)B9 303329 (1)	June 28, 2011	

(1) Two VIN's indicates that two different assembly lines were building that model at the same time.

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(s) to turn "green" (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.

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

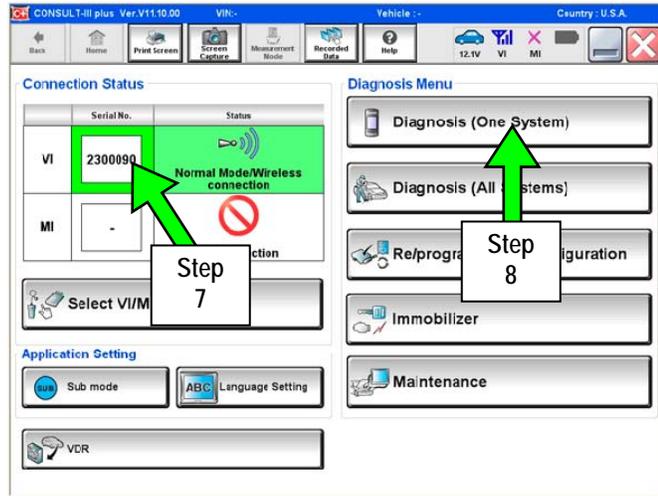


Figure 1

9. Select **MULTI AV**

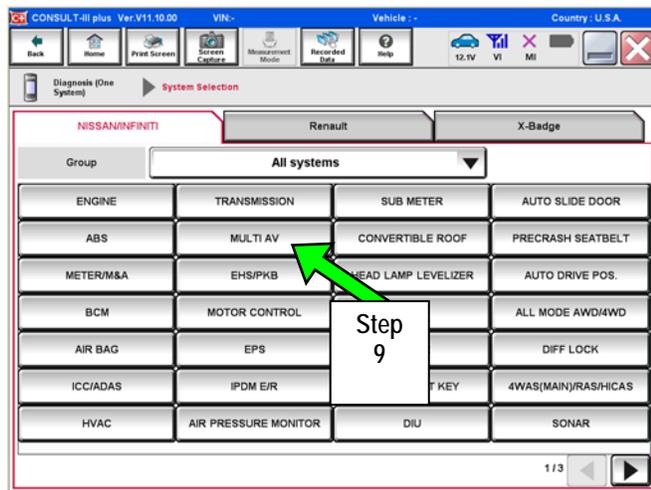


Figure 2

*** IMPORTANT ***

10. Confirm **ECU PART NUMBER** and print, or Write down for Warranty Information.
25915 - _____

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

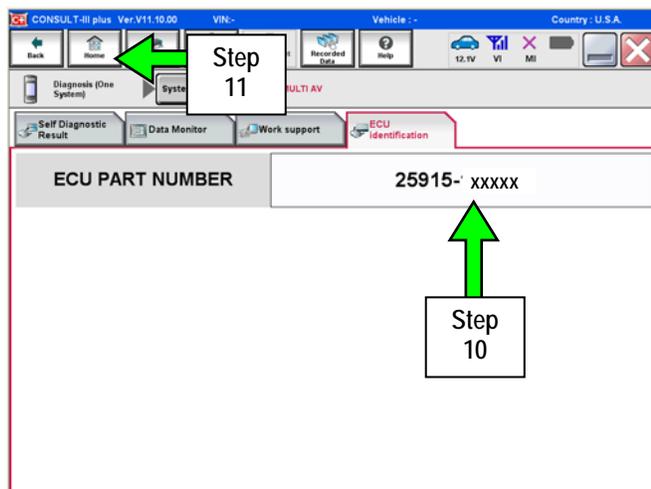


Figure 3

12. Select Re/programming Configuration

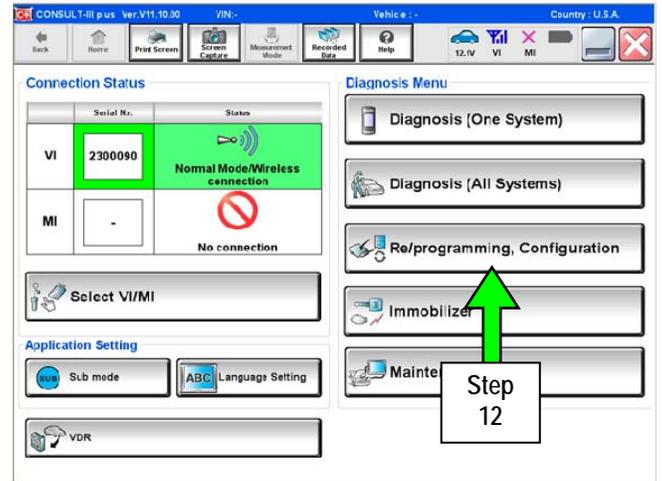


Figure 4

13. Read Precautions, then select Next.

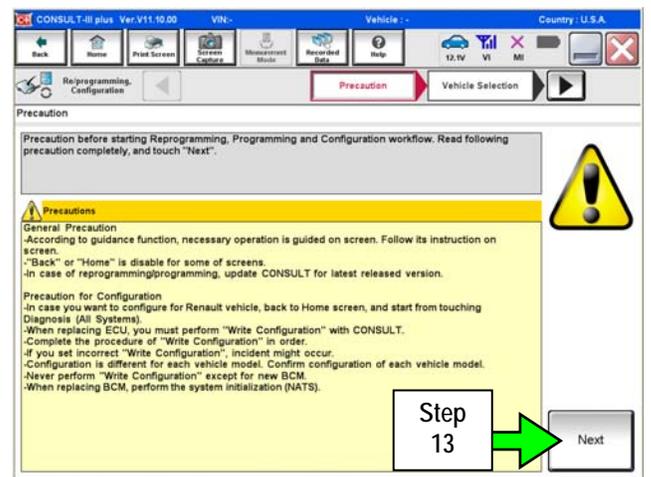


Figure 5

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

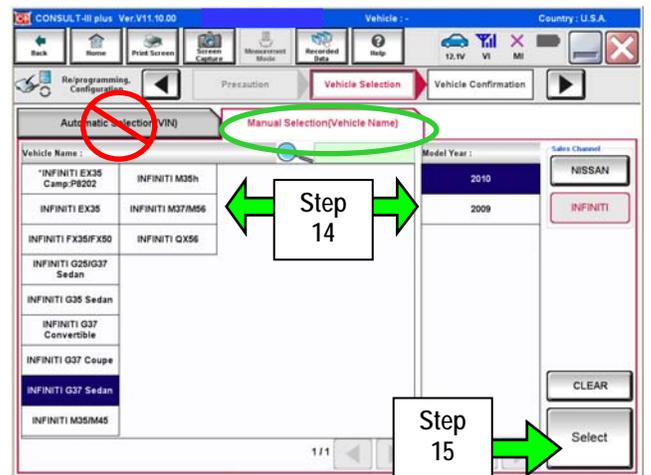


Figure 6

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**.

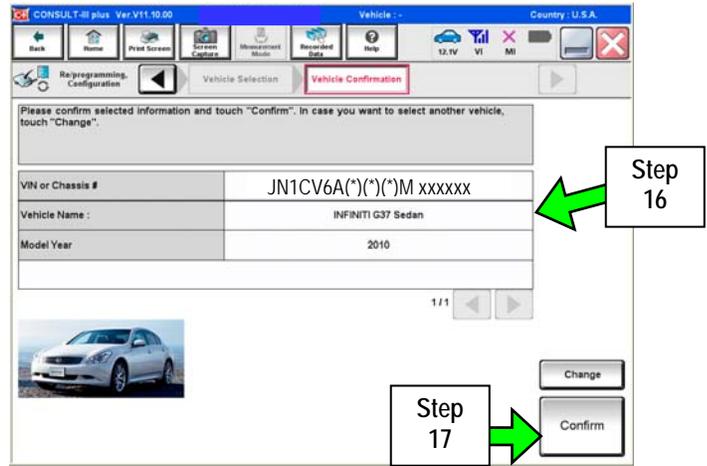


Figure 7

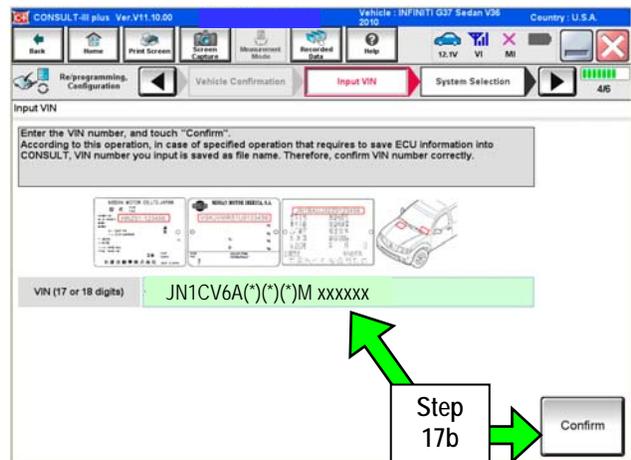


Figure 8

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

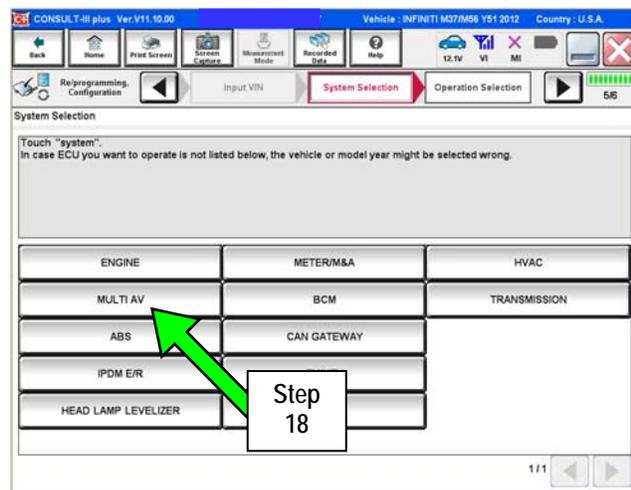


Figure 9

19. Select Read/Write Configuration.

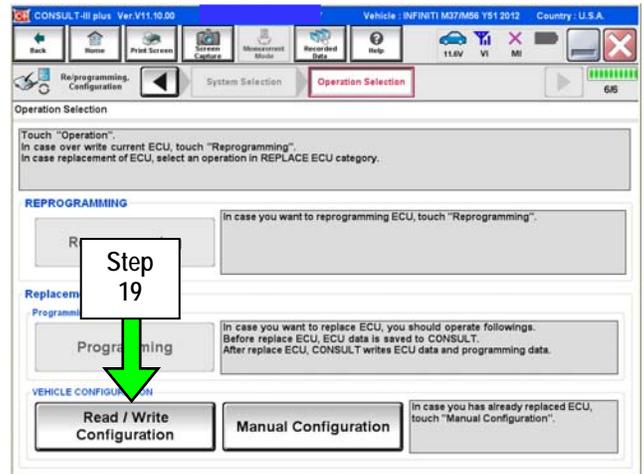


Figure 10

20. Select Before Replace ECU.

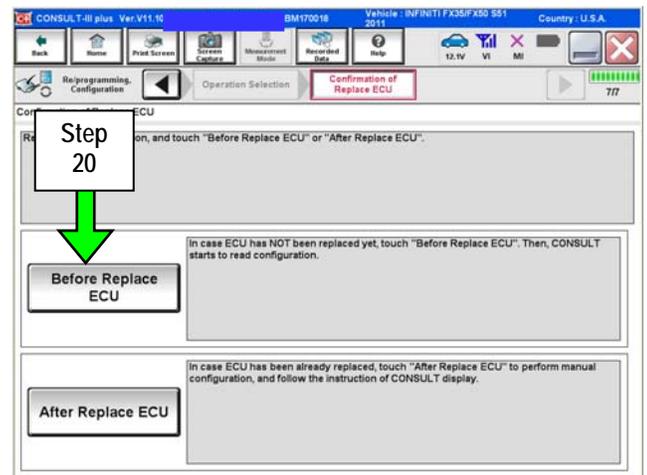


Figure 11

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 instead.

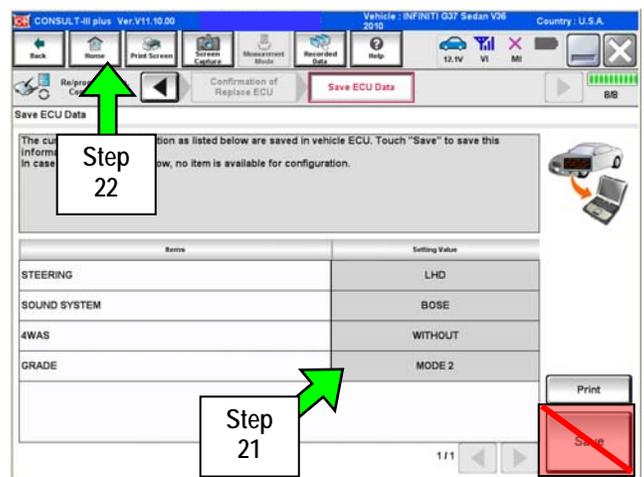


Figure 12

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

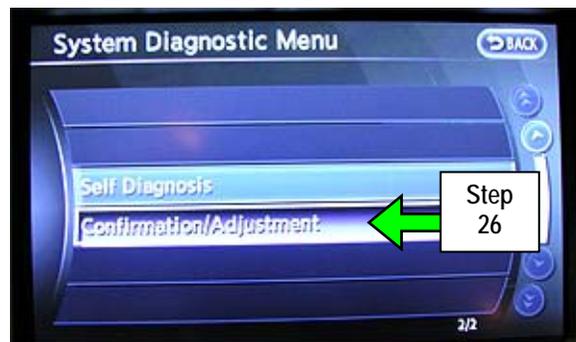


Figure 14

27. Select Initialize Settings

NOTE: Use the scroll arrow to find Initialize Settings.

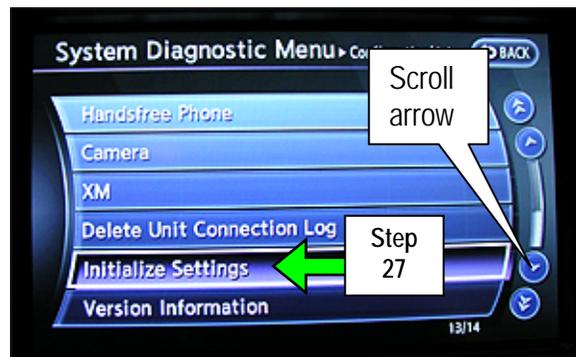


Figure 15

28. Select Accessory Number Initialization.



Figure 16

29. Select Yes

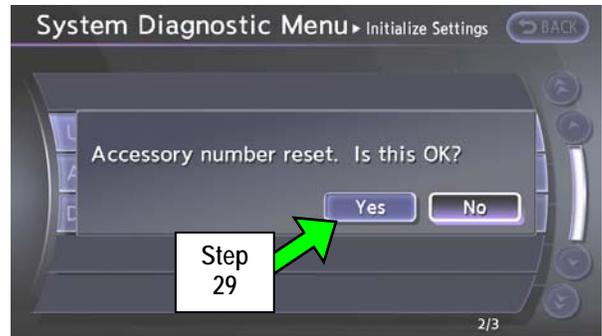


Figure 17

30. Select Yes



Figure 18

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

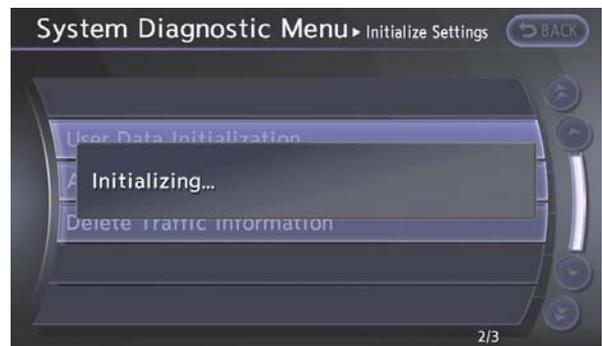


Figure 19

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



Figure 20

33. 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.

34. Select Re/programming Configuration

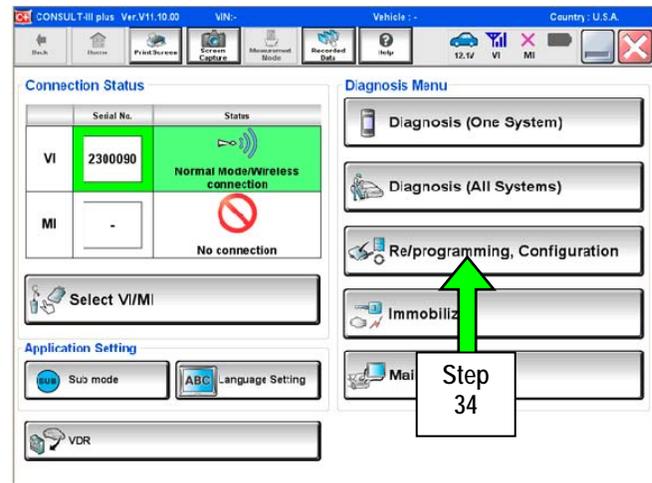


Figure 21

35. Read Precautions, then select Next.

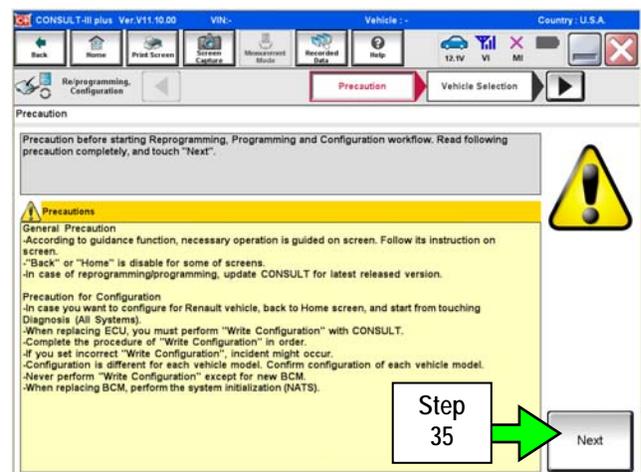


Figure 22

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

37. Push **Select**.

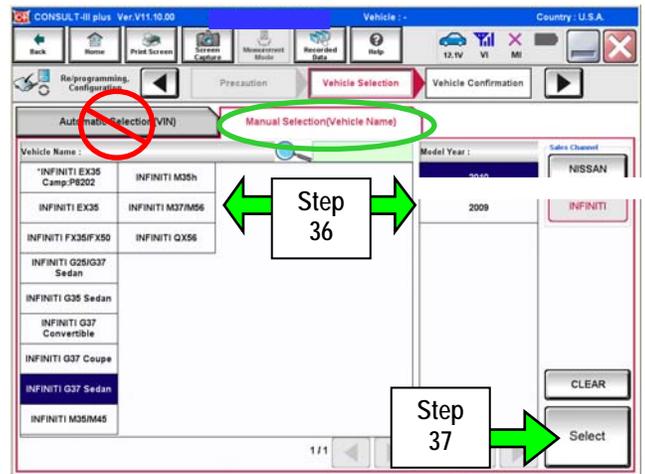


Figure 23

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**.

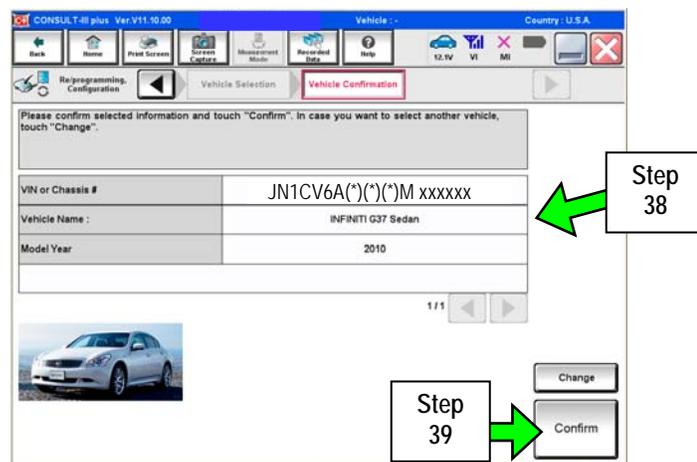


Figure 24

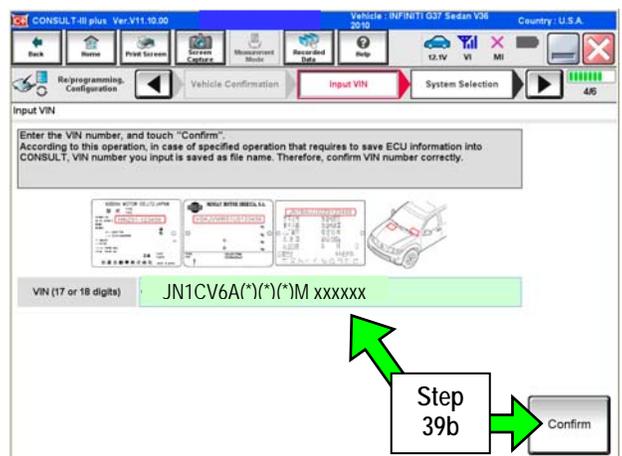


Figure 25

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

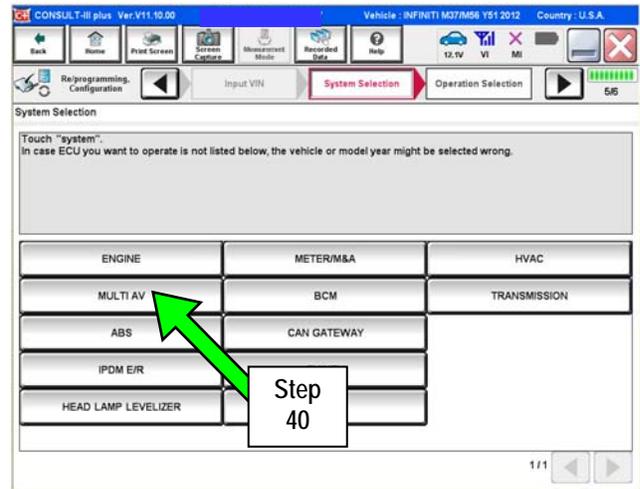


Figure 26

41. Select **Manual Configuration**.

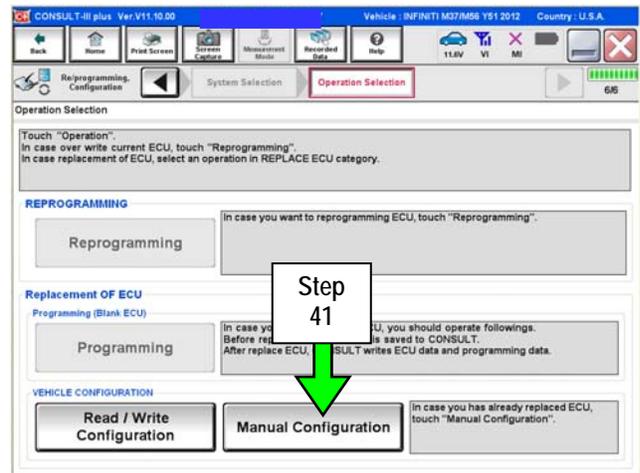


Figure 27

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

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

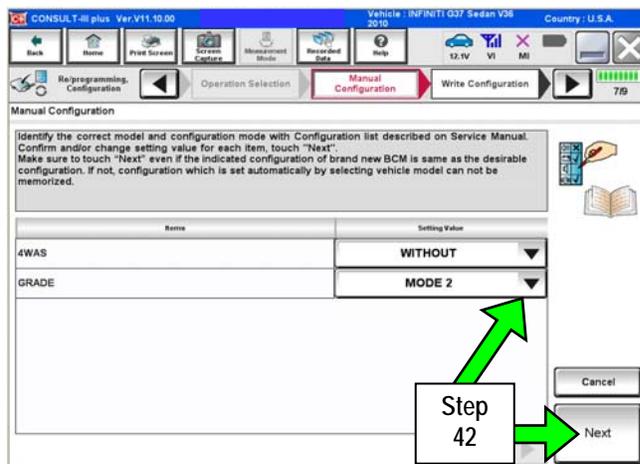


Figure 28

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

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

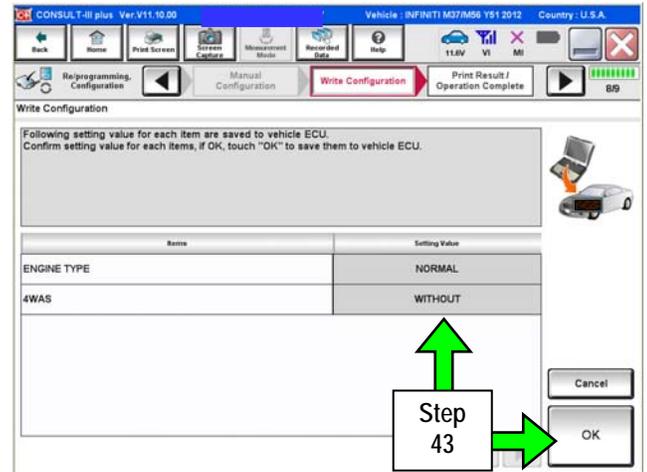


Figure 29

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.

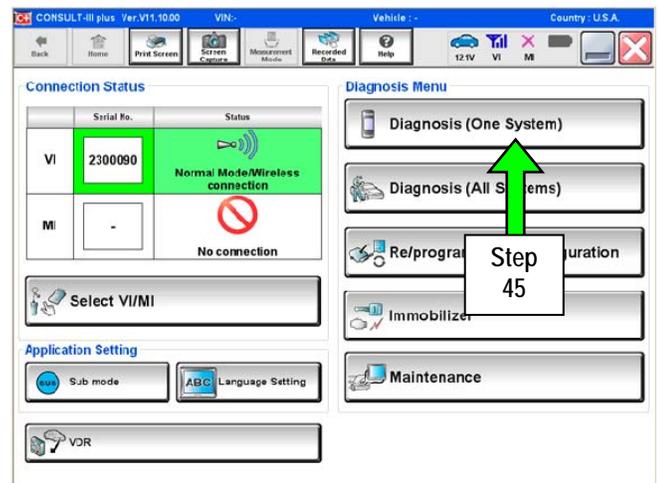


Figure 30

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.