

SERVICE BULLETIN

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Date:

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September 9, 2011

# 2010-2011 BLUETOOTH<sup>®</sup> 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<sup>®</sup> 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 MO	DEL(S):	APPLIED VIN(S) BUILT BEFORE:	APPLIED DATE(S) BUILT BEFORE:
	Sedan:	2WD	ALL	
	(V36)	AWD	ALL	
2010 G37	Coupe:	2WD	ALL	
	(CV36)	AWD	ALL	
	Convertible (	HV36)	ALL	
	Sedan:	2WD	JN1CV6AP(*)BM 508635 or JN1CV6AP(*)BM 304589 (1)	June 1, 2011
	(V36)	AWD	JN1CV6AR(*)BM 409969 or JN1CV6AR(*)BM 355668 (1)	June 1, 2011
2011 G37	Coupe:	2WD	JN1CV6EK(*)BM215250	June 29, 2011
	(CV36)	AWD	JN1CV6EL(*)BM263904	June 29, 2011
	Convertible (HV36)		JN1CV6FE(*)BM 954126	June 29, 2011
2010 EV	<b>25</b> (951)	2WD	ΔΠ	
2010 FA	33 (331)	AWD		
2010 FX	<b>50</b> (S51)		ALL	
2011 54	F <b>X35</b> (S51)		JN8AS1MU(*)BM 711667	June 1, 2011
2011 FA			JN8AS1MW(*)BM 733651	June 1, 2011
2011 FX	3 <b>50</b> (S51)		JN8BS1MW(*)BM 760297	June 1, 2011
2011 01	<b>/FC</b> ( <b>7</b> 62)	2WD	JN8AZ2ND(*)B9 701918 or JN8AZ2NF(*)B9 504303 (1)	June 28, 2011
2011 Q7	<b>(202)</b>	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).

- 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).

9. Select MULTI AV







Figure 2

CONSULT-III plus Ver/V15100 VIX- Bas Barrier Step Diagnosti (One Syste Diagnosti (One Syste Self Diagnosti (Construction of the Syste Self Diagnosti (Construction of the Syste Result	Vehicle :- Country : U.S.A t t t t t t t t t t
ECU PART NUMBER	25915-' xxxxx
	Step 10
	Figure 3

# 10. Confirm ECU PART NUMBER and print, or

\* IMPORTANT \*

- Write down for Warranty Information. 25915 \_\_\_\_\_
- 11. Select the Home button when done.

CONSU	LT-III pus Ver.V11.10	0.00 VIN:-	Vehice : -	Country : U.S.A.
de fack	Horre Print Ser	een Screen Mosurement	Recorded Nelp 12.1V	🏹 💥 🖿 🔜 🔀
Connee	ction Status		Diagnosis Menu	
	Serial NJ.	Status	Diagnosis (O	ne System)
VI	2300090	∞)))		
		Connection	Diagnosis (Al	II Systems)
м		$\otimes$		
		No connection	Re/programm	ing, Configuration
80	Select VI/MI			$\land$
10			Immobilizer	
Applicat	tion Setting			
	Sub mode	ABC Language Setting	Mainte St	tep
0				12
17	VDR			

12. Select Re/programming Configuration





Figure 5



Figure 6

13 Read **Precautions**, then select **Next**.

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

CONSULT-III plus Ver.V11.10.00	Vehicle : -	Country : U.S.A.
ack Rome Print Screen Capture	Mena armert Made Base 12.TV	🖬 🗙 🖿 🔜 🔀
So Reprogramming.	Icle Selection Vehicle Confirmation	
Please confirm selected information and t touch "Change".	ouch "Confirm". In case you want to select another t	vehicle,
VIN or Chassis #	JN1CV6A(*)(*)(*)M xxxxxx	Step
Vehicle Name :	INFINITI G37 Sedan	
Model Year	2010	
	1/1	
		Change
	Step	
	17	Confirm
	Figure 7	
	i igui c /	





tack Bome Print Screen Cage	en Musermet Recorded Help	
Re/programming, Configuration	Input VIN System Selection	Operation Selection 5/6
tem Selection		
ouch "system".		
case ECU you want to operate is not I	listed below, the vehicle or model year might i	be selected wrong.
	r	f
ENGINE	METER/M&A	HVAC
ENGINE	METER/M&A	нуас
ENGINE MULTI AV	METER/M&A	HVAC
ENGINE MULTI AV	METERMBA BCM	HVAC
ENGINE MULTI AV ABS	METER/MBA BCM CAN GATEWAY	HVAC
ENGINE MULTI AV ABS	METERIMBA BCM CAN GATEWAY	HVAC
ENGINE MULTI AV ABS IPDM E/R	METERIMBA BCM CAN GATEWAY	HVAC TRANSMISSION
ENGINE MULTI AV ABS IPDM E/R	METERMBA BCM CAN GATEWAY Step	HVAC
ENGINE MULTI AV ABS IPDM E/R HEAD LAMP LEVELIZER	METERIMBA BCM CAN GATEWAY Step	HVAC TRANSMISSION
ENGINE MULTI AV ABS IPDM E/R HEAD LAMP LEVELIZER	METERIMBA BCM CAN GATEWAY Step 18	HVAC TRANSMISSION
ENGINE MULTI AV ABS IPDM E/R HEAD LAMP LEVELIZER	METERIMBA BCM CAN GATEWAY Step 18	HVAC

Figure 9

18. After system call completes, select MULTI AV.

avation Coloriton	System Selection	616
tration Selection		
case over write current ECU, touc	h "Reprogramming".	
case replacement or ECO, select an	operation in REPLACE ECO category.	
EPROGRAMMING		
	In case you want to reprogramming EC	U, touch "Reprogramming".
R		
Step		
eplacem 19		
eplacem 19 Programmi	In case you want to replace ECU you	should onerste followings
Programmi Programmi	In case you want to replace ECU, you Before replace ECU, ECU data is save After replace ECU. CONSULT writes EC	should operate followings. d to CONSULT. U data and perogramming data.
Programmi Programmi	In case you want to replace ECU, you Before replace ECU, ECU data is save After replace ECU, CONSULT writes EC	should operate followings. d to CONSULT. U data and programming data.
Programmi Programming VEHICLE CONFIGUR ON	In case you want to replace ECU, you Before replace ECU, ECU data is save After replace ECU, CONSULT writes EC	should operate followings. d to CONSULT. U data and programming data.
Programi Programing VEHICLE CONFIGURATION	In case you want to replace ECU, you Before replace ECU, ECU data is save After replace ECU, CONSULT writes EC	should operate followings. d to CONSULT. U data and programming data. In case you has already replaced ECU, touch "Manual Configuration".
Programming VEHICLE CONFIGURATION Read / Write Configuration	In case you want to replace ECU, you Before replace ECU, ECU data is save After replace ECU, CONSULT writes EC Manual Configuration	should operate followings. d to CONSULT. U data and programming data. In case you has already replaced ECU, touch "Manual Configuration".

-Yil 12.11 5 • Confirmation Replace EC Step n, and touch "Before Replace ECU" or "After Replace ECU" 20 In case ECU has NOT been replaced yet, touch "Before Replace ECU". Then, CONSULT Before Replace ECU In case ECU has been already replaced, touch "After Replace ECU" to perform manual configuration, and follow the instruction of CONSULT display. After 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 ٠ models. Your screen may look different.
- 22. Select Home button instead.



170018	Vehicle : I 2011
Recorded	O
Data	help

20. Select Before Replace ECU.

19. Select Read/Write Configuration.

# 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.













26. Select Confirmation/Adjustment

27. Select Initialize Settings

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



Figure 16



Figure 17







Figure 19

29. Select Yes

28. Select Accessory Number Initialization.

30. Select Yes

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







- 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

CONSU	ILT-III plus Ver.V11.1	0.00 VIN:-	Vehicle : -	Country : U.S.A.
dia Back	ibana Print3a	roee Screen Capture Node	Recorded Help	KI 💥 🖿 🛄 🔀
Connee	ction Status		Diagnosis Menu	
	Setial No.	Status	Diagnosis (On	e System)
VI	2300090	Normal Mode/Wireless	Diagnosis (All	Systems
м	·	No connection	Re/programmi	ng. Configuration
10	Select VI/MI			
Applicat	tion Setting Sub mode	Language Setting	Step 34	
\$?	VDR			]

Figure 21



Figure 22

35. Read Precautions, then select Next.

- 36. Select correct Make, Model and Year.
- 37. Push Select.





- 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.

41. Select Manual Configuration.

- 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.







CONSULT-III plus Ver.V11.10.00		Vehicle : INFINITI 037 Sedan V 2010	/36 Country ; U.S.A.
auch Derre Pitt Screen	Screen Cepture	erded Help	× = _ ×
Configuration	Operation Selection	Manual Configuration Write Configu	ration 7/9
fanual Configuration			
Confirm and/or change setting v Make sure to touch "Next" even il configuration. If not, configuration memorized.	International and the with Contra silve for each item, touch "Ne f the indicated configuration o n which is set automatically b	strand new BCM is same as the des of brand new BCM is same as the des y selecting vehicle model can not be	irable
Rer	•	Setting Value	
4WAS		WITHOUT	•
GRADE		MODE 2	<b>T</b>
		Step 42	Cancel



Image: Configuration     Image: Configuration <th>CONSULT-III plus Ver.V11.10.00</th> <th>( Ve</th> <th>hicle : INFINITI M37/M56 Y51 :</th> <th>2012 Country : U.S.A.</th>	CONSULT-III plus Ver.V11.10.00	( Ve	hicle : INFINITI M37/M56 Y51 :	2012 Country : U.S.A.
Refrequenties         Canfiguration         Print Retruit Operation Complete         Image: Configuration           Write Configuration         Print Retruit Operation Complete         Image: Configuration         Image: Configuration           Write Configuration         Following setting value for each item are assed to vehicle ECU. Confirm setting value for each item are assed to vehicle ECU.         Image: Configuration         Image: Con	teck Borne Pried Screen Capture 1	Mache Bata		X 🖿 📃 🔀
Write Configuration Following setting value for each item are assed to vehicle ECU. Confirm setting value for each items, if OK, touch "OK" to save them to vehicle ECU.	Man Configuration	val vation	uration Print Result Operation Com	t/ plete 8/9
Following setting value for each item are saved to vehicle ECU. Confirm setting value for each items, if OK, touch "OK" to save them to vehicle ECU. terms terms term	Write Configuration			
ENGINE TYPE NORMAL ENGINE TYPE ON ORMAL 4WAS Cancel Step 43 OK	r onowing secong value for each items, if OK, touc Confirm setting value for each items, if OK, touc	"OK" to save them to ver	nicle ECU.	2
ENGINE TYPE NORMAL 4WAS WITHOUT 4WAS Cancel Step 43 OK	Reme		Setting Value	
4WAS WITHOUT	ENGINE TYPE		NORMAL	
Cancel Step 43	4WAS		WITHOUT	
			Step 43	Cencel

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.

43. Confirm correct Configuration then select OK

screen.

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

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

CONSU	ILT-III plus	Ver.V11.10.00	VIN:-		Vehic	ile : -		Country : U.S.A.
di Back	Home	Print Screen	Screen Capture	Massarerrert Mode	Recorded Data	12.1V	VI MI	🛛
Conne	ction Sta	tus			Diagnos	is Menu		
	Serial P	10.	Stat	us	_ <u>]</u>	)iagnosis (Oi	ne Syster	n)
VI	23000	90 No	ormal Mod conne	))) Ie/Wireless iction		)iagnosis (Al		s)
м	-		No com	nection		Re/program	Step	uration
38	Select \	/I/MI				mmobilizer	45	
Applicat	tion Setti Sub mode	ng	ABC	guage Settin		Maintenance		
37	VDR							

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
- 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 (+).
- 52. Reset all customer's radio stations.



Guidance Volume 🛛 🔚 I•	······· Đ
Ringtone 🔄 I	···•• ······ I 🗗
Incoming Call 🛛 🔄 I ••••••	
Outgoing Call	😑 I 🛶 - I 🛃 /

Figure 32