

SERVICE BULLETIN

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BLUETOOTH® PHONE SOUND QUALITY

This bulletin has been amended. The Applied Vehicles section, Actions section, and Applied VIN/Date Table on page 2 have been updated. Please discard all previous copies of this bulletin.

APPLIED VEHICLES: 2010-2011 EX35 (J50), FX35/FX50 (S51), G37 Convertible (HV36), G37 Coupe (CV36), G37 Sedan (V36), 2011 QX56 (Z62) – <u>with Navigation</u>

APPLIED VINS/DATES: See the Applied VIN/Date Table on page 2.

IF YOU CONFIRM

An Applied 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. For example:

- 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

- 1. Refer to the Applied VIN/Date Table on page 2 to confirm this bulletin applies to the vehicle you are working on.
- 2. If this bulletin applies, reprogram the Multi-AV system.

NOTE: 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) Refer to the electronic parts catalog (FAST) and use the Multi – A/V (25915-_____) assembly part number as the Primary Failed Part (PFP).

APPLIED VIN / APPLIED DATE TABLE

2010 EX35	All vehicles		
2011 EX35	All vehicles		
2010 FX35/FX50	All vehicles		
2011 FX35	2WD – Vehicles built <u>before</u> JN8AS1MU(*)BM 711667 // June 1, 2011 AWD – Vehicles built <u>before</u> JN8AS1MW(*)BM 733651 // June 1, 2011		
2011 FX50	Vehicles built <u>before</u> JN8BS1MW(*)BM 760297 // June 1, 2011		
2010 G37 Convertible, Coupe, Sedan	All vehicles		
2011 G37 Convertible	Vehicles built <u>before</u> JN1CV6FE(*)BM 954126 // June 29, 2011		
2011 G37 Coupe	2WD – Vehicles built <u>before</u> JN1CV6EK(*)BM 215250 // June 29, 2011 AWD – Vehicles built <u>before</u> JN1CV6EL(*)BM 263904 // June 29, 2011		
2011 G37 Sedan	2WD – Vehicles built <u>between</u> : JN1CV6AP(*)BM 500002 and JN1CV6AP(*)BM 508635 OR JN1CV6AP(*)BM 300001 and JN1CV6AP(*)BM 304589 AWD – Vehicles built <u>between</u> : JN1CV6AR(*)BM 400001 and JN1CV6AR(*)BM 409969 OR JN1CV6AR(*)BM 350001 and JN1CV6AR(*)BM 355668		
2011 QX56	2WD – Vehicles built <u>before</u> : JN8AZ2ND(*)B9 701918 or JN8AZ2NF(*)B9 504303 // June 28, 2011 AWD – Vehicles built <u>before</u> : JN8AZ2NE(*)B9 007428 or JN8AZ2NC(*)B9 303329 // June 28, 2011		

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(es) to turn "green" (see 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).

9. Select MULTI AV.

🖬 covsi	JLT-II plus	Ver.V11.10.00	VIN:-			Vehicle : +			Country : U.S.A.
e Dack	A	Print Sureen	Screen Capture	Messet ernert Mode	Recorded Bata	O Help	12.1V		
Conne	ction Sta	atus			Di	agnosis M	enu		
	Serial	Na.	Sta	<i>Q</i> .		Diag	ncsis (O	ne Syst	em)
vi	23000	090	⊳	-0				$\langle \mathbf{x} \rangle$	
			conne	de/Wireless action	00	🕞 Diag	nosis (Al	l ste	ms)
м	-		C	2					
			tep	ction		So Re/p	rogra	Step 8	iguration
8.0	Select		7					8	
19						🛄 Immo	obilizer		
Applica	tion Sett								
SUB	Sub mode		ABC	guage Settin	a g	💭 Main	tenance		
0									
17	VDR								

Figure 1



Figure 2



* IMPORTANT *

- 10. Confirm ECU PART NUMBER and print or write it down for Warranty Information. 25915 - _____
- 11. Select the Home button when done.

CONSU	ILT-II plus Ver.V11.10.00	VN:-	Vehicle : -	Country: U.S.A.
di Back	Home Print Screen	Screes Lepture	Recorded Bate Help	1 🕺 💻 🔚 🔀
Conne	ction Status		Diagnosis Menu	
	Serial No.	Status	Diagnosis (One	e System)
VI	2300090 N	ormal Mode/Wireless connection	Diagnosis (All	Systems)
м	- 1	No connection	Re/programmir	ng, Configuration
8-6 ⁹	Select VI/MI			
	tion Setting Sut mode	AEC Language Setting	Mainter Ste	p
39	VDR			2

Figure 4



Figure 5



12. Select Re/programming Configuration

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.







Re/programming, Configuration	Input VIN System Selection	Operation Selection
tem Selection		
case ECU you want to operate is not ii	sted below, the vehicle or model year might b	e selected wrong.
	T I I I I I I I I I I I I I I I I I I I	1
ENGINE	METER/M&A	HVAC
ENGINE MULTI AV	BCM	HVAC
MULTI AV	BCM CAN GATEWAY	
MULTI AV ABS	ВСМ	

Figure 9

18. After system call completes, select MULTI AV.

CONSULT-III plus Ver.V11.10.00	VINJIN	Vehicle : INFINI	TI M37/M56 Y51 2012	Country: U.S.A.
Back Boone Dried Screen 5	arteen apture Mode Data	d O halp	11.6V VI M	
Canfiguration	System Selection	eration Selection		6,6
peration Selection				
Touch "Operation". In case over write current ECU, toucl In case replacement of ECU, select an	n "Reprogramming". operation in REPLACE ECU	category.		
REPROGRAMMING	In case you want to rep	rooramming ECI1 tou	ch "Reprogrammie	no"
R	In case you want to rep	rogramming ECO, tou	icn keprogrammir	ng .
Step				
Programmi				
Programing	In case you want to rep Before replace ECU, EC After replace ECU, CON	CU data is saved to C	ONSULT.	793
VEHICLE CONFIGUR				
Read / Write Configuration	Manual Config	tours	ise you has already h "Manual Configu	
	Figure			
	FIQUIE	5 10		





20. Select Before Replace ECU.

19. Select Read/Write Configuration.

- 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.



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 18





28. Select Accessory Number Initialization.

30. Select Yes.

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

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

35. Read Precautions, then select Next.

CONSU	LT-III plus Ver.V11.1	0.00 VIN:-		Vehicle : -		Country : U.S.A.
de Back	Home Print Sc	rees Screen Capture	Meanarcrust Node	d Poly		X 🖿 📃 🔀
Conne	ction Status			Diagnosis M	lənu	
	Serial No.	Stat		Diag	nosis (One Sy	stem)
vi	2300090	⊳o) Normal Mod	/Wireless			
мі		No conn		The -	rogramming, (
10	Select VI/MI				obiliz	
Applica	tion Setting			A1111111111111		
	Sub mode	ABC	uage Setting	Mai	Step 34	
17	VDR				J 1	





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

CONSULT-III plus Ver.V	11.10.00	Vehicle : INFINITI G37 Sedan V36 2010	Country : U.S.A.
Back Rente Pri	We Sareen Capture Manazarirei Mecceded		x 🖿 💻 🔀
Configuration	Vehicle Confirmation	Input VIN System Selection	
Input VIN			
CONSULT, VIN number y		confirm VIN number correctly.	
VIN (17 or 18 digits)	JN1CV6A(*)(*)(*)M x	xxxxx	
		Step 39b	Confirm

Figure 25

- 42. Use drop down arrows to select correct Configuration options that were printed/written down in step 21, then select Next.
 - Configurable options will differ between • models. Your screen may look different from Figures 28 and 29.

- 41. Select Manual Configuration.

40. After system call completes, select MULTI AV.







⁰ Yil R 12.1V -۲ × 4 50 • Re/prog Write Config BCM is same as the desire 10 Rema Setting Value 4WAS WITHOUT -GRADE MODE 2 -Canc Step 42



- 43. Confirm correct Configuration then select OK.
 - After C-III plus finishes transferring the configuration to MULTI AV, return to Home screen.

CONSULT-III plus Ver.V11.10.00	Vehicle : INFINITI M37/M56 Y51 2012 Country : U.S.A.
teck Barne Print Screen Capture Monster	
Configuration	n Write Configuration Print Result / Operation Complete 8/9
Vrite Configuration	
	*
Retta.	Setting Value
	and and
ENGINE TYPE	NORMAL
ENGINE TYPE 4WAS	and a second
	NORMAL



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.

🔠 consu	LT-II plus Ver.V11.	10.00 VIN:-	Vehicle : -	Country: U.S.A.
¢# nex	nome Print Se	sreen Serees Mode	Recorded Help 12.1V	🚻 💥 🖿 🔚 🔀
Connec	ction Status		Diagnosis Menu	
	Serial No.	Status	Diagnosis (O	ne System)
VI	2300090	いormal Mode/Wireless connection	Diagnosis (A	
м	•	No connection	Re/program	Step ^{uration}
80	Select VI/MI		Immobilizer	45
Applicat	ion Setting		_	
	Sut mode	ABC Language Setting	Maintenance	
1	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.

 Noviguition
 Volume & Beeps

 Audio
 ECO DRIVE

 Phone
 Driver Assistance

 Bluetooth
 Others

BACK

Settings



- 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.