

Classification:

EL11-039

Reference:

ITB11-059

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iPOD® / iPHONE® ISSUES USING VEHICLE USB INTERFACE

APPLIED VEHICLES: All Infiniti vehicles equipped with a USB Interface

SERVICE INFORMATION

If an iPod® / iPhone® related concern is verified on a vehicle while using the USB interface, perform the steps in this bulletin for initial diagnosis.

NOTE: For vehicles equipped with a Navigation system, make sure to confirm whether the customer is experiencing the issue while using the USB interface or the Bluetooth® Audio Streaming feature. This bulletin applies only if the issue occurs while using the USB interface.

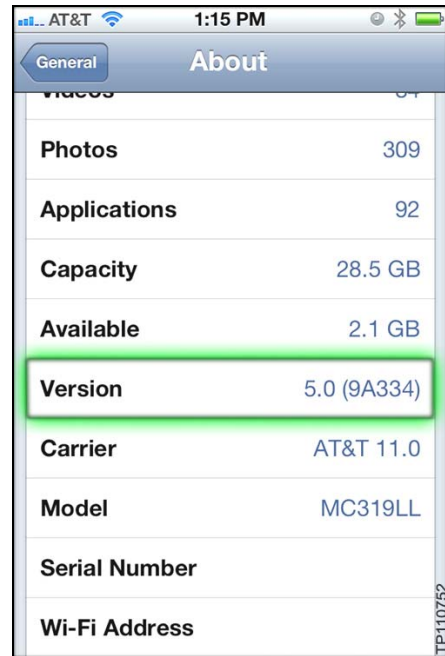
1. Power OFF/ON (restart/reset) the iPod® / iPhone®
 - The restart/reset procedure is not the same for every iPod® / iPhone®. The restart/reset procedures can be found at www.apple.com/support.

2. Check the USB cable
 - Some aftermarket cables can cause issues with USB connectivity. If the customer is using an iPod® / iPhone®, the best cable to use is the Apple Inc. branded USB cable.
 - Make sure the cable does not have a short circuit or other concern.

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.

3. Confirm the latest software is installed on the iPod® / iPhone®

- Many concerns are addressed by installing the latest iPod® / iPhone® software update from Apple Inc.
- View the software version of the iPod® / iPhone® by navigating to the **Settings** area of the device, then selecting **General** > **About** or **Settings**.
- Visit <http://support.apple.com/downloads> and select the applicable device to view the latest software update offered by Apple Inc.



4. If steps 1-3 have not resolved the concern:

- a. Disconnect the cable from the USB interface.
- b. Turn OFF the vehicle, wait one (1) minute, then turn the vehicle back to ACC or ON.
- c. Connect a different USB device to the USB interface in the customer's vehicle, then try to duplicate the concern.

NOTE: Other USB devices include a USB thumb drive formatted at either Fat16 or Fat32 with .mp3 or .wma files, or another type of iPod® (iTouch®, Classic®, Nano®, etc.).

- d. If the concern still exists with a known good USB device, refer to the applicable Electronic Service Manual (ESM) for diagnosis on the USB interface and/or AV Control Unit connectors.

