

Classification:

Reference:

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Date:

EL12-061a

ITB12-054a

March 5, 2013

2010 – 2013; NAVIGATION SYSTEM REBOOTS OR AUDIO CONTROLS WILL NOT RESPOND

This bulletin is being amended to update the Applied Vehicles information.
Please discard previous versions of this bulletin.

APPLIED VEHICLES:	2010 – 2012 EX35 AWD (J50)	All
	2013 EX37 AWD (J50)	Built before JN1BJ0HR(*)DM 481095 and Nov 5, 2012
	2010 – 2012 FX35 (S51)	All
	2013 FX37 2WD (S51)	Built before JN8CS1MU(*)DM 141524 and Oct 31, 2012
	2013 FX37 AWD (S51)	Built before JN8CS1MW(*)DM 173144 and Oct 31, 2012
	2010 – 2013 FX50 AWD (S51)	Built before JN8BS1MW(*)DM 100210 and Nov 2, 2012
	2010 – 2013 G37 Sedan 2WD (V36)	Built before JN1CV6AP(*)DM 301905 and Nov 2, 2012 Built before JN1CV6AP(*)DM 716327 and Oct 31, 2012
	2010 – 2013 G37 Sedan AWD (V36)	Built before JN1CV6AR(*)DM 352299 and Nov 2, 2012 Built before JN1CV6AR(*)DM 757548 and Oct 31, 2012
	2010 – 2013 G37 Coupe 2WD (CV36)	Built before JN1CV6EK(*)DM 921537 and Nov 2, 2012
	2010 – 2013 G37 Coupe AWD (CV36)	Built before JN1CV6EL(*)DM 981193 and Nov 2, 2012
	2010 – 2013 G37 Convertible (HV36)	Built before JN1CV6FE(*)DM 771227 and Nov 2, 2012
	2011 – 2013 QX56 (Z62) 2WD	Built before JN8AZ2NF(*)D9 530729 and Nov 8, 2012 Built before JN8AZ2ND(*)D9 730135 and Nov 7, 2012
	2011 – 2013 QX56 (Z62) AWD	Built before JN8AZ2NC(*)D9 330365 and Nov 7, 2012 Built before JN8AZ2NE(*)D9 041594 and Nov 8, 2012
	2011 – 2013 M37 2WD (Y51)	Built before JN1BY1AP(*)DM 512807 and Oct 31, 2012
	2011 – 2013 M37 AWD (Y51)	Built before JN1BY1AR(*)DM 602663 and Oct 31, 2012
	2011 – 2013 M56 2WD (Y51)	Built before JN1AY1AP(*)DM 540111 and Nov 1, 2012
	2011 – 2013 M56 AWD (Y51)	Built before JN1AY1AR(*)DM 590112 and Nov 2, 2012
	2013 M35h Hybrid (HY51)	Built before JN1EY1AP(*)DM 650137 and Nov 1, 2012
	2013 JX35 (L50)	Built before 5N1AL0MM(*)DC 331754 and Dec 14, 2012 Built before 5N1AL0MM(*)DC 333170 and Jan 03, 2013

EQUIPPED WITH Navigation (This bulletin applies to the above models equipped with navigation.)

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.

IF YOU CONFIRM

One or more of the following is occurring on an Applied Vehicle from the first page:

- Specific addresses cannot be entered.
- System reboots when:
 - On long trips with a destination set
 - Within a few minutes of starting the vehicle
 - A destination is set or during the process of setting
 - The logo appears after the system shuts off
- Predictive lines are not present on M models only.
- System locks up with many functions operating at one time (USB, Bluetooth, MP3, vehicle in reverse/camera operating, etc.).
- POIs are missing (Application disc of new “map update” was not installed).
- Popping noise from the vehicle’s speakers when ignition is turned on after entering the vehicle, if the customer was on a Bluetooth Handsfree call that connected to the vehicle mid call.

NOTE: Do not install this software update for Bluetooth Sound Quality concerns. Refer to bulletins ITB09-035, ITB11-040, ITB12-062 or ITB12-063 to resolve.

- Incoming call cannot be heard or received when using iPhone 5.

ACTION

- Follow the Service Procedure to load the Re-programming Software DVD referenced in the Parts Information section on the next page.

NOTE: iPhone 5 “Incoming call cannot be heard or received” can also be resolved independently with the latest **Apple iOS** (phone operating system) update. Please have customer update their iPhone: Settings>General>Software Updates.

PARTS INFORMATION

Re-programming software DVD required for this procedure:

- Each dealer has been mailed one NTB12-070/ITB12-054 Re-programming Software DVD, free of charge, from Clarion.
- Should you require an additional NTB12-070/ITB12-054 Re-programming Software DVD due to loss or damage, it can be ordered free of charge by contacting Clarion toll free at 1-800-347-8933.



Figure A

CLAIMS INFORMATION

Submit a Primary Operation (PO) type line claim using the following claims coding:

DESCRIPTION	OP CODE	SYM	DIA	FRT
DVD NAVIGATION – RE-PROGRAMMING	RX2JAA	ZE	32	0.2

SERVICE PROCEDURE

NOTE: This procedure will take 10-20 minutes with the ignition ON and will require the DVD to be inserted twice to complete the update.

- Before starting the procedure, make sure to attach a battery charger to the vehicle battery and set it to a low charge rate (trickle charge).
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. Turn the Bluetooth OFF.
 5. Make sure there is no disc in the CD/DVD slot (eject any disc that may be in the CD/DVD player).
 6. Load "NTB12-070/ITB12-054 Re-programming Software" DVD into CD slot of the audio unit.

- If the screen in Figure 1 is displayed, this update has already been performed and this bulletin does not apply.
 - Turn the Bluetooth back ON and remove the DVD from the CD slot.

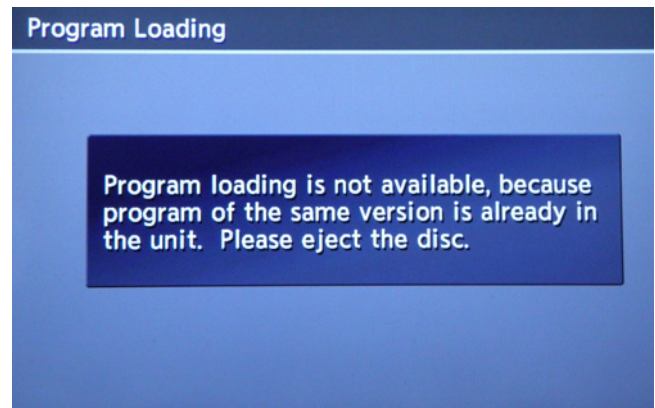


Figure1

- If "Now preparing loading" shown in Figure 2 is displayed, follow the on screen Caution while the Navigation is updated.

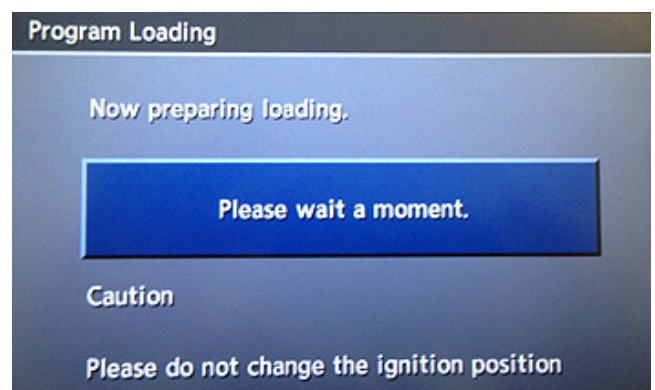


Figure 2

7. During the first part of the update process 3 more screens will be displayed along with a percentage of completion (progress) bars:
 - Rewriting boot data (Figure 3)
 - Rewriting program data (Figure 4)
 - Rewriting language data (Figure 5)

IMPORTANT:

Once the re-programming has started:

- Do not eject the DVD while it is loading.
- Do not change the ignition position until the DVD has been loaded.

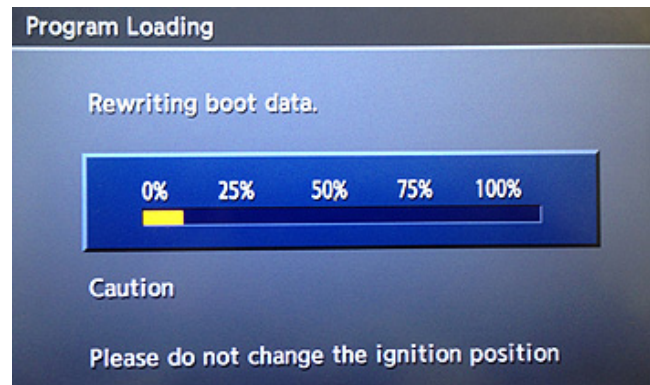


Figure 3

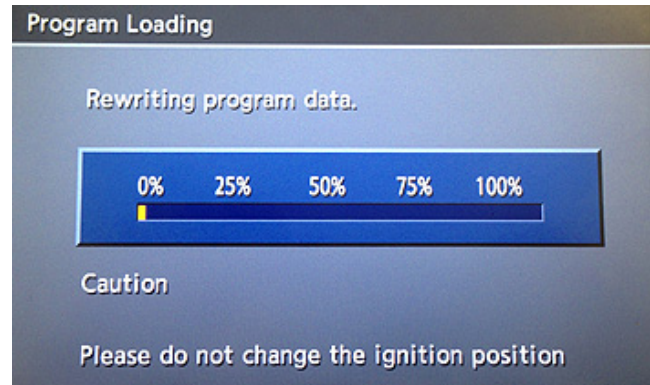


Figure 4

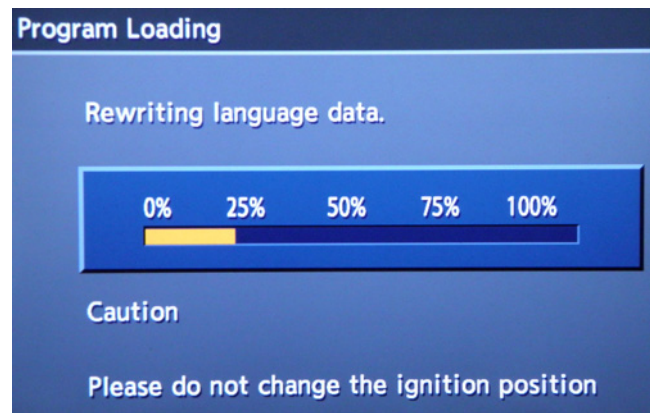


Figure 5

8. When the first part of the program has finished loading:
 - "Program loading is completed" will be display (Figure 6).
 - The Re-programming Software DVD will automatically eject.
9. Remove the DVD and continue to the second part of the update in step 10.

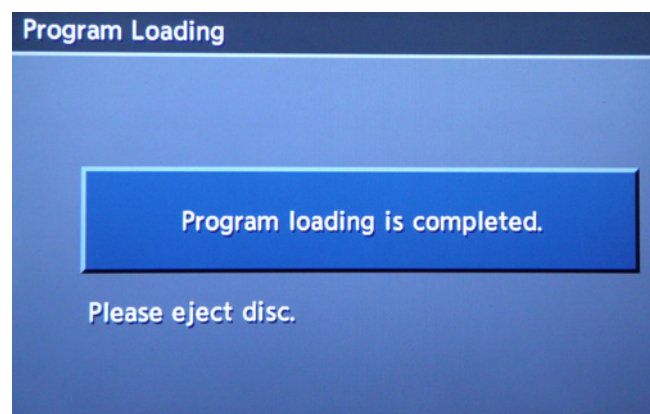


Figure 6

10. After the DVD is removed, the screen in Figure 7 "Please insert disc" may ask to reinstall the **same** Re-programming Software DVD for a second time.

- If not, the re-programming is complete. Proceed to step 13.
- If so, re-insert DVD disc.
 - At the top of the screen "Program Loading (2nd)" will be displayed.

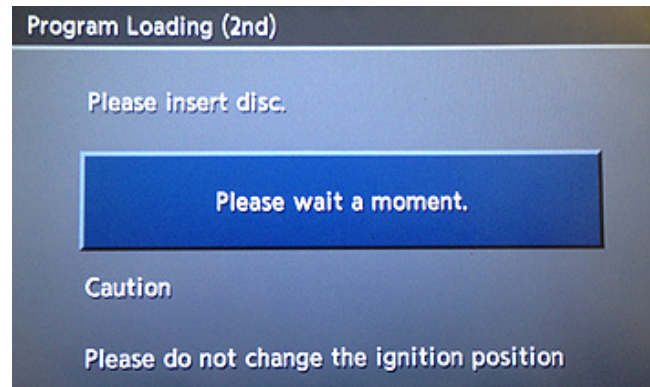


Figure 7

11. "Rewriting boot data" and "Rewriting program data" will be displayed once the DVD is reinstalled.

IMPORTANT:

Once re-programming has started:

- Do not eject the DVD while it is loading.
- Do not change the ignition position until the DVD has been loaded.

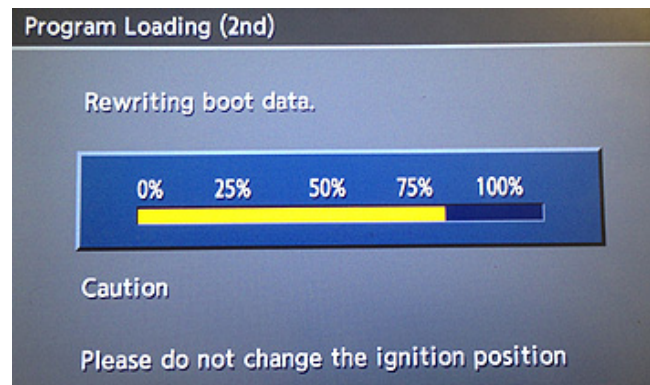


Figure 8

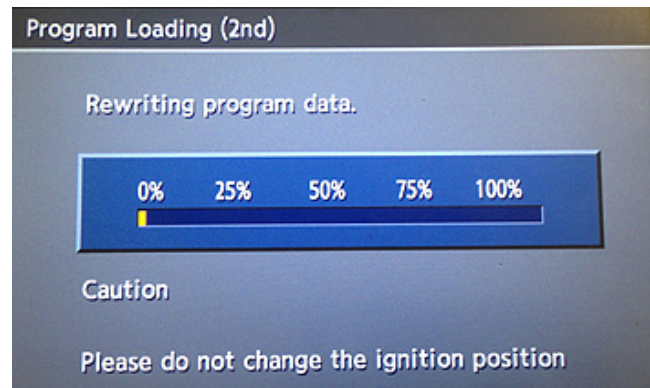


Figure 9

12. After the reprogram has completed:

- "Program loading is completed" will be display (Figure 10).
- The Re-programming Software DVD will automatically eject.
- The Navigation system will restart.
- Proceed to step 13.

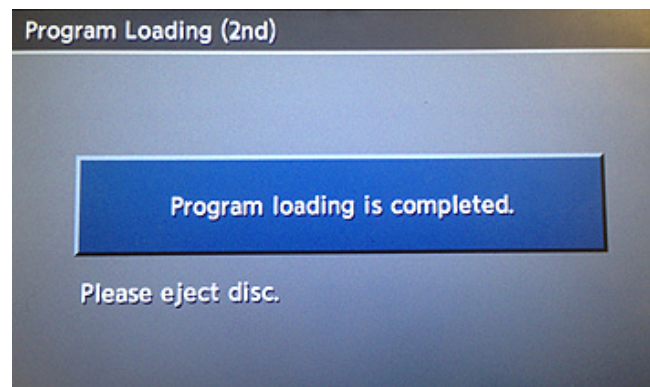


Figure 10

After Navigation has restarted:

13. To confirm that the Navigation version has been successfully updated, load the DVD into the CD slot for a third time.
 - If Figure 1 is displayed it indicates that the re-program has been completed.
 - If complete go to step 14.
 - If Figure 2 is displayed, allow the update to complete (steps 7-12) and follow the on screen instructions, then perform step 13 to confirm the re-program has completed.

14. Eject DVD.

15. Turn the Bluetooth back on.

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

