Reference:



Classification: EL12-078a

NTB12-105a

December 19, 2012

Date:

2011-13 MURANO & 2010-13 370Z WITH NAVIGATION SYSTEM HANDS-FREE PHONE POOR SOUND QUALITY

The Applied Vehicles and Parts Information in this bulletin have been amended. Please discard previous versions.

APPLIED VEHICLES:	2011 – 2013 Murano (Z51) 2011 – 2012 Murano Cross Cabriolet (EZ51) 2010 – 2013 370 Coupe (Z34) 2010 – 2013 370Z Roadster (HZ34)	With Navigation
APPLIED VINs and DATES	Refer to page 2.	

IF YOU CONFIRM

The customer has experienced or is experiencing, while using the hands-free phone, people on the other end of a phone call cannot hear them.

The customer's experience may include:

- Voice is choppy or cuts-out.
- Voice sounds distant.
- Voice sounds as if speaking through a tunnel.
- Voice sounds like it is under water.

ACTION

- 1. Reprogram (reconfigure) the Multi AV.
- 2. Replace the microphone and the map lamp finisher.

IMPORTANT: The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You MUST closely follow the <u>entire</u> Service Procedure as it contains information that is essential to successfully completing this repair.

Nissan 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 Nissan dealer to determine if this applies to your vehicle.

APPLIED VINs and DATES

Model	Year	VINs	Dates
	2011-2012	All	All
Murano 2WD 2013		Built between: JN8AZ1MU(*)DW 200128 and JN8AZ1MU(*)DW 201611	Built between: SOP* and Sept. 22, 2012
	2011-2012	All	All
Murano AWD	2013	Built between: JN8AZ1MW(*)DW 300119 and JN8AZ1MW(*)DW 302293	Built between: SOP* and Sept. 22, 2012
Murano	2011	All	All
Cross Cabriolet	2012	Built before: JN8AZ1FY(*)CW 100462	Built before: Sept. 26, 2011
	2010-2012	All	All
370Z Coupe	2013	Built between: JN1AZ4EH(*)DM880006 and JN1AZ4EH(*)DM882045	Built before: Aug. 1, 2012
	2010-2012	All	All
370Z Roadster	2013	Built between: JN1AZ4FH(*)DM 830004 and JN1AZ4FH(*)DM 830171	Built before: Aug. 1, 2012

* SOP = Start of Production

PARTS INFORMATION

DESCRIPTION	MODEL	VARIATION	PART NUMBER	QUANTITY
Microphone	All	NA	28336 – 1VU0A	1
	Murano	w/o Sunroof	26437 – 3LZ0A	1
	INIGIATIO	With Sunroof	26437 – 3YR0A	1
Map Lamp Finisher	Murano	NA	26437 – 31 Z0A	1
T IIIISIICI	Cross capholet			

CLAIMS INFORMATION

MODEL	DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Murano	Hands-Free Phone Repair	28336-1VU0A	RX2TAA	ZE	32	2.0
Murano Cross Cabriolet	Hands-Free Phone Repair	28336-1VU0A	RX2TAA	ZE	32	1.1
370Z Coupe	Hands-Free Phone Repair	28336-1VU0A	RX2TAA	ZE	32	2.8
370Z Roadster	Hands-Free Phone	28336-1VU0A	RX2UAA	ZE	32	1.1

Submit a Primary Part (PP) type line claim using the following claims coding:

REPAIR OVERVIEW



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.

Part 5: Replace the microphone with the one from the Parts Information section of this bulletin and install a new map lamp finisher.

Part 6: Check microphone operation using the vehicles on-board Systems Diagnostic Menu.



SERVICE PROCEDURE

NOTE:

- Before starting, make sure your ASIST has been freshly synchronized and all CONSULT-III (C-III) plus upgrades have been installed.
- The Multi-AV reprogramming (reconfigure) software is delivered to C-III plus via ASIST synchronization.

There are six parts to this procedure:

- **Part 1**: Using C-III plus record (write down) the Multi AV control unit part number and configuration settings.
- **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.
- **Part 5**: Replace the system microphone with the one from the Parts Information section of this bulletin and install a new map lamp finisher.
- Part 6: Check microphone operation using the vehicles on-board Systems Diagnostic Menu.

Part 1: Using C-III plus - record (write down) the Multi AV control unit part number and configuration settings.

- 1. Make sure the shift selector is in Park, and the parking brake is set.
- 2. Connect the C-III plus VI to the vehicle.
- 3. Turn the ignition ON.

NOTE: You may want to start the engine to keep the battery charged during parts 1 through 4 of this procedure.

4. Write down the customer's radio station presets. (Presets will be lost during this procedure.)

Presets	1	2	3	4	5	6
Α						
В						
С						
SAT						
SAT						
Fade:	Balan	ce:	Bass:		Treble:	

5. Open/start ASIST on the CONSULT PC, then select CONSULT-III plus.

- 6. Wait for the VI to be detected, and status box to turn "green" (Figure 1).
- 7. Select detected VI.
 - If there is more than one VI in the shop, select the VI that is being used on the current vehicle by highlighting the Connection Status box that has the correct serial number.
- 8. Select Diagnosis (One System).

CONSI	ULT-III plus Ver.V11.10.00	VIN:-	Vehicle : -	Country : U.S.A.
di Back	Home Print Screen	Screen Capture	Recorded Bata	il 🗙 🖿 🔜 🔀
Conne	ction Status		Diagnosis Menu	,
	Serial No.	Status	Diagnosis (One	System)
VI	2300090	ormal Mode/Wireless connection	Diagnosis (A	Systems)
MI	St		Ste	p Infiguration
80	Select VI/I	7		
Applica	sub mode	ABC Language Setting	Maintenance	
37	VDR			

Figure 1

CONSULT-III plus Ver.V11.10.00 Back Bene Print Screen Diagnosis (One Syn Syntem)	VIN- Screen Model Recor Model Data	Vehicle : -	Country : U.S.A.
NISSAN/INFINITI	Rena	ult	X-Badge
Group	All system	s 🔻	
ENGINE	TRANSMISSION	Stop	AUTO SLIDE DOOR
ABS			PRECRASH SEATBELT
METER/M&A	EHS/PKB	неа	AUTO DRIVE POS.
ВСМ	MOTOR CONTROL	e-4WD	ALL MODE AWD/4WD
AIR BAG	EPS	LASER	DIFF LOCK
ICC/ADAS	IPDM E/R	INTELLIGENT KEY	4WAS(MAIN)/RAS/HICAS
HVAC	AIR PRESSURE MONITOR	DIU	SONAR
			1/3

Figure 2

Figure 3

9. Select **MULTI AV**.

10. Select ECU Identification.

* IMPORTANT *

11. Print or write down the ECU PART NUMBER for Warranty Information. 25915 -

NOTE: In Part 3 of this procedure the ECU Part Number will be used to confirm the Multi AV reconfiguration was successful.

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

13. Select **Re/programming Configuration**.

CONSU	LT-III plus	Ver.V11.10.00	VIN-			Veh cle : -			ountry : U.S.A.
đi Rack	tisme	Pint Screen	Screen Capture	Neascrement Mode	Recorded Data	e Help	12.1V VI	M	-
Conne	tion Sta	atus			Di	agnosis M	lenu		
	Serial I	No.	Sta	tus		Diag	nosis (One s	System)
VI	23000	90	Normal Mee conn))) de/Wireless action		Diag	nosis (All S	/stems)
MI	-		No con	nection		Ke/p	rogramming	, Conf	iguration
\$.S	Select	VI/MI				immo	obiliz		-
upplicat	l <mark>ion Setti</mark> Sub mode	ing	ABC	guage Settin	•	/ Mai	Step 13		
17	/DR					L			



14. Check the box confirming the precautions have been read, then select **Next**.

CONSULT-III plus Ver.V13.12.00	VIN:-	Vehicle :-		Country : U.S.A.
Back Borne Print Screen	Screen Capture	Recorded Bully	12.2V VI MI	
Configuration		Precaution	Vehicle Selection	
Precaution				
Operating suggestions for reprogr Please review the all of precautions touch "Next".	and click the "Confi	g and GO configration: rm" check box after confirmir	ng the its points. And	
Caution:	100 . 1000.000			
 Follow the operation guide displ 2. "Back" and "Home" button may 	not be used on this	flow.		
-For reprogramming and programm 1. Install the latest version of the Co CONSULT-III plus PC. 2. Preparation and read the service	ning DNSULT-III plus sortv	vare, reprogramming/program	ming data to this	
For ECU Configuration				
1. Need to write the configuration of	ata to new 3	tep	lata	
z. a writing the wrong consiguration	data, Ecc	14	iaca.	
1. Confirm the vehicle's spec and	Jalou		If writing the wrong	
2. Operate the same	not abort without sa	right data. wing data.		
Confirmed instructions			1/1	Next

Figure 5

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

NOTE: If the screen in Figure 6 does not display, skip to step 17.

16. Click on Select.



Figure 6

-0 de . 1 Rei 57 4 50 Re/programming, Configuration Please confirm selected information and touch "Confirm". In case you want to select another vehicle, VIN or Chassis # INICAL AND THE AMOUNT OF THE OWNER Step Vehicle Name 8782 17 Model Year 1/1 Chang Step 18a



Configuration Config

Figure 8

- 17. Confirm correct VIN, Vehicle Name and Model Year.
- 18a. If the VIN is correct, select Confirm.
- 18b. If the VIN needs to be changed:
 - a. Select **Change** then refer to Figure 8.

b. Correct the **VIN**, and then select Confirm.

	VIN:JN1BY1AP5CM330297	Vehicle : INFINITI M3	7/M56 Y51 2012	Country : U.S.A.
Lack Rome Print Screen	Screen Capture Moder Data	Delp 12.0		
Re/programming, Configuration	Input VIN Syste	m Selection Oper	ation Selection	
stem Selection				
I case EGU you want to operate I	a not listed below, the vehicle of th	ouer yeer might be sele	cieu wrong.	
ENGINE	A Step		H	AC
ENGINE MULTI AV	Step 19		TRANS	MISSION
ENGINE MULTI AV	Step 19 CAN GATEV	/AY	TRANS	MISSION
ENGINE MULTI AV ABS IPDM E/R	Step 19 Can gatev EV/HEV	/AY	TRANS	MISSION
ENGINE MULTI AV ABS IPDM E/R HEAD LAMP LEVELIZER	Step 19 CAN GATEV EV/HEV AIR BAG	/AY	TRANS	MISSION
ABS IPDM E/R HEAD LAMP LEVELIZER	CAN GATEV EV/HEV AIR BAG	JAY	TRANS	MISSION

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

Figure 9



Figure 10

CONSULT-III plus Ver.23.21 Ver.CSP18.11	VIN:5N1AL0MM3DC300463	Vehicle : INFINITI JX35 L50 2013	Country : U.S.A.
Back Barne Print Screen	Screen Capture	Ор Та Х Небр 12.1V VI MI	-
Configuration	Operation Selection Confi Repl	mation of ace ECU	717
Confirmation of Replace ECU			
Read following Instruction, and too	Step 21 Teen replace	Replace ECU". d yet, touch "Before Replace ECU"."	Then, CONSULT
After Replace ECU	In case ECU has been already repliconfiguration, and follow the instru	iced, touch "After Replace ECU" to p ttion of CONSULT display.	perform manual

Figure 11

20. Select Read / Write Configuration.

21. Select Before Replace ECU.

IMPORTANT: Do not select **Save (see Figure 12).**

22. Write down or print the **Setting Value** (Multi-AV configuration) for each of the **Items** listed (see Figure 12).

NOTE:

- The screen shown in Figure 12 is an example.
- These setting values will be used during the reprogram (reconfigure) of the Multi AV later in this procedure.

23. When done, select Home.

Ex	ample	
CONSULT-III plus Ver.23.21 Ver.CSP18.11 VIN:5N1AL0MM3DC300	463 Vehicle : INFINITI JX35 L50 2013	Country : U.S.A.
Back Pr Step Screen Mode R	ecorded Data	
Re/programming, 23 Confirmation of Replace ECU	Save ECU Data	8/8
Save ECU Data		
The current vehicle specification as listed below are saved in information. In case of no items listed below, no item is available for confi	vehicle ECU. Touch "Save" to save this guration.	
xample: The items listed and the values disp	ayed will very between models	and options.
Items	Setting Value	
ENGINE TYPE	NORMAL	Step 22: Write down
SOUND SYSTEM	BOSE	these values
GRADE	MODE 1	
	IMPORTANT:	Print
	Do not select	
	1/1	Save
1		

Figure 12

Part 2: Perform Multi AV initialization using the vehicles on-board Systems Diagnostic Menu.

NOTE:

- The ignition should still be ON.
- Leave C-III plus turned ON with the home screen displayed and the VI connected while performing Multi-AV initialization.
- 1. Turn the audio system OFF.
- 2. Put the AV system into System Diagnostic Mode as follows:
 - 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 A2 will display.



Figure A1







Figure A3

3. Select **Confirmation/Adjustment**.

4. Select Initialize Settings.

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

Your vehicle may look different.







Figure A5







6. Select Yes.

7. Select Yes.

8. The screen in Figure A7 will display while initializing.

5. Select Accessory Number Initialization.





Figure A8

10. 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.

1. Select **Re/programming Configuration**.



Figure B1



Figure B2

2. Check the box confirming the precautions have been read then select **Next**.

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

NOTE: If the screen in Figure B3 does not display, skip to step 5.

4. Click on Select.



Figure B3

- 5. Confirm correct VIN, Vehicle Name, and Model Year.
- 6. Select Confirm.

ntim selected information and touch "Confirm". In case you want to select another vehicle, ange".	Nor Chansels # state and touch "Confirm". In case you want to select another vehicle, the "Change".	hek Reprogramming.	Node Selection	
ensels # enanargeneranterbener me : #/##: 5 r exemption	I'N or Chassis # #Na/6/8/#XA/80 k/br Pehicle Name : #7#C Rodel Year @0%0 1/1	Please confirm selected information and ouch "Change".	touch "Confirm". In case you want to select a	nother vehicle,
r Rince Step 5	rehicle Name : #7#C Step 5	VIN or Chassis #	III NIII AALAIIHII AMADO 10000	Stop
eceo 5	todel Year etmo	Vehicle Name :	N/R	Slep
	3/1	Model Year	000	
		Venicie ivame : Model Year	0 m2 0 m3 m	5
Stop N				
Step 6				

Figure B4

CONSULT-III plus Ver.V11.10.00	VIN:JN1BY1AP5CM330297	Vehicle : INFINIT	M37/M56 Y51 2012	Country : U.S.A.
Back Barne Print Screen	Screen Music Recorded Data	O North	12.1V VI MI	
Re/programming, Configuration	Input VIN Syste	em Selection	Dperation Selection	58
stem Selection				
case ECU you want to operate is r ENGINE	not listed below, the vehicle or m	odel year might be	selected wrong.	VAC
MULTI AV			TRANS	MISSION
ABS	CAN GATEV	VAY		
IPDM E/R	EV/HEV			
HEAD LAMP LEVELIZER	AIR BAG			
HEAD LAMP LEVELIZER	AIR BAG			

7. After system call completes, select MULTÍ AV.

Figure B5

Read Refer

- 11.6V VI MI 4 Centiguration Operation Selectio 54 3 Operation Sele Touch "Operation". In case over write current ECU, touch "Reprogramming". In case replacement of ECU, select an operation in REPLACE ECU category. REPROGRAMMING In case you want to reprogramming ECU, touch "Reprogramming" Reprogramming Replacement OF ECU Step Programming (Blank ECU) 8 ace ECU, you should operate followings. J data is saved to CONSULT. SULT writes ECU data and programming data. In c Bef Programming VEHICLE CONFIGURATION In case you has already replaced ECU, touch "Manual Configuration". Read / Write Manual Configuration Configuration Figure B6
- 8. Select Manual Configuration.

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- 9. Use the drop down arrows to select the values for each item listed (see Figure B7).
 - For MICROPHONE, select "DIRECTIONAL MIC".
 - For all other items, use the values that you wrote down in Part 1, step 22 on page 9.

10. Select Next.

Example				
CONSULT-III plus Ver.23.21 VIN:JN1AY1ARXBM570120	Vehicle : INFINITI M37/M56 Y51 2011 Country : U.S.A.			
Image: Back Image: Back				
Re/programming, Configuration Operation Selection Configuration Write Configuration 7/9				
Manual Configuration				
Identify the correct model and configuration mode with Configuration list described on Service Manual. Confirm and/or change setting value for each item, touch "Next". Make sure to touch "Next" even if the indicated configuration of brand new BCM is same as the desirable configuration. If not, configuration which is set automatically by selecting vehicle model can not be memorized.				
Items	Setting Value			
ENGINE TYPE	Step 9:			
4WAS				
MICROPHONE				
	Step 10 1/1 Next			

Figure B7

- 11. Confirm correct values for items listed and then select **OK**.
- 12. Wait for C-III plus to transfer the reprogramming (reconfiguration) to Multi AV about 1 minute or less.
- 13. After C-III plus finishes transferring the reconfiguration to the MULTI AV, select **Home**.

Example	9
CONSULT-III plus Ver.CSP18.11 VIN:5N1AL0MM3DC300463	Vehicle : INFINITI JX35 L50 2013 Country : U.S.A.
Reinregrammi Canfiguration Steps	d Configuration Complete Bio
Following setting value for 13 ed to vehicle ECU.	em to vehicle ECU.
Rems	Setting Value
ENGINE TYPE	NORMAL
SOUND SYSTEM	BOSE
GRADE	MODE 1
	Cancel Step 11
F !	- D0

Figure B8

14. Turn the ignition OFF and wait 10 seconds.

- 15. Start the engine and let it idle while the Multi AV system reboots.
- 16. Use C-III plus to clear any codes from the Multi AV system:
 - a. Select Diagnoses (One System) > Multi AV > Self Diagnosis Results.
 - b. Clear any codes that are present.
- 17. Confirm the Multi AV part number has changed:
 - a. Select ECU Identification.
 - b. Compare the part number you wrote down in Part 1, step 11, on page 5 to the one that is now displayed.
 - c. The part number <u>should be</u> <u>different</u>.

NOTE: If the part numbers are not different, the reconfigure process was not successful.

CONSULT-III plus VerV11.000 VIX- Tom Diagnosis (One System Selection) Self Diagnosis (One System Selection) Self Diagnosis (One Result	Vehicle - Country: U.S.A
ECU PART NUMBER	25915 ****
	Step 17b
	Figure B9

18. Close the C-III plus and disconnect the VI from the vehicle.

Part 4: Make sure the Multi AV system is operational.

- 1. Confirm that fan, temperature, and air flow modes can be adjusted.
- 2. Turn the radio ON.
- 3. Turn the volume knob and make sure the audio volume responds to movement of the knob.

Part 5: Replace the system microphone

• Refer to the AV section in the Service Manual for microphone replacement information.

CAUTION: Be careful not to crease the headlining.

- Make sure to use the new microphone listed in the Parts Information.
- Make sure to use the new map lamp finisher listed in the Parts Information.

IMPORTANT: Make sure the new microphone is firmly snapped into place. If the microphone is loose, it could pick up extra noise from an unintended source.

Part 6: Check Microphone Operation Using the vehicles on-board Systems Diagnostic Menu.

- 1. Turn the ignition ON and the audio system OFF.
- 2. Put the AV system into System Diagnostic Mode as follows:
 - 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 M2 will display.

3. Select **Confirmation/Adjustment**.



Figure M1



Figure M2





4. Select Hands-free Phone.

NOTE: Use the scroll arrow to find Handsfree Phone.

Your vehicle may look different.

- 5. Select Voice Microphone Test.
 - A "feedback" noise will come from the system speakers as confirmation that the microphone is operating.
 - If you speak, you should hear your voice coming from the system speakers. This is further confirmation that the microphone is operating.



Figure M4

- 6. Reboot Multi AV system by cycling the ignition OFF for 10 seconds, then back ON.
- 7. Reset the customer's radio stations presets.

The Service 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.

- Settings

 Navigation
 Volume & Beeps

 Audio
 ECO DRIVE

 Phone
 Driver Assistance

 Bluetooth
 Others
 - Figure M5

- 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 (+).

