



Reference:

ITB11-047

Date:

August 31, 2011

## VOLUNTARY SERVICE CAMPAIGN 2011 – 2012 M BLUETOOTH SOUND QUALITY

**CAMPAIGN ID #:** P1239  
**APPLIED VEHICLES:** 2011 – 2012 M37/56 (Y51)  
2012 M35h Hybrid (Y51HV)

Check Service Comm to confirm campaign eligibility

### INTRODUCTION

On certain 2011 – 2012 Infiniti M vehicles, the microphone system for the Bluetooth® hands-free phone may not be working as intended. To remedy this potential condition, Infiniti is conducting this voluntary service campaign to update the Multi-AV system software and replace the microphone at no charge for parts or labor.

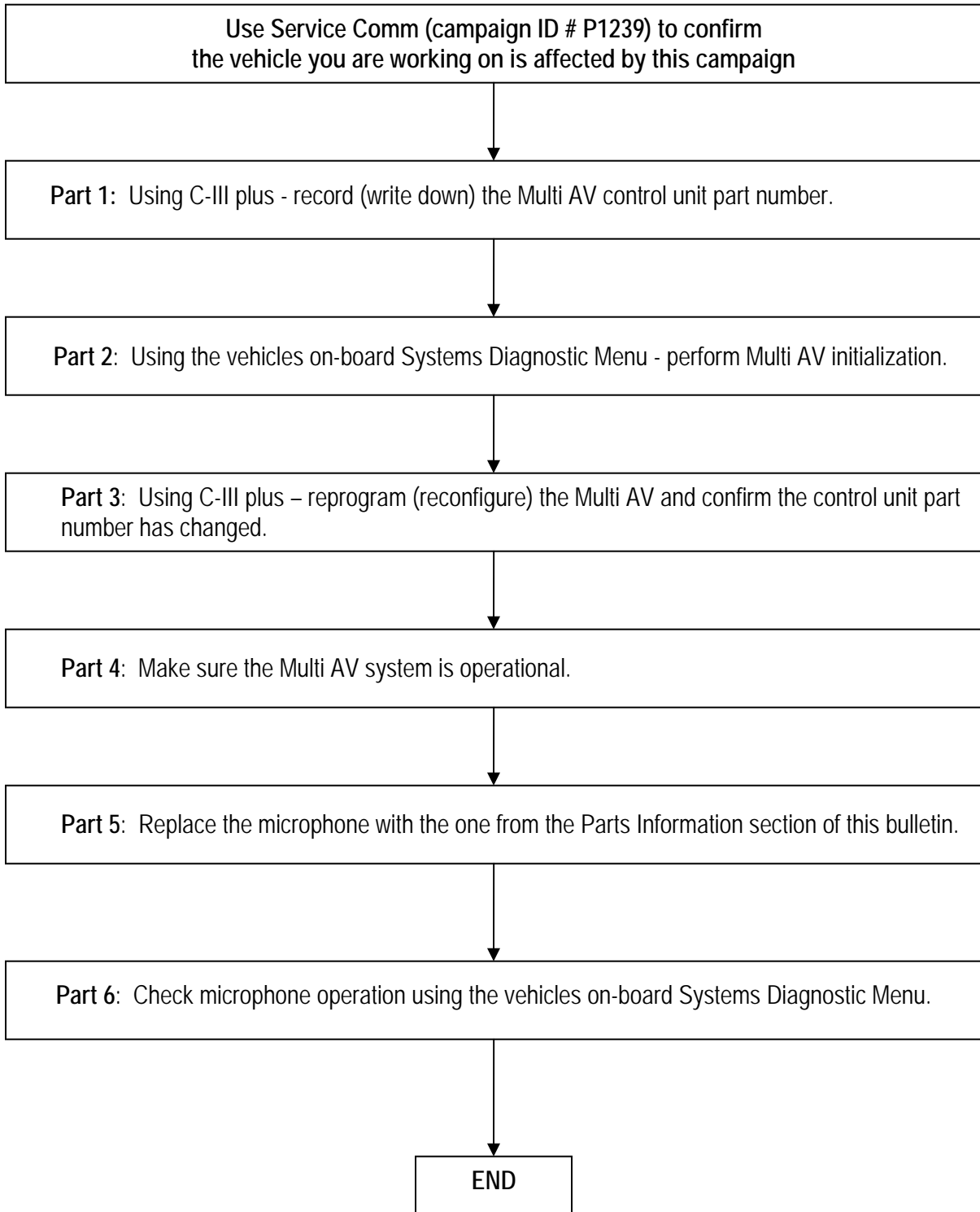
### IDENTIFICATION NUMBER

Infiniti has assigned identification number P1239 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

### DEALER RESPONSIBILITY

Dealers are to correct each vehicle falling within the range of this campaign that enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory.

## REPAIR OVERVIEW



## 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.

**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.

**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.

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

Presets	1	2	3	4	5	6
A						
B						
C						
SAT						

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

6. Wait for VI to be detected, and status box(s) 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)**

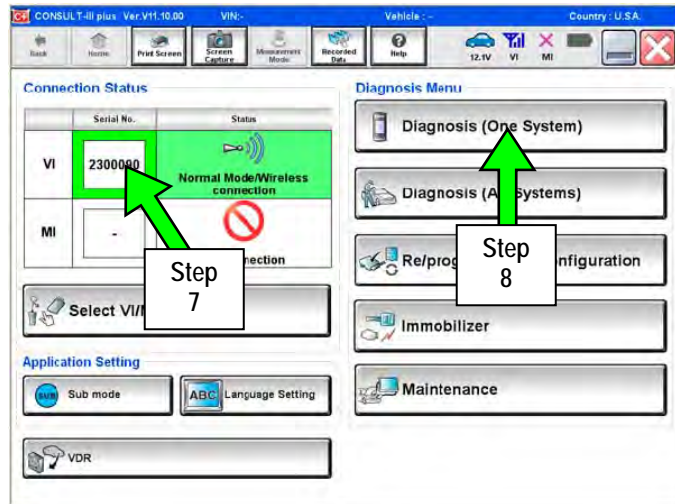


Figure 1

9. Select **MULTI AV**

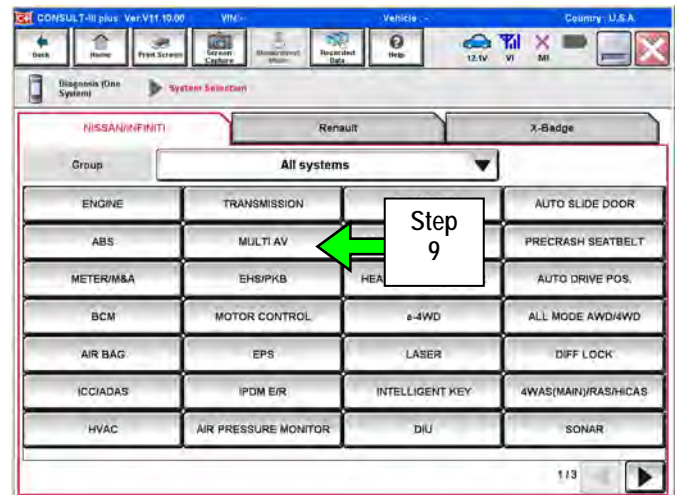


Figure 2

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.

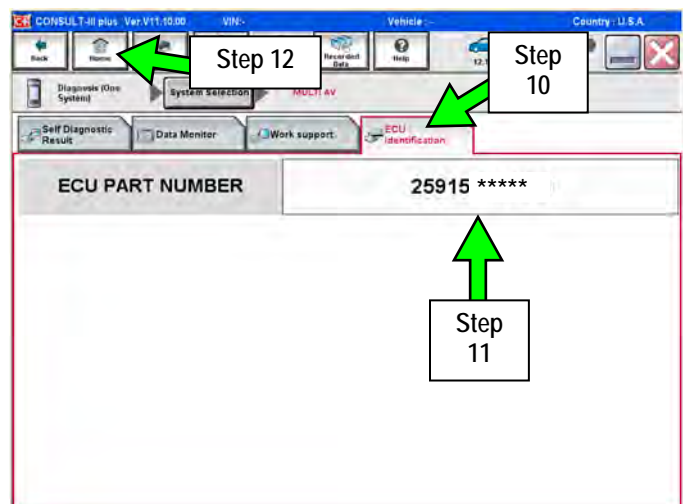


Figure 3

## 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 and the VI connected while performing Multi-AV initialization.

13. Turn the audio system OFF.

14. 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 5 will display.



Figure 4

15. Select Confirmation/Adjustment



Figure 5

16. Select Initialize Settings

NOTE: Use the scroll arrow to find Initialize Settings.

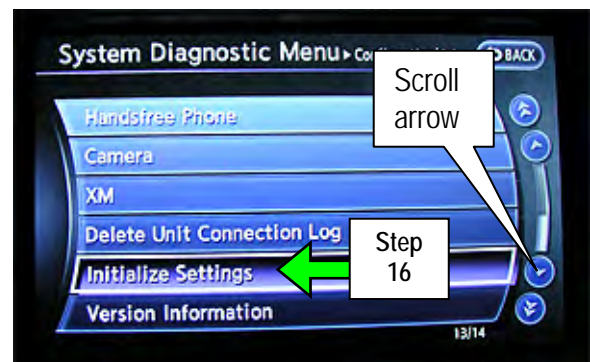


Figure 6

17. Select Accessory Number Initialization

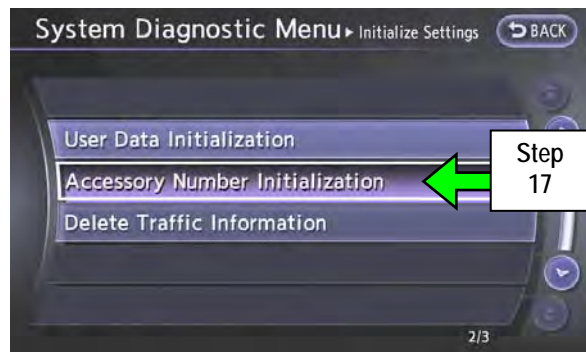


Figure 7

18. Select Yes

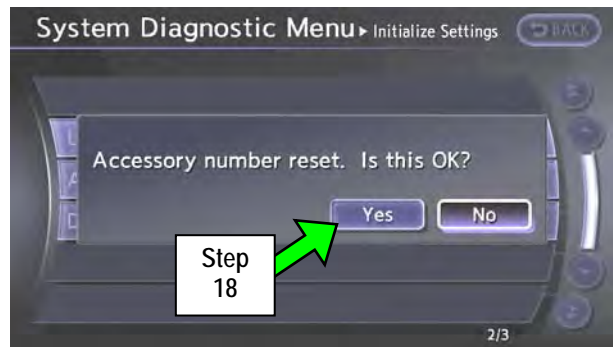


Figure 8

19. Select Yes

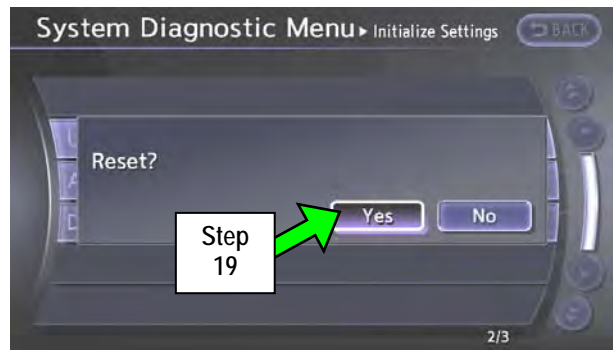


Figure 9

20. The screen in Figure 10 will display while initializing.

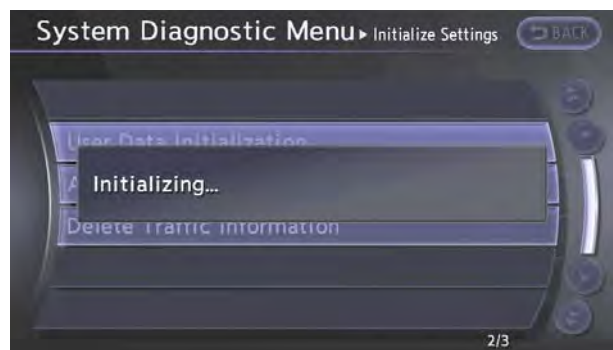


Figure 10

21. The screen in Figure 11 will display when initializing is complete.



Figure 11

22. Reboot the Multi AV system as follows:
- Turn the ignition OFF.
  - Wait 10 Seconds.
  - 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.

23. Select Re/programming Configuration

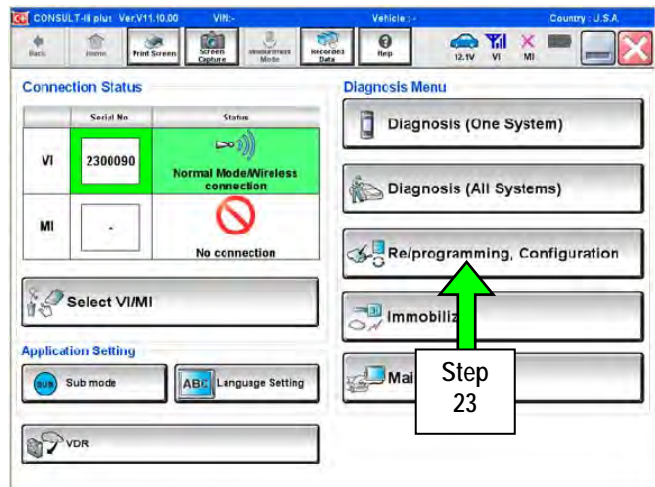


Figure 12

24. Read Precautions, then select Next.

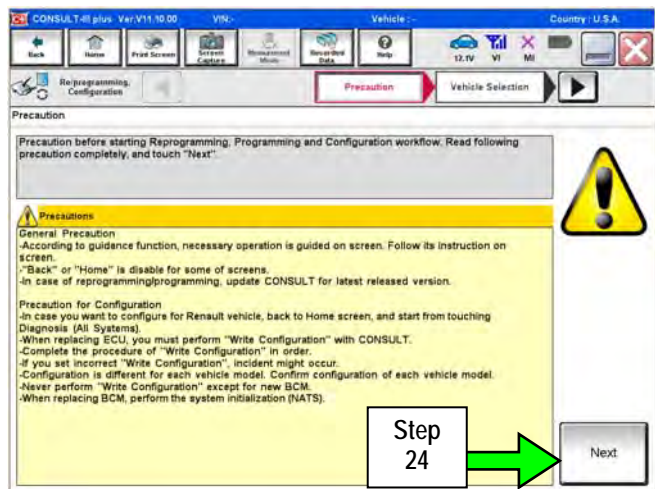


Figure 13

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

26. Click on **Select**

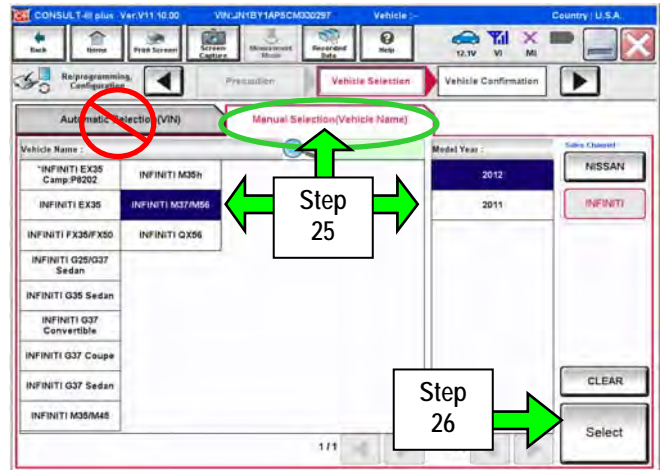


Figure 14

27. Confirm correct **VIN, Vehicle Name and Model Year**.

28a. If the **VIN** is correct, select **Confirm**.

28b. If the **VIN** needs to be changed,

a. Select **Change** then refer to Figure 16.

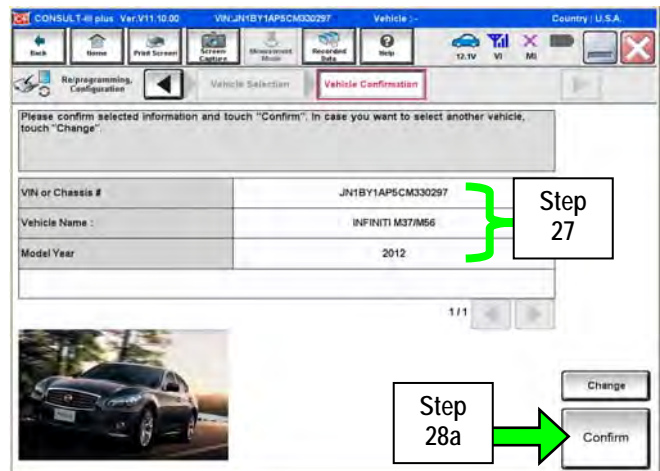


Figure 15

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

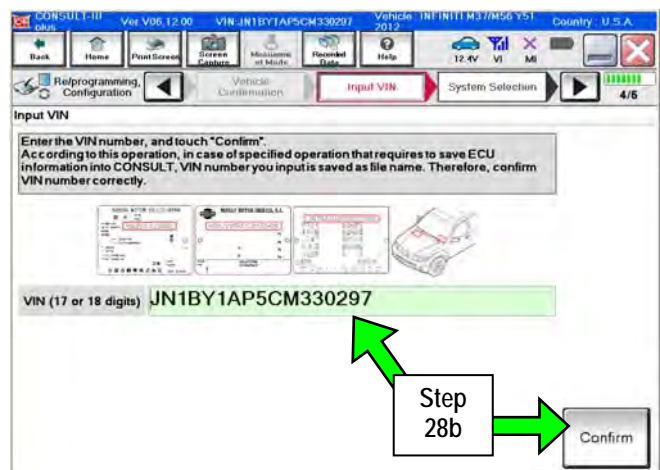


Figure 16

29. After system call completes, select MULTI AV.

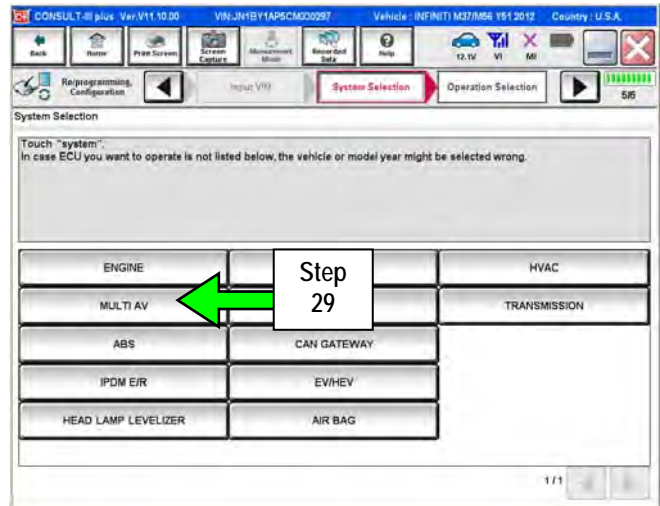


Figure 17

30. Select Manual Configuration

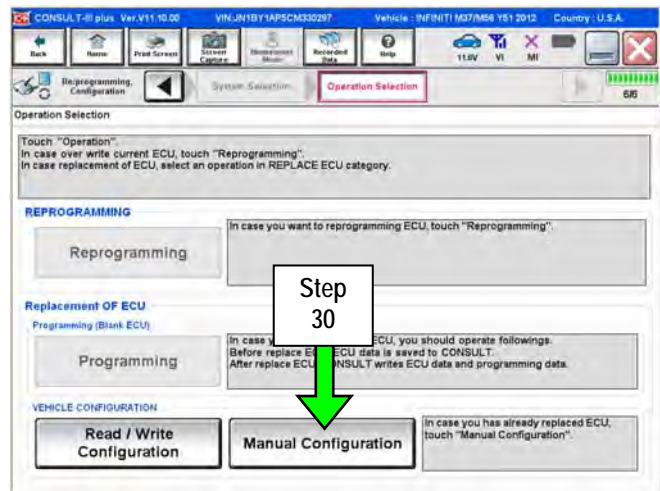


Figure 18

31. Use drop down arrows to select ENGINE TYPE (NORMAL or HYBRID) and WITH or WITHOUT 4WAS, then select Next.

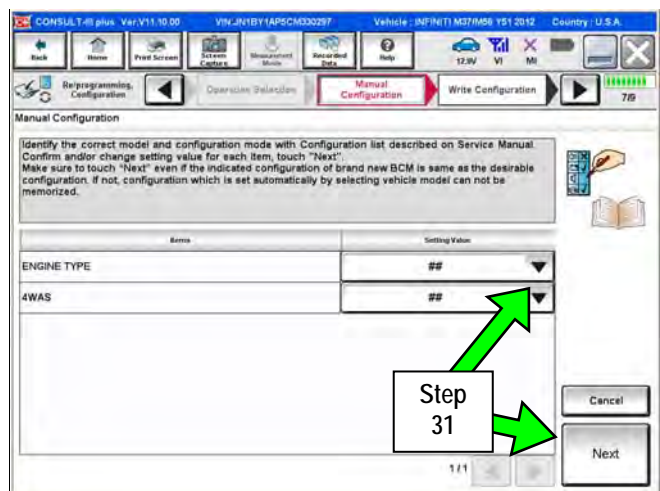


Figure 19

32. Confirm correct **ENGINE TYPE** and **WITH** or **WITHOUT 4WAS**, then select **OK**.

33. Wait for C-III plus to transfer the reprogramming (reconfiguration) to Multi AV – about 1 minute or less.

34. After C-III plus finishes transferring the reconfiguration to **MULTI AV**, select **Home**.

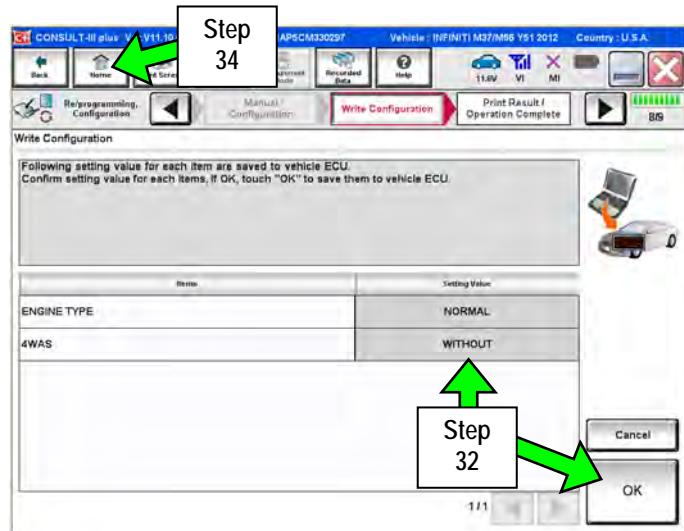


Figure 20

35. Start the engine and let it idle briefly.

36. Use C-III plus to clear any codes from the Multi AV system.

- Select Diagnoses (One System) > Multi AV > Self Diagnosis Results.
- Clear any codes that may be present.

37. Confirm the Multi AV part number has changed:

- Select **ECU Identification**.
- Compare the part number you wrote down in step 11 to the one that is now displayed.
- The part number should be different.

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

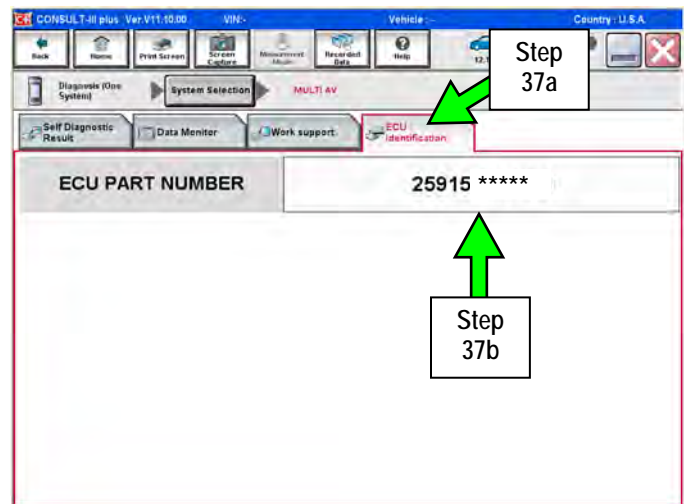


Figure 21

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

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

39. Confirm that fan, temperature and air flow modes can be adjusted.

40. Turn the radio ON.

41. Turn the volume knob and make sure the audio volume responds to movement of the knob.

**Part 5: Replace the system microphone**

42. Turn the ignition OFF.

43. Remove / snap loose the finisher shown in Figure 22.

- Use a plastic trim tool as needed.



Figure 22

44. Remove the microphone from the finisher.



Figure 23

45. Fully open (slide back) the sunroof.

46. Carefully snap loose the headlining along the front of the sunroof opening at the 3 spots shown in Figure 24.

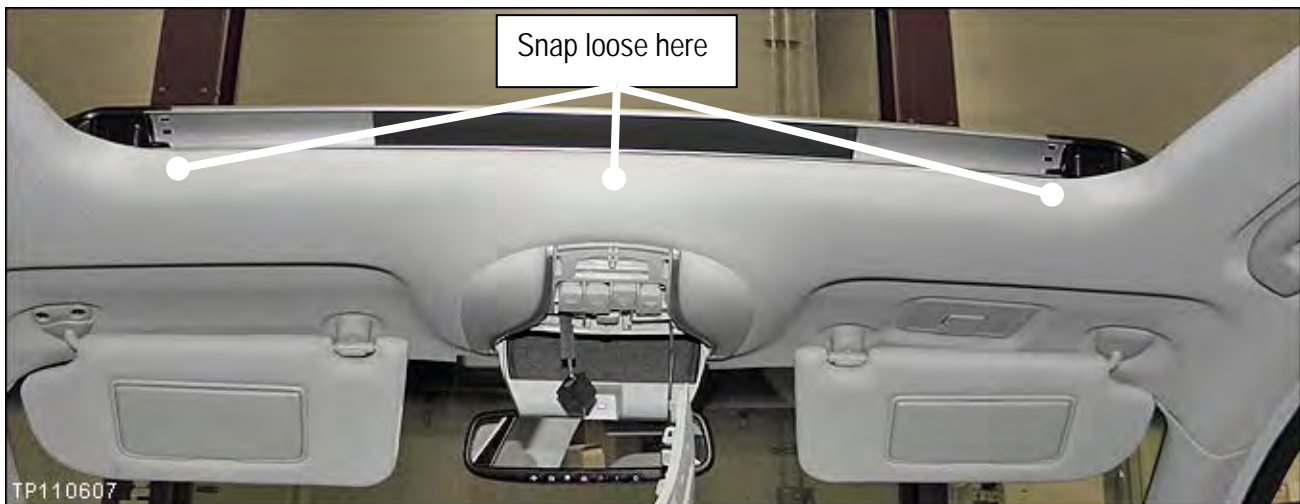


Figure 24

47. Push the microphone through the roof console so it is above the headlining.



Figure 25

48. Remove both sun visor holders – twist ¼ turn to remove.



Figure 26

49. Carefully pull the headlining down just enough to look in and locate the microphone connector.

**CAUTION:** Be careful not to crease the headlining.

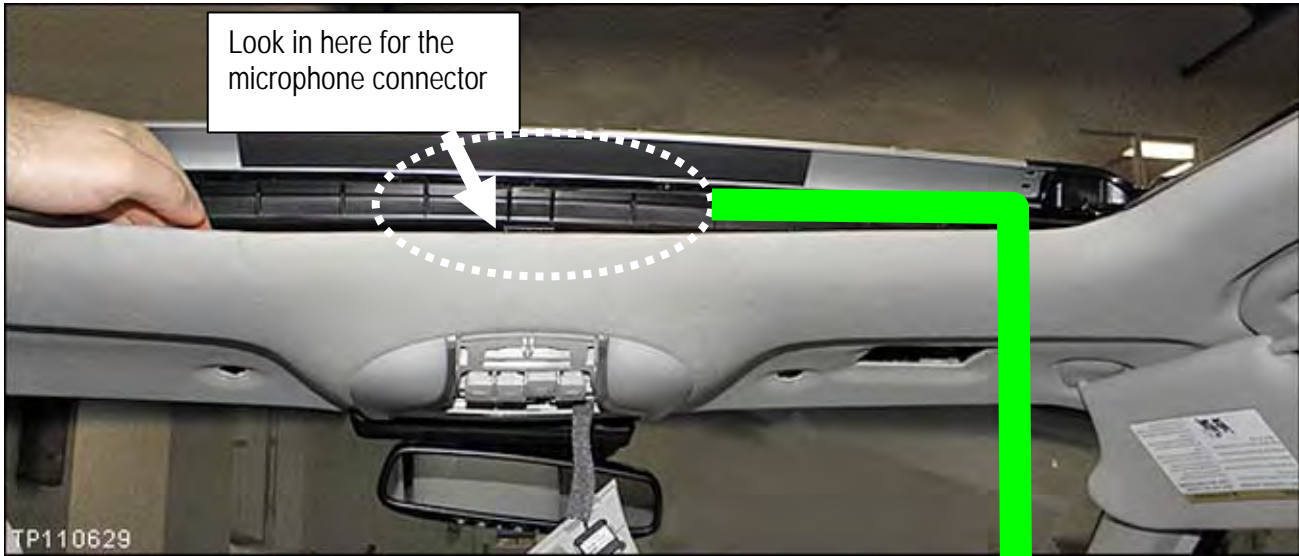


Figure 27

50. Carefully slide the connector to the right (towards the passenger side) to disengage it from its mount.

- It may be tight on the mount, but it just slides to the right to disengage.

**CAUTION:** Be careful not to crease the headlining.

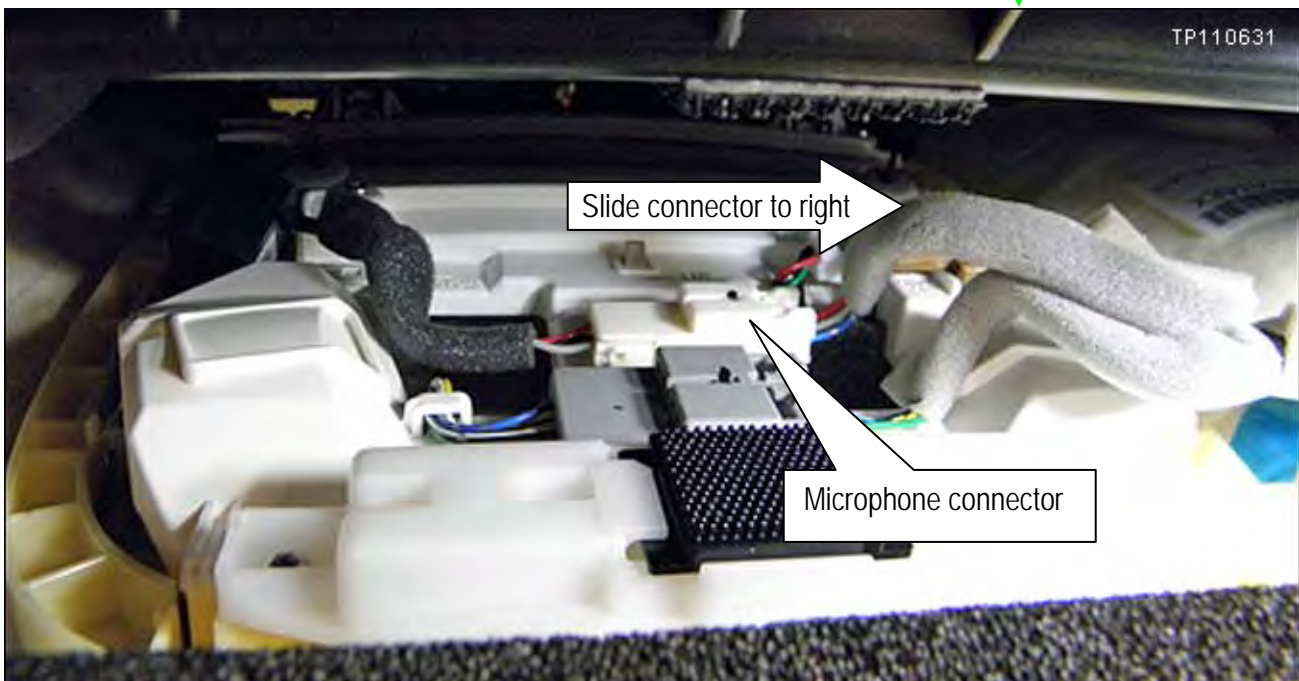


Figure 28

51. **Carefully** reach in above the headlining and pull out the microphone.

**CAUTION:** Be careful not to crease the headlining.

52. Disconnect the old microphone and discard.

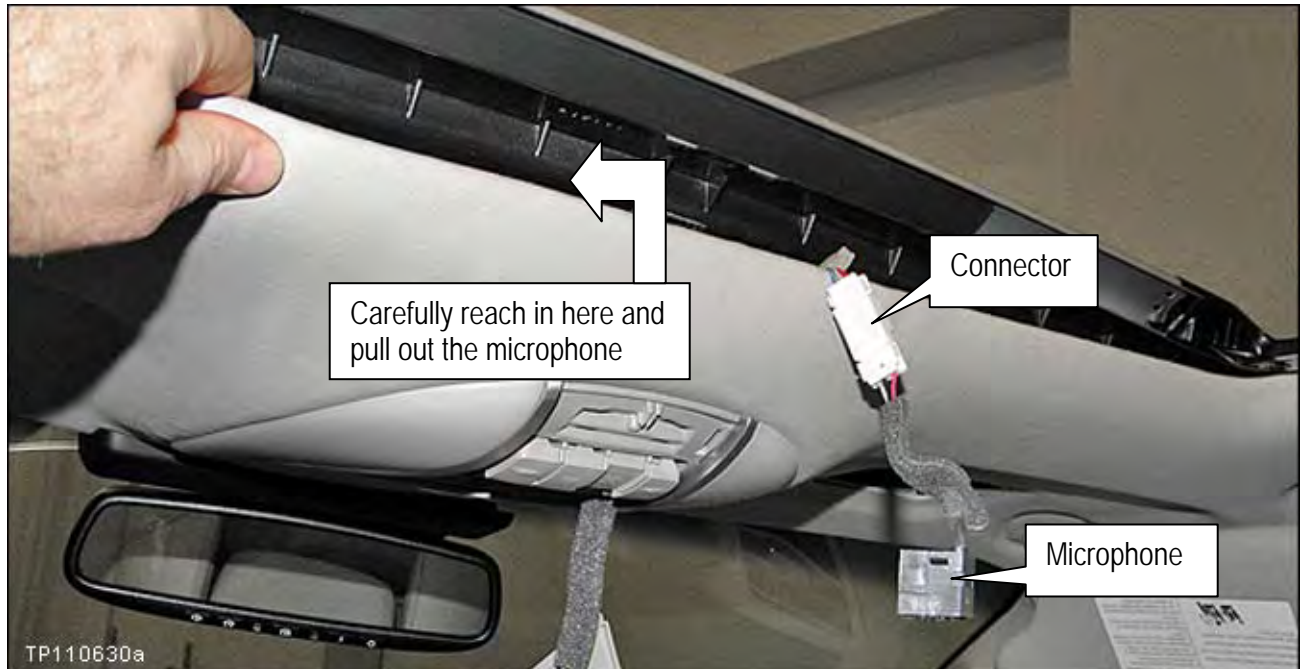


Figure 29

53. Install the new microphone in reverse order.

**CAUTION:** Be careful not to crease the headlining.

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

54. Turn ON the ignition and turn the audio system OFF.

55. 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 31 will display.



Figure 30

56. Select Confirmation/Adjustment

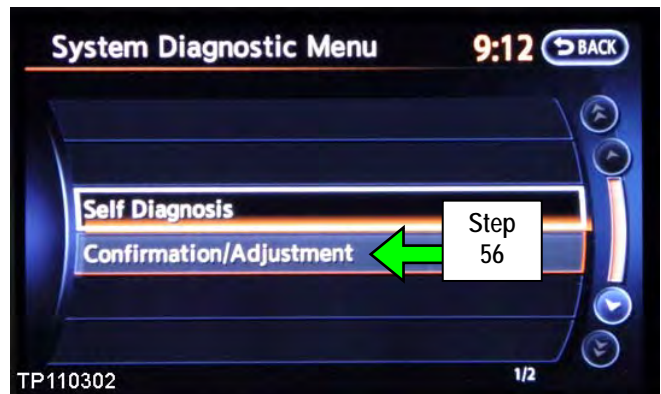


Figure 31

57. Select Handsfree Phone

**NOTE:** Use the scroll arrow to find Handsfree Phone.

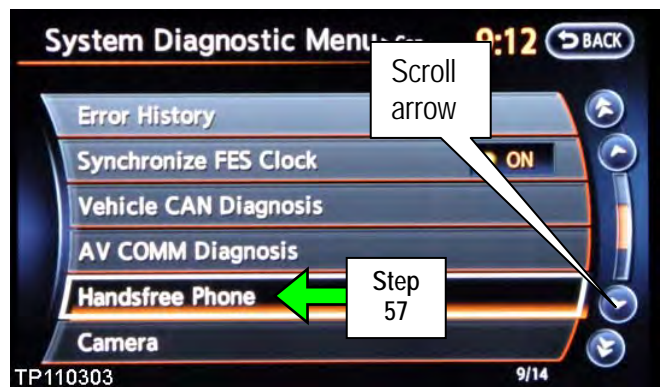


Figure 32

58. Select **Voice Microphone Test**

- A "feedback" noise will come from the system speakers as confirmation of microphone operation.
- If you speak, you should hear your voice coming from the system speakers. This is further confirmation of microphone operation.

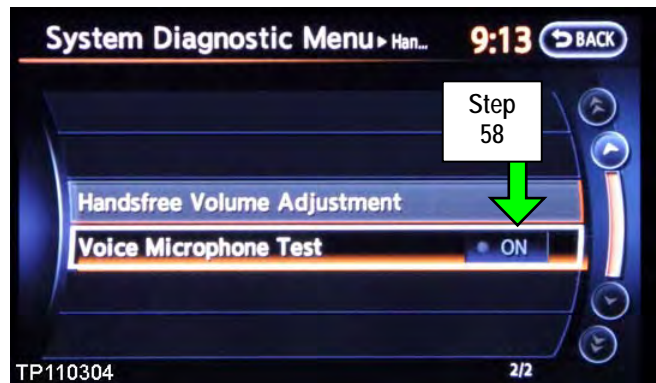


Figure 33

59 Reboot Multi AV system by cycling ignition OFF for 10 seconds, then back ON.

60. 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**



Figure 34

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 (+).

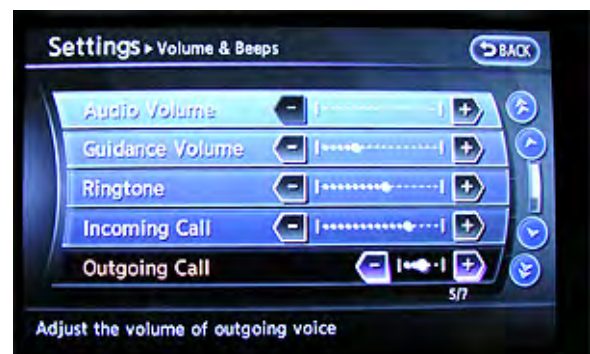


Figure 35

**PARTS INFORMATION**

DESCRIPTION	PART NUMBER	QUANTITY
Microphone	28336 – 1SX5A	1

**CLAIMS INFORMATION**

Submit a "CM" line claim using the following claims coding:

"CM" I.D.: P1239

CAMPAIGN ID	DESCRIPTION	OP CODE	FRT
P1239	Reprogram Multi AV System and Replace Microphone	P12390	0.7 hrs.

## **OWNER'S LETTER**

Dear Infiniti M Owner:

Infiniti is committed to providing the highest levels of product quality and customer satisfaction. With that in mind, we want to bring to your attention important information about your vehicle.

### **REASON FOR CAMPAIGN**

Infiniti has become aware of customer concerns with sound quality when using the Bluetooth hands free phone system, and also understands that certain customers who may have had a call waiting function on a prior vehicle are dissatisfied that this feature is not available on their current Infiniti vehicle. Although this feature was not included in the original design of your vehicle, customer concerns are important to Infiniti.

### **WHAT INFINITI WILL DO**

To help address these concerns, Infiniti will install an improved Bluetooth microphone and update the software in your vehicle to add a call waiting function. This service, free for parts and labor, should take less than 2 hours to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule. Please contact your Infiniti retailer to perform this important service.

### **WHAT YOU SHOULD DO**

Please contact your Infiniti retailer at your earliest convenience in order to arrange an appointment to have this functionality added to your vehicle at no charge to you for parts and labor. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Infiniti retailer.

If you have additional questions you may contact the National Consumer Affairs Department, Infiniti Division, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200.

Thank you for your cooperation.

