

Classification:

EL10-042e

Reference:

ITB10-066e

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Date:

January 17, 2013

NAVIGATION AND AUDIO/VIDEO SOFTWARE UPDATE

Part number for reprogramming DVD has been updated and Service Procedure changed.
Please discard previous versions.

APPLIED

VEHICLES: 2011 EX35 (J50) built **after** September 6, 2010
2011 FX35/FX50 (S51) built **between** August 20, 2010 and August 1, 2011
2011 G37 Sedan (V36) built **after** August 17, 2010
2011 G37 Coupe & Convertible (C/HV36) built **after** Sept. 20, 2010
2011 QX56 (Z62) built **after** September 8, 2010
2012 QX56 (Z62) built **before** August 1, 2011
2012 M37/M56 (Y51) built **between** February 9, 2011 and August 1, 2011
2012 M35h Hybrid (Y51HV) / built **between** February 8, 2011 and August 1, 2011

EQUIPPED WITH

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

IF YOU CONFIRM

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

- Audio streaming via Bluetooth is "choppy" or "clipped."
- "Calculating Route" takes an extended period of time (2-5 minutes) to complete.
- "Could not find a route" displays when attempting to calculate a route.
- Voice Recognition sequence takes too many steps.
- Voice Recognition has difficulty recognizing voicetags.
- The Navigation system reboots.
- XM NavTraffic is slow to report.
- "Handset Phonebook" access is slow.
- Caller ID is not available when a hands-free call via Bluetooth is in progress and another call comes in.

ACTION

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

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.

PARTS INFORMATION

Reprogramming software DVD required for this procedure:

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

NOTE: This software DVD replaces NTB10-125b/ITB10-066b



Figure A

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
DVD NAVIGATION - REPROGRAMMING	(1)	RX1SAA	HB	32	0.2

(1) Refer to the electronic parts catalog (FAST) and use the navigation unit assy part number as the primary part number (PFP).

SERVICE PROCEDURE

NOTE: This procedure will take 10-20 minutes with the ignition ON and will require the DVD to be inserted more than once 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 Reprogramming 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.

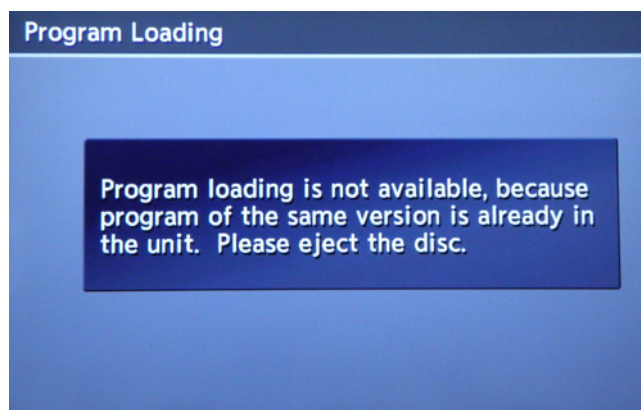


Figure1

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

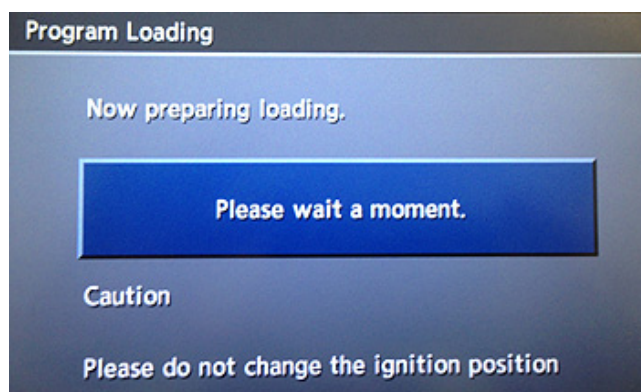


Figure 2

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 reprogramming has started:

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

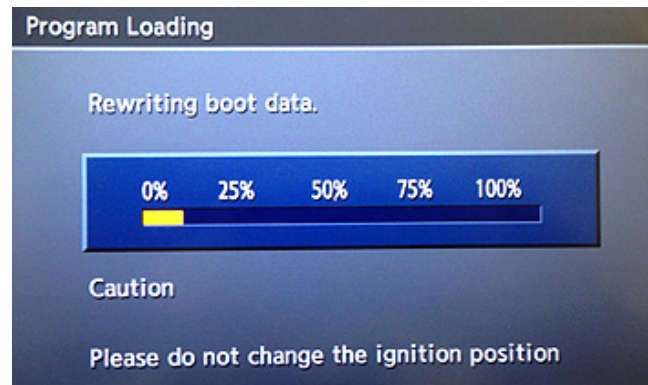


Figure 3

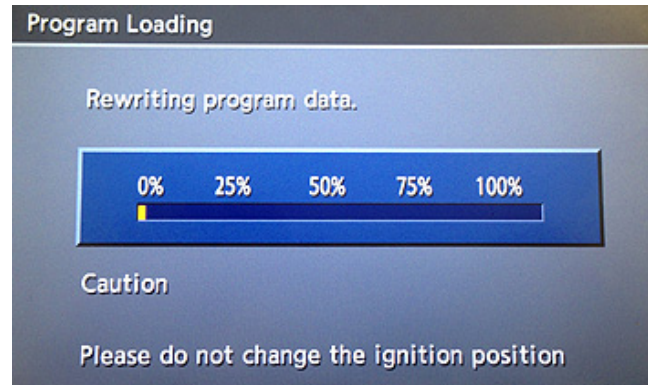


Figure 4

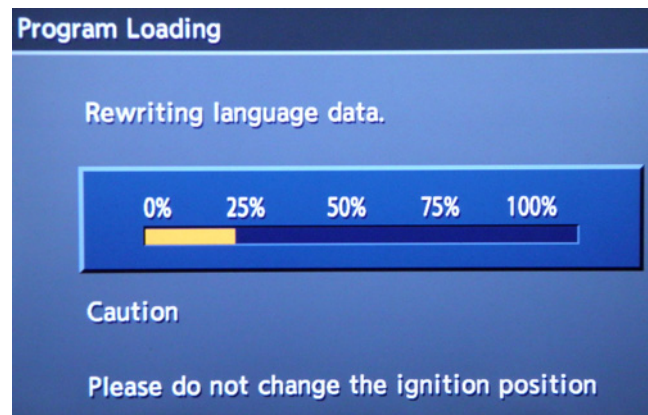


Figure 5

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

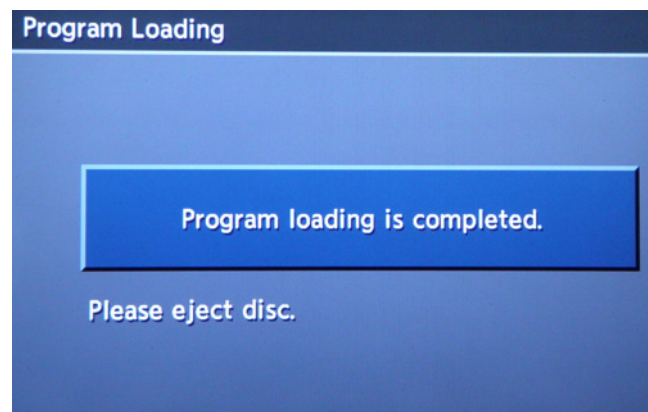


Figure 6

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

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

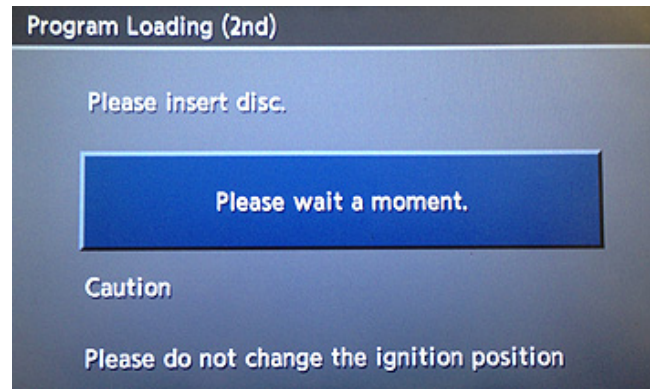


Figure 7

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

IMPORTANT:

Once reprogramming has started:

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

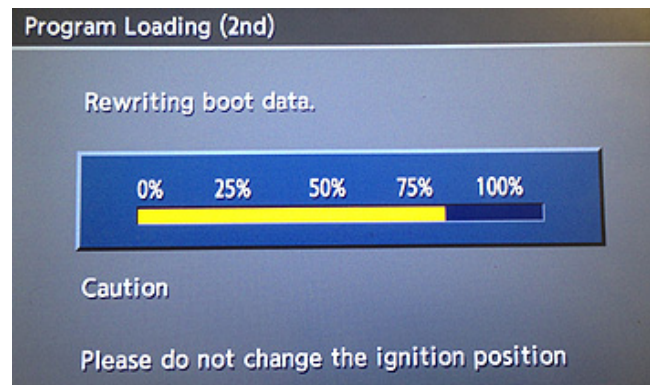


Figure 8

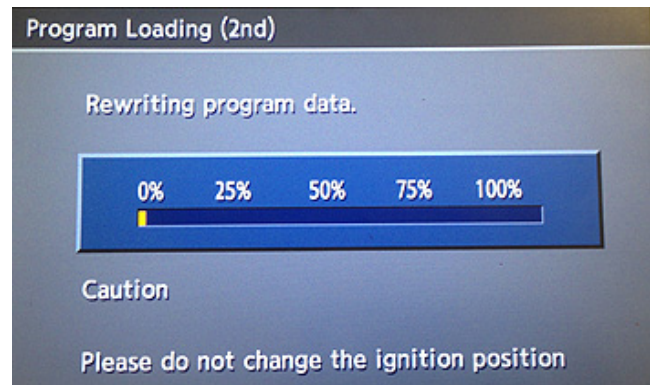


Figure 9

12. After the reprogram has completed:

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

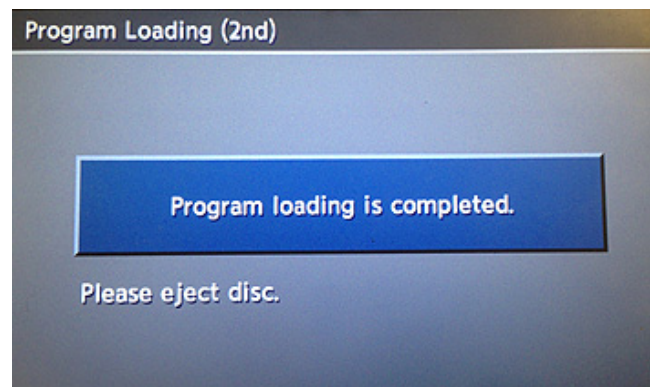


Figure 10

After Navigation has restarted:

13. To confirm that the Navigation version has been successfully updated, load the DVD into the CD slot again.

- If Figure 1 is displayed it indicates that the reprogram 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 reprogram has completed.

14. Eject DVD.

15. Turn the Bluetooth back on.

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

