



Reference:

ITB11-046

Date:

August 31, 2011

VOLUNTARY SERVICE CAMPAIGN CALL WAITING FUNCTION NAVIGATION UPDATE

CAMPAIGN ID #: P1235

APPLIED VEHICLES:

- 2010 G37 Convertible (HV36)
- 2010 G37 Coupe (CV36)
- 2010 G37 Sedan (V36)
- 2011 – QX56 (Z62)
- 2010 – 2011 FX35/50 (S51)
- 2010 – 2011 EX35 (J50)
- 2011 – 2012 M37/56 (Y51)
- 2012 M35h Hybrid (Y51HV)

Check Service Comm to confirm campaign eligibility.

INTRODUCTION

On the Applied Vehicles listed above, the navigation, mobile phone, iPod®, and voice recognition functions may not be working as intended. To remedy this potential condition, Infiniti is conducting this voluntary service campaign to update the navigation software at no charge for parts or labor. In addition, as part of this navigation software update, a call waiting function will be added to the hands-free phone system.

IDENTIFICATION NUMBER

Infiniti has assigned identification number P1235 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

Dealers are to repair vehicles falling within range of this campaign that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a dealer's inventory.

REPROGRAMMING SOFTWARE DVDs - REQUIRED FOR THIS PROCEDURE

- Discs 1/3 and 2/3 of the set shown in Figure A are used for 2010 models in this campaign.
- Do not use disc 3/3.

NOTE: Numbers on the disc do not match this bulletins reference number or the campaign ID #.



Figure A

- This disc (Figure B) is required for all applied models in this campaign.
- This disc replaces disc 3/3 above.

NOTE: Numbers on the disc do not match this bulletins reference number or the campaign ID #.



Figure B

- Each dealer was previously mailed the discs listed above, free of charge, from Clarion.
- Should you require additional discs due to loss or damage, the discs can be ordered, free of charge, by contacting Clarion at the toll free number 1-(800) 347-8933. Request a new disc using the information printed on the disc.

SERVICE PROCEDURE

For 2011 and 2012 Models, go to page 11.

2010 Models – Installing the Navigation Update

IMPORTANT: Before loading the Reprogram Discs, make sure to Disable Bluetooth® function otherwise the Navigation System may continuously reboot the next time it is turned on.

NOTE: This procedure will take about 30 minutes with the ignition ON. Before starting, make sure to attach a battery charger to the vehicle battery set to a low charge rate (trickle charge).

For 2010 models there are three sections:

- A. Disable Bluetooth® function
- B. Loading the Program
- C. Check Bluetooth® Setting

A: Disable Bluetooth® function

1. Set the parking brake.
2. Turn the ignition ON and keep the transmission in Park or Neutral.
3. Make sure there is no disc in the CD/DVD slot (eject any disc that may be in the CD/DVD player).
4. Press the “SETTING” button on the switch panel.

5. Touch "Bluetooth".



Figure 1

6. Make sure Bluetooth is OFF.

- Touching Bluetooth will change the setting ON > OFF or OFF > ON.



Figure 2

- Bluetooth is OFF when the ON indicator is "grayed" out.

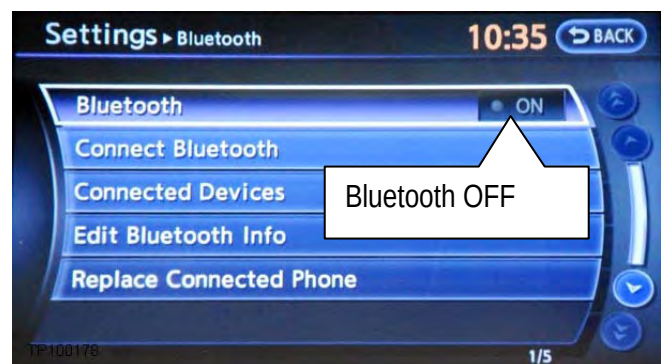


Figure 3

7. Turn the ignition OFF and wait for 10 seconds.

8. Go to B: Loading the Program on the next page.

B: Loading the Program – 2010 models

1. Turn the ignition ON – keep the transmission in Park or Neutral.

- The navigation start-up screen should display.

NOTE: If the navigation start-up screen is not displayed; turn the ignition OFF, wait 10 seconds, and then turn the ignition ON again.

2. Wait for more than 1 minute.

3. Press the INFO button on the switch panel.

4. Select Navigation Version on the display screen.



Figure 4

NOTE: On some vehicles you will need to select "Others" to find "Navigation Version".



Figure 5

5. Check "Map Version".

- If the Map Version is 09-10 MAP No.1
or
09-10 MAP No.1a

a. Continue with Step 6.

- If the Map Version is any other than above:
 - a. Insert disc
NTB10-125b / ITB10-066b (Disc 1/1) into the
in-dash CD / DVD player.

The other Discs will not be needed.

b. Skip to step 18 on page 8.



Figure 6

6. Make sure there is no disc in the CD/DVD slot (eject any disc that may be in the CD/DVD player).

7. Insert disc ITB10-031 / NTB10-068 (Disc1/3) into the in-dash CD/DVD player.

IMPORTANT: Once reprogramming has started:

- Do not eject a disc while it is loading.
- Do not change the ignition position until all discs have been loaded.
- Make sure all 3 discs have been loaded into the CD/DVD player before stopping the procedure.

8. Wait for the program to load (progress bar will display).

9. When the program has finished loading:
- Disc will automatically eject, and
 - “Program loading is completed” will display.

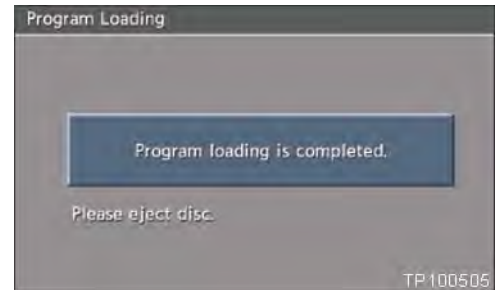


Figure 7

10. Carefully remove the disc.

11. The navigation system will automatically restart.

12. When the message “Please insert Disc 2/3” displays, insert disc ITB10-031 / NTB10-068 (Disc 2/3).

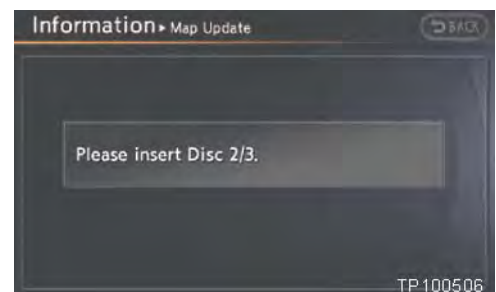


Figure 8

13. Touch “DVD update”.

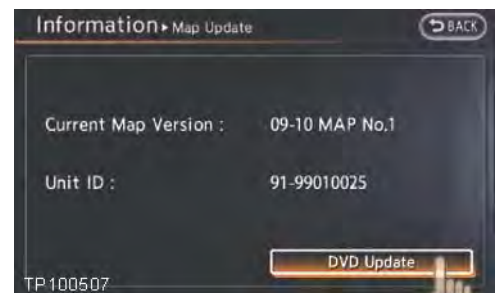


Figure 9

14. Touch “Yes” to begin the map update process.

- Map update will take about 15 minutes.

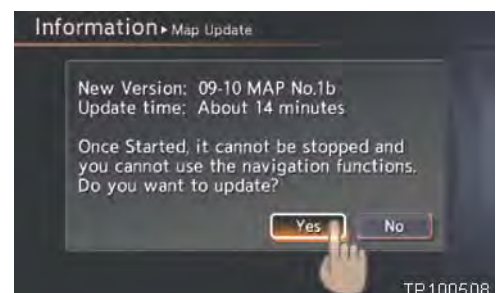


Figure 10

15. When “Eject the DVD to let the system reboot” is displayed, eject Disc 2/3.

16. The navigation system will automatically restart.

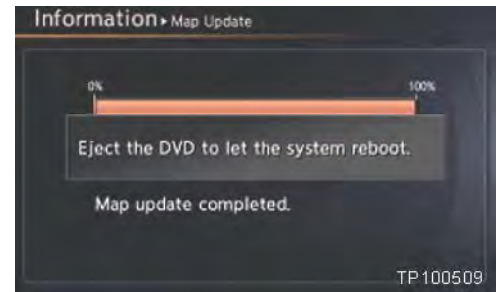


Figure 11

17. When the message “Please insert Disc 3/3” displays, insert disc NTB10-125b / ITB10-066b (Disc 1/1).



Figure 12

18. Program loading will start automatically.

- Program loading will take about 10 minutes.

19. When the program has finished loading:

- Disc will automatically eject, and
- “Program loading is completed” will display.

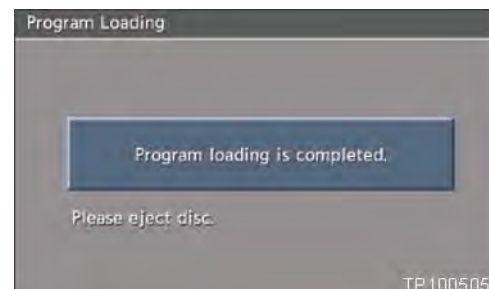


Figure 13

20. Carefully remove the disc.

21. The navigation system will automatically restart.

22. Make sure the new program has loaded:

a. Press the INFO button on the switch panel.

b. Select Navigation Version on the display screen.



Figure 14

NOTE: On some vehicles you will need to select "Others" to find "Navigation Version".



Figure 15

d. Map Version should be 09-10 MAP No.1b.

e. Program Version should be:

X2U22025 or X1U62025

NOTE: If the Map Version or the Program version is different than above, go back to step 5 on page 6.



Figure 16

23. Go to C: Check Bluetooth® Setting – 2010 Models on the next page.

C: Check Bluetooth® Setting – 2010 Models

1. Press the “Setting” button on the switch panel.

2. Touch “Bluetooth”.



Figure 17

3. Make sure Bluetooth is set to the customers setting (as it was before starting the procedure).

- Touching Bluetooth will change the setting ON > OFF or OFF > ON.
- Bluetooth is ON when the ON indicator displays in orange.



Figure 18

- Bluetooth is OFF when the ON indicator is “grayed out”.



Figure 19

4. Turn the ignition OFF. The process is complete.

2011 and 2012 Models – Installing the Navigation Update

NOTE: This procedure will take 10 – 15 minutes with the ignition ON. Before starting, make sure to attach a battery charger to the vehicle battery set to a low charge rate (trickle charge).

1. Turn the ignition ON – keep the transmission in Park or Neutral (parking brake ON).
2. Wait for more than 1 minute.
3. Press the INFO button on the switch panel.
4. Make sure there is no disc in the CD/DVD slot (eject any disc that may be in the CD/DVD player).
5. Insert disc NTB10-125b / ITB10-066b (Disc 1/1) into the in-dash CD/DVD player.

IMPORTANT: Once reprogramming has started, do not eject the disc or change the ignition position while it is loading.

6. Wait for the program to load (progress bar will display).

7. When the program has finished loading:
 - The disc will automatically eject, and
 - “Program loading is completed” will display.

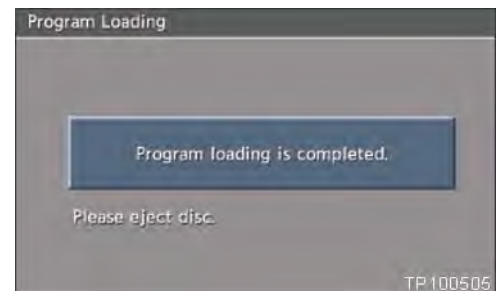


Figure 20

8. Carefully remove the disc.
9. The system will automatically restart.

10. Make sure the new program has loaded:

a. Press the INFO button on the switch panel.

b. Select Navigation Version on the display screen.



Figure 21

NOTE: On some vehicles you will need to select "Others" to find "Navigation Version".



Figure 22

d. Program Version should be:

X2U22025 or X1U62025

NOTE: If the Program version is different than above, turn the ignition off, go back to step 5 on page 11 and load the disc again.



Figure 23

11. Turn the ignition OFF. The process is complete.

CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding:

“CM” I.D.: P1235

2011 – 2012 Models

CAMPAIGN ID	DESCRIPTION	OP CODE	FRT
P1235	Install Navigation Software Updates – 2011 and 2012 Models	P12350	0.2 hrs

2010 Models

CAMPAIGN ID	DESCRIPTION	OP CODE	FRT
P1235	Install Navigation Software Updates – 2010 Models	P12351	0.3 hrs

OWNER'S LETTER (example of typical owner's letter)

Dear Infiniti G37 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 2010 G37 vehicle.

REASON FOR CAMPAIGN

Infiniti has become aware 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 this concern for dissatisfied customers, Infiniti will update the software in the vehicle of customers who request it to add this function to the vehicle. This service, free for parts and labor, should take less than 1 hour to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule. If you wish to take advantage of this offer, please contact your Infiniti retailer.

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.

