

Classification:

EL11-029b

Reference:

ITB11-048b

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2011-2012 QX56; HEADPHONES DO NOT OPERATE OR STATIC IS PRESENT

This bulletin has been amended. Figure 1 and a NOTE have been added, and the Title has been revised.
Please discard all previous versions.

APPLIED VEHICLES:

2011-2012 QX56 (Z62)

SERVICE INFORMATION

The rear seat headphones have an “A” channel (Ach) and a “B” channel (Bch). The channel switch is on the headphone ear pad case.

- If a person is sitting on the left side (driver side) of the vehicle and their headphones are set to Bch, the headphones may have static or intermittently operate (cut in and out).

OR

- If a person is sitting on the right side (passenger side) of the vehicle and their headphones are set to Ach, the headphones may have static or intermittently operate (cut in and out).

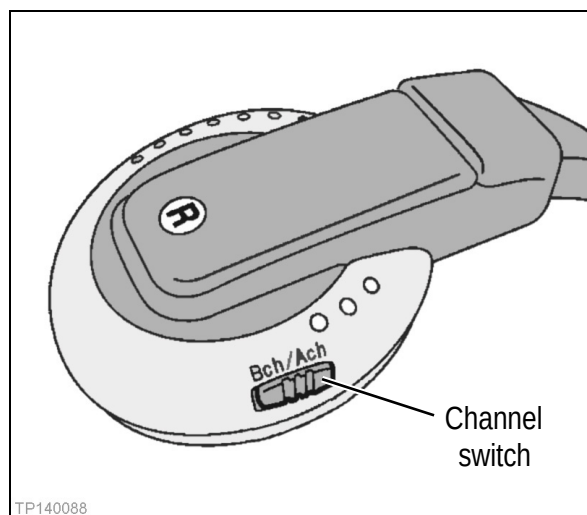


Figure 1

NOTE: If the headphones are set to the “correct channel” for the seating position, but still have static or do not operate, check the condition of the “AAA” headphone batteries located under the left side headphone cover.

Do not replace the headphones for the above issues.

Inform the customer about the Ach and Bch function of the headphones.

- Ach is only for use when sitting on the left side (driver side) of the vehicle.
- Bch is only for use when sitting on the right side (passenger side) of the vehicle.
- Refer to the Monitor, climate, audio, phone and voice recognition systems chapter in the appropriate QX56 Owner's Manual for additional details.

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 retailer to determine if this applies to your vehicle.