

Classification:

AN21-005A

Reference:

ITB21-011A

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DIAGNOSING SOFTWARE VS. HARDWARE AV ISSUES

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Please discard previous versions of this bulletin.

APPLIED VEHICLES: All Infiniti
APPLIED SYSTEM: Infotainment

SERVICE INFORMATION

When diagnosing audio visual infotainment issues, confirming whether the issue is software or hardware based can be difficult to determine. To help the diagnostic process, a comparison of hardware vs. software issues and recommended resolutions has been provided in **TABLE 1** on page 2.

In most cases, replacing an AV unit that has a software concern with the same level part will not correct the issue. First, check ASIST for the latest related bulletins, and use the correct software package or Over The Air (OTA) updates, if available.

NOTE:

- As of the publication date of this bulletin, global shortages of raw materials have resulted in a very limited supply of AV units. Do not replace an AV unit unless it is absolutely necessary.
- Refer to the 2021 February-March Tech Talk article "Hardware vs. Software" for additional information.

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.

Software vs. Hardware Issues

NOTE: For all AV unit concerns, the Bluetooth Device Compatibility web page should be consulted first to confirm the client's phone is compatible with the vehicle.

<https://www.infiniti.com/intouch/bluetooth/device-compatibility.html>

TABLE 1

	Software Issues	Hardware Issues
Example Conditions	• Intermittently freezes/reboots • Issues that are triggered when a specific sequence of events occurs	• Constant blank screen • Continuous rebooting • Buttons inoperative
Duplication	• Usually difficult to duplicate • Typically no DTCs • Note any steps for duplication	• Typically easy to duplicate • Sometimes DTCs present
Known Good Vehicle Comparison	• Happens in all vehicles	• Only happens in incident vehicle
What to Check	• Check configuration is correct • Check for applicable bulletins • Confirm software version is latest (refer to bulletins) • Frequency that issue occurs • Conditions when issue occurs, for example: - Cold start - After driving XX hours	• Check configuration • Check connections • Check power and ground
Recommendation	Software update required Parts replacement not recommended	Replace parts

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
May 7, 2021	ITB21-011	Original bulletin published
September 17, 2021	ITB21-011A	Bluetooth Device Compatibility information added to page 2

