



# SERVICE BULLETIN

Classification: EL09-019a	Reference: NTB09-063a	Date: October 19, 2011
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## BLUETOOTH® PHONE SYSTEM; INITIAL DIAGNOSIS

This bulletin has been amended. Several items have been updated/added throughout the bulletin. Please discard all previous copies of this bulletin.

**APPLIED VEHICLES:** All Nissan vehicles with factory equipped Bluetooth® phone system

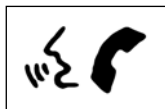
### SERVICE INFORMATION

If a vehicle comes to the dealer with a Bluetooth® phone system related concern, use this bulletin for initial diagnosis.

This bulletin will help reduce unnecessary diagnosis and parts replacement. Begin with the CONFIRM COMPATIBILITY section, below.

### CONFIRM COMPATIBILITY

1. On the left side of the steering wheel, do you see a button with any of the icons shown here?



OR



OR



OR



If YES, proceed to step 2.

If NO, **this bulletin does not apply**. The vehicle is not equipped with the factory installed Bluetooth® phone system. If the customer has an accessory system, please visit [www.jciblueconnect.com](http://www.jciblueconnect.com) for assistance.

2. Make sure the customer's Bluetooth® related concern is understood.

a. Customer comment(s) \_\_\_\_\_  
\_\_\_\_\_

(Continued on page 2)

Nissan 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 Nissan dealer to determine if this applies to your vehicle.

3. Verify the customer's concern(s).

**NOTE:** The customer's phone may be required, depending upon their concern(s).

4. Write down the customer's phone brand, model number, and service provider.

Brand (Motorola, Blackberry, etc.) \_\_\_\_\_

Model (Razr, Pearl, etc.) \_\_\_\_\_

Model Number (V3m, 8120, etc.) \_\_\_\_\_

Service Provider (Verizon, Sprint, etc.) \_\_\_\_\_

- It is necessary to know the service provider. On occasion, a given phone may be on the approved list with one provider, but may not be on the approved list with other providers.

5. Go to [www.nissanusa.com/bluetooth](http://www.nissanusa.com/bluetooth).

a. Using the website's search engine, find out if the customer's phone is on the approved list.

b. Put the correct application in "Vehicle", "Year", "Equipped With" (as applicable), "Phone Manufacturer", and then select "Search".

c. If the customer's phone is NOT on the approved list:

- STOP YOUR DIAGNOSIS HERE.
- Do NOT perform any further diagnosis for this incident.
- Do NOT perform any repairs for this incident.
- Do NOT replace any parts for this incident.
- The customer needs to obtain a Bluetooth<sup>®</sup> phone that is on the approved list before any further action.

d. If the customer's phone is on the approved list, click on the picture of the phone.

e. A "Basic Features" list showing specific phone features and "Compatibility" for each feature will be displayed.

f. Use this list to determine if the customer's concern(s) relates to any of the listed features.

- g. If the feature related to the customer's concern(s) shows as "N" (not compatible):
- STOP YOUR DIAGNOSIS HERE.
  - Do NOT perform any further diagnosis for this incident.
  - Do NOT perform any repairs for this incident.
  - Do NOT replace any parts for this incident.
  - The customer concern(s) cannot be addressed due the phone's feature(s) being incompatible.
  - If the customer still wants the feature(s) to function, they will need to get an approved phone showing the feature(s) as "Y" (compatible) in the "Basic Features" list.
- h. If the feature related to the customer's concern(s) shows as "Y" (compatible):
- Refer to the **INITIAL DIAGNOSIS & TROUBLESHOOTING TIPS** section, below.
  - If the concern is not addressed in this bulletin: refer to ASIST, the applicable Electronic Service Manual (ESM), and/or phone Owner's Manual, as needed.

## **INITIAL DIAGNOSIS & TROUBLESHOOTING TIPS**

### **Bluetooth® Connection Concerns**

If a customer concern related to "**calls connecting through the phone/handset instead of the vehicle**" is verified:

1. Make sure that the customer is answering the calls using the vehicle controls.

**NOTE:** If the call is answered through the phone/handset, the phone/handset may override the vehicle's Bluetooth® system.

If a customer concern related to “**lost Bluetooth® connection (phone previously connected, and now does not)**” is verified:

1. Confirm the Bluetooth feature in the vehicle is set to **ON**.
  - Refer to **Bluetooth Hands-Free Phone System** in section 4 of the vehicle Owner’s Manual for information on how to confirm this feature is **ON**.
  - If the concern is not resolved, proceed to step 2.
  
2. Confirm the Bluetooth feature on the customer’s phone is set to **ON**.
  - Refer to the customer and/or phone Owner’s Manual for information on how to confirm this feature is **ON**.
  - If the concern is not resolved, proceed to step 3.
  
3. Confirm the customer’s phone is paired to the vehicle.
  - Refer to **Bluetooth Hands-Free Phone System** in section 4 of the vehicle Owner’s Manual for information on how to confirm which phones, if any, are paired to the vehicle.
  - If the concern is not resolved, proceed to step 4.
  
4. Reset the phone by turning it **OFF**, waiting one minute, then turning the phone back **ON**.
  - If the concern is not resolved, proceed to step 5.
  
5. Unpair and then re-pair the phone. Refer to “Phone Re-Pairing” on page 6.
  - If the concern is not resolved, proceed to step 6.

6. Duplicate the incident with a known good compatible phone in the customer's vehicle.
  - If the concern is resolved, the customer's phone is likely the cause of the concern. Refer to the rest of this bulletin and phone Owner's Manual, as needed.
  - If the concern is not resolved, proceed to step 7.

7. Duplicate the incident with the customer's phone in a known good compatible vehicle.

**NOTE:** The known good compatible vehicle must be equipped with the same type of Bluetooth<sup>®</sup> phone system (Navigation vs. Non-Navigation) as the customer's vehicle.

- If the concern is resolved, there may be an issue with the Bluetooth<sup>®</sup> phone system in the customer's vehicle. Refer to ASIST and the applicable ESM for further diagnostic information.
- If the concern is not resolved, the customer's phone is likely the cause of the incident. Refer to the rest of this bulletin and the phone Owner's Manual, as needed.

## **Phone “Re-Pairing”**

An incident(s) may occur after a phone has been updated, or after phone settings have been changed. A given incident(s) may be resolved by pairing a phone a second time.

1. Turn **OFF** the customer’s phone, then remove its battery, if possible.
2. Delete the phone from the current paired phone list on the vehicle Bluetooth® phone system.
3. Turn **OFF** the vehicle.
4. Reinstall the phone battery, then turn **ON** the phone.
5. Delete all paired devices from the phone.
6. Follow the phone pairing instructions found on the device page of the [www.nissanusa.com/bluetooth](http://www.nissanusa.com/bluetooth) website.
7. Confirm whether the concern is resolved.

## **Bluetooth Audio Streaming Concerns**

At the time of publication, only vehicles equipped with a premium Navigation system\* have the Bluetooth Audio Streaming feature.

If a vehicle is equipped with a premium Navigation system\* and a customer concern of **“audio clipping, cutting out, or is choppy”** is verified:

1. Perform NTB10-125, if applicable.
2. If the concern is not resolved:
  - Reset the customer’s audio device by turning it OFF, waiting one minute, then turning the audio device back ON.

\*Vehicles equipped with a premium Navigation system: 2010-2012 370Z, Altima, Maxima; 2011-2012 GT-R, Murano, Quest.

## **Call Waiting Concerns**

If a vehicle has a premium Navigation system\* and a customer concern of “**call waiting not functioning**” (examples below) is verified:

1. Perform NTB10-125 and/or NTB11-073, if applicable.

Examples of call waiting not functioning:

- The customer cannot accept an incoming call while on an existing call.
- Calls are dropped when the customer receives a second call while on an existing call.
- Calls automatically go to voicemail while the customer is on an existing call.

## **Voice Recognition Concerns**

If a customer concern related to **Voice Recognition** is verified:

1. Have the customer perform the **Speaker Adaptation / Voice Adaptation** system training procedure, if applicable.
  - The **Speaker Adaptation / Voice Adaptation** system training procedure, if applicable, can be found in section 4 of the vehicle Owner’s Manual, under **Bluetooth Hands-Free Phone System** or **Voice Recognition System**.
  - Performing this procedure will enhance the recognition rate of commands spoken by the customer.

\*Vehicles equipped with a premium Navigation system: 2010-2012 370Z, Altima, Maxima; 2011-2012 GT-R, Murano, Quest.

## Sound Quality Concerns

If a customer concern related to “**poor sound quality**” in the vehicle and/or “land” side (other end of the call) is verified:

1. Have the customer lower the in-vehicle phone volume by using the audio system volume control during the call.

**NOTE:** Lowering the in-vehicle phone volume improves noise canceling performance.

2. If the vehicle is equipped with a premium Navigation system,\* adjust the outgoing call volume to a level that is suitable for the customer’s voice.

a. Press the **SETTING** button on the control panel.

b. Select **Volumes & Beeps**.

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 (+).

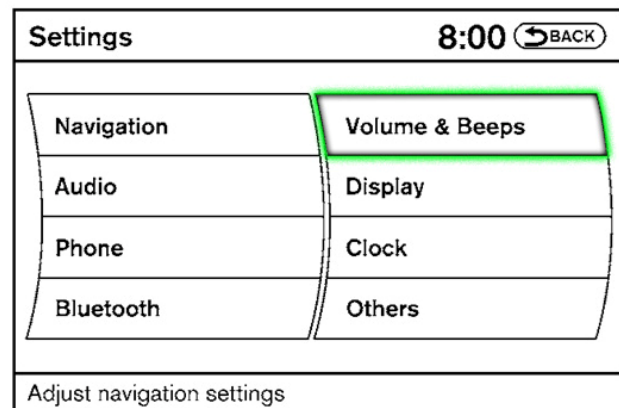


Figure 1

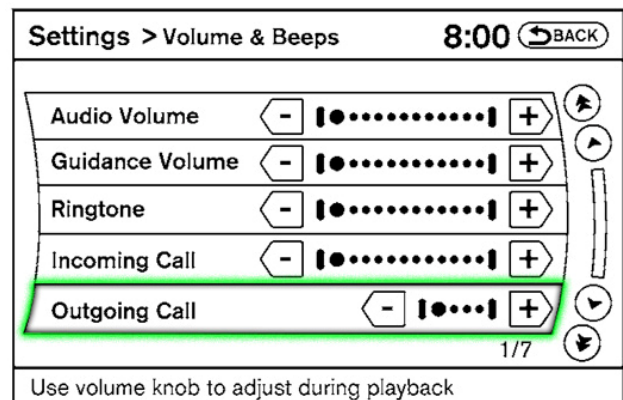


Figure 2

\*Vehicles equipped with a premium Navigation system: 2010-2012 370Z, Altima, Maxima; 2011-2012 GT-R, Murano, Quest.



## Vehicle Phonebook Concerns

If a customer concern related to “**difficulty accessing names in the vehicle phonebook**” is verified:

1. Assist the customer with storing voicetags/names in the vehicle phonebook.

**NOTE:** It is possible that the system does not pronounce the name the same as the customer.

If a customer concern related to the **talk ahead feature (example: “Call Tom Smith”)** is verified:

### Vehicles equipped with a premium Navigation system\*

1. Confirm the Navigation system has the latest software by performing NTB10-125, if applicable.
2. After confirming the vehicle has the latest software, verify Alternate Command Mode is turned **ON**.
  - a. Press the **SETTING** button on the control panel.
  - b. Select **Voice Recognition**.
  - c. Confirm the **Alternate Command Mode** setting is **ON**.

### Vehicles not equipped with a premium Navigation system\*

- The “talk ahead” feature was not made available until 2011 model year.
- This feature was implemented at varied times throughout the model year and may or may not be on the customer’s vehicle.

\*Vehicles equipped with a premium Navigation system: 2010-2012 370Z, Altima, Maxima; 2011-2012 GT-R, Murano, Quest.

## **Customer Information**

Inform the customer that additional information can be found at the following website:

[www.nissanusa.com/bluetooth](http://www.nissanusa.com/bluetooth)

Remind the customer of the disclaimer found on the website:

“Availability of specific features is dependent upon the phone's Bluetooth® support. Despite the fact that Bluetooth® is a global standard, many different versions are implemented in today's mobile devices. Every version offered may not support the profiles necessary to successfully communicate with the Nissan Bluetooth® Hands-free Phone System in your Nissan vehicle; therefore, only certain devices have been approved by Nissan. These devices have exceeded the minimum standards for compatibility as of the date of testing. This compatibility list is not a warranty for phone performance or functionality. System performance and feature availability can vary based on phone software version, wireless carrier, coverage, and many other factors outside of Nissan's control. Nissan does not guarantee the availability of any specific feature and makes no guarantees or warranties relating to the performance of these features. Device and feature compatibility status are subject to change without notice. Please refer to your phone owner's manual for details. Cell phone not included. The Bluetooth word mark and logos are owned by Bluetooth SIG, Inc., and any use of such marks by Nissan is under license.”