

SERVICE BULLETIN

EL11-043b

NTB11-103b

October 31, 2012

PREMIUM NAVI / AUDIO VISUAL CONTROL UNIT DIAGNOSIS AND ORDERING

This bulletin has been amended by adding to the APPLIED VEHICLES list, and the procedure to obtain the A/V unit part number. Please discard all previous versions of this bulletin.

APPLIED

VEHICLES: 2010-2012 Altima Sedan (L32) 2010-2013 Altima Coupe (L32) 2010-2011 Altima Hybrid (HL32) 2011-2013 Quest (E52) 2011-2013 Murano (Z51) 2011-2012 Murano CrossCabriolet (Z51) 2010-2013 Maxima (A35) 2010-2013 370Z (Z34) 2011-2013 GT-R (R35) 2013 Armada (TA60) 2013 Patfinder (R52)

Date:

SERVICE INFORMATION

To improve customer satisfaction by providing the correct repair on the first visit, Nissan has revised the procedure for ordering an "exchange" or "new" Audio Visual (A/V) Control Unit for vehicles with the premium navigation systems only (see **PROCEDURE** on page 2).

- To ensure a proper diagnosis and repair, the technician will need to call TECH LINE to confirm (or assist with) their diagnosis and the proper repair prior to ordering the unit.
- Clarion will require a confirmation from TECH LINE prior to shipping the exchange unit orders.
- For the premium navigation system only.
- Parts will be put on **parts restriction** and will need to be cleared prior to the order shipping.
- The warranty claims call center will verify that TECH LINE has recommended replacement as part of the approval process in the event that a new unit is required.
 - > TECH LINE has the support of engineering and Clarion in diagnosis if required.

NOTE: All other A/V units will be ordered and shipped through the normal process.

> As usual, most units ordered should be an exchange unit versus a new unit.

This requirement of calling TECH LINE for confirmation to replace an A/V unit will be monitored to ensure the most effective and accurate method of repair. Future changes or adjustments may be made to this process to increase repair timeliness and/or customer satisfaction.

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.

A NEW UNIT IS REQUIRED ONLY IF:

- The vehicle has not yet been sold.
- The customer requests a new unit on a non-warranty repair.
- The exchange unit is not available.
- Insurance claim replacement.

NOTE: Nissan would also recommend that this procedure is used for non-warranty repairs to ensure that a proper diagnosis and repair are performed.

PROCEDURE

- a. Verify and duplicate the customer's concern if possible. If duplication is not possible, please gather as much information about the incident as possible from the service advisor/writer or customer.
- b. Check for any connected devices (phone, iPod, MP3 player, etc.) or determine if a connected device is present during the concern. Please gather model and software version information if possible.
- c. Perform NTB09-063 for any Bluetooth concerns and NTB11-096 for any iPod / iPhone music play through USB concerns.
- d. After gathering preliminary information of the concern, please call TECH LINE. After a diagnosis of the concern has been performed, and the technician and TECH LINE agree that the unit should be replaced, the dealer can order the part.
- e. TECH LINE will confirm with Clarion that the diagnosis has occurred.
- f. After the order is confirmed with Clarion, an order/shipping confirmation fax will be sent to the dealer.
- g. Before an order is placed, the technician/dealer will need to provide TECH LINE with the following information from the incident unit:

Obtain A/V Unit Part Number (OPTIONAL)

- 1. Make sure the shift selector is in Park (A/T) or Neutral (M/T), and the parking brake is set.
- 2. Connect the plus VI to the vehicle.
- 3. Turn the ignition ON.

NOTE: You may want to start the engine to keep the battery charged during this procedure.

4. Write down customer's radio station presets (presets will be lost during this procedure).

Presets	1	2	3	4	5	6
Α						
В						
С						
SAT						
SAT						
SAT						

- 5. Open/start ASIST on the CONSULT PC, and then select CONSULT III plus.
- 6. Wait for the plus VI to be detected, and the status box(es) to turn "green".
- Select the plus VI with the correct serial number being used (if more than one in the shop) by highlighting it in the Connection Status box.
- 8. Select **Re/programming Configuration**.



Figure 1

- 9. Use arrows (if needed) to view and read all Cautions.
- 10. Check the box confirming the precautions have been read.
- 11. Select Next.





12. Select the Automatic Selection(VIN) tab.



Figure 3

0 14.1V VI ◀ 5 Re/progr Please confirm selected information and touch "Confirm". In case you want to select another vehicle, VIN or Chassis # JN8AZ2NE6C9022292 Vehicle Name INFINITI QX56 Model Year 2012 1/1 Change Step 13



13. Select Confirm.

• Wait while system call completes.

14. Select **Confirm**.





CONSULT-III plus Ver.CSP18.11	VIN:JN8A22NE6C9022282	Vehicle : INF	NITT 0 X56 262 2012	Country : U.S.A.
Eack Burne Print Screen	creen Mode Recorded	0 help	← ¥II × 14.2V VI MI	-
Configuration	Input VIN	em Selection	Operation Selection	5/6
System Selection				
Touch "system". In case ECU you want to operate is n	ot listed below, the vehicle or r	nodel year might	be selected wrong.	
ENGINE		20	ICC//	ADAS
MULTI AV		^{\$} P	HV	AC
ABS			TRANSI	MISSION
IPDM E/R	CAN GATE	WAY		
METER/M&A	AIR BAC	AIR BAG		
			2	1/1 ◀] [▶

Figure 6

Configuration	System Selection Operation Selection
eration Selection	
ouch "Operation". case over write current ECU, touc case replacement of ECU, select an	ch "Reprogramming". n operation in REPLACE ECU category.
EPROGRAMMING Reprogramming	In case you want to reprogramming ECU, touch "Reprogramming".
Programmer 16	in case you want to replace ECU, you should operate followings. Before replace ECU, ECU data is saved to CONSULT. After replace ECU, CONSULT writes ECU data and programming data.

Figure 7

15. Select Multi A/V.

16. Select Read / Write Configuration.

17. Select Before Replace ECU.



Figure 8

CONSULT-III plus Ver 23.31 Ver CSP18.11	Vehicle : INFINITI QX56 Z62 2012 Country : U.S.A.
tack Berre Print Screen Capture Made	
Confirmation of Replace ECU	Save ECU Data
Save ECU Data	
The current versions specification as listed below are saved in ver Information. In case of no items listed below, no item is available for configur	nice cuu, rouch pave to save this aton.
Retto	Setting Value
CHANNEL	INFINITI
SOUND SYSTEM	BOSE
CAMERA SYSTEM	NONE/AVM
SUPER LOCK	WITHOUT
MICROPHONE	NON-DIRECTIONAL MIC Print
	Step 18

Figure 9

- The <u>software</u> P/N is shown in Figure 10. Ignore it.
- 0 14.2V VI × Configur ◀ Save ECU Data Save ECU Data Operation Log and Vehicle specification (Configuration data) have been saved to CONSULT. Touch "End to back to Home Screen. And refer to Service Manual, and replace ECU. After replacement of ECU, touch "Configuration" on Home Screen to continue to File Label JN8AZ2NE6 XXXXX _306_Config_Backup Vehicle INFINITI QX56 System MULTI AV Part Number 25915-1LA5C 10/24/2012 3:15:29 PM Saved Date Step 19

Figure 10

NOTE: Leave C-III plus running and the plus VI connected.

18. Select Save.

19. Select End.

- 20. Turn OFF the audio system.
- 21. Put the A/V system into System Diagnostic Mode as follows:
 - a. Press and hold the **SETTING** button.
 - b. While holding the **SETTING** button, turn the volume control knob 40 clicks or more.
 - The volume control knob can be turned either direction.



Figure 11

- When the system goes into the System Diagnostic Menu, the screen in Figure 12 will display.
- 22. Select Confirmation/Adjustment.



Figure 12

23. Select Delete Unit Connection Log.









25. Select Initialize Settings.

24. Select Yes.





26. Select Accessory Number Initialization.







Figure 17











28. Wait while the system "initializes".

• The screen in Figure 18 will display while "initializing".

• The screen in Figure 19 will display when "initialization" is complete.

- 29. Once "initialization" is complete, reboot the Multi A/V system as follows:
 - a. Turn OFF the ignition.
 - b. Wait 10 seconds.
 - c. Turn ON the ignition.

30. Select Diagnosis (One System).

L THIL PLUS V	er.V11.10.00	VIN:-			Vehicle :-				Country : U.G.A.
Home	Print Screen	Screen Capture	Measurement. Node	Recorded Data	O Help	12.1V	Yil vi	Х	
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Figure 20



Figure 21

31. Select MULTI AV.

- 32. Select the ECU identification tab.
- 33. Print or write down the **ECU PART NUMBER** for ordering and warranty information:

25915-____

34. Select Home.



Figure 22

The A/V unit can now be ordered with this part number. The current A/V unit can now be configured for use until it is replaced.

Configure the Multi AV System

- 1. After selecting **Home**, the screen in Figure 23 will appear.
- 2. Select **Re/programming Configuration**.

CONSU	ILT-III plus	Ver.V11.10.00	VIN:-			Vehicle: -					Country : U.S.A.
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VI	23000	90 No	ormal Mee conne))) Ie/Wireless Action		Diad	inosi	s (Al	Sv	ster	ns)
мі			Ste 2	p		S Re/p	orogra	amm	ing	Со	nfiguration
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Applica	tion Setti Sub mode	ing	ABC	guage Settin		J Mair	ntena	nce			
99	VDR										

Figure 23

- 3. Read the **Precautions**.
 - When finished, touch the **Confirmed instructions** box to insert a check mark, and then select **Next**.



4. Select Automatic Selection(VIN).

5. Confirm the correct Model Name

and Model Year are displayed.

When finished, select **Confirm**.



Figure 25

de . 121 0 9 × • 50 Re/program Configur ning. Vehicle Se Vehicle Confirmation Please confirm selected information and touch "Confirm". In case you want to select another vehicle VIN or Chassis I VIEWOX V REPORTATION Step ALTIMA 5 2010 1/1 🛒 Change Step 5

Figure 26

6. Select **Confirm**.

•



7. Select After Replace ECU.



Figure 28



- 9. After selecting **OK**, the screen in Figure 30 appears.
- 10. Select End.
 - Configuration is now complete.

CONSULT-III plus Ver.23.31 VIN:JI	hicle : INFINITI QX56 Z62 2012 Country : U.S.A.							
Back Berne Print Screen Capture Mode Print Screen								
Re/programming, Write Configuration	Print Result / ration Complete 7/7							
Print Result / Operation Complete								
Write Configuration has been successfully completed. Touch "End" to finish operation, and to back to Home Screen. Confirm each function works correctly.								
terro	Setting Value							
CHANNEL	INFINITI							
SOUND SYSTEM	BOSE							
CAMERA SYSTEM	NONE/AVM							
SUPER LOCK	WITHOUT							
MICROPHONE	NON-DIRECTIONAL MIC							
	Step							
Figure 30								

Close C-III plus, remove the plus VI, and then go to the next page.

8. Select OK.

Confirm Multi AV System Is Operational

- 1. Put your foot on the brake, and then turn the engine OFF (if running).
- 2. Start the engine, and then move the shift selector to R (Reverse).
- 3. If equipped, make sure the rear view monitor is working correctly.
- 4. Put the shift selector back into P (Park).
- 5. Turn ON the radio.
- 6. Turn the volume knob and make sure the audio volume responds to movement of the knob.
- 7. Reset the radio station presets.