



SERVICE BULLETIN

Classification: EL12-079a	Reference: NTB12-106a	Date: December 19, 2012
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HANDS-FREE PHONE POOR SOUND QUALITY

The Applied Vehicles and Parts Information in this bulletin have been amended.
Please discard previous versions.

APPLIED VEHICLES: 2011 – 2013 Murano (Z51) 2011 – 2012 Murano Cross Cabriolet (EZ51) 2010 – 2013 370 Coupe (Z34) 2010 – 2013 370Z Roadster (HZ34)	}	Without navigation
2011 – 2013 Juke (F15) 2011 – 2013 Rogue (S35)	}	With or without navigation

APPLIED VINs and DATES Refer to page 2.

IF YOU CONFIRM

The customer has experienced or is experiencing, while using the hands-free phone, people on the other end of a phone call cannot hear them.

The customer's experience may include:

- Voice is choppy or cuts-out.
- Voice sounds distant.
- Voice sounds as if speaking through a tunnel.
- Voice sounds like it is under water.

ACTION

1. Replace the TEL Adaptor Unit.
2. Replace the microphone and the map lamp finisher.
 - For Juke, replace the microphone and microphone finisher.

IMPORTANT: The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire Service Procedure as it contains information that is essential to successfully completing this repair.

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.

APPLIED VINs and DATES

Model	Year	VINs	Dates
Murano 2WD	2011-2012	All	All
	2013	Built between: JN8AZ1MU(*)DW 200128 and JN8AZ1MU(*)DW 201611	Built between: SOP* and Sept. 22, 2012
Murano AWD	2011-2012	All	All
	2013	Built between: JN8AZ1MW(*)DW 300119 and JN8AZ1MW(*)DW 302293	Built between: SOP* and Sept. 22, 2012
Murano Cross Cabriolet	2011	All	All
	2012	Built before: JN8AZ1FY(*)CW 100462	Built before: Sept. 26, 2011
370Z Coupe	2010-2012	All	All
	2013	Built between: JN1AZ4EH(*)DM880006 and JN1AZ4EH(*)DM882045	Built before: Aug. 1, 2012
370Z Roadster (Convertible)	2010-2012	All	All
	2013	Built between: JN1AZ4FH(*)DM 830004 and JN1AZ4FH(*)DM 830171	Built before: Aug. 1, 2012
Juke 2WD	2011-2012	All	All
	2013	Built before: JN8AF5MR(*)DT 203106	Built before: Sept. 10, 2012
Juke AWD	2011-2012	All	All
	2013	Built before: JN8AF5MV(*)DT 208016	Built before: Sept. 12, 2012
Rogue 2WD	2011-2012	All	All
	2013	Line 1 built between: JN8AS5MT(*)DW 500101 and JN8AS5MT(*)DW 505169	Line 1 built between: SOP* and Aug. 10, 2012
Line 2 built between: JN8AS5MT(*)DW 000101 and JN8AS5MT(*)DW 008131		Line 2 built between: SOP* and Aug. 09, 2012	
Rogue AWD	2011-2012	All	All
	2013	Line 1 built between: JN8AS5MV(*)DW 600001 and JN8AS5MV(*)DW 604839	Line 1 built between: SOP* and Aug. 09, 2012
Line 2 built between: JN8AS5MV(*)DW 100101 and JN8AS5MV(*)DW 111458		Line 2 built between: SOP* and Aug. 20, 2012	

* SOP = Start Of Production

PARTS INFORMATION

DESCRIPTION	MODEL	VARIATION	PART NUMBER	QUANTITY
Microphone	All	NA	28336 – 1VU0A	1
TEL Adaptor Unit	Murano	NA	28383 – 3YS0A	1
	370Z	NA	28388 – 3WY1A	1
	Juke	NA	28388 – 3YV0A	1
	Rogue	NA	28383 – 3YS0A	1
Map Lamp Finisher	Murano	w/o Sunroof	26437 – 3LZ0A	1
		With Sunroof	26437 – 3YR0A	
	Murano Cross cabriolet	NA	26437 – 3LZ0A	1
	370Z (Coupe or Roadster)	NA	26437 – 1EA6A	1
	Rogue	w/o Sunroof	26437 – 3LZ0A	1
		With Sunroof	26437 – 3LZ5A	
Microphone Finisher	Juke	NA	73978 – 1JU0A	1
Fasteners	Juke	NA	84536 – 18000	4

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

MODEL	DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Murano	Hands-Free Phone Repair	28336-1VU0A	RX2VAA	ZE	32	2.1
Murano Cross Cabriolet	Hands-Free Phone Repair	28336-1VU0A	RX2VAA	ZE	32	1.0
370Z Coupe	Hands-Free Phone Repair	28336-1VU0A	RX2VAA	ZE	32	2.9
370Z Roadster	Hands-Free Phone Repair	28336-1VU0A	RX2WAA	ZE	32	1.2
Rogue	Hands-Free Phone Repair	28336-1VU0A	RX2VAA	ZE	32	4.1
Juke	Hands-Free Phone Repair	28336-1VU0A	RX2VAA	ZE	32	2.5

SERVICE PROCEDURE

1. Replace the TEL Adaptor Unit.

- Refer to the AV section in the appropriate Service Manual for replacement information.

2. Replace the Microphone.

- Refer to the AV section in the appropriate Service Manual for microphone replacement information.

CAUTION: Be careful not to crease the headlining.

- Make sure to use the new microphone listed in the Parts Information.
- Make sure to use the new map lamp finisher listed in the Parts Information.

NOTE: For Juke use a new microphone finisher with new fasteners listed in the Parts Information.

IMPORTANT: Make sure the new microphone is firmly snapped into place. If the microphone is loose, it could pick up extra noise from an unintended source.

