

Classification:

EL12-011

Reference:

ITB12-012

Date:

March 16, 2012

2010-2012 INFINITI VEHICLES EQUIPPED WITH NAVIGATION SYSTEM; SCREEN GOES BLANK

APPLIED VEHICLES: 2010 - 2012 G37 Sedan/Coupe/Convertible (V36/CV36/HV36)
 2010 - 2012 EX35 (J50)
 2010 - 2012 FX (S51)
 2011 - 2012 M (Y51)
 2012 M Hybrid (HY51)
 2011 - 2012 QX56 (Z62)

APPLIED VINs AND DATES: See page 2

IF YOU CONFIRM:

The customer states the navigation display turns off, goes completely blank, or "blacks out" in DRIVE and REVERSE intermittently

And

All functions of the audio system and heater/defroster/air conditioning work normally.

- For example, music continues to play and fan speed or fan mode can still be adjusted.

NOTE: If the incident occurs only in REVERSE, further diagnosis may be required.



Display completely blank in DRIVE and Reverse

ACTION:

Replace the AV display unit (also referred to as monitor or screen).

- It is not necessary to contact TECH LINE before ordering this part for this incident.
- See page 3 for part description.
- For removal and installation procedure, refer to the appropriate Electronic Service Manual (ESM).

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 dealer to determine if this applies to your vehicle.

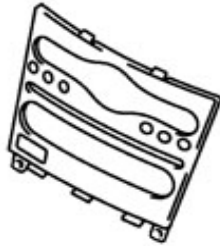
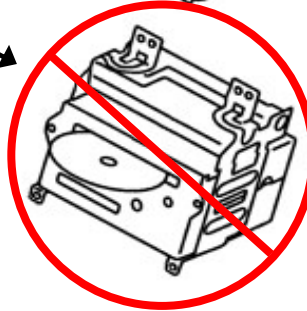
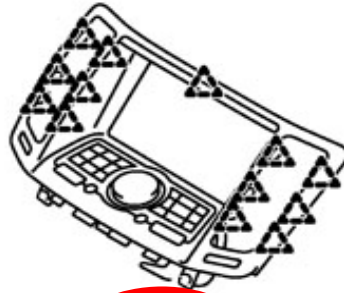
APPLIED VINs and DATES:

VEHICLE	BUILT BEFORE VIN:	BUILT BEFORE DATE:
G25 2WD	JN1DV6AP(*)CM 700601	December 8, 2011
G25 2WD	JN1DV6AP(*)CM 811890	
G25 AWD	JN1DV6AR(*)CM 730633	
G37 Sedan 2WD	JN1CV6AP(*)CM 932091	
G37 Sedan 2WD	JN1CV6AP(*)CM 626573	
G37 Sedan AWD	JN1CV6AR(*)CM 678265	
G37 Sedan AWD	JN1CV6AR(*)CM 972449	
G37 Sedan AWD	JN1CV6AR(*)CM 861729	
G37 Coupe 2WD	JN1CV6EK(*)CM 423165	
G37 Coupe AWD	JN1CV6EL(*)CM 472337	
G37 Convertible	JN1CV6FE(*)CM 202230	
FX35 2WD	JN8AS1MU(*)CM 121717	
FX35 AWD	JN8AS1MW(*)CM 154013	
FX50	JN8BS1MW(*)CM 180218	
M37 2WD	JN1BY1AP(*)CM 335205	
M37 AWD	JN1BY1AR(*)CM 395704	
M56 2WD	JN1AY1AP(*)CM 530350	
M56 AWD	JN1AY1AR(*)CM 580337	
M Hybrid	JN1EY1AP(*)CM 910851	
EX35 2WD	JN1AJ0HP(*)CM 401125	
EX35 AWD	JN1AJ0HR(*)CM 452168	
QX56 2WD	JN8AZ2NF(*)C9 516499	December 6, 2011
QX56 2WD	JN8AZ2ND(*)C9 715657	
QX56 AWD	JN8AZ2NE(*)C9 017916	
QX56 AWD	JN8AZ2NC(*)C9 316341	December 7, 2011

AV display unit; replace



AV control unit;
DO NOT replace



TP120126

Typical example of AV display unit and AV control unit

PARTS INFORMATION

Description	Vehicle	Part Number	Quantity
DISPLAY UNIT – AV *	G37 Convertible	28091-JJ93A	1
	G25 Sedan and G37 Sedan and Coupe	28091-1BY3B	
	EX35	28091-1JA3A	
	FX		
	M		
	QX56		

* It is not necessary to contact TECH LINE before ordering this part for the incident described under **IF YOU CONFIRM** on page 1.

CLAIMS INFORMATION

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

Refer to the online Warranty Flat Rate manual for the appropriate operation code.