

Classification:
 EL08-022a

Reference:
 ITB08-037a

Date:
 December 4, 2008

EX35, G35, G37, M, QX56; RADIO WILL NOT SCROLL THROUGH ALL PRESETS (NAVI-EQUIPPED ONLY)

This bulletin has been amended. Actions have changed and a Service Procedure was added.
Please discard all previous versions of this bulletin.

APPLIED VEHICLES: 2008 EX35 (J50) with NAVI
 2008 G37 (CV36) with NAVI
 2007 – 2008 G35 (V36) with NAVI
 2007 – 2008 M (Y50) with NAVI
 2008 – 2009 QX56 (JA60) with NAVI

APPLIED VIN / DATE: EX35 2WD vehicles built before: JNKAJ09E(*)8M306060 / 3-18-08
 EX35 AWD vehicles built before: JNKAJ09F(*)8M360417 / 3-18-08
 G35 2WD vehicles built before: JNKBV61E(*)8M220079 / 3-21-08
 G35 AWD vehicles built before: JNKBV61F(*)8M269306 / 3-21-08
 G37 vehicles built before: JNKC64E(*)8M125026 / 3-21-08
 M35 2WD vehicles built before: JNKBY01E(*)8M500896 / 3-25-08
 M35 AWD vehicles built before: JNKBY01F(*)8M551256 / 3-25-08
 M45 2WD vehicles built before: JNKAY01E(*)8M606732 / 3-24-08
 M45 AWD vehicles built before: JNKAY01F(*)8M655078 / 3-24-08
 QX56 vehicles built before: 5N3AA08(**)9N900007 / 4-9-08

IF YOU CONFIRM:

Radio presets in A, B, or C will not scroll through all 6 preset stations.

ACTION:

Refer to the Service Procedure to confirm this bulletin applies to the vehicle you are working on.

CLAIMS INFORMATION

Submit a Primary Operation (PO) line claim using the following claims coding:

DESCRIPTION	OP CODE	SYM	DIA	FRT
Radio Station Issue Confirmation	RX82AA	ZE	32	0.2

IMPORTANT: The purpose of "ACTIONS" (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.

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.

SERVICE PROCEDURE

Confirm Issue

1. Turn the ignition and the radio ON.
2. Push the MAP button so the current preset and radio station is displayed at the bottom of the screen as shown.

NOTE: SAT stations may display "NO SIGNAL" if the vehicle is indoors or has other signal obstruction.

3. While watching the display, press any preset button.
4. Watch the display for 3 seconds.

- After 3 seconds, if the preset number is still visible as shown in Figure 1, that preset is OK.

NOTE: SAT stations may display "NO SIGNAL" if the vehicle is indoors or has other signal obstruction.

- If the preset number goes OFF as shown in Figure 2, the issue is confirmed and this bulletin applies.

Go to Correct / Restore Normal Preset Operation on the next page

5. Repeat step 3 and 4 for all presets (A, B, C / 1 through 6).
 - If all presets display as shown in Figure 1, this bulletin does not apply.



Figure 1



Figure 2

Explanation of Issue

If a radio station is preset in one city (example A3 preset to 102.9), and the vehicle is then driven to a different city that has a different radio station using frequency 102.9, when preset A3 is selected the preset number will go OFF as shown in Figure 2. This occurs because the radio recognizes that it is not the same radio station even though the frequency is 102.9. This condition will not occur for SAT stations.

Correct / Restore Normal Preset Operation

1. Press the preset button for the incident preset (the one that dropped the number as shown in Figure 2).
2. Manually tune the radio to a different station.
3. Press and hold the same preset button so it becomes preset to a different station (the one you manually tuned).
4. Manually tune back to the desired station.
5. Press and hold the same present button again.
 - The issue is now corrected and all presets will scroll and function normally.

EXAMPLE: Preset A3 is tuned to frequency 102.9. When preset A3 is pressed, the 3 goes OFF as shown in Figure 2.

- a. Press preset A3 (radio is tuned to 102.9)
- b. Manually tune to 103.5
- c. Press and hold preset A3
- d. Manually tune back to 102.9.
- e. Press and hold preset A3
 - The issue is now corrected and all presets will scroll and function normally.

