



SERVICE BULLETIN

Classification: EL09-019	Reference: NTB09-063	Date: July 27, 2009
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BLUETOOTH® PHONE SYSTEM; INITIAL DIAGNOSIS

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. Refer to the **SERVICE PROCEDURE** section below, and **QUICK REFERENCE** on Page 3.

DIAGNOSTIC PROCEDURE

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

a. Customer comment(s) _____

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

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

3. Write down the customer's cell 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.

(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.

4. Go to 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 click on "Search".
 - c. If the 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® 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), perform diagnosis in the applicable section of the Electronic Service Manual (ESM).

QUICK REFERENCE

Poor Sound Quality

1. If a customer concern of poor sound quality is verified, in the vehicle and / or “land” side (other end of the call), perform the following steps.
 - Have the customer lower the in-vehicle phone volume by using the audio system volume control.

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

Speaker Adaptation

1. If a customer concern related to Voice Recognition is verified:
 - a. Verify the vehicle you are working on has Speaker Adaptation feature.
 - Refer to **Table A** listed on Page 4 for Speaker Adaptation applicability.
 - b. Use **Table A** to determine the correct Speaker Adaptation instructions to be used.
 - Click on the hyperlink for Speaker Adaptation that applies to your vehicle.
 - The hyperlinks are located at the bottom of **Table A**.
 - c. Have the customer perform Speaker Adaptation.

NOTE: This will enhance the recognition rate of commands spoken by the customer.

Table A

Model	Model Year	Has Speaker Adaptation	
		With NAVI	W/O NAVI
Altima (L32, CL32, and L32HV)	All	No	Yes (2)
Armada (TA60)	2008-2010	Yes (1)	Yes (2)
cube [®] (Z12)	2009	No	Yes (2)
Frontier (D40)	2008-2009	No	Yes (2)
GT-R (R35)	2009-2010	Yes (1)	No
Maxima (A34)	2006-2008	Yes (2)	Yes (2)
Maxima (A35)	2009	Yes (1)	Yes (2)
Murano (Z51)	2009	Yes (1)	Yes (2)
Pathfinder (R51)	2008-2009	Yes (1)	Yes (2)
Quest (V42)	2007	Yes (2)	Yes (2)
Quest (V42)	2008	Yes (2)	Yes (2)
Rogue (S35)	2008-2009	No	Yes (2)
Sentra (B16)	2007	No	Yes (2)
Sentra (B16)	2008-2009	No	Yes (2)
Titan (A60)	2008-2009	Yes (2)	Yes (2)
Versa (C11)	2007	No	Yes (2)
Versa (C11)	2008-2009	No	Yes (2)
Xterra (N50)	2007-2008	No	Yes (2)
Xterra (N50)	2009	No	Yes (2)
350Z (Z33)	2007	Yes (2)	Yes (2)
350Z (Z33)	2008	Yes (2)	Yes (2)
370Z (Z34)	2009	Yes (1)	Yes (2)

(1) Click here for this model vehicle's Speaker Adaptation instructions.

(2) Click here for this model vehicle's Speaker Adaptation instructions.

Phone "Re-Pairing"

1. An incident or incidents may occur after a phone has been updated, or settings have been changed.
2. A given incident or incidents may be resolved by pairing a phone a second time.
3. For "re-pairing" procedure, the steps below can be followed:
 - a. Turn off the phone, and then remove its battery.
 - b. Delete the phone from the current paired phone list on the vehicle Bluetooth[®] phone system.
 - c. Reinstall the phone battery, and then turn on the phone.
 - d. Follow the phone pairing instructions found in the device page of the www.nissanusa.com/bluetooth webpage.
 - e. Test the phone.
 - f. If the incident(s) still occurs, refer to the appropriate section of the Electronic Service Manual (ESM) for further diagnosis.

Customer Information

Inform the customer of the website www.nissanusa.com/bluetooth/ for future reference.

