



# SERVICE BULLETIN

Classification:	Reference:	Date:
EL99-005	NTB99-017	April 1, 1999

## NISSAN SPEAKER NOISE DUE TO CELLULAR PHONE INTERFERENCE

**APPLIED VEHICLES:** All Nissan Vehicles

### SERVICE INFORMATION

Cellular phone charging may cause a popping or crackling noise in the audio speakers of Nissan vehicles. If this condition exists, it is most likely to occur when the customer's cellular phone is turned off, plugged into the 12 volt cigarette lighter socket nearest the audio head unit, and placed within one foot of the audio head unit. The condition may occur more frequently in vehicles with audio systems with amplified speakers.

Refer to the appropriate owner's manual for cautions regarding the use of the cigarette lighter socket as a power source for other accessories.

Use the procedure below to verify that the condition exists as described above and provide instruction for the customer to reduce the possibility of future cellular phone interference.

### SERVICE PROCEDURE

**Perform the following test procedure to verify the condition exists as described:**

1. Ask the customer for the cellular phone and charging adapter.
2. Confirm the cellular phone has been turned off for at least 30 minutes before proceeding.

**NOTE:** Do not turn the cellular phone on at any time during the procedure. If the phone has to be turned from on to off, you will have to wait 30 minutes for the phone to reset to proceed with the test.

3. Plug the phone into the 12 volt cigarette lighter socket nearest the audio head unit.
4. Turn the ignition to the "ON" position (**do not** turn the cellular phone on).
5. Turn the audio unit on.
6. Place the cellular phone close to the front of the audio head unit.
7. Listen for a popping or crackling noise from the audio speakers.
8. If the noise is heard, move the cellular phone back from the audio unit. The noise should be reduced as the cellular phone is moved further away from the audio unit.
9. If the condition is confirmed through the above procedure, advise the customer to keep the cellular phone at least one foot away from the audio head unit to reduce the possibility of future cellular phone interference.