

Subject: **2014 Infiniti Q50 IT GEN5 Reprogram v1.5  
Retailer Service Action**

Attention: **Retailer Principals, Sales, Parts, and Service Managers**

**\*\*\*\*\* Retailer Service Action Announcement \*\*\*\*\***

Infiniti is conducting a Retailer Service Action to reprogram the IT GEN5 software on certain specific MY14 Q50 vehicles.

**IMPORTANT: Infiniti asks that Retailers do not sell any 2014 Q50 vehicles in Retailer Inventory until this Retailer Service Action is performed.**

**\*\*\*\*\* Vehicle Identification – Retailer Inventory \*\*\*\*\***

**2014 Infiniti Q50 vehicles** subject to this Retailer Service Action can be identified through SERVICE COMM – **I.D. P3237**.

**\*\*\*\*\* Retailer Responsibility \*\*\*\*\***

It is the Retailer's responsibility to check SERVICE COMM – **I.D. P3237** – for the status on each vehicle falling within the range of this Retailer Service Action, which is currently in its inventory. Infiniti requires Retailers to perform this procedure on any vehicles in their inventory before they are retailed.

**\*\*\*\*\* Repair Instructions/Video (Updated) \*\*\*\*\***

The procedure for this action has been modified to reflect a new FRT and a critical step added to **check the lock position on the Map SD card**. A FAQ section has also been included in this procedure. Please review this new procedure thoroughly and discard any previous versions.

This service action procedure will be available on ASIST and NNAet.com. A supporting training video can be found on Infiniti University Online:

- ASIST – Go to "Tech Support Info" on the left column of the ASIST opening page. Under "Tech Support Info", select "Inventory Vehicle Actions". A new window will open where you may access the technical procedures.
- NNAet.com – This procedure can be found on NNAet.com under My Documents in the following categories:
  - Sales>Campaigns>
  - Parts>Campaigns>
  - Service>Campaigns>
- Infiniti University– From the **INFINITI UNIVERSITY** Home Page, select:
  - VIDEO LIBRARY > FEATURED > Q50 IT GEN5 Update Procedure.

**Infiniti Retailers should perform the service action only on vehicles specifically identified in SERVICE COMM.**

Infiniti Parts & Service Retailer Support  
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