



# After-sales Retailer Support

## 2014 Q50 Infiniti InTouch™

### Customer Satisfaction Initiative & Fuse Box B+ Terminal Cover Voluntary Service Campaign

Reference: P4248, P4249

Date: September 25, 2014

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

**\*\*\*\*\* Retailer Announcement \*\*\*\*\***

Infiniti is announcing two retailer actions as detailed below:

#### **Infiniti InTouch™ System Software Update**

Like many digital devices, the Infiniti InTouch™ system is designed to allow for software updates. This planned update to the Infiniti InTouch™ system software will upgrade the vehicle software to current production levels, and is designed to improve the functionality of the Infiniti InTouch™ system, and the overall driving experience. Enhancements include:

- App availability
  - Email
  - Calendar
  - Facebook®
  - Google® search
- Improved audio volume control
- Improved system stability

#### **Fuse Box B+ Terminal Cover Voluntary Service Campaign**

As a result of post-crash test observations, Infiniti identified an opportunity to improve fuse box isolation. Retailers will install a terminal cap over the jumper pin terminal in the fuse box.

**IMPORTANT: Retailers are requested to repair any vehicles currently in inventory prior to retail delivery to ensure customer satisfaction.**

**\*\*\*\*\* Campaign PNC Summary \*\*\*\*\***

Due to the specific repairs required on each vehicle involved in these actions, there are 2 separate PNC's. The description of each PNC is as follows:

- **InTouch™ System Software Update**
  - P4248 – ITB14-043
- **Fuse Box B+ Terminal Cover**
  - P4249 – ITB14-047

**\*\*\*\*\* Parts Information \*\*\*\*\***

USB software will be sent to all retailers via 2-day Fed-Ex and should begin arriving by Thursday, September 25<sup>th</sup>. The majority of the work associated with the InTouch System Software Update customer service initiative **will not** require parts.

Fuse Box B+ Terminal Cover Installation (P4249) affects approximately 51,751 Infiniti vehicles in the U.S., of which approximately 8,814 are currently in retailer inventory.

Infiniti will automatically ship Terminal Cover parts to all retailers to install on affected vehicles in their inventory and have parts on hand to service client vehicles. Retailers will begin to receive these parts beginning Thursday September 25<sup>th</sup> from their facing PDCs.

**\*\*\*\*\* Parts Availability\*\*\*\*\***

Additional terminal covers may be ordered through the parts ordering system as needed.

Part Number	Description
24360-4GA0A	Terminal Cover

Should you require an additional **P4248-ITGEN5 2.0** USB memory stick due to loss or damage, it can be ordered free of charge by contacting **Denso Products Services Americas**:

- By phone - **1-888-285-4236**
- By email - [navihelpdesk@densodrive.com](mailto:navihelpdesk@densodrive.com) (make sure to supply your dealer code and shipping address in the email).

**\*\*\*\*\* Special Service Tool \*\*\*\*\***

A smart phone and wireless internet access (to avoid data charges) will be necessary to complete part of the InTouch™ System Software Update (P4248). The update can be performed by a technician using a smart phone. It is not necessary to use the client's phone. The following model phones are suggested for this update:

Device Name	Vendor Name	OS version	Device Name	Vendor Name	OS version
Galaxy Ace	Samsung	2.3.6	iPhone 5c	Apple	iOS 7.1
Galaxy Ace 2	Samsung	4.1.2	iPhone 5s	Apple	iOS 7.1
Galaxy Note II	Samsung	4.1.2	Nexus 4	LG	4.3
Galaxy Note III	Samsung	4.3	Nexus 4	LG	4.3
Galaxy S III mini	Samsung	4.1.2	One	HTC	4.2.2
Galaxy S3	Samsung	4.1.2	Optimus G Pro	LG	4.1.2
Galaxy S4	Samsung	4.2.2	Optimus L5	LG	4.0.3
Galaxy S4 mini	Samsung	4.2.2	Torque	Kyocera	4.0.4
iPhone 4S	Apple	iOS 7.0	Xperia Docomo X	Sony	4.1.2
iPhone 5	Apple	iOS 7.1	Xperia SP	Sony	4.1.2

No special tool is required for Fuse Box B+ Terminal Cover Installation (P4249).

**\*\*\*\*\* Repair Instructions \*\*\*\*\***

Infiniti has developed the following Campaign Bulletins containing instructions to perform this software update and service campaign as well as parts and claims information.

The information will be available on ASIST and NNAnet.com on September 25, 2014.

- ASIST
  - ITB14 -043 – InTouch™ System Software Update
  - ITB14 -047 – Fuse Box B+ Terminal Cover
- NNAnet.com under My Documents in the following categories:
  - Parts>Campaigns>
  - Sales>Campaigns
  - Service>Campaigns>
- Hint search on keywords:
  - P4248 – InTouch™ System Software Update
  - P4249 – Fuse Box B+ Terminal Cover

**\*\*\*\*\* Vehicle Identification \*\*\*\*\***

MY 2014 Q50 vehicles subject to this software update and service campaign can be identified as follows:

- **Service Comm** – Beginning September 25th, Retailer sales and service departments can complete an inquiry on Service Comm -I.D. **P4248 & P4249**- to determine if a vehicle is subject to these actions.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected retailer inventory VINs by region, district, and Retailer Code.

**\*\*\*\*\* Retailer's Responsibility \*\*\*\*\***

It is the retailer's responsibility to check Service Comm using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service campaign and customer service initiative which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in retailer inventory. If a VIN subject to either of these actions was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

**\*\*\*\*\* Owner Notification \*\*\*\*\***

Infiniti will begin notifying clients with potentially affected Q50 vehicles beginning September 26th, via U.S. Mail.

## **FAQ – Infiniti InTouch™ System Software Update:**

**Q. What model year vehicles are involved?**

A. MY 2014 Infiniti Q50 vehicles.

**Q. How many vehicles are involved in the Infiniti InTouch™ System Update?**

A. Approximately 52,967 vehicles in the U.S are eligible for the InTouch™ System software update.

**Q. Are you experiencing this condition on any other Infiniti (or Nissan) models?**

A. No. This update is not applicable to or necessary for any other Infiniti (or Nissan) vehicles.

**Q. Why did the software change in production?**

A. The system is designed to receive periodic updates. Software may be updated from time to time to optimize performance and ensure continued owner satisfaction.

**Q. Does this software update extend my free-trial period?**

A. The free-trial period is activated upon delivery of your vehicle. The software update does not affect the timing of your free-trial period.

**Q. Are Infiniti InTouch™ functions limited while driving?**

A. Driver distraction regulations may cause certain functions to be unavailable while driving. For example, keyboard entry is only available when the vehicle is stationary.

**Q. Does the software change the time it takes for the backup camera to display lines?**

A. No. Back up camera line display is not part of this software update.

**Q. How long will the software update take?**

A. This enhancement should take approximately 2 hours to complete, but your retailer may require your vehicle for a longer period of time based upon their work schedule.

**Q. Will a loaner vehicle be provided while the retailer is servicing the vehicle?**

A. Alternate transportation may be provided under Infiniti's Courtesy Vehicle Program while your vehicle is being serviced. This is subject to vehicle availability. Check with your retailer for availability and further details.

**Q. Is it safe to use my vehicle until the repairs can be made?**

A. Yes. Your Infiniti Q50 is safe and meets all applicable safety standards.

**Q. Where can I find more information on Infiniti InTouch™ features and services?**

A. <http://www.infiniti.com/intouch>.

**Q. Does this update affect Infiniti vehicles sold in other countries?**

A. Yes. Approximately 4,213 vehicles in Canada are affected.

#### **FAQ – Fuse Box B+ Terminal Cover:**

**Q. Is my vehicle safe to drive?**

A. Yes. Your Infiniti Q50 is safe and meets all applicable safety standards.

**Q. Is this a safety recall?**

A. No, this is a voluntary service campaign being conducted for client satisfaction purposes.

**Q. What is the reason for this voluntary service campaign?**

A. As a result of post-crash test observations, Infiniti identified an opportunity to improve fuse box isolation.

**Q. What will be the corrective action for this voluntary service campaign?**

A. Infiniti will install a terminal cover over the jumper pin in the underhood fuse box.

**Q. What model year vehicles are involved?**

A. Certain MY2014 Q50 vehicles manufactured between SOP (April 2013) and June 5, 2014.

**Q. Are you experiencing this condition on any other Infiniti (or Nissan) models?**

A. No. This condition does not affect any other Infiniti (or Nissan) vehicles.

**Q. How long will the corrective action take?**

A. In most cases, this service campaign should take less than 1 hour to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.