

Gilliam, David

From: NNA Service Actions & Campaigns
Sent: Thursday, September 29, 2016 5:06 PM
To: *NNA INF FOM; *NNA INF DOM; *NNA INF RSOM
Cc: *NNA INF AGM; *NNA INF RAM; *NNA INF RVP; *NNA INF Service Actions & Campaign Announcements; Simmons, Rob
Subject: INFORMATION: AFTERSALES: RETAILER SUPPORT: PC451_PC452 2G TCU Update - Mail Notification

Follow Up Flag: Follow up
Flag Status: Flagged

Infiniti USA Electronic Field Communication

INFORMATION

Date: September 29, 2016

To: FOMs, DOMS, and CEMs

Subject: PC451_PC452 2G TCU Update - Mail Notification

The purpose of this announcement is to let field personnel know that the first 22K owner mailings have been sent out today. This first mailing was directed towards current Infiniti Connection subscribers or trial participants. The remaining owner notifications will be sent out between now and December 1, 2016. Owner notification timing for Q50 owners is still TBD based on parts availability timing.

Please see the example owner letter below. Owner notifications will be model specific and reflect the co-payment applicable to the owner's vehicle when mailed.

OWNER NOTIFICATION

Dear Infiniti [M37 M56 JX35 QX56 Q70 QX60 QX80] Owner:

Infiniti is committed to providing the highest levels of client satisfaction. With that in mind, we want to inform you of important information regarding an Infiniti client satisfaction initiative that provides you with an opportunity to update the Telematics Control Unit (TCU) in your vehicle.

REASON FOR CLIENT SATISFACTION INITIATIVE

Your vehicle is equipped with a TCU designed to connect to the 2G cellular network. AT&T has stopped accepting enrollments on the 2G cellular network, and will discontinue its 2G cellular network coverage on December 31, 2016. Without an upgrade to the TCU, Infiniti Connection™ features (including Emergency Calling and Automatic Collision Notification) will not be available after December 31, 2016 and may be impacted prior to that date depending upon AT&T's proprietary decisions regarding discontinuing 2G cellular network coverage.

If you are not enrolled in Infiniti Connection: You will not be able to access the Infiniti Connection features without a TCU hardware upgrade.

If you are currently enrolled in Infiniti Connection: Once the 2G cellular network is discontinued, you will not be able to access the Infiniti Connection features without a TCU hardware upgrade.

WHAT INFINITI WILL DO

If you elect to upgrade your vehicle's TCU, an authorized Infiniti retailer can perform the upgrade for you. You will have to contribute a client co-payment of [(\$299) (\$149)] which will be applied to the cost of the parts and labor for the upgrade. If you choose to upgrade your vehicle's TCU and pay the applicable co-payment, Infiniti will cover the remaining cost of the parts and labor for the TCU upgrade and include a complimentary one-year subscription to Infiniti Connection Plus telematics service*. The retail value of this subscription is \$308/year.

This upgrade will take approximately 2 hours to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon its work schedule. If necessary, please check with your Infiniti retailer to see if a courtesy vehicle is available while your vehicle is being upgraded.

WHAT YOU SHOULD DO

Infiniti encourages you to contact an authorized Infiniti retailer at your earliest convenience in order to arrange an appointment.

We understand your time is valuable so your retailer will work with you to make this service as convenient as possible. To minimize any inconvenience to you, it is important that you have an appointment before bringing your vehicle to the Infiniti retailer for service. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Infiniti retailer.

After the upgrade to your vehicle's TCU is complete, you will need to complete the following steps to confirm your complimentary one-year Infiniti Connection Plus subscription (you must complete this confirmation within 12 months after the date your vehicle's TCU was upgraded to receive the complimentary one-year subscription):

1. Log onto the Infiniti Owner Portal. If not already enrolled, you will need to create an account and add your vehicle to your personal garage, then click on the **Infiniti Connection** button
2. You will be directed to the Infiniti Connection web portal where you should click the "**Enroll Now**" button
3. The primary subscriber tab will open and be pre-populated if the you have previously enrolled in Infiniti Connection, otherwise, you will need to enter your information and click "**Next**"
4. The Package Selection page will appear where the complimentary 12-month Infiniti Connection Plus package information will be pre-populated. No credit card is required to continue, but you may elect to automatically renew after the complimentary subscription by providing payment information, then click "**Next**"
5. You will be presented with your selection summary and asked to confirm the "Terms & Conditions" of participation. This will complete the confirmation and your services will be active
6. If you have not already done so, download the Infiniti Connection companion app from either the App Store or Google Play and log in using your Owner Portal ID and Password

Should you have any questions, our representatives would be pleased to assist you.

- Call Infiniti Owner Services at 1-855-444-7244

- Visit <http://www.infinitiusa.com>

*Driving is serious business. Only use Infiniti Connection Plus when safe to do so. Never program while driving. GPS mapping may not be detailed in all areas or reflect current road status. Services, including Automatic Crash Notification and Emergency Call, require an active subscription, and are dependent upon the telematics device being in an operative condition, its ability to connect to a wireless network, compatible wireless network availability, navigation map data, and GPS satellite signal receptions, the absence of which can limit or prevent the ability to reach Infiniti Connection Customer Care or receive support. Services require compatible 3G GSM/GPRS cellular network provided by AT&T. Vehicles equipped with telematics hardware compatible with a 3G cellular network will no longer be able to receive services after the 3G network is discontinued. 3G cellular network not available in all areas and/or available at all times. Changes to cellular networks provided by independent companies are not within Infiniti's or Sirius XM Connected Vehicle Services Inc.'s control. Certain vehicle services, including Google® compatible services, provided by independent companies are not within Infiniti's or SiriusXM's control and are subject to change without notice or liability to Infiniti, its affiliates and agents or SiriusXM. Like other devices that rely on network coverage, once the network service is discontinued, Infiniti Connection Plus services will not function without equipment replacements, upgrades, or alternative network coverage, which neither Infiniti nor Sirius XM can guarantee. Infiniti and Sirius XM are not responsible for associated costs that may be required for continued operation due to cellular network turndown or discontinuation (including equipment upgrades, if available, or roaming charges on alternative networks). Complimentary one-year subscription to Infiniti Connection Plus begins on your date of enrollment (you must enroll within one year from date of hardware upgrade to receive complimentary subscription). Subsequently, your credit card (if on file) will be charged at the then current subscription rate and your service will renew automatically under the terms of your subscription. Standard text rates and/or data usage may apply. Terms and conditions of Subscription Agreement apply. See www.infiniticonnection.com for more information.

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