

SERVICE CAMPAIGN



INFINITI®

CAMPAIGN BULLETIN

Wireless Apple CarPlay® Update Voluntary Service Campaign

Reference: PC839

Date: October 6, 2021

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	SERVICE COMM Expiration date:	Stop Sale In Effect:
MY2020-21 Q50/Q60	37,588	1,803	October 6, 2021	March 31, 2022	NO
MY2020-21 QX50	41,298	838			
MY2020-21 QX80	27,062	732			

***** Campaign Summary *****

INFINITI is conducting a Client Service Initiative to provide a free Infotainment software update, which includes **Wireless Apple CarPlay®** until **March 31, 2022**. The update will bring the vehicle's software to current production level, improve system overall performance, and enable you to use Apple CarPlay® wirelessly! For more information on Apple CarPlay®, please refer to: [INFINITI Apple CarPlay® Features & FAQs](#)

INFINITI's InTouch system is designed to improve the driving experience. Your vehicle is already equipped with Apple CarPlay® to enhance your iPhone user experience with iOS13 and later, but it currently requires a USB cord connection to your phone to use. The CarPlay® dashboard takes things you want to do with your iPhone while driving and puts them right on the vehicle's built-in display, eliminating the need to remove the iPhone from your pocket or bag.

***** What Retailers Should Do *****

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **PC839**
 - New vehicles in retailer inventory can also be identified by using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to IPSB 15-286 for additional information
2. Retailers should ensure any applicable vehicle has the latest AV control unit software installed, and use **ITB21-022** to update the following software:
 - Enablement of Wireless Apple CarPlay®
 - Stability improvements and "bug" fixes
3. Retailers should submit the applicable warranty claim for the action performed so it can be closed on Service Comm and release the vehicle.

Note: It will be necessary to delete the pairing between the vehicle and the client's phone on both the vehicle and their phone and then reinstall it after the software update. This is necessary to allow Apple's Wireless CarPlay® prompts to be accepted for proper Wireless CarPlay® operation.

Retailers can assist clients with removing and repairing their phone(s) from the vehicle and additional instructions are available on the last page of this bulletin. Please print a copy for the owner if the client refuses your assistance to help with this process.

******* Release Schedule *******

Parts	Update software is now available on ASIST
Special Tools	<ul style="list-style-type: none"> • J-52727-1 (USB-drive) Additional USB drives may be purchased from TechMate @ www.infinititechmate.com or 1-800-662-2001 • CONSULT III
Repair	ITB21-022
Owner Notification	INFINITI will begin sending notifications to owners of all applicable vehicles beginning October 25, 2021 .

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

It is the retailer's responsibility to check Service Comm or DBS National Service History - Open Campaigns using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this client 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 this client service initiative was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

Frequently Asked Questions (FAQ):

Q. Is this a Stop Sale?

A. No.

Q. Is this a safety recall?

A. No.

Q. What is the reason for this Client Satisfaction Initiative?

A. This complimentary software update will bring the vehicle's infotainment software up to current production level, improve system overall performance, and Apple CarPlay® wirelessly.

Q. What happens if I don't have this update performed?

A. The Apple CarPlay® features will not be able to be used wirelessly and the software installed will not match current production levels.

Q. What does this Client Service Initiative involve?

A. Retailers will upgrade the vehicle's infotainment software up to current production level.

Q. Where can I find out more about Wireless CarPlay® features?

A. Please visit: [INFINITI Apple CarPlay® Features & FAQs \(https://www.infiniti.com/intouch/features-apps/apple-carplay.html#:~:text=Infiniti%20InTouch%E2%84%A2%20Apple%20CarPlay,completely%20focused%20on%20the%20road.\)](https://www.infiniti.com/intouch/features-apps/apple-carplay.html#:~:text=Infiniti%20InTouch%E2%84%A2%20Apple%20CarPlay,completely%20focused%20on%20the%20road.)

Q. How long will this software update take?

A. This free update, should take up to one (1) hour to complete. However your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. INFINITI will begin sending notifications to owners of all applicable vehicles beginning **October 25, 2021**.

If a vehicle subject to this client satisfaction activity was part of a retailer trade, the letter associated with that vehicle should be forwarded to the appropriate retailer for upgrade completion.

Q. Are parts readily available?

A. Yes, the software is available for download from ASIST.

Q. Is there any charge for this software update?

A. No, this is a free software update.

Q. Will I have to take my vehicle back to the selling retailer to have this service performed?

A. No, any authorized INFINITI retailer is able to perform this free software update.

For Consumer Affairs: Please inform us of the retailer where you would like to have this update completed.

Q. Do I need to do anything or activate a subscription to use the Wireless Apple CarPlay®?

A. A subscription is not necessary to use this feature. However, in order to ensure proper operation of CarPlay® features, the iPhone being used will need to be removed and repaired to the vehicle. This is necessary to allow Apple's Wireless CarPlay® prompts to be accepted for proper Wireless CarPlay® operation. Please ask your retailer for assistance if needed or refer to <https://support.apple.com/en-us/HT203412> for instructions.

Q. When using Wireless CarPlay®, it is not working as I expected after the update. Where can I find answers?

A. Depending on the model of iPhone and iOS version your phone is running. Troubleshooting tips are available online at apple support at: <https://support.apple.com/en-us/HT210892>.

Q. I have a 2020-21 model year INFINITI Q50, Q60, QX50, and QX80 vehicle, how can I tell if my vehicle is eligible for this free software update?

A. Please give me your vehicle identification (VIN) so that I can check if your vehicle is eligible for this client service initiative.

Q. What model year vehicles are involved in this Client Service Initiative?

A. Certain Model Year 2020-21 INFINITI Q50, Q60, QX50, and QX80 vehicles manufactured between November 5, 2018 to August 18, 2021.

Revision History:

Date	Announcement	Purpose
October 6, 2021	Original Document	New Campaign Announcement

Dear INFINITI Owner,

Your vehicle has been updated to allow you to use Apple CarPlay® wirelessly. To begin using this feature, a few simple steps must be taken first.

1. Delete all paired Apple iPhone devices from the vehicle.
 - a. In the vehicle, press the MENU button (below the lower display).
 - b. Touch the "Connections" key (on the lower display).
 - c. Touch the info icon next the name of the connected device
 - d. Touch "Delete".
 - e. Touch "Yes."
 - f. Repeat steps c - e to delete all devices from the vehicle.

2. Un-pair the vehicle from your iPhone(s).
 - a. On your phone, touch Settings
 - b. Touch Bluetooth
 - c. Touch the info icon next to the device you want to un-pair
 - d. Touch "Forget this Device"

3. Re-pair your iPhone(s) to the vehicle.
 - a. In the vehicle, press the MENU button (below the lower display).
 - b. Touch the "Connections" key (on the lower display).
 - c. Touch "Add New (X/5 Free)"
 - d. Follow the instructions on the "Connect Device" screen. When a PIN appears on the screen, operate the Bluetooth® device to enter/confirm the PIN. And, for any Bluetooth® connectivity issues, reboot the mobile phone or device.