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OWNER'S LETTER

Dear Infiniti Q50 Owner:

Infiniti is committed to providing the highest quality products and client experience. With that in mind, we want to bring to your attention important information regarding an enhancement to your Q50 Infiniti InTouch™ system that will update your vehicle to current production-level software.

REASON FOR 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 your software to current production levels, and is designed to improve the functionality of the Infiniti InTouch™ system, and your overall driving experience.

Enhancements include:

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

WHAT INFINITI WILL DO

To ensure your continued satisfaction and confidence in your Q50, your authorized Infiniti retailer will perform the Infiniti InTouch™ system software update **at no cost to you for parts or labor**. This enhancement should take approximately 2 hours to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.

WHAT YOU SHOULD DO

Please contact your Infiniti retailer at your earliest convenience in order to set an appointment to complete the software update. Please bring this notice with you to your service appointment. We understand your time is valuable so your retailer will work with you to make the update as convenient as possible.

After your vehicle has the system update installed, you will need to download the Infiniti InTouch App from the Apple App or Google Play Stores to your smart phone to fully utilize the App features in your vehicle.

On behalf of everyone at Infiniti, thank you for being part of our family. We are truly excited for you to experience the enhanced driving experience and additional functionality this enhancement will deliver.

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

- Call 1-800-662-6200 or
- Visit <http://www.infinitiusa.com/intouch>.



Infiniti InTouch Apps Quick Start Guide

1. DOWNLOAD THE INFINITI INTOUCH™ APP

Using your iPhone® or Android®, search for Infiniti InTouch in the App Store or Google Play Store to access Infiniti InTouch Apps for your vehicle.

2. ENROLL WITH INFINITI INTOUCH APPS

Enrollment is easy. From the Infiniti InTouch App, either login using your current Infiniti Owner Portal account information, or create a new account. Once you are enrolled, follow the prompts to add your vehicle to the App. You're almost there!

3. CHOOSE THE MOBILE APPS YOU WANT TO USE

From the Infiniti InTouch App, go to the "Manage My Apps" page and select the apps you want to use in your vehicle. Some apps may require you to login to your account before using.

4. CONNECT YOUR PHONE TO YOUR INFINITI

Use Bluetooth® to pair your Android, or use the USB port to connect your iPhone. You will see a green connected car icon on your app when connection has been established.

5. START ENJOYING INFINITI INTOUCH APPS

Your phone is connected to your vehicle, you're enrolled in Infiniti InTouch Apps, and you've enabled the Mobile Apps you want to use. Now all that is left to do is enjoy the drive and experience Infiniti InTouch Apps.

Tips and Tricks

- **PIN protect your Email and Calendar apps if you don't want any other drivers to be able to view this information** – emails and appointments are accessible in the vehicle regardless of connection. To completely delete emails and appointments from your vehicle, you must delete the account they are associated with.
- When you get started, you'll need to **move apps to your main screen in your vehicle**. You can do that through "App Garage" and then choosing "App Garage Settings".
- You can **drag and drop icons and arrange your screens so that the apps and features you use most frequently are convenient to you**. Do this by holding down an icon until an X appears and then move it to your desired location.

Available Infiniti InTouch Apps



For more information visit
InfinitiUSA.com/InTouch or call
1-800-662-6200

Driving is serious business. Only use Infiniti InTouch Apps™ services when safe to do so. Subscription Agreement required. Compatible smartphone required. Late availability. May require retailer service visit or software upgrade to activate. Not all app features are available for all models. Like any computer, processing speed may vary and system response delay or system reset may occur intermittently. Never program while driving. GPS mapping may not be detailed in all areas or reflect current road regulations. Cellular network not available in all areas. Cellular network, apps, and services, including Google® services, are provided by independent companies not within Infiniti's control and may require subscription and owner consent to activate. Should provider terminate/restrict service, service may be terminated without notice or liability to Infiniti and/or its agents. Infiniti not responsible for any equipment or app replacement/upgrades, or associated costs, that may be required for continued operation. Terms and conditions of Subscription Agreement apply. 48 mo. trial period starts on vehicle sale date; subsequently a paid subscription is required at the then current rate. Standard text rates and/or data usage may apply. See retailer and www.infinitiusa.com/intouch/support for details.

Email, Calendar, and connectivity to the App Garage to download or update Vehicle Apps requires internet connectivity through an active Smartphone Apps subscription to function. Some Vehicle Apps require the InTouch App installed and logged in with an active account to function.

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