

# SERVICE CAMPAIGN



INFINITI

EMPOWER THE DRIVE

## CAMPAIGN BULLETIN

### Disabling the 2G TCU

### Voluntary Service Campaign

Reference: P7331

Date: July 14, 2017

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2013-16 QX56/QX80	48,972	15	July 14, 2017	<b>NO</b>
2013-16 JX35/QX60	111,801	80		
2013-16 M37/M56/Q70	23,850	30		
2014-15 Q50	78,036	37		

#### \*\*\*\*\* Campaign Summary \*\*\*\*\*

Infiniti is conducting a Voluntary Service Campaign to disable (turn off) the 2G Telematics Control Unit ("2G TCU"). The subject QX56/QX80, JX35/QX60, M37/M56/Q70, and 2014-15 Q50 vehicles are equipped with Continental GEN1 TCU devices transmitting at 2/2.5G (GSM/GPRS/UMTS) frequencies and are designed to work with 2G cellular service. The 2G cellular service is no longer active in the United States. The subject 2G TCUs are no longer connected to telematics services and no longer perform any function in the affected vehicles. This campaign is being performed out of an abundance of caution to help safeguard against potential cybersecurity issues.

- All eligible vehicles that enter the service department for any reason should have the subject 2G TCU deactivated. This campaign will be performed at no charge to the client for parts and labor.
- Vehicles that have been upgraded to 3G TCUs are not subject to this campaign.
- For clients interested in the 3G TCU upgrade as opposed to deactivation, please refer to ITB17-007 (PC451, PC452, or PC454)

#### \*\*\*\*\* What Retailers Should Do \*\*\*\*\*

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm I.D. **P7331**
  - New vehicles in retailer inventory can be also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
  - Refer to IPSB 15-286 for additional information
2. Retailers are requested to remedy any affected vehicles in retailer new or pre-owned inventory to ensure client satisfaction.
3. Retailers should use **ITB17-041** to disable the 2G TCU, for any vehicles subject to this campaign.
  - Service Consultants should verify which TCU the vehicle is equipped with during repair order creation
    - Steps for TCU identification are included in ITB17-041 on page 2
    - **Retailers should not disable 3G TCUs**

- Clients may also elect to upgrade to a 3G TCU. A co-pay may apply. Please refer to announcement for campaign IDs PC451, PC452 or PC454 for additional details.
  - Retailers do not need to disable client's 2G TCU if electing to upgrade. Instead, retailers should forward a copy of a completed repair order for the 3G TCU upgrade to [campaignannouncements@nissan-usa.com](mailto:campaignannouncements@nissan-usa.com) and request manual closure of campaign ID P7331.

4. Once repaired, retailers should submit the claim, using the claims coding provided, and release the vehicle.

**\*\*\*\*\* Release Schedule \*\*\*\*\***

<b>Parts</b>	Retailers will disable the 2G Telematics Control Unit ("2G TCU") <ul style="list-style-type: none"> <li>• Parts should not be required for this activity</li> </ul>
<b>Special Tool</b>	<ul style="list-style-type: none"> <li>• CONSULT III</li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• ITB17-041</li> </ul>
<b>Owner Notification</b>	All eligible vehicles that enter the service department for any reason should have the subject TCU deactivated. Retailers should make clients aware of this action if any affected vehicle should enter the service drive.

**\*\*\*\*\* 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 which for any reason enters the service department.

**Frequently Asked Questions (FAQ):**

**Q. Is this a Stop Sale?**

A. No.

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

A. No, all eligible vehicles that enter the service department for any reason should have this campaign performed.

**Q. What is the reason for this Voluntary Service Campaign?**

A. The subject Infiniti QX56/QX80, JX35/QX60, M37/M56/Q70, and Q50 vehicles are equipped with Continental GEN1 Telematics Control Unit (TCU) devices transmitting at 2/2.5G (GSM/GPRS/UMTS) frequencies and are designed to work with 2G cellular service. The 2 G cellular service is no longer active in the United States. The subject TCUs are no longer connected to telematics services and no longer perform any function in the affected vehicles. **This campaign is being performed out of an abundance of caution to help prevent cybersecurity issues.**

**Q. What will be the corrective action?**

A. Retailers should disable the 2G Telematics Control Unit (TCU), for any vehicles subject to this campaign.

**Q. What is the difference between this activity and the 3G Telematics Control Unit (TCU) upgrade Client Satisfaction Initiative?**

A. Interested clients continue to be eligible for previously offered 3G TCU upgrade. This campaign is intended for clients that have not upgraded to 3G and are not interested in telematics service. The purpose of this campaign is to deactivate idle 2G TCUs to help prevent potential cybersecurity issues.

If clients are interested in an upgrade to 3G TCU, please refer to announcement for campaign IDs PC451, PC452 or PC454 for additional details.

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

A. This service, which is conducted at no charge to you for parts and labor, should take approximately 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. How will vehicle owners be notified?**

A. Infiniti is asking retailers to inform affected clients of this action. All eligible vehicles that enter the service department for any reason should have the subject Telematics Control Unit (TCU) deactivated.

**Q. Are there parts readily available?**

A. No parts are necessary for this campaign.

**Q. I did not receive a letter, how can I tell if my vehicle is affected?**

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this Voluntary Service Campaign.

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

A. Yes.

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

A. No, please check with your retailer for alternate transportation availability and further details.

**Q. Is there anything owners can do to mitigate the condition?**

A. Yes. Eligible clients (<https://www.infiniti.com/recalls-vin>) are encouraged to schedule an appointment with their retailer, at their earliest convenience, to have their 2G Telematics Control Unit (TCU) disabled at no cost.

**Q. Is there any charge for this update?**

A. No, the 2G Telematics Control Unit (TCU) deactivation will be performed for the client free of charge for parts and labor.

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

A. No, any authorized Infiniti retailer is able to perform this Voluntary Service Campaign.

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

A. Certain 2013-16 QX56/QX80, JX35/QX60, M37/M56/Q70, and 2014-15 Q50 vehicles equipped with a 2G Telematics Control Unit (TCU) are potentially affected.

**Q. How many vehicles are involved in this first service campaign?**

A. Approximately 300,000 Infiniti vehicles in the United States are affected.

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

A. Yes, approximately 45,000 Nissan LEAF vehicles in the United States are eligible for this 2G Telematics Control Unit (TCU) deactivation.