



INFINITI

EMPOWER THE DRIVE

CAMPAIGN BULLETIN

2G Telematics Hardware Replacement Client Satisfaction Initiative

Reference: PC451, PC452, PC454

Date: October 12, 2018

Attention: Retailer Principal, Sales, Parts and Service Managers

UPDATE October 12, 2018
Please discard earlier versions of this bulletin.

The announcement from February 17, 2017 has been revised to include:

- ~397 retailed vehicles have been added to campaign ID PC454

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2013 M37, M56, JX35, QX56	NA	NA	September 2, 2016	NO
2014-15 & certain 2016 Q70, QX60, & QX80			November 3, 2016	
2014-15 Q50				

***** Client Satisfaction Initiative Summary *****

On February 26, 2016 INFINITI announced that it was sending a reminder notification to clients affected by AT&T's planned discontinuation of the 2G cellular network. In June 2016, INFINITI communicated instructions to retailers to update new vehicles in their inventory with 3G compatible telematics control units.

INFINITI will be making 3G compatible hardware updates available to owners of affected vehicles as identified above. This upgrade may require an owner to make a co-payment. Please refer to the chart provided on page two to determine if an owner co-pay is required. This client satisfaction initiative includes both the hardware upgrade and a complimentary one-year subscription to INFINITI Connection Plus telematics service for PC451 and PC452; this does not apply to PC454 (see page two for details).

Note: Vehicle eligibility will be viewed on the second page of Service Comm (except PC454). This activity is not displayed on the main page of Service Comm because it is optional for clients to participate.

```

11/02/16 14:29:58          SERVICE - COMM
PRIMARY DATA             SERVICE BULLETINS
                          NMC MODEL: 91216      VIN:
                          AUTOMATIC EMISSIONS CERTIFICATION: 50 STAT
MANUFACTURE DATE: 03/10/16 PLANT: TOCHIGI
-----REF----- --POSTED-- -----DESCRIPTION-----
PC451      2016-10-10  2G TELEMATICS UPDATE TO 3G COMPATIBLE CONTROL UNITS
APPLIED REMARKS:    VEHICLE MUST HAVE NAVIGATION; CHECK REPAIR HISTORY FOR
                    PREVIOUS UPGRADE. UPDATE INCLUDES 1 YR SUBSCRIPTION TO
                    INFINITI CONNECTION PLUS SVC. $299 CLIENT CO-PAY IS REQ
    
```

11/02/16 14:39:50	S E R V I C E - C O M M		CICSWB06
PRIMARY DATA	SERVICE BULLETINS		
	NMC MODEL: 91216	VIN:	
	AUTOMATIC EMISSIONS CERTIFICATION: 50 STAT		
MANUFACTURE DATE: 03/10/16	PLANT: TOCHIGI		

---REF---	---POSTED---	-----DESCRIPTION-----	
PC452	2016-10-10	2G TELEMATICS UPDATE TO 3G COMPATIBLE CONTROL UNITS	
APPLIED REMARKS: VEHICLE MUST HAVE NAVIGATION; CHECK REPAIR HISTORY FOR PREVIOUS UPGRADE. UPDATE INCLUDES 1 YR SUBSCRIPTION TO INFINITI CONNECTION PLUS SVC.\$149 CLIENT CO-PAY IS REQ			

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

1. Verify if vehicles are affected by this client satisfaction initiative using Service Comm I.D. PC451, PC452, which can be found on the second page, or PC454 on the main page.
2. The PC451 and PC452 notice on page two of Service Comm is not VIN specific and does not disappear after a vehicle has been upgraded. Service Consultants should verify if the vehicle is still eligible for an upgrade before informing a client. Vehicles not equipped with NAVI are not eligible as they are not equipped with TCUs.

Verify applicability using one of the following methods:

1. Check vehicle service history for previous repair (PC451, PC452, or PC454).
2. Check the TCU ID number on the vehicle information screen. If the TCU ID begins with something other than **202****, it is a 3G TCU and does not require an update.

For the QX60, Q70, and QX80:

To identify if the vehicle has a 2G or a 3G TCU, complete the following steps on the head unit:

1. Press the hard button labeled Setting/Info.
2. Press the "Others" soft button on the center display screen.
3. Press the "INFINITI Connection" soft button.
4. Press "Unit ID information".
5. If TCUID starts with " 2021-1" it is a 3G device.
6. If TCUID starts with " 2021-0" it is a 2G device.

For the Q50:

To identify if the vehicle has a 2G or a 3G TCU, complete the following steps on the head unit:

1. Press the soft (on-screen) button labeled Setting.
2. Press the ">" soft button on the center display screen.
3. Press the "In-Touch Services" soft button on the center display screen.
4. Press "Unit ID information".
5. If TCUID starts with " 2021-1" it is a 3G device
6. If TCUID starts with " 2021-0" it is a 2G device

Note: As indicated above, TCU IDs that begin with something other than 202** are 3G TCUs and do not require an update.

3. If applicable, retailers should ensure clients are informed of this 3G upgrade option when bringing their vehicle in for service **and that clients understand a co-pay may be involved.**
4. Retailers must obtain client approval in advance of the upgrade being performed. If client approves, update the vehicle using the procedure included with this announcement.

MODEL	MODEL YEAR	CO-PAY AMOUNT	PNC
M37, M56, JX35, QX56	2013	\$299	PC451
Q50, Q70, QX60, QX80	2014		
Q50, Q70, QX60, QX80	2015-2016*	\$149	PC452
		\$0	PC454**

*Only certain 2016 model year vehicles are affected (2016 Q50 are all equipped with 3G TCUs from the factory)

** PC454 applies to new vehicle inventory service action released June 29, 2016 and specific retailed units.

Please refer to the 3rd bullet (●) below for additional details

- If a client elects to have a 3G compatible Telematics Control Unit installed, the retailer is responsible for collecting the co-pay from the client
- Upon completion of the installation of the 3G hardware, retailers will file a warranty claim for the parts and labor
 - Retailers will initially be paid for the full amount of the claim
 - INFINITI will subsequently debit the retailers Non Vehicle Account for the amount of the co-pay they collected from the client
 - Retailers will be able to view debits on their monthly Retailer Claims Status Reports
- PC454 applies to vehicles that were subject to the retailer service action, but were retailed before the update was performed and specific retailed units. PC454 will display on the main page of Service Comm
 - These vehicles will not require a client co-pay nor will retailers receive a claims debit. These owners will only receive a six (6) month INFINITI Connection Plus complimentary trial upon installation of the 3G hardware; they will not receive the complimentary one (1) year subscription to INFINITI Connection Plus telematics services included on PC451 & PC452.
 - Retailers should still acquire client approval to install the 3G compatible Telematics Control Unit prior to performing the update
 - Retailers should continue to perform PC454 on applicable vehicles

5. For PC451 and PC452, clients must confirm their participation in the complimentary one (1) year INFINITI Connection Plus subscription on the INFINITI Owner Portal after installation of the 3G compatible hardware. Please provide clients with a copy of the login instructions provided with this announcement. If possible, retailers should assist clients with this process.

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

Parts	<ul style="list-style-type: none"> • INFINITI provided an initial supply of non-Q50 parts to all retailers <ul style="list-style-type: none"> ○ Parts began arriving on September 6, 2016 • 283B0-3JA6C is the part number being used for all vehicles, except Q50 <ul style="list-style-type: none"> ○ This part supersedes the previous parts (283B0-3JA6A & 2830-3JA5A). Retailers may continue to use the previous parts until existing stock is exhausted. • 283B0-3JA7A is used for Q50 <ul style="list-style-type: none"> ○ These parts are not restricted and can be ordered through normal process
Repair	<ul style="list-style-type: none"> • ITB17-007
Owner Notification	INFINITI began notifying owners of potentially affected vehicles in September, 2016 via U.S. Mail. Q50 Owners were notified in November, 2016 . The additional 397 owners recently added to PC454 will be notified in October 2018 .

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

It is the retailer's responsibility to check SERVICE COMM using the appropriate Campaign I.D. for the status on each vehicle falling within the range of this client satisfaction initiative which for any reason enters the service department. If a VIN subject to this client satisfaction activity was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for upgrade completion.

Frequently Asked Questions (FAQ):

Q: What is the reason for this client satisfaction activity?

A: AT&T discontinued its 2G cellular network coverage on December 31, 2016. Like all cellular-equipped devices designed to connect to the 2G cellular network, INFINITI models with a 2G-compatible telematics control unit (TCU) are unable to use or receive services from that device after December 31, 2016. Without an upgrade to the TCU, INFINITI Connection™ features will not be available after that time. Also, AT&T stopped accepting new enrollments on the 2G network on July 1, 2016. If an affected vehicle has not had a hardware upgrade and was not enrolled in INFINITI Connection™ before June 30, 2016, then it will not have access to the available INFINITI Connection™ features, including Emergency Calling and Automatic Collision Notification, until the upgraded hardware is installed.

Q: What is 2G cellular network access?

A: 2G refers to "2nd Generation" digital cellular telephone technology; it is the name of a specific network that mobile telephone equipment uses to provide connectivity.

Q: Which vehicles have 2G compatible TCUs?

A: The following models equipped with navigation have 2G-compatible TCUs:

- 2013 INFINITI M37/M56, JX35 and QX56
- 2014-16 INFINITI Q50
- 2014-15 and some 2016 INFINITI Q70, QX60 and QX80

Q: What happens if I do not replace the TCU?

A: Once the 2G cellular network is discontinued, the TCU will no longer be able to access the INFINITI Connection™ features, including Emergency Calling and Automatic Collision Notification, without a hardware upgrade. New vehicles sold after June 30, 2016 will not be able to be enrolled in the complimentary trial for INFINITI Connection™ until the hardware has been upgraded to be compatible with the 3G cellular network.

Q: Will the new TCU hardware work with the 4G cellular network?

A: No. The new TCU hardware is designed to connect to the current AT&T 3G cellular network technology.

Q: Why is INFINITI using 3G technology rather than 4G?

A: INFINITI has studied how to integrate newer technology into your vehicle and developed solutions aimed at delivering a hardware update option with the least inconvenience to clients. The 3G network is supported throughout the U.S. by AT&T. However, INFINITI has no control over availability of any cellular network.

Q: How much will the replacement TCU cost?

A: Clients are asked to participate in the cost of the parts and labor to upgrade the TCU. The client co-pay amount varies by model year and is listed in the chart below. INFINITI will cover the balance of the upgrade cost and include a complimentary one (1) year subscription to INFINITI Connection Plus telematics services (PC451 & PC452 only). PC454 will receive a complimentary six (6) month trial to INFINITI Connection Plus telematics services. The INFINITI Connection Plus telematics services subscription retail cost is \$300/year.

MODEL	MODEL YEAR	CO-PAY AMOUNT	PNC
M37, M56, JX35, QX56	2013	\$299	PC451
Q50, Q70, QX60, QX80	2014		
Q50, Q70, QX60, QX80	2015-2016*	\$149	PC452
		\$0	PC454**

*Only certain 2016 model year vehicles are affected (2016 Q50 are all equipped with 3G TCUs from the factory)

** PC454 applies to new vehicle inventory service action released June 29, 2016 and specific retailed units.

Q: A client has a 2G-equipped INFINITI and is enrolled in INFINITI Connection™. Why do they have to pay for a replacement TCU (PC451 & PC452 only)?

A: The discontinuation of the 2G cellular network is outside of INFINITI's control. The INFINITI Connection™ subscription agreement states that clients are responsible for any hardware upgrades due to changes in telecommunication systems. However, INFINITI is including a complimentary one (1) year subscription to INFINITI Connection Plus telematics service when an owner elects to upgrade to a 3G compatible TCU. A one (1) year subscription to INFINITI Connection Plus telematics service is currently valued at \$300/year, which is more than the

owner co-pay for this client satisfaction initiative. The one (1) year subscription will be added to any remaining time currently on an owner's trial enrollment. If the client already has a paid subscription on their 2G equipped vehicle, the current subscription will be cancelled and a pro-rated refund will be sent to the owner after the new 3G compatible TCU upgrade is completed.

Q: Will the SOS button in the vehicle still work?

A: If an owner of an affected vehicle enrolled in an INFINITI Connection service trial or subscription prior to June 30, 2016, then the SOS button in the vehicle will work through the service trial or subscription period as long as the vehicle's telematics hardware is connected to the cellular network. If an owner of an affected vehicle did **not** enroll in an INFINITI Connection™ service trial or subscription prior to July 1, 2016, then the SOS button in the vehicle will not function until the TCU is upgraded.

Q: Will my vehicle's navigation system feature be affected by the discontinuation of the 2G cellular network?

A: No. If your vehicle is equipped with an INFINITI Navigation system, the navigation system is unaffected by the discontinuation of AT&T's 2G cellular network.

Q: What will be the service department action?

A. If an owner elects to upgrade to a 3G compatible TCU and agrees to pay the applicable co-pay, the retailer's service department should install the 3G hardware using the procedure accompanying this announcement (see instructions after FAQ).

Q: How long will the upgrade take?

A. The upgrade will typically take under two (2) hours to complete.

Q: When will vehicle owners be notified?

A. INFINITI began notifying owners of potentially affected vehicles in **September, 2016** via U.S. Mail. Affected Q50 owners were notified in **November, 2016** via U.S. Mail. The additional 397 owners recently added to PC454 will be notified in **October 2018**.

Owners may contact INFINITI Owner Services at 855-444-7244 to verify if their vehicle is affected by this issue.

Q: Are parts readily available?

A. Yes. Parts were automatically shipped to retailers and began arriving on September 6, 2016. Retailers can order parts as needed through the normal process; parts are not restricted.

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

A. INFINITI may provide a courtesy vehicle for the client to use while their vehicle is being serviced. Courtesy vehicles are subject to availability and not guaranteed. Please check with your retailer for availability and further details.

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

Q. Does this issue affect any other INFINITI (or Nissan) models?

A. Model year 2011-2015 Nissan LEAF vehicles are also affected.

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

A. Please provide your vehicle identification number (VIN) to the retailer so that the retailer can check if your vehicle is included in this campaign. Clients may also contact INFINITI Owner Services at 855-444-7244 to verify if their vehicle is affected by this issue.

Retailer Service Questions:

Q. What does Sirius XM need in order to complete a TCU Swap?

A. The retailer should have the original (old) IMEI number, VIN, and the new TCU IMEI number available when calling to activate the new TCU. Retailers will also need to have the model, model year, sales country (i.e. USA), and marketing color name of the vehicle available.

Q. Does an owner need to do anything after the TCU is swapped?

A. Owner instructions are provided after these FAQ and before the technician procedure. Owners must follow these instructions to confirm their participation in the complimentary trial for INFINITI Connection Plus telematics service. If possible, we recommend retailers assist clients with completing this confirmation process. The instructions are on their own page, so they can be printed for the client to take with them for completion at a later time. INFINITI Connection Plus telematics service will not begin until the confirmation process has been completed.

Q. Is it possible to identify if a vehicle has a 2G or 3G TCU without removing the TCU?

A. For the **QX60, Q70, and QX80:**
To identify if the vehicle has a 2G or a 3G TCU, complete the following steps on the head unit. If the TCU ID begins with something other than **202****, it is a 3G TCU and **does not** require an update.

1. Press the hard button labeled Setting/Info.
2. Press the "Others" soft button on the center display screen.
3. Press the "INFINITI Connection" soft button.
4. Press "Unit ID information".
5. If TCUID starts with " 2021-1" it is a 3G device.
6. If TCUID starts with " 2021-0" it is a 2G device.

For the **Q50**:

To identify if the vehicle has a 2G or a 3G TCU, complete the following steps on the head unit:

1. Press the soft (on-screen) button labeled Setting.
2. Press the ">" soft button on the center display screen.
3. Press the "In-Touch Services" soft button on the center display screen.
4. Press "Unit ID information".
5. If TCUID starts with " 2021-1" it is a 3G device
6. If TCUID starts with " 2021-0" it is a 2G device

Note: As indicated above, TCU IDs that begin with something other than **202**** are 3G TCUs and **do not** require an update.

Q. What if the 2G or 3G TCU part is missing the IMEI (International Mobile Equipment Identity) number that is used to identify the TCU?

A. The IMEI number can be found on the label adhered to the TCU part. If this label is missing or is not legible, you can use the SIM ID/ICCID instead. The SIM ID/ICCID is located on the head unit "Unit ID" screen, you can locate this screen by following the steps in the question above. You will need to locate this number prior to calling the SiriusXM agent to deactivate the 2G TCU and activate the 3G TCU.

Retailers will also need to have the model, model year, sales country (i.e. USA), marketing color name of the vehicle and VIN available.

Q. Is there a matrix for which vehicles are equipped with TCUs?

A.

Model	TCU Type by Model Year				
	2013	2014	2015	2016	2017
Q50	N/A	2G	2G	3G	3G
Q60	N/A	N/A	N/A	N/A	3G
M/Q70	2G	2G	2G	2G/3G	3G
QX30	N/A	N/A	N/A	N/A	3G
JX35/QX60	2G	2G	2G	2G/3G	3G
QX56/QX80	2G	2G	2G	2G/3G	3G

Q. Who can I call with Telematics system specific questions?

A. Contact the INFINITI Connection / INFINITI InTouch Services call center @ 855-444-7244. The call center is operational between 8AM-12AM EST Monday through Saturday.

Q. Can the 283B0-3JA6C part number be used on all INFINITI models?

A. No. The 283B0-3JA6C part number can only be used on:

- 2013 INFINITI M37/M56, JX35 and QX56
- 2014-2016 INFINITI Q70, QX60 and QX80

Q. Which part should be used on Q50 models?

A. The 283B0-3JA7A part number can only be used.

Q. May a retailer offer retailer paid goodwill to cover the cost of a client's co-pay for this upgrade?

A. The retailer is responsible for collecting the copay from an owner electing to upgrade to a 3G compatible TCU and may choose to not collect co-pays as service to their clients. INFINITI will debit a retailers non-vehicle account for each claim submitted when a co-pay applies.

Q. Will INFINITI cover an owner's co-pay using factory goodwill?

A. No. Factory goodwill will not cover a co-pay for owner's electing to upgrade to a 3G compatible TCU.

Revision History:

Date	Announcement	Purpose
September 2, 2016	Original	New customer satisfaction initiative announcement
November 3, 2016	Revision 1	Procedure and parts information now available for 2014-15 Q50 and service procedure reminder for vehicles identified on page two of service comm.
January 3, 2017	Revision 2	New part numbers available
February 17, 2017	Revision 3	TSB now available
October 12, 2018	Revision 4	~397 vehicles added to PC454

Login instructions for the INFINITI Owner portal are on the next page.

INFINITI Owner Portal Login and INFINITI Connection Subscription Confirmation Instructions:

Owners must follow these instructions to confirm their participation in the complimentary trial for INFINITI Connection Plus telematics service.

1. Log onto the INFINITI Owner Portal, if not already enrolled, the client will need to create an account and add their vehicle to their personal garage, then click on the **INFINITI Connection** button.
2. The client will be directed to the INFINITI Connection web portal where they should click the **"Enroll Now"** button.
3. The primary subscriber tab will open and be pre-populated if the client was previously enrolled in INFINITI Connection, otherwise, the client will need to enter their 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 the client may elect to automatically renew after the complimentary subscription by providing payment information, then click **"Next"**.
5. The client will be presented with their selection summary and asked to confirm the Terms & Conditions of participation. This will complete the confirmation and services will be active.
6. If the client has not already done so, assist the client in downloading the INFINITI Connection companion app from either the App Store or Google Play.
7. For assistance with this process, you and your clients can contact INFINITI Owner Services at 1-855-444-7244.