



## CAMPAIGN BULLETIN

### Expiration Notification – 2G Telematics Hardware Replacement Retailer Announcement

Reference: PC451, PC452, PC454

Date: December 22, 2020

Attention: Retailer Principal, Sales, Parts and  
Service Managers

| Campaign ID | Affected Models/Years:           | Affected Population : | Retailer Inventory: | SERVICE COMM Expiration date: |
|-------------|----------------------------------|-----------------------|---------------------|-------------------------------|
| PC451       | 2013 M37, M56, JX35, and QX56    | N/A                   | N/A                 | December 22, 2020             |
| PC452       | 2014 Q50, Q70, QX60, and QX80    |                       |                     |                               |
| PC454       | 2015-16 Q50, Q70, QX60, and QX80 |                       |                     |                               |

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

In 2016, INFINITI launched a Client Satisfaction Initiative (CSI) that provided clients with an opportunity to update the Telematics Control Unit (TCU) in vehicles equipped with a TCU designed to connect to the 2G cellular network. AT&T stopped accepting enrollments on the 2G cellular network, and discontinued its 2G cellular network coverage on December 31, 2016. Once the 2G cellular network was discontinued, there was no access to the INFINITI Connection features without a TCU hardware upgrade.

Because AT&T will shut down its 3G network on December 31, 2021, INFINITI is discontinuing this Client Satisfaction Initiative to upgrade from 2G to 3G compatible hardware **effective immediately**. 3G services will continue to be provided until **December 31, 2021**.

Vehicles equipped with a TCU that connects to the 3G cellular network will have no access to the INFINITI Connection features, including Emergency Calling and Automatic Collision Notification after that time.

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

1. Service Comm will deactivate **PC451, PC452 and PC454** on any VINs on **December 22, 2020**. No further retailer action is required.

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

|                           |   |
|---------------------------|---|
| <b>Repair</b>             | Campaign bulletin <b>ITB17-007</b> has been updated to reflect expiration of this client satisfaction initiative. Please discard older copies.  |
| <b>Owner Notification</b> | INFINITI sent owners notification of this customer service in <b>September 2016</b> , via U.S. Mail.<br><br>INFINITI will notify potentially affected clients of the 3G network services shutdown at a later date as the plans are still being finalized. |

## Frequently Asked Questions (FAQ) :

**Q. AT&T discontinued its 2G cellular network coverage on December 31, 2016. How does this affect my access to INFINITI CONNECTION™?**

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 would 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.

**Q: What is 2G cellular network access?**

A: 2G refers to "2<sup>nd</sup> 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: Will the new TCU hardware work with the 4G cellular network?**

A: No. The 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 will be supported throughout the U.S. by AT&T until December 31, 2021. However, INFINITI has no control over availability of any cellular network.

**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.

**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. When will vehicle owners be notified?**

A. INFINITI began notifying owners of this client satisfaction initiative 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**.

INFINITI will notify potentially affected clients of the 3G network services shutdown at a later date as the plans are still being finalized.

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

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

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

**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 11AM-7PM EST Monday through Friday.