

# **2014 Infiniti Q50 SiriusXM Signal Refresh**

Subject: **2014 Infiniti Q50 SiriusXM Signal Refresh**

Attention: **Retailer Principals, Sales, Parts, and Service Managers**

**\*\*\*\*\* Retailer Announcement \*\*\*\*\***

Infiniti is conducting an update to the SiriusXM software on certain specific MY14 Q50 vehicles. This is a supplemental service action that is required after the IT GEN 5 V50E Update (P3257).

**IMPORTANT: Infiniti asks that Retailers do not sell any 2014 Q50 vehicles in Retailer Inventory until both the IT Gen 5 V50E Update and the SiriusXM Refresh are complete.**

**\*\*\*\*\* Vehicle Identification – Retailer Inventory \*\*\*\*\***

**2014 Infiniti Q50 vehicles** subject to this Retailer Service Action can be identified through SERVICE COMM.

- **Service Comm** – Beginning November 2<sup>nd</sup>, Retailer sales and service departments can complete an inquiry on Service Comm – Campaign I.D. **P3258** – to determine if a vehicle is subject to this Retailer Service Action.
- **VIN List** – As a courtesy, posted with this announcement is a list of Retailer Inventory VINs subject to this service action arranged by region, district, and Retailer Code.

**\*\*\*\*\* Retailer Responsibility \*\*\*\*\***

It is the Retailer's responsibility to check SERVICE COMM – **I.D. P3258** – for the status on each vehicle which is currently in its inventory. Infiniti requires Retailers to perform this procedure on any vehicles in their inventory before they are retailed.

**\*\*\*\*\* What Is Included in this Refresh \*\*\*\*\***

- 1) Makes the SiriusXM Travel Link feature available, which includes:
  - a. Weather information
  - b. Fuel price information
  - c. Sports scores
  - d. Stock Ticker
  - e. Movie Listings

**\*\*\*\*\* Update Instructions \*\*\*\*\***

This product enhancement procedure will be available on ASIST and NNAnet.com.

- ASIST – Go to “Tech Support Info” on the left column of the ASIST opening page. Under “Tech Support Info”, select “Inventory Vehicle Actions”. A new window will open where you may access the technical procedures.
- NNAnet.com – This procedure can be found on NNAnet.com under My Documents in the following categories:
  - Sales>Campaigns>
  - Parts>Campaigns>
  - Service>Campaigns>

**Infiniti Retailers should perform the product enhancement only on vehicles specifically identified in SERVICE COMM.**

Infiniti USA Aftersales  
11/01/13



# RETAILER SERVICE ACTION INSTRUCTIONS

PROCESS NAME:	Q50 Sirius XM Refresh			PNC:	P3258	DATE:	11/01/13
VEHICLE AFFECTED:	2014	INFINITI	Q50			REV:	01

**Notes:**

- IT GEN5 Level 1.9 must be installed prior to this procedure
- Sirius XM Radio requires an active subscription or the free trial period

## Verify SiriusXM Services are Operational

STEP	INSTRUCTION	ILLUSTRATION / REFERENCE	NOTE
1.	Park the vehicle outside with a clear view of the sky		
2.	Turn the ignition ON		
	Push Start/Stop button once with brake pushed <b>OR</b> twice without brake <b>Note:</b> Vehicle may have engine running or READY mode.		
	<b>Keep the transmission in Park and the parking brake set</b>		
3.	Check if SXM features are functioning		
	Locate and select the ' <b>SXM Info</b> ' App on the bottom screen: <ul style="list-style-type: none"> <li>Units with Navigation – SXM Info App can be located by scrolling to the right "&gt;" once</li> <li>Units without Navigation – SXM Info App is located on the main page</li> </ul>		
	Once in the 'SXM Info' App, select the ' <b>Stock Tickers</b> ' option		
	<ul style="list-style-type: none"> <li>If you see this error message               <ul style="list-style-type: none"> <li>Continue to <b>Step 4.</b></li> </ul> </li> <li>If no error message is displayed, refresh is not required and no further action is necessary.               <ul style="list-style-type: none"> <li>Submit Claim</li> </ul> </li> </ul>		



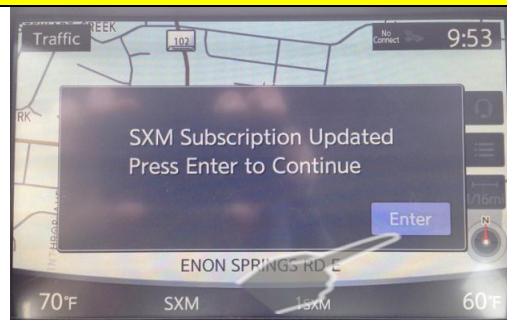
## Refresh SiriusXM Radio

- |    |  |  |
|----|--|--|
| 4. | Turn the radio ON and tune to SiriusXM channel "0"   |  |
| 5. | Write down the 8 digit SiriusXM Radio ID displayed on the screen   |  |
| 6. | Tune to SiriusXM channel "1" and leave the radio ON  |  |
| 7. | Refresh service at <b>www.siriusxm.com/refresh</b> or by calling SXM Automated Activation Hotline at <b>1-855-697-3373</b> |  |

Recommendation: Use any Smartphone or cell phone from the car to initiate the refresh from the website or by calling

Note: The service should be refreshed within 5 minutes

Once the refresh is complete, press 'Enter' on confirmation screen.



SiriusXM Refresh Procedure Complete

For additional SiriusXM Radio information/support, refer to **www.SiriusXmDealer.com** or call Sirius XM Dealer Support at **1-800-852-9696**



# SERVICE ACTION INSTRUCTIONS

(continued)

2014

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## CLAIMS:

Work Order Line Type: "CM" Campaign

Submit claim using the following claims coding:

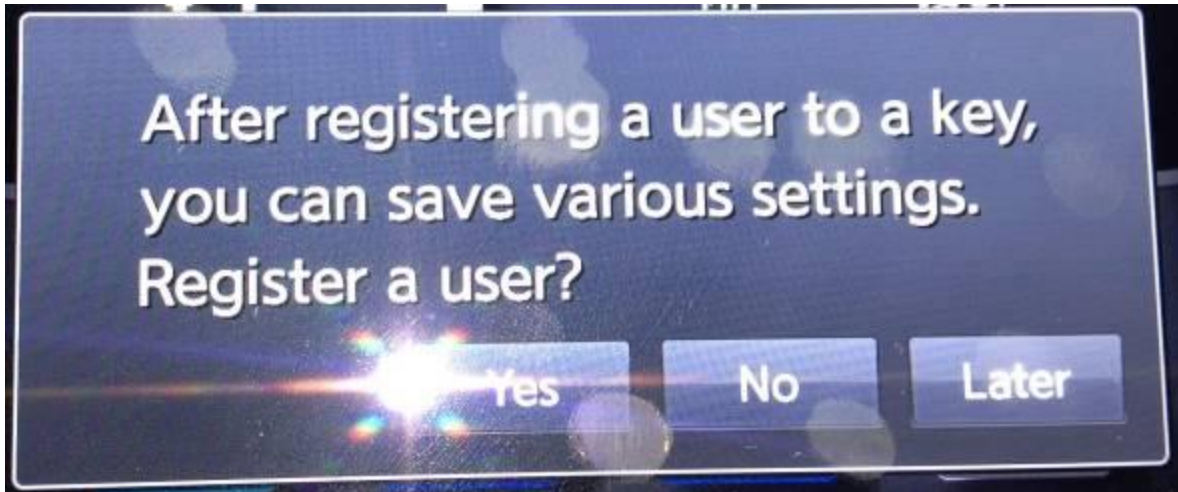
CLAIM DATA	OP Code	FRT	Parts Required	Expense Code	Description
CLAIM TYPE: CM	P32580	0.3	No	Yes	Refresh Sirius XM Signal Feed
PNC: P3258					
SYMPTOM: ZZ					
DIAGNOSIS: 99					

## EXPENSE CODE:

Expense Code	Description	Max. Amount
038	Fuel	\$10.00

## FAQ:

**Q** What do I do if the below screen appears?



**A** Select "Later" and then continue with procedure.