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# After-sales Retailer Support 2014 Q50 Direct Adaptive Steering Voluntary Service Campaign & Infiniti InTouch™ System Update

Reference: P4201, P4202, P4203, P4204, P4205, P4206

Date: January 24, 2014

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

## **Retailer Announcement:**

Infiniti is conducting a Voluntary Service Campaign on certain MY2014 Q50 vehicles to update the Direct Adaptive Steering™ (DAS) system, and to provide an enhancement to the Q50 Infiniti InTouch™ system that will update the vehicle to current production-level software.

## **DAS Service Campaign**

In certain conditions such as freezing outside temperatures or a drop in battery charge at startup, the current DAS system software calibration may switch the system to a manual steering mode that requires a noticeable increase in steering effort and illuminates one or more error messages on the vehicle information display. To help prevent this from occurring, retailers will perform a DAS system diagnostic check, software update, and recalibration. In certain instances, the DAS control units may require replacement.

## **Infiniti InTouch™ System Update**

The planned update to the Infiniti InTouch™ System software will upgrade the software to current production levels, and is designed to improve the functionality of the Infiniti InTouch™ system, and the overall driving experience. Enhancements include:

- Improved iPod USB cable connectivity
- Enhanced SiriusXM® functionality
- Faster steering wheel volume control response

Infiniti is still diligently working on Infiniti InTouch Apps™. When the new feature will be available has not been determined. However, Infiniti will provide more information when it is available. The patience of all our valued customers is greatly appreciated while we give this matter our full and utmost attention.

The applicable campaign bulletins will detail the necessary repair procedure and claims information for both the service campaign and the InTouch system update.

### **Campaign PNC Summary:**

Due to the specific repairs required on each vehicle involved in these campaigns, there are 6 separate PNC's with Campaign Bulletins. The description of each PNC is as follows:

- **Direct Adaptive Steering™ (DAS)**
  - P4201- Reprogram only- ITB14-006
  - P4202- Reprogram and calibration- ITB14-007
  - P4203- Replace 3 control units, reprogram, and calibrate- ITB14-008
  - P4204- Replace 3 control units, reprogram, calibrate, & reset AVM- ITB14-009
- **InTouch™ System Software Update**
  - P4205- Software Update and SiriusXM® Activation Signal Refresh ITB14-004
  - P4206- Software Update- ITB14-005

### **Parts Information:**

The majority of the repairs associated with these service campaigns **will not** require parts. DAS Campaigns (P4203 & P4204) affect ~ 520 vehicles and **will require** a set of three control units.

The control units will be on a parts restriction. Infiniti will send an automatic part shipment to retailers with affected vehicles in inventory or if they are a retailer of record for an affected vehicle that has been retailed. The automated shipment will include all three control units needed for the repair. Shipments for these control units are planned to arrive at retailers by February 3, 2014.

Retailers are requested to **not** submit parts order forms for P4203 & P4204 until **after** they have received their automated shipments. The parts order form will be used to order each control unit.

- P4203 or P4204: the parts order form will need to specify one of each control unit.
- If a specific control unit is required due to a programming error or failure, order only the specific control unit(s) required using the parts order form.

### **Repair Instructions:**

Infiniti has developed Service Campaign Bulletins containing instructions to perform these campaign repairs, part information, and claims information. These instructions are available on ASIST and on NNA.net under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories.

- **Direct Adaptive Steering™ (DAS)**
  - P4201- ITB14-006
  - P4202- ITB14-007
  - P4203- ITB14-008
  - P4204- ITB14-009
- **InTouch™ System Software Update**
  - P4205- ITB14-004
  - P4206- ITB14-005

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*Note: Certain vehicles will be affected by the DAS and InTouch™ System service campaigns. Retailers should address both campaigns accordingly. A vehicle will have a maximum of 2 campaigns applicable (1 DAS and/or 1 InTouch™).*

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### **Vehicle Identification:**

MY 2014 Q50 vehicles subject to these service campaigns can be identified as follows:

- **Service Comm** – Beginning Saturday, January 25th, Retailer sales and service departments can complete an inquiry on Service Comm – Campaign I.D. **P4201, P4202, P4203, P4204, P4205, P4206** – to determine if a vehicle is subject to these service campaigns.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected retailer inventory VINs by region, district, and Retailer Code.

### **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. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in retailer inventory. If a VIN subject to this service campaign was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

### **Owner Notification:**

Clients with vehicles affected by both campaigns will be notified beginning the week of January 27th. Clients with vehicles affected by only the Infiniti InTouch™ System update will be notified beginning February 10, 2014.

Infiniti Aftersales Retailer Support  
1/24/14

### **FAQ – Direct Adaptive Steering**

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

A. Yes. Your Infiniti Q50 is safe and meets all applicable safety standards.

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

A. No, this is a service campaign being conducted for client satisfaction purposes. ***The vehicle will still meet and exceed applicable safety standards and no safety issue exists.***

**Note: There was previously a recall (R1310) issued on Q50 vehicles for a Direct Adaptive Steering™ (DAS) issue. That was a separate, unrelated issue that has already been addressed with the specific vehicles affected.**

**Q. How does this Service Campaign relate to the Safety Recall announced in November 2013?**

A. The recall campaign was due to software installed in 38 vehicles. The subject vehicles received a Direct Adaptive Steering software update that contained an error. Infiniti USA isolated all the affected vehicles and had them repaired.

**Q. What will be the corrective action for the DAS service campaign?**

A. Infiniti retailers will perform a DAS system diagnostic check, software update, and recalibration. In certain instances, your Infiniti retailer may need to replace the DAS control units. All services will be performed at no cost to you for parts or labor. This service should take approximately 2-3.5 hours to complete (depending on the repair), but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.

**Q. What is the reason for this service campaign?**

A. In certain conditions such as freezing outside temperatures or a drop in battery charge at startup, the current DAS system software calibration may switch the system to a manual steering mode that requires a noticeable increase in steering effort and illuminates one or more error messages on the vehicle information display. To help prevent this from occurring, Infiniti will update the DAS software and recalibrate the system.

**Q. Is it necessary to have this service campaign performed on my vehicle if I live in warm temperatures?**

A. Although not every vehicle will experience freezing outside temperatures, Infiniti recommends every client allow an Infiniti retailer to perform the service campaign on their vehicle.

**Q. Are there any parts needed to perform this Service Campaign?**

A. In certain instances, the Infiniti retailer may need to replace the DAS control units.

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

A. MY 2014 Infiniti Q50 vehicles equipped with Direct Adaptive Steering. All Q50 Hybrid models and vehicles equipped with the Deluxe Touring Package (K01) are equipped with Direct Adaptive Steering.

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

A. No. This condition does not affect any other Infiniti (or Nissan) vehicles.

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

A. In most cases, this repair should take less than 2 hours to complete. Some repairs may require up to 3.5 hours for completion, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.

**Q. Why do some vehicles receive different repairs than others?**

A. Some vehicles have been in service and/or received prior repairs. The affected vehicle populations are identified at a VIN level. The appropriate repair is specific to each vehicle based on its manufacturing and repair history. All vehicles will receive the same software, which is the current production level.

**Q. This vehicle has been in for previous repairs to the Direct Adaptive Steering System, why weren't these repairs identified then?**

A. Infiniti is committed to providing the highest quality products and client experience. This Direct Adaptive Steering System is new technology with personalized customization capability. Infiniti continues to refine system performance based on client feedback and actual driving experiences to optimize our entire clientele's driving experiences.

**FAQ – Infiniti InTouch™ System Update**

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

A. No, this is a planned Infiniti InTouch™ System enhancement being offered to enhance system performance and our client's driving experience. ***The vehicle will still meet and exceed applicable safety standards and no safety issue exists.***

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

A. Infiniti retailers will install the software update on identified vehicles and if necessary, refresh the activation signal for SiriusXM® service at no charge to the client for parts or labor.

**Q. What is the reason for the Infiniti InTouch™ System Update?**

A. 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:

- Improved iPod® USB cable connectivity
- Enhanced SiriusXM® functionality
- Faster steering wheel volume control response

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

A. No. This update is not applicable to or necessary for any other Infiniti (or Nissan) vehicles.

**Q. Why did the software change in production?**

A. The system is designed to receive periodic updates. Software may be refined from time to time to optimize performance and ensure continued owner satisfaction.

**Q. Does this software update extend my free-trial period?**

A. The free-trial period is activated upon delivery of your vehicle. The software update does not affect the timing of your free-trial period.

**Q. Are Infiniti InTouch™ functions limited while driving?**

A. Driver distraction regulations may cause certain functions to be unavailable while driving. For example, keyboard entry is only available when the vehicle is stationary.

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

A. This enhancement should take approximately 1 hour to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule. If a client's vehicle is also subject to Direct Adaptive Steering System Service Campaign (P4201, P4202, P4203, or P4204) up to 3.5 additional hours of repair may be required.

**Q. Is it safe to use my vehicle until the repairs can be made?**

A. Yes. Your Infiniti Q50 is safe and meets all applicable safety standards.

**Q. Where can I find more information on Infiniti InTouch™ features and services?**

A. <http://www.infiniti.com/intouch>.

**Q. When I purchased my vehicle, I was told Apps would be available soon. When will I receive Infiniti InTouch Apps™?**

A. Infiniti is still diligently working on Infiniti InTouch Apps™. When the new feature will be available has not been determined. However, Infiniti will provide more information when it is available. The patience of all our valued customers is greatly appreciated while we give this matter our full and utmost attention.