

Classification:

EL14-042a

Reference:

ITB14-043a

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Date:

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## CUSTOMER SATISFACTION INITIATIVE 2014 Q50 AUDIO SOFTWARE UPDATE

This bulletin has been amended. Steps to unlock/lock the SD card and instructions to use the iPod in place of the iPhone and Android devices have been added. The Claims Information has been updated, and some Figures have been clarified. Please discard the previous version of this bulletin.

APPLIED VEHICLE: 2014 Q50 (V37)

NOTE: You MUST use Service Comm to confirm bulletin Applicability.

### SERVICE INFORMATION

As part of Infiniti's commitment to continually improve both the quality and durability of our products, Infiniti is offering owners of the 2014 Q50 the opportunity to have their vehicle's InTouch Audio system software upgraded with a production change that has been incorporated in the Q50 manufactured after their vehicle was produced. With this Q50 Customer Satisfaction Initiative, all Infiniti retailers are authorized to perform this service upgrade at no cost to the customer for parts or labor. This Customer Satisfaction Initiative is intended to improve the overall driving experience, and to add additional features, to maximize the driving experience of Q50 owners.

### REASON FOR SOFTWARE UPDATE

Like many digital devices, the Infiniti InTouch™ system is designed to allow for software updates. This 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:

- App availability
  - Email
  - Calendar
  - Facebook®
  - Google® search
- Improved audio volume control
- Improved system stability

In order to take advantage of Infiniti's Q50 Customer Satisfaction Initiative, Infiniti Q50 owners must contact their Infiniti retailer and schedule a service appointment.

Infiniti is taking this action to ensure Q50 owners have continued satisfaction with their vehicle. Please encourage Infiniti Q50 owners who may be affected by the Q50 Customer Satisfaction Initiative to take advantage of this opportunity to update their Q50 vehicle.

Infiniti Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Infiniti retailer to determine if this applies to your vehicle.

## SERVICE PROCEDURE

The software update required for this procedure is contained on "P4248-ITGEN5 2.0 USB memory stick":

- Each dealer was previously mailed one P4248-ITGEN5 2.0 USB memory stick, free of charge.
- Should you require an additional P4248-ITGEN5 2.0 USB memory stick due to loss or damage, it can be ordered free of charge by contacting Denso Products Services Americas:

By email (preferred method) – [navihelpdesk@densodrive.com](mailto:navihelpdesk@densodrive.com) (make sure to supply your dealer code and shipping address in the email).

By phone – 1-888-285-4236 (ask for navi help desk).



Figure A

- Each dealer has also been shipped one iPod touch® free of charge.
- If additional iPod touch® devices are required, they can be purchased through Tech Mate.

Part number: 676-MGG82LL A



**IMPORTANT:** For vehicles equipped with Navigation, make sure the lock tab on the Map SD card is in the UNLOCKED position (see Figure B), or the software update cannot be performed:

- a. Locate the SD card slot in the center console box and remove the MAP SD card.
- b. **Verify:** Make sure the MAP SD card is UNLOCKED.
- c. Re-insert the SD card and make sure it is locked in. The label on the SD card should not be visible.

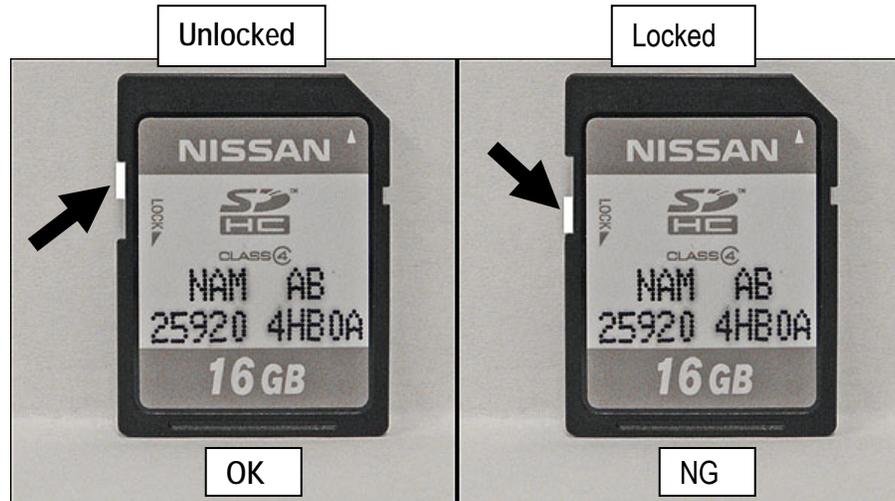


Figure B

## Install Software Update

### CAUTION:

- Do not start the software update if you notice any malfunctions such as a “frozen” screen.
- Make sure the vehicle has at least ¼ tank of fuel before starting the software update.
- Do not stop the engine while updating the software.
- The engine must continue to run while software updates are in process. The update processes can take up to 60 minutes (1 hour), depending on the current software version.
- Make sure the engine hood is open and stays open during the entire procedure.
- Do not press the ignition button (start/stop button) during software updates or damage to the DCU (Display Control Unit) may occur.
- Make sure you are using P4248-ITGEN5 2.0 USB memory stick (see Figure A on page 2).

### NOTE:

- On page 6 (Reset App Data and Settings) of the following procedure; the Clock, Compass, Driving Performance, and Maintenance Note Apps will all be reset to the default factory settings. All user settings will be lost.
- There is an FAQ section at the end of the Service Procedure.
- There are six parts to this software update procedure:
  - Software Update
  - Reset App Data and Settings
  - Head Unit Proxy update
  - Verify Apps Software Update
  - Return vehicle settings to default and remove smartphone from system
  - Verify Software Update

**IMPORTANT:** For Hybrid vehicles it is necessary to open the driver door, and keep it open, to ensure the engine continues running during the entire update process.

## Software Update

1. Turn the ignition ON. (Engine running or READY to drive mode.)
  - Keep the transmission in Park and the parking brake set.
2. Wait for the lower display screen to fully initialize:
  - Wait for the following messages to clear from the bottom of the lower screen:
    - Loading...Please Wait
    - Now Loading All APPS
    - Loading Completed
  - If this pop up screen “After registering...” appears (Figure 1), select Later.
  - When screens are fully initialized, the bottom of the lower screen will show the center dot highlighted; “○○●○○” (See Figure 2).

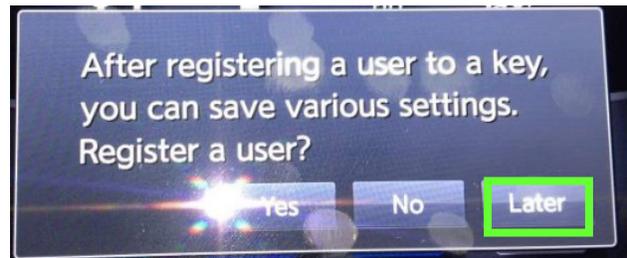


Figure 1

3. Turn the audio system OFF.

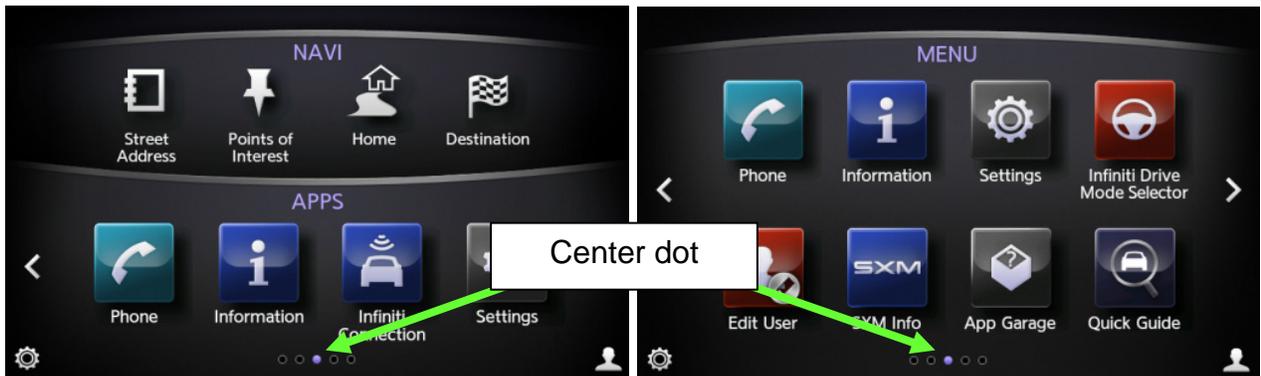


Figure 2

4. Insert the USB memory stick into a USB port.
  - After about 15 seconds the upper display will automatically show the update screen shown in Figure 4.
  - If the screen in Figure 3 appears, this reprogram has already been done. Proceed to and perform Reset the App Data and Settings on page 6.

**NOTE:** Confirm that you are using P4248-ITGEN5 2.0 USB Flash Drive.

- USB ports are located in the center console box.
- Either USB port is OK to use.



Figure 3

5. Select Yes to begin the Software Update.

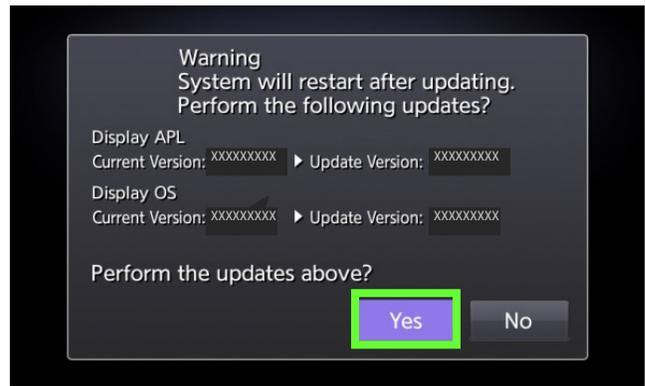


Figure 4

- Confirm the progress bar is shown and starts moving. (The system is now loading the new software into the vehicle.)
- Update time is approximately 60 minutes. It is OK to leave the vehicle unattended while the update is installing.

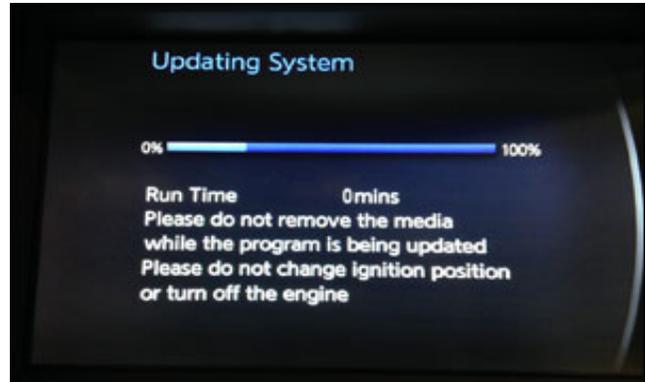


Figure 5

6. Complete the Software Update as follows:
  - a. Confirm the "Program updated" screen is displayed.
  - b. Remove the USB memory stick from the USB port.
  - c. Select Restart.
  - d. Wait for screens to fully initialize; the bottom of the lower screen must show the center dot highlighted; "○○●○○" (Figure 2).

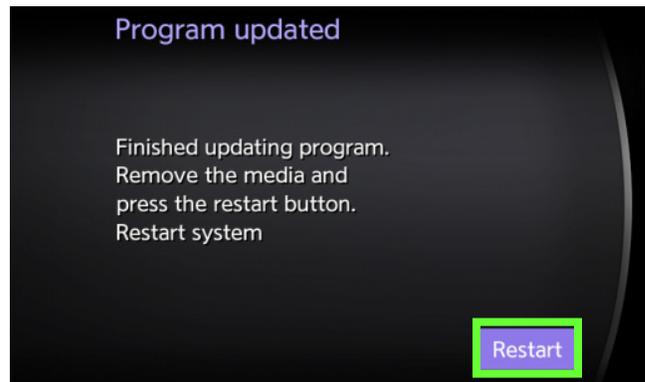


Figure 6

7. Turn the ignition OFF for 60 seconds.

NOTE: The display in the center of the instrument cluster will turn OFF after about 60 seconds.
8. Turn the ignition back ON and allow the display to fully initialize.
  - Center dot highlighted; "○○●○○" as shown in Figure 2.
9. Insert the USB memory stick into a USB port a second time.
  - If the screen in Figure 4 appears, the reprogram has not completed.
    - Perform steps 5 through 9 again.
  - If the screen in Figure 3 appears (displayed for 2-3 seconds), the reprogram has completed.
    - Remove the USB memory stick and turn the ignition OFF, and then proceed to "Reset the App Data and Settings" on the next page.

## Reset the App Data and Settings

### NOTE:

- This step will reset Clock, Compass, Driving Performance, and Maintenance Note Apps to the default factory settings. All user settings will be lost.
- Do not perform “Reset Settings” in the System Diagnostic menu. This will erase all settings and you will lose the configuration of the DCU. If configuration is lost, you must manually configure the Multi AV using CONSULT-III plus.

1. Turn the ignition ON. (Engine running or READY to drive mode.)
  - Keep the transmission in Park and the parking brake set.
2. Wait for the lower display screen to fully initialize:
  - Wait for the following messages to clear from the bottom of the lower screen:
    - Loading...Please Wait
    - Now Loading All APPS
    - Loading Completed
  - If this pop up screen “After registering...” appears (Figure 7), select Later.
  - When screens are fully initialized, the bottom of the lower screen will show the center dot highlighted; “○○●○○” (See Figure 8).

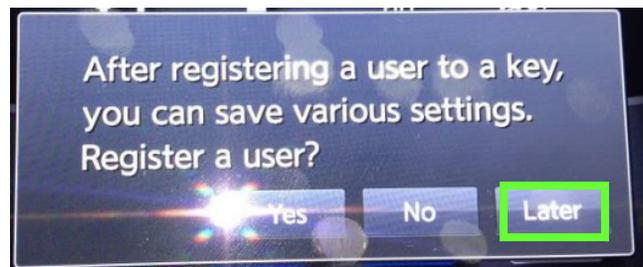


Figure 7

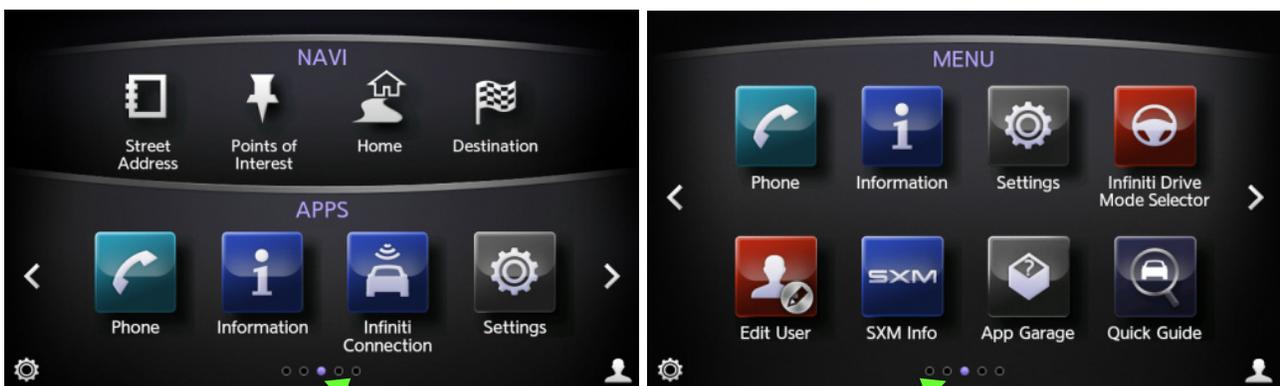


Figure 8

Center dot

3. Reset App Data and Settings as follows:

- For vehicles with Navigation first select the right arrow ( > ) once.



Figure 9

- a. Select App Garage (with or without Navigation).



Figure 10

- b. Select App Garage Settings.



Figure 11

- c. Scroll the screen down and then select Factory Data Reset.

NOTE: The screen may need to be scrolled to the bottom to show Factory Data Reset.

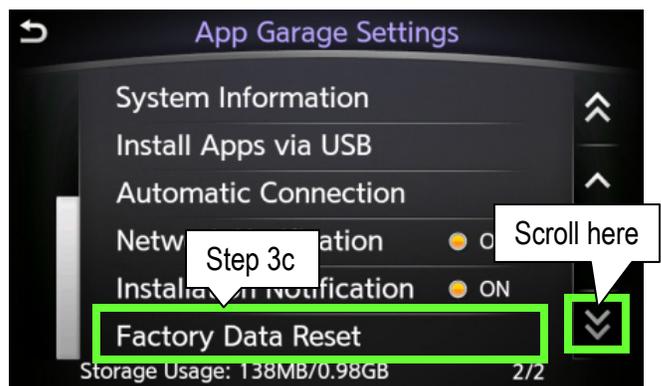


Figure 12

d. Select Yes.

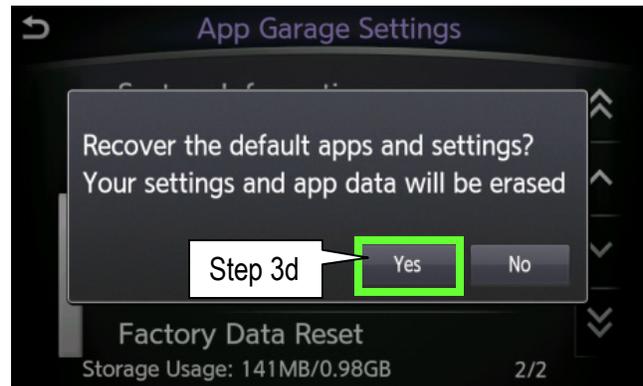


Figure 13

e. When reset is complete – the “App Garage Setting” screen (Figure 12) will display.

**NOTE:**

- If the pop up screen “XXXXX has stopped unexpectedly” appears (Figure 14), select OK.
- Wait for pop up screen “Resetting.....” to disappear.
- The screen will then return to the “App Garage Setting” screen (Figure 12).

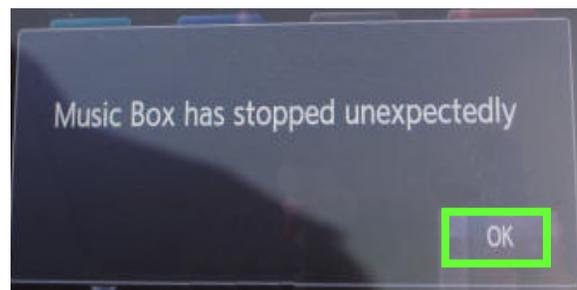


Figure 14

4. Repeat steps “3c” and “3d” a second time (perform steps “3c” and “3d” a total of 2 times) and then proceed to step 5.

5. Reset the time and date.

- Vehicles with Navigation proceed to step 6; the time and date will update automatically.
- Vehicles without Navigation reset with steps “a” through “h” below and then proceed to step 6.

a. Select MENU.

b. Select Settings.



Figure 15

c. Select Clock.



Figure 16

d. Select the right arrow ( > ) once.

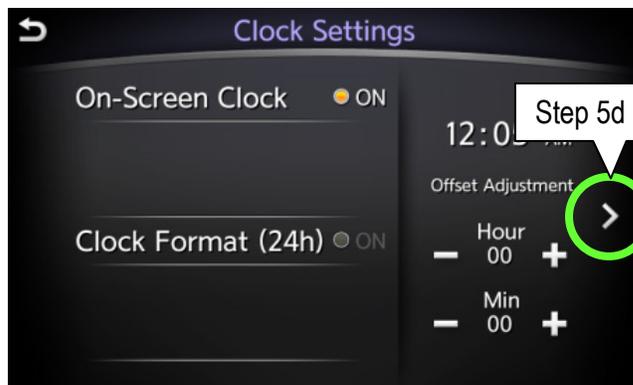


Figure 17

e. Adjust Time (hr.& Min)

f. Select Settings below time.

g. Adjust calendar (Year, Month, Day)

h. Select Settings below calendar.

Adjust hr, Min, Year, Month and Day.

6. Turn the ignition OFF and wait for 1 minute.

7. Turn the ignition back ON and allow the display to fully initialize and then proceed to Head Unit Proxy Update.

- Center dot highlighted; “○○●○○” as shown in Figure 2.

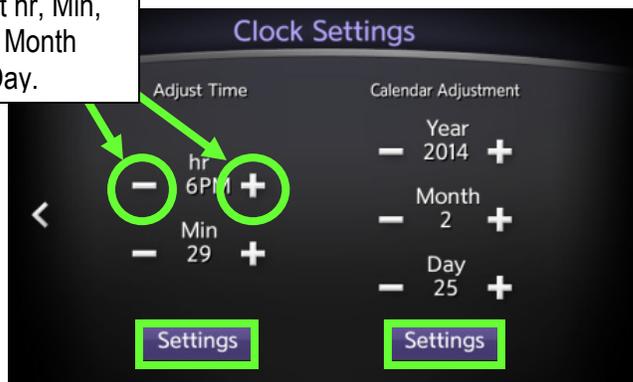


Figure 18

## Head Unit Proxy Update

### IMPORTANT:

- In the following steps an **iPod touch®** will be required. (Tech Mate part number 676-MGG82LL A.)
- When performing the following procedure use the service department WiFi. Cellular data charges are not covered by this bulletin or under warranty.

1. Install the “Infiniti InTouch” App onto the iPod touch® (if not already present) from Apple App Store:
2. After Infiniti InTouch has been downloaded, connect the device with a USB cable directly to the USB port in the center console.
  - When iPod touch® is connected, if the message “New iPod Device Detected. Create/Replace iPod voice recognition data?” is displayed, select NO.

**IMPORTANT:** Verify that the iPod touch® has good data reception (can access internet) before continuing. If the iPod touch® does not have good data reception, move vehicle to an area for better reception.

3. Start “Infiniti InTouch” App and then:
  - a. Select **United States**, and then select **OK**.
  - b. Select **Accept** for “Infiniti InTouch Apps Service Terms and conditions” (Figure 20 on page 11).
  - c. Select **Use as Guest**.
  - d. Select the Menu button on the vehicle and then select **YES** to the message “Allow app to access the network” (Fig. 21).

If “Allow app to access the network” does not appear after pressing the MENU button:

- Check the iPod touch® connection.
- Confirm the setting is correct by going to **App Garage > App Garage Settings > Network Notification > ON**.



Figure 19

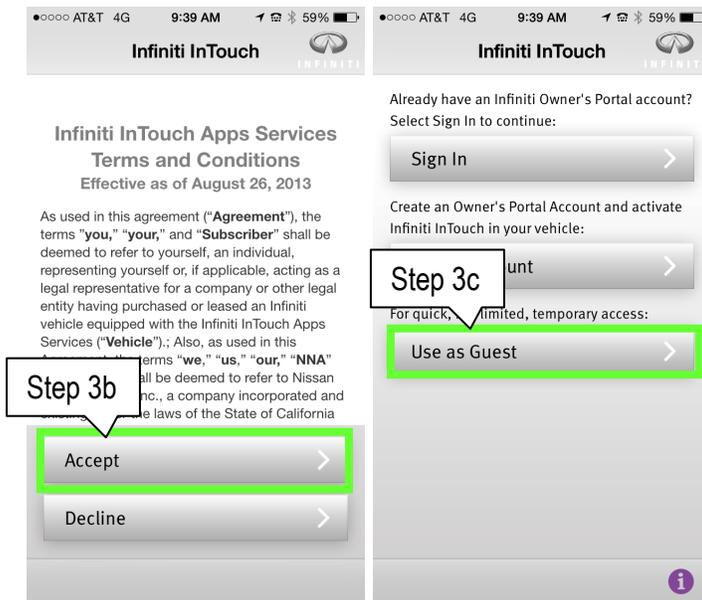


Figure 20

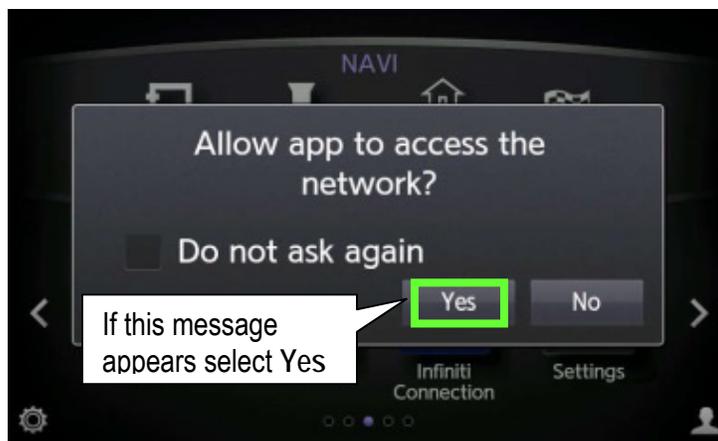


Figure 21

- e. After "Connected" is displayed on the iPod touch®, select Next.
  - If the InTouch app will not connect, turn the ignition OFF wait 15 seconds and turn ignition back ON.
- f. Select Manage My Apps.
- g. Turn OFF ALL Apps except Google "Online Search".
  - Screen may need to be scrolled down to turn off additional Apps.

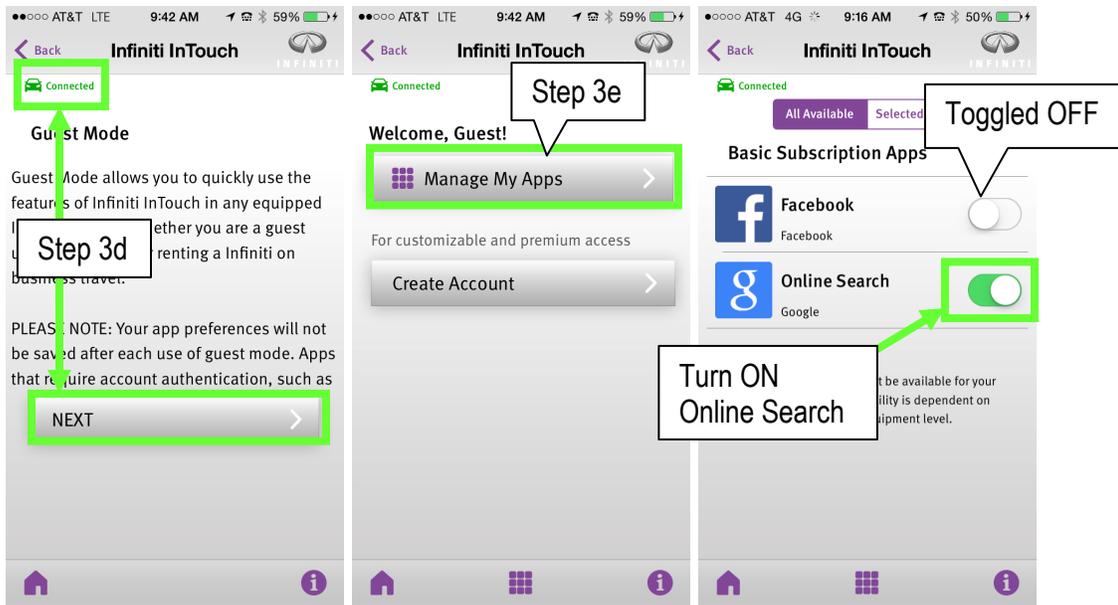


Figure 22

4. Download Online Search from the iPod touch® to the vehicle.
  - a. Select the vehicle's MENU screen and then:
    - For vehicles with navigation scroll the screen to the right (Figure 23) and then select App Garage (Figure 24).
    - For vehicles without navigation select App Garage (Figure 24).



Figure 23



Figure 24

- b. Scroll the App Garage screen to the bottom (Figure 25).



Figure 25

- c. When the Online Search has downloaded:
- The left hand scroll bar will move UP slightly, but the app will still be hidden (Figure 26).



Figure 26

- d. Scroll the screen to the bottom again to confirm that Online Search has been downloaded (Figure 27).

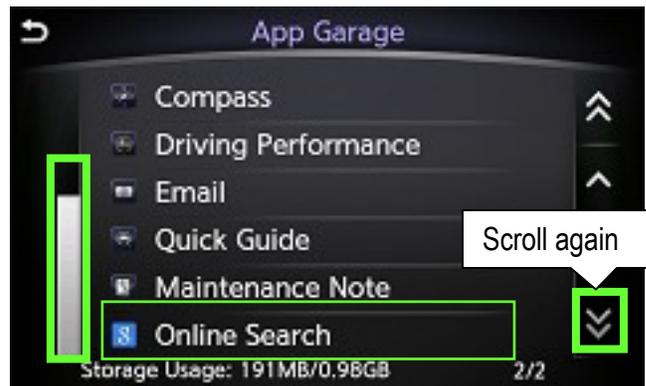


Figure 27

NOTE: Download of Online Search will take approximately 5 minutes to complete:

**IMPORTANT:** Verify that the iPod touch® has good data reception (can access internet). If the iPod touch® does not have good data reception, move vehicle to an area to allow the app to download.

- 5. Scroll the App Garage screen back to the top and select Vehicle Apps Manager.

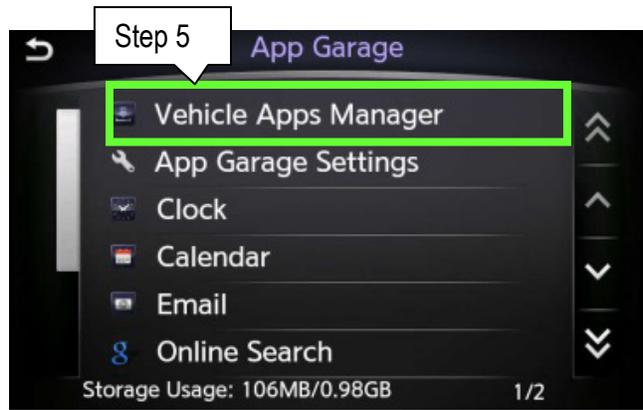


Figure 28

- 6. Select Yes.

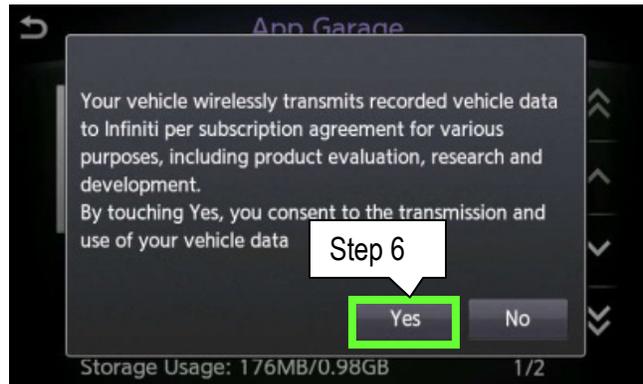


Figure 29

- 7. Select All Apps.



Figure 30

- 8. Scroll down and then select HeadUnitProxy.

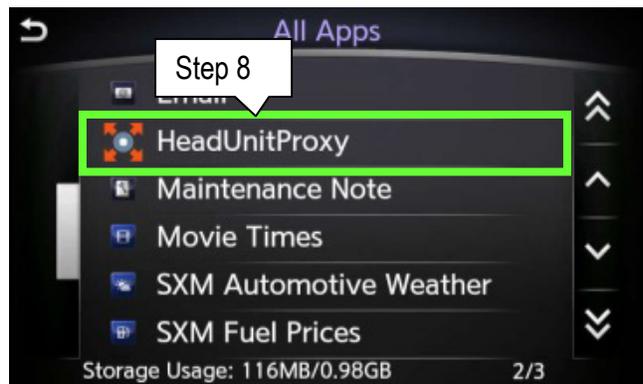


Figure 31

9. Select Update.

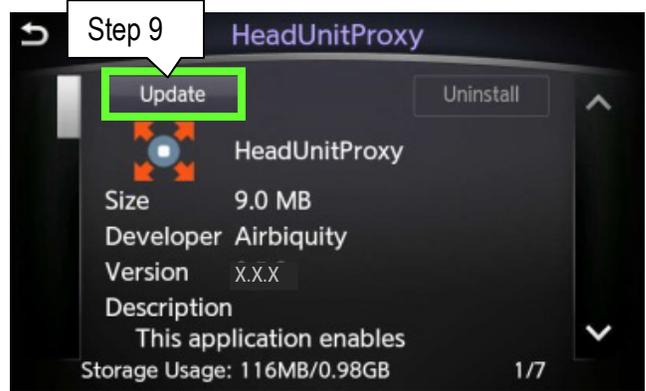


Figure 32

10. Select Yes.

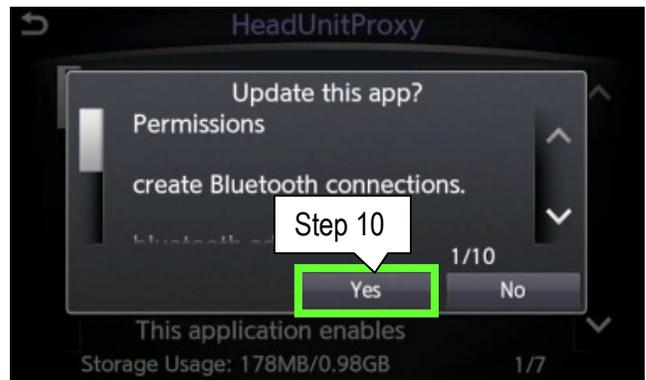


Figure 33

NOTE: Several messages will be displayed at the bottom of the screen as the HeadUnitProxy is updated (Figure 34):

- Waiting for server...
- Downloading...
- Installing...



Figure 34

11. When the "HeadUnitProxy updated" message appears select OK.



Figure 35

## Verify Apps Software Update

1. Return to the vehicles Apps MENU and then:

- For vehicles with navigation scroll the screen to right and then select App Garage (Figure 36).
- For vehicles without navigation select App Garage (Figure 36).

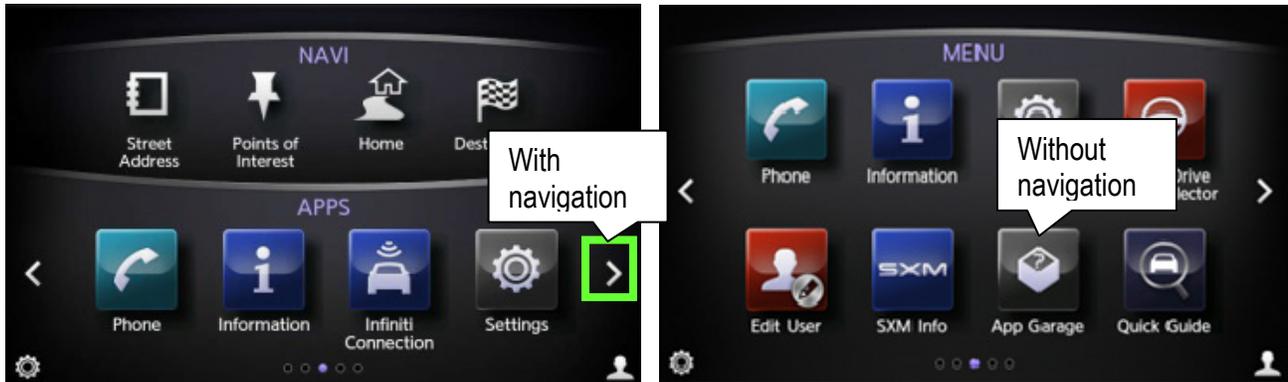


Figure 36

2. Select App Garage Settings.



Figure 37

3. Select System Information.



Figure 38

4. Verify "System Version".
  - Make sure the System Version is "2.3.7.1077" or above.

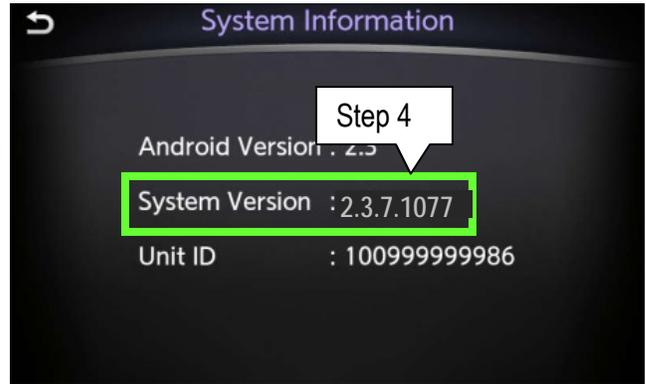


Figure 39

5. Return to "App Garage Settings" (Figure 40).



Figure 40

6. Select All Apps.

7. Select either Calendar or Email.

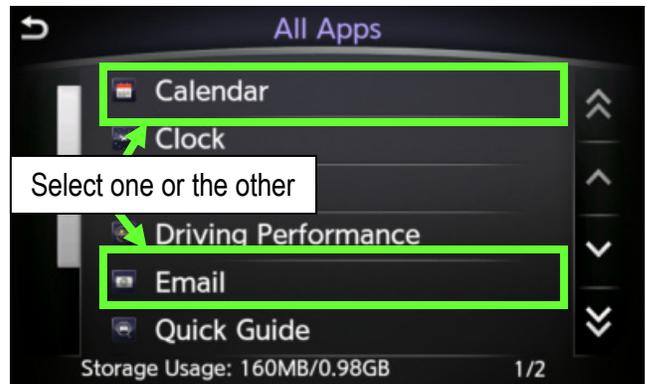


Figure 41

8. Select App Information.

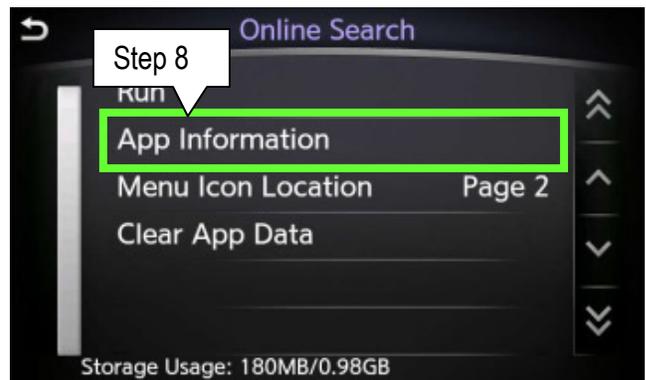


Figure 42

9. Verify the Version numbers are:
  - Email: "1.2.968" or above
  - Calendar: "1.3.1053" or above

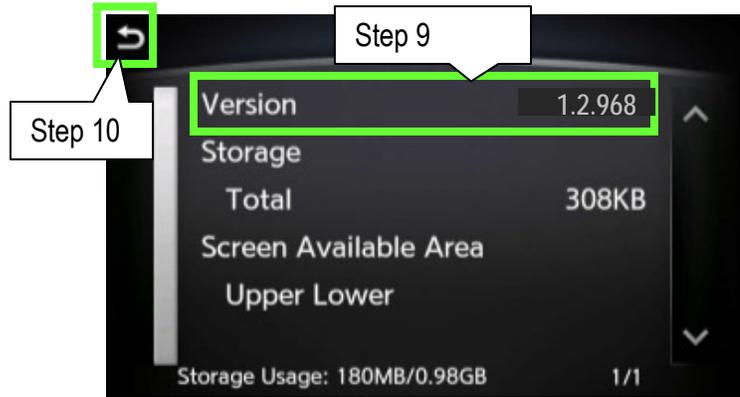


Figure 43

10. Select the "back button" twice to return to "App Garage Settings" (Figure 43).

11. Select All Apps.



Figure 44

12. Scroll the screen down and select Online Search.

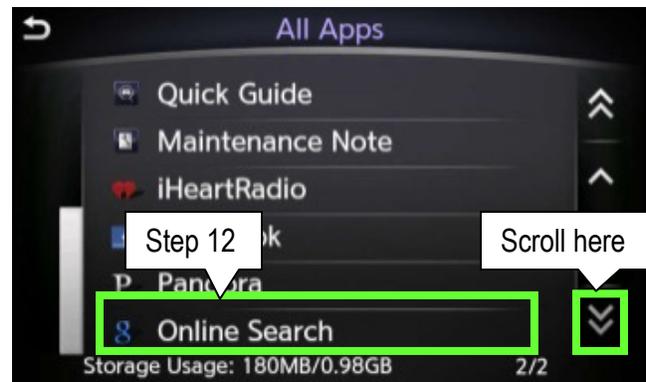


Figure 45

13. Select App Information.

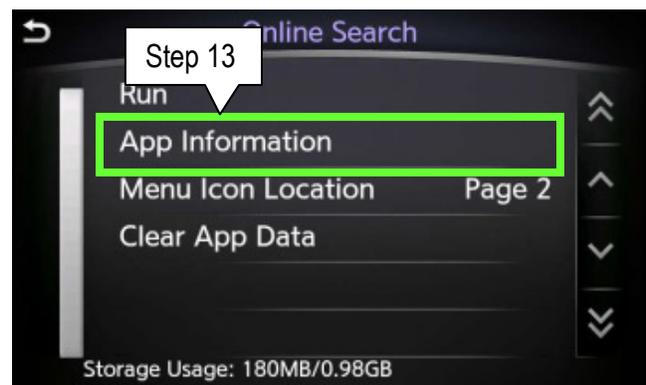


Figure 46

- Verify the Version for Online Search is "8.19.672" or above.

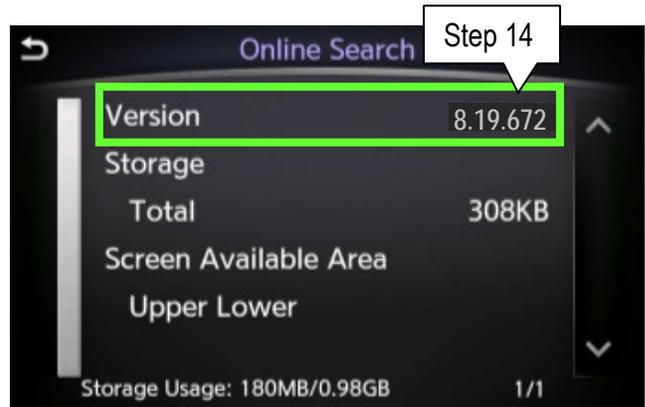


Figure 47

- From the MENU screen select App Garage and then Online Search.



Figure 48

- Push on the upper right hand corner of the screen (see Figure 49), 15 times or more, until "hup hmic1....." pop-up (see Figure 50) appears on the upper screen.

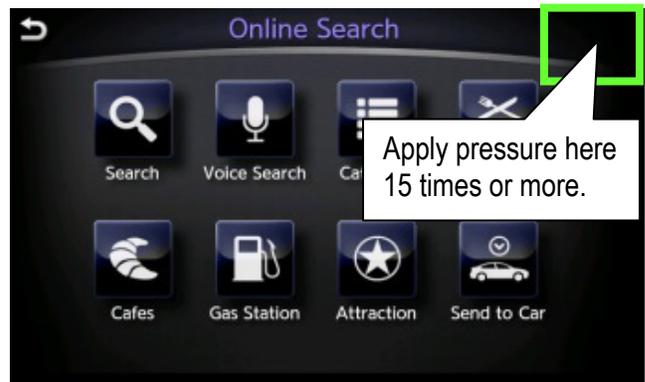


Figure 49

- Verify the version is "0.9.21" or above.

- Select OK.

- If all Versions are correct, proceed to the next page; Return Vehicle Settings to Default and Remove iPod touch® from System.

- If any Version is incorrect perform Head Unit Proxy Update on page 10.



Figure 50

## Return Vehicle Settings to Default and Remove iPod touch® from System

1. While the iPod touch® is still connected, turn OFF the Online Search on the Infiniti InTouch (Figure 51).

**NOTE:** This will disable the app from both the iPod touch® and the vehicle.

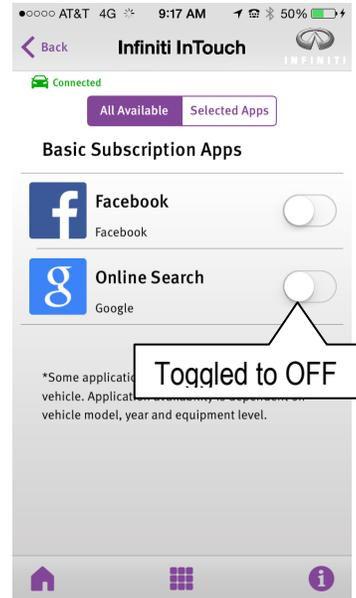


Figure 51

2. Confirm that Online Search is no longer available on the App Garage screen (Figure 52).

**NOTE:** This may take up to 2 minutes after being turned OFF.

3. Return to the MENU screen.
4. Disconnect the USB cable.
5. Proceed to Delete Unit Connection Log on the next page.



Figure 52

## Delete Unit Connection Log

1. Confirm that the audio system is OFF. If not OFF, turn it OFF by pressing the volume knob.
  - Make sure “Audio OFF” is shown on the bottom of the upper display screen (Figure 53).

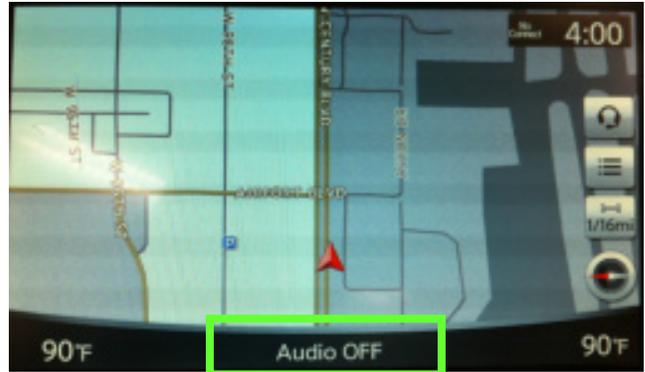


Figure 53

2. Select Settings.



Figure 54

3. Push the right side of the seek button (>>|) 3 times.



Figure 55

4. Push and hold on the screen in the area below the right arrow icon (>) until the screen changes (about 5 seconds).
  - If the “System Diagnostics” screen (Figure 57) does not displayed, repeat steps 1 through 3 above.
  - If the “System Diagnostics” screen (Figure 57) is displayed, proceed to step 5 on the next page.



Figure 56

5. Select ### Confirmation/Adjustment.

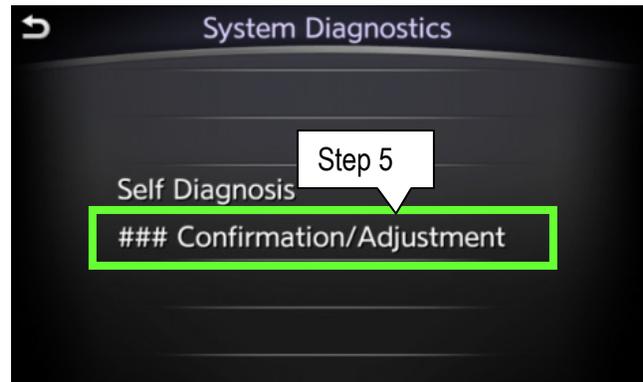


Figure 57

6. Scroll the screen down and then select Delete Unit Connection Log.

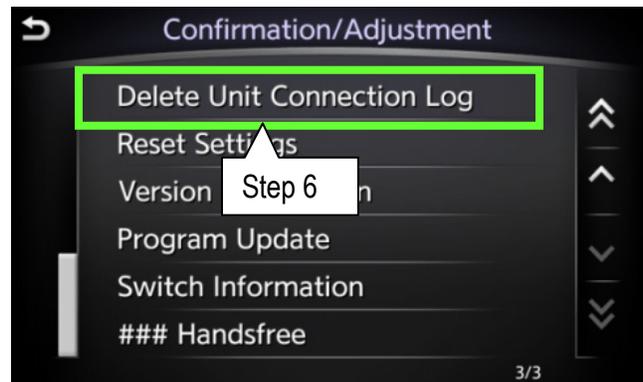


Figure 58

7. Select Yes.

8. Wait for 1 minute to allow the log to clear.

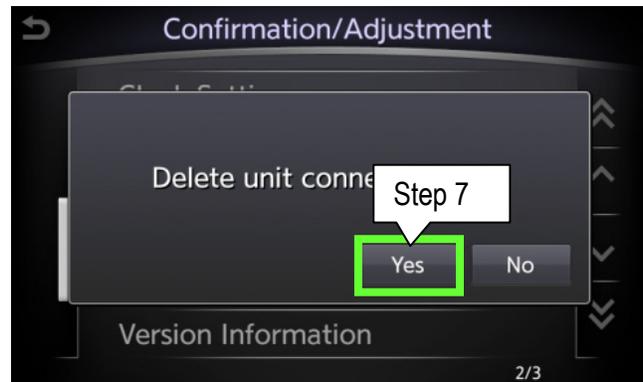


Figure 59

9. Select the "back button" TWICE.
- The system will restart automatically.
  - Wait for screens to fully initialize; the bottom of the lower screen must show the center dot highlighted; "○○●○○"

10. Turn the ignition OFF for at least 60 seconds to complete the update.



Figure 60

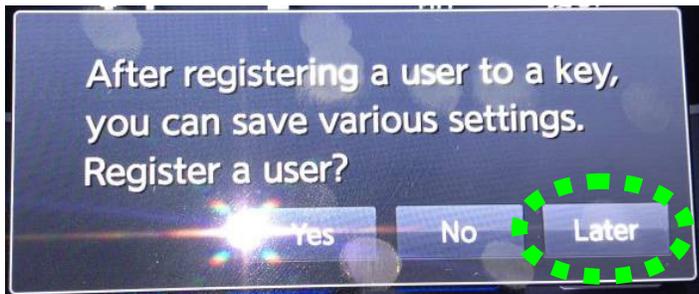
## FAQ:

Q. What happens if the engine turns off on a hybrid vehicle?

A. This should not happen if the door is opened after pushing the start button. If the door is not opened after pushing the start button and the engine does stop and go into EV mode; open the door. The engine should start back up automatically.

**CAUTION:** Do not press the start/stop button while software updates are in progress. Doing so may cause damage to the DCU (Display Control Unit).

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



A. Select "Later" and then continue with the procedure. This is covered in step 2 on page 3 of the procedure but this message can appear at other times in the update process.

Q. Is it OK to leave the vehicle unattended between or during long updating times?

A. Yes. Software updates will install automatically once initiated and do not require user input. The update should stop after install is complete.

**CLAIMS INFORMATION**

Submit a Campaign (CM) line claim using the following claims coding:

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
P4248	Update ITGEN5	P42480	0.9 hrs.



## OWNER'S LETTER

Dear Infiniti Q50 Owner:

Infiniti is committed to providing the highest quality products and client experience. With that in mind, we want to bring to your attention important information regarding an enhancement to your Q50 Infiniti InTouch™ system that will update your vehicle to current production-level software.

### REASON FOR SOFTWARE UPDATE

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:

- App availability
  - Email
  - Calendar
  - Facebook®
  - Google® search
- Improved audio volume control
- Improved system stability

### WHAT INFINITI WILL DO

To ensure your continued satisfaction and confidence in your Q50, your authorized Infiniti retailer will perform the Infiniti InTouch™ system software update at no cost to you for parts or labor. This enhancement should take approximately 2 hours to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.

### WHAT YOU SHOULD DO

Please contact your Infiniti retailer at your earliest convenience in order to set an appointment to complete the software update. Please bring this notice with you to your service appointment. We understand your time is valuable so your retailer will work with you to make the update as convenient as possible.

After your vehicle has the system update installed, you will need to download the Infiniti InTouch App from the Apple App or Google Play Stores to your smart phone to fully utilize the App features in your vehicle.

On behalf of everyone at Infiniti, thank you for being part of our family. We are truly excited for you to experience the enhanced driving experience and additional functionality this enhancement will deliver.

Should you have any questions, our representatives would be pleased to assist you.

- Call 1-800-662-6200 or
- Visit <http://www.infinitiusa.com/intouch>.



INFINITI

### Infiniti InTouch Apps Quick Start Guide

**1. DOWNLOAD THE INFINITI INTOUCH™ APP**

Using your iPhone® or Android®, search for Infiniti InTouch in the App Store or Google Play Store to access Infiniti InTouch Apps for your vehicle.

**2. ENROLL WITH INFINITI INTOUCH APPS**

Enrollment is easy. From the Infiniti InTouch App, either login using your current Infiniti Owner Portal account information, or create a new account. Once you are enrolled, follow the prompts to add your vehicle to the App. You're almost there!

**3. CHOOSE THE MOBILE APPS YOU WANT TO USE**

From the Infiniti InTouch App, go to the "Manage My Apps" page and select the apps you want to use in your vehicle. Some apps may require you to login to your account before using.

**4. CONNECT YOUR PHONE TO YOUR INFINITI**

Use Bluetooth® to pair your Android, or use the USB port to connect your iPhone. You will see a green connected car icon on your app when connection has been established.

**5. START ENJOYING INFINITI INTOUCH APPS**

Your phone is connected to your vehicle, you're enrolled in Infiniti InTouch Apps, and you've enabled the Mobile Apps you want to use. Now all that is left to do is enjoy the drive and experience Infiniti InTouch Apps.

### Tips and Tricks

- **PIN protect your Email and Calendar apps if you don't want any other drivers to be able to view this information** – emails and appointments are accessible in the vehicle regardless of connection. To completely delete emails and appointments from your vehicle, you must delete the account they are associated with.
- When you get started, you'll need to **move apps to your main screen in your vehicle**. You can do that through "App Garage" and then choosing "App Garage Settings".
- You can **drag and drop icons and arrange your screens so that the apps and features you use most frequently are convenient to you**. Do this by holding down an icon until an X appears and then move it to your desired location.

### Available Infiniti InTouch Apps



For more information visit [InfinitiUSA.com/InTouch](http://InfinitiUSA.com/InTouch) or call 1-800-662-6200

Driving is serious business. Only use Infiniti InTouch Apps™ services when safe to do so. Subscription Agreement required. Compatible smartphone required. Late availability. May require retailer service visit or software upgrade to activate. Not all app features are available for all models. Like any computer, processing speed may vary and system response delay or system reset may occur intermittently. Never program while driving. GPS mapping may not be detailed in all areas or reflect current road regulations. Cellular network not available in all areas. Cellular network, apps, and services, including Google® services, are provided by independent companies not within Infiniti's control and may require subscription and owner consent to activate. Should provider terminate/restrict service, service may be terminated without notice or liability to Infiniti and/or its agents. Infiniti not responsible for any equipment or app replacement/upgrades, or associated costs, that may be required for continued operation. Terms and conditions of Subscription Agreement apply. 48 mo. trial period starts on vehicle sale date; subsequently a paid subscription is required at the then current rate. Standard text rates and/or data usage may apply. See retailer and [www.infinitiusa.com/intouch/support](http://www.infinitiusa.com/intouch/support) for details

Email, Calendar, and connectivity to the App Garage to download or update Vehicle Apps requires internet connectivity through an active Smartphone Apps subscription to function. Some Vehicle Apps require the InTouch App installed and logged in with an active account to function.

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