



Aftersales Retailer Support

2014 Q50 Infiniti InTouch™

Customer Satisfaction Initiative

Update – New Bulletin, iPod, Flat Rate Time Change

Reference: P4248

Date: December 5, 2014

Attention: Retailer Principal, Sales, Parts and Service Managers

******* Retailer Announcement *******

As an update to our original campaign announcement on Thursday, September 25th, 2014, Infiniti would like to inform retailers that a revised campaign technical service bulletin is now available.

The procedure **no longer** requires retailers to use their personal cellular device to perform Infiniti InTouch™ head unit proxy updates. A new tool (676-MGG82LL A – iPod Touch) will be shipped to each retailer to perform this software update. Retailers can continue to use personal cellular devices if they choose, but the instructions will no longer be available in the bulletin.

******* Flat Rate Time Change *******

The flat rate time for performing this software update has been increased to 0.9hrs (OP Code P42480). The flat rate time for performing the update and replacing the control unit has increased to 1.5hrs (OP Code P42482) This change became effective on December 1st, 2014. Claims processed on or after that date will receive the new flat rate time regardless of repair order open date. Any claims submitted prior to this date will receive a credit of 0.3hrs. Credits will appear on each retailer's end of month retailer credit status report.

******* Special Service Tool *******

All retailers will receive **one** Special Tool (676-MGG82LL A – iPod Touch) at no cost. This tool will be sent to all retailers via UPS and should begin arriving by Monday, December 8th, 2014. If you have not received your special tool by **Tuesday, December 9th**, please contact us to assist you with tracking the shipment CampaignAnnouncements@nissan-usa.com.

Once received, retailers will need to download the Infiniti InTouch APP which can be found on the Apple iTunes APP store.

Retailers can order additional special tools through Tech-Mate via the following two methods:

- Via telephone Order: 1-800-662-2001
- Via Online Order: www.nissantechmate.com

Note: The iPod Touch is not unique to this campaign. Retailers may purchase iPod Touch through other venues as needed.

******* Parts Availability*******

As a reminder, 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 phone - **1-888-285-4236**
- By email - navihelpdesk@densodrive.com (make sure to supply your dealer code and shipping address in the email).

******* Claims Information *******

Submit a Campaign (CM) line code using the following claims Coding:

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
P4248	Update IT Gen 5 2.0	P42480	0.9 hrs.
P4248	Update IT Gen 5 2.0, and Replace Control Unit	P42482	1.5 hrs.

******* Repair Instructions *******

Infiniti has released an updated campaign technical service bulletin (ITB14-043a) for **Customer Satisfaction Initiative P4248**. The bulletin will be available on ASIST on December 8th.

- ASIST - ITB14-043a