



Aftersales Retailer Support

Infiniti Connection™

Cellular Network Changes

Reference: Infiniti Connection
Date: February 26, 2016

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Vehicles:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:
2013 M37, M56, JX35 & QX56	N/A	N/A	N/A
2014-15 Q50			
2014-15 & some 2016 Q70, QX60, & QX80			

***** Preliminary Announcement *****

Beginning February 29th, owners of the affected Infiniti vehicles equipped with Telematics Control Units (TCU) will receive a letter notification explaining how their vehicle's Infiniti Connection features will be affected by AT&T's planned discontinuation of the 2G cellular network.

A copy of the owner letter is included with this announcement. After June 30, 2016, owners of affected vehicles will not be able to enroll in Infiniti Connection to access Infiniti Connection features unless an upgraded TCU has been installed in their vehicles. Additionally, users enrolled in Infiniti Connection will not be able to access the Infiniti Connection features after December 31, 2016 without an upgraded TCU.

In late summer 2016, Infiniti plans to provide further information to affected clients regarding the options to have their vehicle's TCU hardware upgraded.

***** What Retailers Should Do*****

1. Retailer sales and service personnel should read the attached letter and familiarize themselves with the Q&A included to address any client inquiries.
2. If you have any questions, please contact Infiniti Owner Services at 855-444-7244 or view a list of frequently asked questions (FAQ) at: <http://www.infiniti.com/intouch/faq#infiniti-connection>

Frequently Asked Questions (FAQ):

Q. Will this be a campaign?

A. Additional information will be the subject of a future announcement. Infiniti plans to send further information in summer 2016.

Q: AT&T has announced plans to discontinue its 2G cellular network coverage on December 31, 2016. How does this affect my access to Infiniti Connection™?

A: Like all cellular-equipped devices designed to connect to a cellular network on the 2G access band, Infiniti models with a 2G telematics control unit (TCU) will be unable to use or receive services from that device after 12/31/16. Without an upgrade to the TCU, Infiniti Connection features will not be available after that time and may be impacted prior to that date depending upon AT&T's proprietary decisions regarding 2G network coverage.

Q: What is 2G cellular network access?

A: 2G means "Second Generation" and refers to digital cellular telephone technology; it is the name of a specific network that mobile telephone equipment uses to provide connectivity.

Q: Which vehicles are affected by this issue? How do I know if this issue affects me?

A: Infiniti will contact affected clients directly; clients may contact Infiniti Owner Services at 855-444-7244 to verify if their vehicle is affected by this issue.

- The following models are equipped with 2G TCUs:
 - 2013 Infiniti M37/M56, JX35 and QX56
 - 2014-15 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: The new TCU hardware will be equipped with the current 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 minimally invasive repair with the least inconvenience to clients. The 3G network is supported throughout the U.S. by AT&T and is expected to continue for years to come.

Q: When can I get a replacement Telematics Control Unit (TCU)?

A: Infiniti will communicate with affected clients with additional information regarding options for upgrading the TCU hardware in their vehicles once the hardware is readily available.

Q: How much will the replacement TCU cost?

A: Pricing of the replacement TCU is not yet available. Infiniti plans to communicate the options for equipment upgrades for affected clients wishing to renew or subscribe to the Infiniti Connection telematics program once the hardware is readily available.

Q: Why must I enroll in the Infiniti Connection trial before June 30, 2016?

A: AT&T will not accept new enrollments on the 2G network after June 30, 2016. If a vehicle with 2G equipment is purchased prior to June 30, 2016, they should be enrolled in Infiniti Connection on or prior to that date to ensure the enrollment is able to be processed.

Q: What happens if I do not replace the TCU?

A: Once the 2G cellular network is discontinued, the TCU will no longer be able to access the Infiniti Connection features, including Emergency Calling and Automatic Collision Notification, without a hardware upgrade.

Q: I have a pre-MY15 Infiniti and am enrolled in Infiniti Connection. Will I have to pay for a replacement TCU?

A: The discontinuation of the 2G cellular network is outside of Infiniti's control and the Infiniti Connection subscription agreement makes clear that clients are responsible for any hardware upgrades due to changes in telecommunication systems. However, Infiniti plans to offer support to affected clients with vehicles equipped with 2G TCU hardware and who are renewing or subscribing to Infiniti Connection. Clients with vehicles equipped with 2G TCU hardware will be asked to contribute to the cost of the hardware upgrade.

Q: I have a MY15/16 Infiniti but am not enrolled in Infiniti Connection. Will I have to pay for the replacement TCU?

A: For MY15-MY16 affected clients choosing to subscribe to Infiniti Connection, Infiniti plans to offer support to those clients with a 2G-equipped vehicle wishing to upgrade the TCU hardware.

Q: How soon can we expect more information regarding pricing and hardware availability?

A: Pricing and other details are in the process of being finalized and we expect to be able to provide additional information in a notification to affected clients beginning in late summer 2016.

Q: Will the SOS button in the vehicle still work?

A: If an owner of an affected vehicle is not enrolled in a service trial or subscription prior to June 30, 2016, then the SOS button in the vehicle will not work and will be unable to function until the TCU has been upgraded.



Sample owner letter

February 29, 2016

[Firstname] [Lastname]

[Street Address]

[City], [State] [Postal Code]

Dear [Firstname],

We are contacting you with an important update regarding how upcoming cellular network changes will impact your access to Infiniti Connection features in your [vehicle year] Infiniti [model]. Depending upon your interest, this update may require you to take some action.

The Infiniti Connection features available on your vehicle will be affected by the planned discontinuation of the 2G cellular network by our service provider, AT&T. Specifically, after December 31, 2016, the 2G network will no longer be available and your vehicle will be unable to access Infiniti Connection features unless the telematics hardware in your vehicle is updated.

If you have not already enrolled, but are interested in doing so, please enroll as soon as possible - you must enroll in Infiniti Connection before June 30, 2016 to activate the service for utilization on the 2G network through December 31, 2016.**

If you choose to continue to subscribe to Infiniti Connection after the 2G network becomes unavailable, you will need to have the TCU in your vehicle updated to access the service. Infiniti plans to cover a substantial portion of the parts and labor costs to install the updated hardware. Infiniti will communicate the details regarding the options to update your vehicle with the new hardware once the hardware is readily available.

Infiniti Connection provides a suite of convenience and concierge services that can help make your drive time more productive, convenient and secure with features such as Emergency Calling and Automatic Collision Notification. Other great features available include Remote Door Lock, Destination Assistance and Stolen Vehicle Locator.

Infiniti Connection helps keep you connected and provides peace of mind. Infiniti is committed to working with you to make this transition as seamless as possible. We look forward to staying connected with you through Infiniti Connection. If you have any questions, please contact us at 855-444-7244 or view frequently asked questions (FAQ) at <http://www.infiniti.com/intouch/faq>.

Regards,
Infiniti Owner Services

**2G cellular network is not available in all areas and/or available at all times and may become even more limited prior to December 31, 2016. Changes to cellular networks provided by independent companies are not within Infiniti's or Sirius XM Connected Vehicle Service's ("Sirius XM") control. Like other devices that rely on 2G network coverage, once the 2G network is discontinued, Infiniti Connection and Infiniti Connection Plus services will not function unless equipment replacements, upgrades, or alternative 2G network coverage are available at that time, which neither Infiniti nor Sirius XM can guarantee. While Infiniti (a division of Nissan North America, Inc.) plans to provide assistance as provided in the above letter, Infiniti and Sirius XM are not responsible for associated costs that may be required for continued operation due to 2G cellular network turndown or termination (including equipment upgrades, if available, or roaming charges on alternative networks). Certain vehicle services, including Google® compatible services, provided by independent companies are not within Infiniti's or Sirius XM's control and are subject to change without notice or liability to Infiniti or Sirius XM and either of their affiliates and agents. Standard text rates and/or data usage may apply. Certain services require a PIN for activation. Services, including automatic crash notification and SOS, require an active subscription, and are dependent upon the telematics device being in an operative condition, its ability to connect to a wireless network, compatible wireless network availability, navigation map data, and GPS satellite signal receptions, the absence of which can limit or prevent the ability to reach Infiniti Connection Customer Care or receive support. Terms and conditions of subscription agreement apply.