

# SERVICE CAMPAIGN



INFINITI®

## CAMPAIGN BULLETIN

### Wireless Apple CarPlay® Update Voluntary Service Campaign

Reference: PC839  
Date: October 18, 2021

Attention: Retailer Principal, Sales, Parts and Service Managers

**UPDATE October 18, 2021**  
Please discard earlier versions of this bulletin.

**The announcement from October 6, 2021 has been updated to highlight the following important information:**

- Retailers should ensure they are using the most recent version of the CONSULT III operating system.
- Ensure that the technician has configured the audio/IT unit as instructed beginning with step 27 of the Technical Service Bulletin (TSB).
- Retailers should assist every customer with (1) removing **ALL** paired phones, (2) pairing their phone with the vehicle again before they leave the dealership, and (3) verifying Wireless CarPlay is working for iPhone users  
(See page 2 of this announcement)
- Ensure that **YES** is selected on the vehicle when prompted to deactivate Wi-Fi to use Wireless CarPlay (provide owners a copy of the instructions on page 6 of this announcement)  
Notify owners that some vehicles may have initial location accuracy concerns after the software update. This is not a unique issue for INFINITI and will self-correct within a few days. (see page 7)  
**Please print a copy of the phone pairing instructions (page 6) for the owner to use with pairing other phones back to their vehicle.**

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	SERVICE COMM Expiration date:	Stop Sale In Effect:
MY2020-21 Q50/Q60	<b>37,588</b>	1,803	October 6, 2021	March 31, 2022	<b>NO</b>
MY2020-21 QX50	<b>41,298</b>	838			
MY2020-21 QX80	<b>27,062</b>	732			

**\*\*\*\*\* Campaign Summary \*\*\*\*\***

INFINITI is conducting a Client Service Initiative to provide a free Infotainment software update, which includes **Wireless Apple CarPlay®** until **March 31, 2022**. The update will bring the vehicle's software to current production level, improve system overall performance, and enable you to use Apple CarPlay® wirelessly! For more information on Apple CarPlay®, please refer to: [INFINITI Apple CarPlay® Features & FAQs](#)

INFINITI's InTouch system is designed to improve the driving experience. Certain Model Year 2020 and 2021 INFINITI vehicles are already equipped with Apple CarPlay® to enhance iPhone users' experience

with iOS13 and later, but they currently require a USB cord connection to an iPhone to use. The update eliminates the need to remove the iPhone from one's pocket or bag.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **PC839**
  - New vehicles in retailer inventory can also be identified by using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
    - Refer to IPSB 15-286 for additional information
2. Retailers should ensure any applicable vehicle has the latest AV control unit software installed, and use **ITB21-022** to update the following software:
  - Enablement of Wireless Apple CarPlay®
  - Stability improvements and "bug" fixes

- Retailers use the most recent version of the CONSULT operating system
- Technicians must follow all steps in the Technical Service Bulletin (TSB); especially configuration steps that begin with step 27
- Retailers should assist every customer with (1) removing **ALL** paired phones,(2) pairing their phone with the vehicle again before they leave the dealership, and (3) verifying Wireless CarPlay is working for iPhone users
  - This is necessary for Wireless CarPlay operation because the user must allow Apple Wireless CarPlay® prompts to be accepted during the pairing process.
- Ensure that **YES** is selected on the vehicle when prompted to deactivate Wi-Fi to use Wireless CarPlay (provide owners a copy of the instructions on page 6 of this announcement)

Please print a copy of the phone pairing instructions for the owner to use with pairing other phones back to their vehicle.

3. Retailers should submit the applicable warranty claim for the action performed so it can be closed on Service Comm and release the vehicle.

**\*\*\*\*\* Release Schedule \*\*\*\*\***

<b>Parts</b>	Update software is now available on ASIST
<b>Special Tools</b>	<ul style="list-style-type: none"> <li>• J-52727-1 (USB-drive) – each retailer received this USB for the R1912 campaign in October 2019 Additional USB drives may be purchased from TechMate @ <a href="http://www.infinititechmate.com">www.infinititechmate.com</a> or 1-800-662-2001</li> <li>• CONSULT III</li> </ul>
<b>Repair</b>	ITB21-022
<b>Owner Notification</b>	INFINITI will begin sending notifications to owners of all applicable vehicles beginning <b>November 2021</b> .

**\*\*\*\*\* Retailer's Responsibility \*\*\*\*\***

It is the retailer's responsibility to check Service Comm or DBS National Service History - Open Campaigns using the appropriate Campaign I.D. for the campaign status on each vehicle falling within

the range of this client service initiative, 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 client service initiative was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

### Frequently Asked Questions (FAQ):

**Q. Is this a Stop Sale?**

A. No.

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

A. No.

**Q. What is the reason for this Client Satisfaction Initiative?**

A. This complimentary software update will bring the vehicle's infotainment software up to current production level, improve system overall performance, and allow Apple CarPlay® to be used wirelessly.

**Q. What happens if I don't have this update performed?**

A. The Apple CarPlay® features will not be able to be used wirelessly and the software installed will not match current production levels.

**Q. What does this Client Service Initiative involve?**

A. Retailers will update the vehicle's infotainment software up to current production level.

**Q. Where can I find out more about Wireless CarPlay® features?**

A. Please visit: <https://www.infiniti.com/intouch/features-apps/apple-carplay.html#:~:text=Infiniti%20InTouch%E2%84%A2%20Apple%20CarPlay,completely%20focused%20on%20the%20road.>

**Q. How long will this software update take?**

A. This free update, should take up to one (1) hour to complete. However, your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule.

**Q. When will vehicle owners be notified?**

A. INFINITI will begin sending notifications to owners of all applicable vehicles beginning November 2021.

If a vehicle subject to this client satisfaction activity was part of a retailer trade, the letter associated with that vehicle should be forwarded to the appropriate retailer for update completion.

**Q. Are parts readily available?**

A. Yes, the software is available for download from ASIST.

**Q. Is there any charge for this software update?**

A. No, this is a free software update.

**Q. Will I have to take my vehicle back to the selling retailer to have this service performed?**

A. No, any authorized INFINITI retailer is able to perform this free software update.

**For Consumer Affairs:** Please inform us of the retailer where you would like to have this update completed.

**Q. Do I need to do anything or activate a subscription to use the Wireless Apple CarPlay®?**

A. A subscription is not necessary to use this feature. However, in order to ensure proper operation of CarPlay® features, all iPhone(s) being used will need to be removed, rebooted and re-paired to the vehicle again. This is necessary to allow Apple's Wireless CarPlay® prompts to be accepted for proper Wireless CarPlay® operation. Please ask your retailer for assistance if needed or refer to <https://support.apple.com/en-us/HT203412> for instructions.

**Q. When using Wireless CarPlay®, it is not working as I expected after the update. Where can I find answers?**

A. Depending on the model of iPhone and iOS version your phone is running. Troubleshooting tips are available online at apple support at: <https://support.apple.com/en-us/HT210892>.

**Q. Why is my location no longer accurate when using the navigation system or navigation apps after the update?**

A. Some vehicles may have initial location accuracy concerns after the software update when using apps or even factory navigation. This is not a unique issue for INFINITI and will self-correct within a few days (refer to page 7 for troubleshooting tips).

Q. I have a 2020-21 model year INFINITI Q50, Q60, QX50, and QX80 vehicle, how can I tell if my vehicle is eligible for this free software update?

A. Please give me your vehicle identification (VIN) so that I can check if your vehicle is eligible for this client service initiative.

Q. What model year vehicles are involved in this Client Service Initiative?

A. Certain Model Year 2020-21 INFINITI Q50, Q60, QX50, and QX80 vehicles manufactured between November 5, 2018 to August 18, 2021.

**Revision History:**

Date	Announcement	Purpose
October 6, 2021	Original Document	New Campaign Announcement
October 14, 2021	REVISION 1	Emphasize the need to delete and pair phones again and configure the infotainment system to allow Wireless CarPlay® to work

\*\*\*\*\*Phone pairing and location accuracy trouble shooting instructions available on the next two pages\*\*\*\*\*

Dear INFINITI Owner,

Your vehicle has been updated to allow you to use Apple CarPlay® wirelessly. To begin using this feature, a few simple steps must be taken first.

1. Delete all paired Apple iPhone devices from the vehicle.
  - a. In the vehicle, press the MENU button (below the lower display).
  - b. Touch the "Connections" key (on the lower display).
  - c. Touch the info icon next the name of the connected device
  - d. Touch "Delete".
  - e. Touch "Yes."
  - f. Repeat steps c - e to delete all devices from the vehicle.
  
2. Un-pair the vehicle from your iPhone(s).
  - a. On your phone, touch Settings
  - b. Touch Bluetooth
  - c. Touch the info icon next to the device you want to un-pair
  - d. Touch "Forget this Device"
  
3. Re-pair your iPhone(s) to the vehicle.
  - a. In the vehicle, press the MENU button (below the lower display).
  - b. Touch the "Connections" key (on the lower display).
  - c. Touch "Add New (X/5 Free)"
  - d. Follow the instructions on the "Connect Device" screen. When a PIN appears on the screen, operate the Bluetooth® device to enter/confirm the PIN. And, for any Bluetooth® connectivity issues, reboot the mobile phone or device.
  - e. After confirming the PIN matches, select whether the vehicle can access the phonebook for the phone being paired.
  - f. The vehicle will display the screen below. You must select YES for Wireless Apple CarPlay to function correctly.



If you continue to have issues connecting to CarPlay contact Apple Support @ <https://support.apple.com/contact>.

What to do if you experience location accuracy issues with your navigation (Waze, Apple Maps, Google Maps, or INFINITI navigation) while using Wireless CarPlay®.

1. Perform the deletion and pairing again of any iPhones to the vehicle using the above procedure if not already done.
2. Turn location services and GPS on or off on your phone, restart/reboot your phone.
3. Connect your phone to the vehicle using an Apple brand USB or USC cable to re-establish a wired connection that will correct the location for navigation.
  - This is a known issue for some vehicles and is not unique to INFINITI brand vehicles
  - More trouble information is available on the apple forum:  
<https://support.apple.com/en-us/HT210892>  
<https://discussions.apple.com/thread/251830638>
4. The issue typically self-corrects within 5-7 days (including INFINITI navigation).