



INFINITI

TECHNICAL SERVICE BULLETIN

Classification: AN22-029	Reference: ITB22-040	Date: November 22, 2022
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3G TELEMATICS HARDWARE DEACTIVATION

APPLIED VEHICLES:	2013 JX35 (L50)
	2013 M (Y51)
	2014-2018 Q50 (V37)
	2017-2018 Q60 (CV37)
	2014-2018 Q70 (Y51)
	2017-2019 QX30 (H15)
	2013 QX56 (Z62)
	2014-2017 QX60 (L50)
	2014-2017 QX80 (Z62)

SERVICE INFORMATION

The **APPLIED VEHICLES** that come equipped with a factory installed SOS switch, located near the overhead map lamp, also come equipped with a wireless communication device called a Telematics Communication Unit (TCU).

AT&T discontinued its U.S. 3G network coverage on February 22, 2022. As a result, automakers that utilize AT&T's 3G network connection, including Nissan Group, have had connectivity services affected.

INFINITI Connection with InTouch™ Services are no longer available on the **APPLIED VEHICLES** listed above.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 22, 2022	ITB22-040	Original bulletin published

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.