

**Reference:**

ITB14-004

**Date:**

January 24, 2014

## VOLUNTARY SERVICE CAMPAIGN 2014 Q50 INFINITI InTouch SOFTWARE UPDATE

**CAMPAIGN I.D. #:** P4205  
**APPLIED VEHICLES:** 2014 Q50 (V37)  
2014 Q50 Hybrid (V37)

Check Service COMM to confirm campaign eligibility.

- There are two bulletins with different campaign ID numbers for this campaign.
- Each bulletin is applicable to specific vehicles depending on vehicle options.
- Make sure the correct bulletin (Campaign ID #) is being used.

### INTRODUCTION

Infiniti is conducting this voluntary service campaign on certain 2014 Infiniti Q50 vehicles to update the Infiniti InTouch system software to the current production level. This service will be performed at no charge for parts or labor.

As with many new advanced technology devices, the Infiniti InTouch system is designed to allow for software updates to be installed by your Retailer when released by Infiniti. The system was intentionally designed in this manner to allow for the addition of new features and enhancements to the operating system as they become available.

### IDENTIFICATION NUMBER

Infiniti has assigned identification numbers P4205 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

### DEALER RESPONSIBILITY

Dealers are to correct each vehicle falling within the range of this campaign that enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory.

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 dealer to determine if this applies to your vehicle.

## SERVICE PROCEDURE

The software update required for this procedure is contained on "V50E USB Flash Drive":

- Each dealer was previously mailed one "V50E USB Flash Drive", free of charge.
- Should you require an additional "V50E USB Flash Drive" 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](mailto:navihelpdesk@densodrive.com) (make sure to supply your dealer code and shipping address in the email).



Figure A

**IMPORTANT:** For vehicles equipped with Navigation, make sure the lock tab on the Map SD card is in the UNLOCKED position (see Figure 1), or the software update cannot be performed:

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

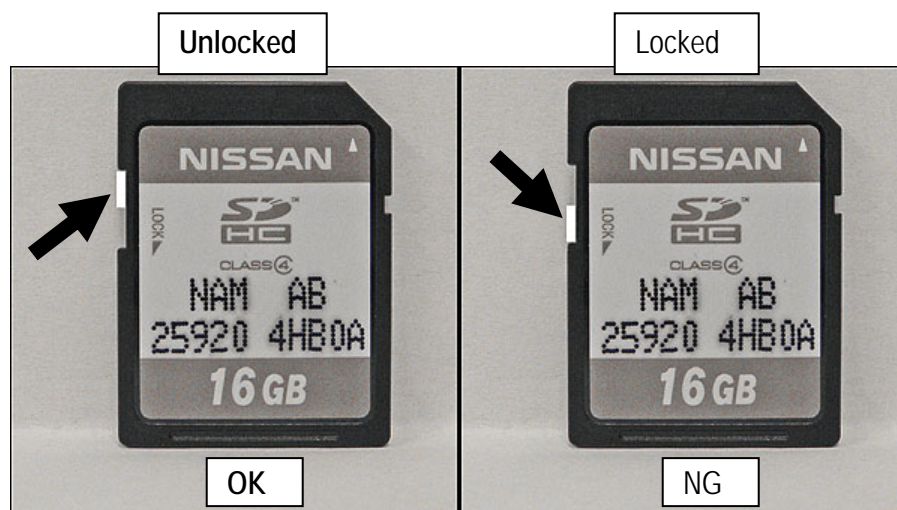


Figure 1

## 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.
- 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 “V50E USB Flash Drive” (see Figure A on page 2).

### NOTE:

- In step 20 (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.
- The last part of this procedure, Refresh SiriusXM Radio, will require the vehicle to be parked outside with a clear view of the sky.
- There is an FAQ section at the end of the Service Procedure.
- There are six parts to this software update procedure:
  - Perform Software Update for Display APL
  - Perform Software Update for Other InTouch Systems
  - Verify Software Update
  - Delete Unit Connection Log
  - Reset App Data and Settings
  - Refresh SiriusXM Radio

## Perform Software Update for Display APL

1. Turn the ignition ON (engine running or READY to drive mode).
  - Keep the transmission in Park and the parking brake set.

**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.

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” appears (Figure 2), select Later.

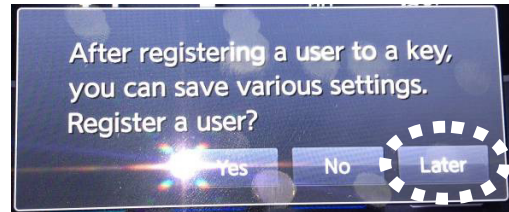
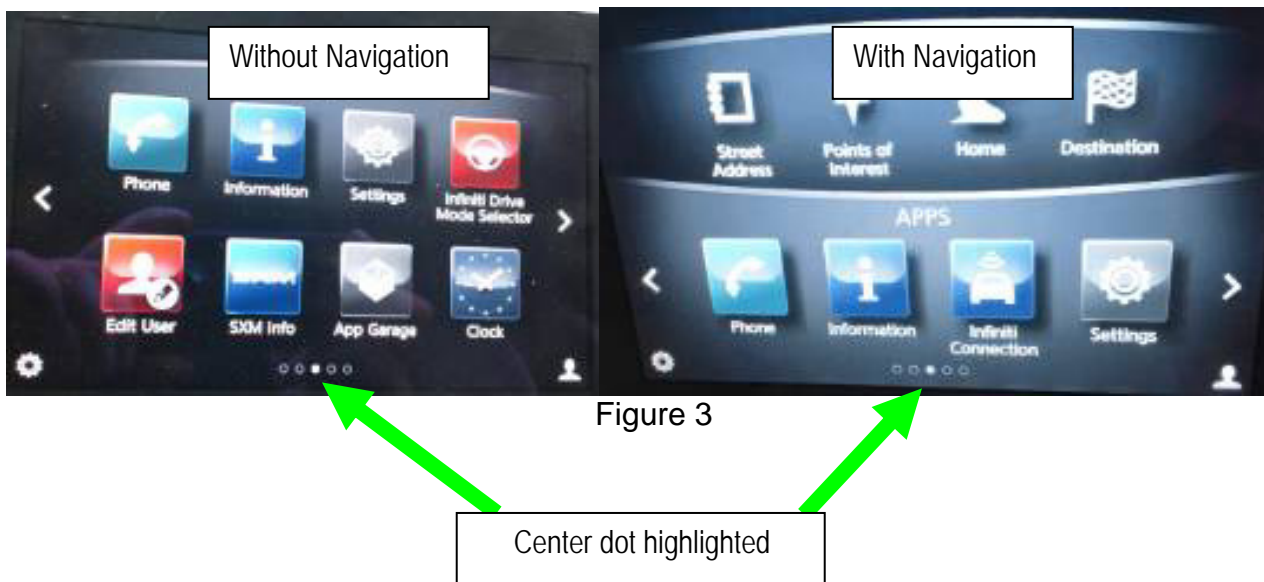


Figure 2

- When screens are fully initialized, the bottom of the lower screen will show the center dot highlighted; “○○●○○” See Figure 3.



**IMPORTANT:**

- It is **VERY** important that you see this final screen, with the center dot highlighted, before starting any of the reprogram procedures or inserting any USB Flash Drive.
- Push the arrow buttons (> or <) to confirm that the screen changes page and the bottom of the lower screen shows the center dot highlighted; “○○●○○”
- Do not turn the engine OFF.

3. Turn ON the FM radio and tune to 87.7 (there should be only static on this station).
  - If 87.7 has reception, tune to a frequency that has only static.

4. Access the "System Diagnostic" screen as follows:

- a. Turn OFF the Audio system by pushing the volume knob.
- b. Make sure "Audio OFF" is shown on the upper display screen.



Figure 4

- c. Push the "Settings" icon.

**NOTE:** With navigation is shown, without navigation is similar.



Figure 5

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

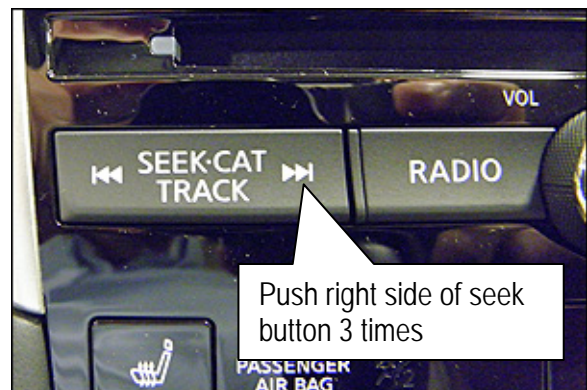


Figure 6

- e. Push and hold on the screen in the area below the right arrow icon ( > ) until the screen changes (about 5 seconds).



Figure 7

- f. The "System Diagnostics" screen will display.

**NOTE:** If the System Diagnostics screen does not display, repeat step 4.

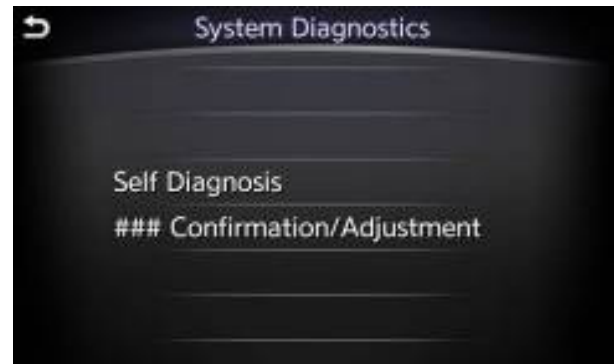


Figure 8

5. Insert the USB Flash Drive into a USB port.
- Make sure you are using the "V50E USB Flash Drive" (See Figure A on page 2).
  - The USB ports are located in the center console box.
  - Either USB port is OK to use.

6. Perform the "Display APL" Software Update as follows:

a. Push "Confirmation/Adjustment."



Figure 9

b. Scroll down the page and push "Program Update."

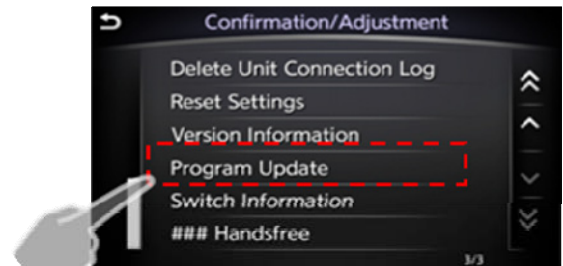


Figure 10

c. The upper screen will show update options.



Figure 11

d. Push the check box next to "Display APL."

- Make sure "Display APL" is the ONLY option selected.



Figure 12

e. Push "Select."



Figure 13

f. Push "Yes."



Figure 14

g. Confirm progress bar is shown and starts moving.

- The system is now loading new software into the vehicle.
- Update time is approximately 5 minutes. It is OK to leave the vehicle unattended while the update is installing.

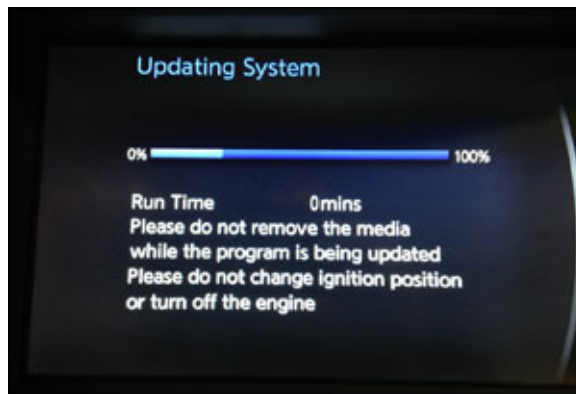


Figure 15

**CAUTION:** Do not touch the screen or hardware during the software update.

7. Complete the "Display APL" Software Update as follows:

a. Confirm the "Program updated" screen is displayed.

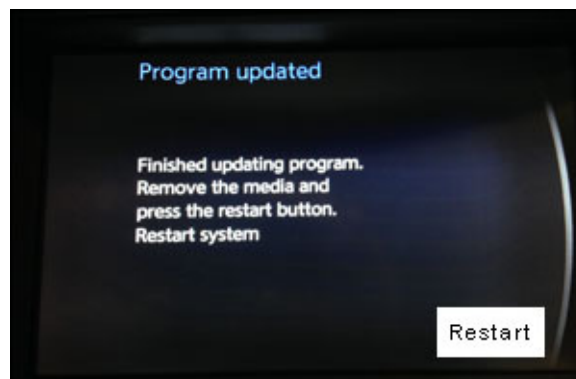


Figure 16



- b. Remove the USB Flash Drive from the USB port.

**IMPORTANT:** Make sure to remove the USB Flash Drive **BEFORE** pressing "Restart" in the next step.

- c. Push "Restart."



Figure 17

- d. Wait for screens to fully initialize; the bottom of the lower screen must show the center dot highlighted; "○○●○○" (If needed, refer to step 2 on page 4.)

8. Turn the ignition OFF.

- Wait for at least 30 seconds, after the ignition is OFF, before continuing.
- The display in the center of the instrument cluster will turn OFF after about 30 seconds.

## Perform Software Update for Other InTouch Systems

9. Turn the ignition ON (engine running or ready to drive mode).
  - Keep the transmission in Park and the parking brake set.

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

10. Turn ON the FM radio and tune to 87.7 (there should be only static on this station).
  - If 87.7 has reception, tune to a frequency that has only static.

11. 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 appears (Figure 18), select "Later".

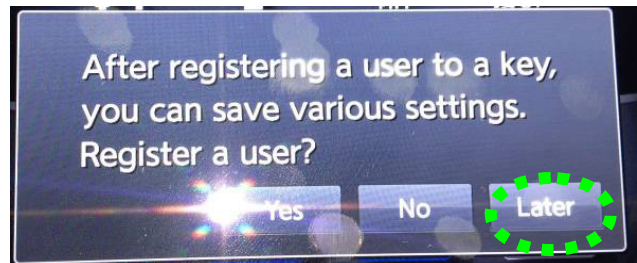


Figure 18

- When screens are fully initialized, the bottom of the lower screen will show the center dot highlighted; "○○●○○" (If needed, refer to step 2 on page 4.)

### **IMPORTANT:**

- It is **VERY** important that you see the final screen with the center dot highlighted before starting any of the reprogram procedures or inserting any USB Flash Drive.
- Push the ">" or "<" icon to confirm that the screen changes page and the bottom of the screen shows "○○●○○"
- Do not turn the engine OFF.
- For warmer climates, make sure the climate control is set to "Auto" and the temperature setting is less than 75° F.

12. Insert the USB Flash Drive into a USB port.

- Make sure you are using “V50E USB Flash Drive” (see Figure A on page 2).
- USB ports are located in the center console box.
- Either USB port is OK use.
- After about 15 seconds the upper display will automatically show the update screen.



Figure 19

**NOTE:** If after 2 minutes the system still does not show the update screen (Figure 19), turn the ignition OFF, remove the USB Flash Drive, wait 30 seconds, and begin again from step 9.

13. Push “Yes” to begin the Software Update.



Figure 20

- Confirm the progress bar is shown and starts moving.
- The system is now loading new software into the vehicle.
- Update time is approximately 50 minutes. It is OK to leave the vehicle unattended while the update is installing.

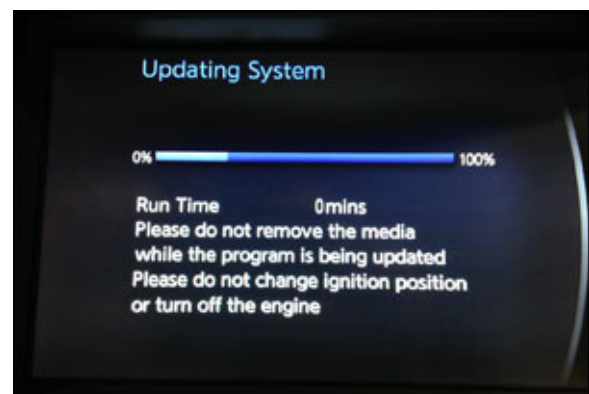


Figure 21

**NOTE:**

- Do not touch the screen or hardware during the software update.
- If any error messages occur during the software update, turn the ignition OFF, remove the USB Flash Drive, wait 30 seconds, and begin again from step 9.

14. Complete the Software Update as follows:

- a. Confirm the “Program updated” screen is displayed.

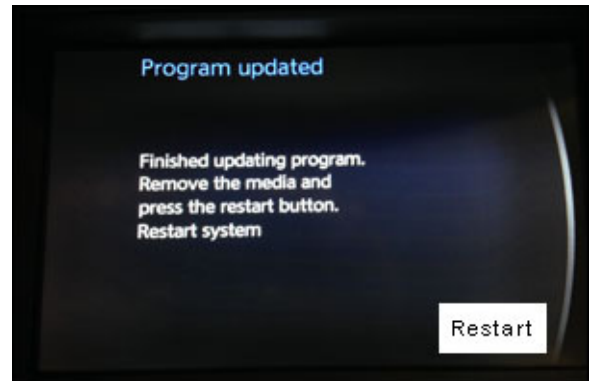


Figure 22

- b. Remove the USB Flash Drive from the USB port.

**IMPORTANT:** Make sure to remove the USB Flash Drive BEFORE pressing “Restart” in the next step.

- c. Push “Restart.”



Figure 23

- d. Wait for screens to fully initialize; the bottom of the lower screen must show the center dot highlighted; “○○●○○” (If needed, refer to step 2 on page 4.)

15. Turn the ignition OFF.

- Wait for at least 30 seconds, after the ignition is OFF, before continuing.
- The display in the center of the instrument cluster will turn OFF after about 30 seconds.

## Verify Software Update

16. Make sure USB Flash Drive is removed from USB port.

17. Turn the ignition ON (engine running or READY to drive mode).

- Keep the transmission in Park and the parking brake set.

18. Wait for the lower display screen to fully initialize:

- If this “pop up screen” appears (Figure 24), select **Later**.

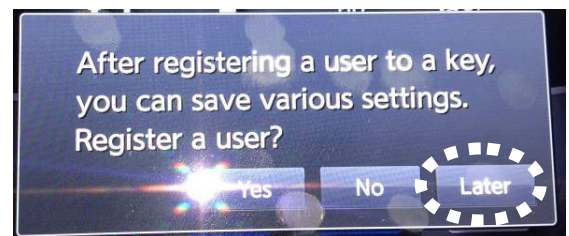


Figure 24

19. Access the “System Diagnostic” screen as follows:

- a. Turn OFF the Audio system by pushing the volume knob.
- b. Make sure “**Audio OFF**” is shown on the upper display screen.



Figure 25

- c. Push the "Settings" icon.

**NOTE:** With navigation is shown, without navigation is similar.



Figure 26

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

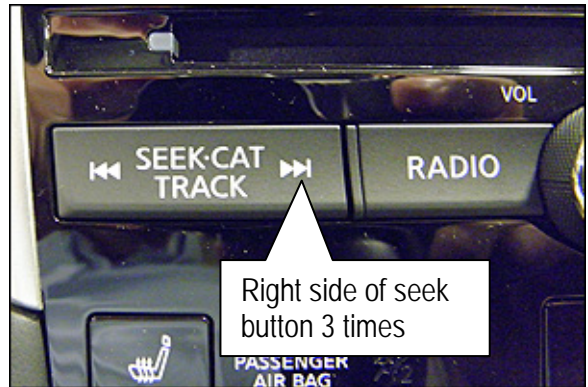


Figure 27

- e. Push and hold on the screen in the area below the right arrow icon (>) until the screen changes (about 5 seconds).



Figure 28

- f. The “System Diagnostics” screen will display.

**NOTE:** If the System Diagnostics screen does not display, repeat step 19.



Figure 29

20. Make sure the software update has completed as follows:

- a. Push “Confirmation/Adjustment.”



Figure 30

- b. Scroll down the screen and push “Version Information.”

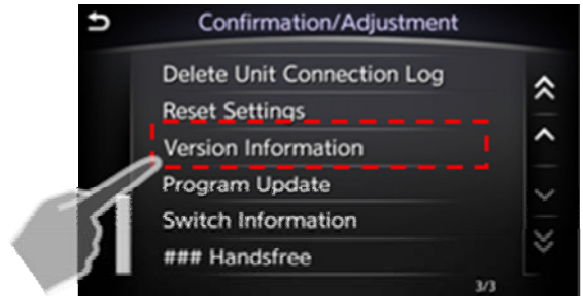


Figure 31

- c. Scroll down the screen; find these version items and compare. Make sure these version numbers are:

ATOM SW Version:.....0000050E  
 SH SW Version: .....0408  
 OS:.....62.062F  
 Bios SW Version:.....030400000200  
 Navi Software Version:...109  
 Audio SW:.....000191  
 2nd Display SW:.....xx024

**NOTE:** For vehicles without Navi, the Navi Software Version will be blank.

- If any version item does not match the above:
  - 1<sup>st</sup>, Turn the ignition OFF, wait 30 seconds, and perform steps 16 through 20 again.
  - 2<sup>nd</sup>, If there is still a version item that does not match, perform the software updates in this bulletin again (restart from step 1).

## Delete Unit Connection Log

21. Delete the "Unit Connection Log" as follows:

a. Push the "Back" button.

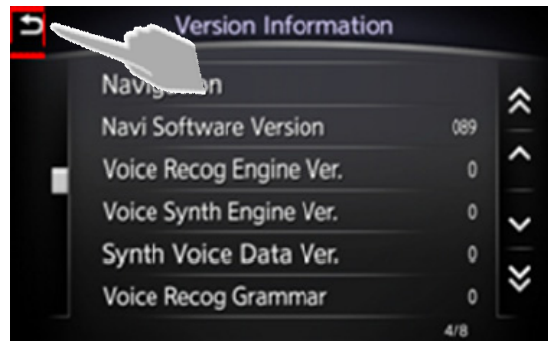


Figure 32

b. Push "Delete Unit Connection Log."



Figure 33

c. Push "Yes."

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



Figure 34



- e. Push the “**Back**” button TWICE.

**NOTE:** The system will restart automatically.

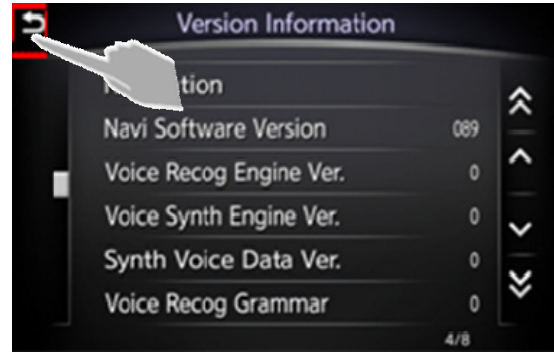


Figure 35

- f. Wait for screens to fully initialize; the bottom of the lower screen must show the center dot highlighted; “○○●○○” (If needed, refer to step 2 on page 4.)

### Reset 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.

22. Reset App Data and Settings as follows:

- a. Push the right arrow ( > ) once.

**NOTE:** With navigation is shown, without navigation is similar.



Figure 36

- b. Push the “App Garage” icon.



Figure 37

c. Push "App Garage Settings."

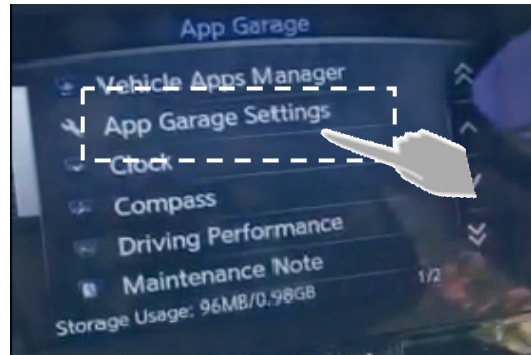


Figure 38

d. Push "Factory Data Reset."



Figure 39

e. Push "Yes" button.

- Wait for 5 seconds to allow data to clear.
- The screen will go blank and then return to the main app screen.

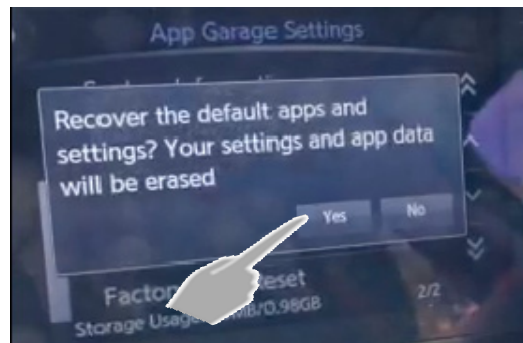


Figure 40

23. Repeat step 22 (perform step 22 a total of 2 times).

24. Vehicles without Navigation: Verify time and date is correct. Reset if necessary.

- Vehicles with Navigation: Time and date will update automatically.

25. Turn the ignition OFF.

## Refresh SiriusXM Radio

**NOTE:** SiriusXM Radio requires an active subscription or the free trial period.

26. Park the vehicle outside with a clear view of the sky.
27. Turn the ignition ON (engine running or READY to drive mode).
  - Keep the transmission in Park and the parking brake set.
28. Check the SXM function as follows:

- a. Wait for screens to fully initialize.
  - The bottom of the lower screen must show the center dot highlighted.

**NOTE:** With navigation is shown, without navigation is similar.



Figure 41

- b. On the lower display screen find and select the **SXM Info** app.
  - With navigation, scroll two screens to the right.
  - Without navigation, SXM is on the main screen.



Figure 42

c. Push **Stock Tickers**.

- If the Stock Tickers feature functions correctly refresh is not needed. Procedure is complete.



Figure 43

- If you see this error message (Figure 44), continue with the procedure and perform the SiriusXM refresh.

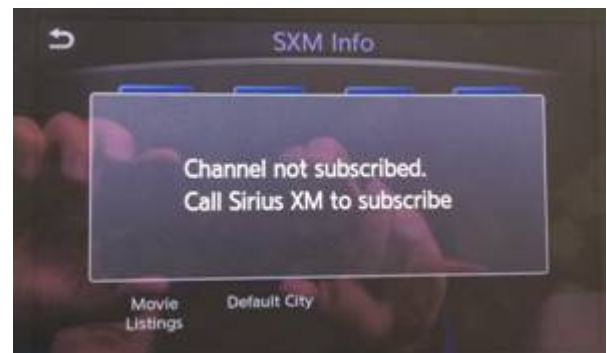


Figure 44

29. Turn the radio ON and tune to SiriusXM channel "0".

30. Write down the 8 digit SiriusXM Radio ID displayed on the screen.

31. Tune to SiriusXM channel "1" and leave the radio ON.

32. Refresh service at [www.siriusxm.com/refresh](http://www.siriusxm.com/refresh) or by calling SXM Automated Activation Hotline at 1-855-697-3373.

- Using a cell phone (Smart phone) while staying in the vehicle is recommended.

**NOTE:** The service should be refreshed within 5 minutes (leave the radio on during this time).

- For satellite radio – the audio will broadcast when tuned to channels other than “1”.
- For satellite traffic – information will display on the Traffic Info Screen.
- For Travel Link – information for any of the items will display on the SXM information screen.

- Once the refresh is complete the screen in Figure 45 will display.
- Push Enter.



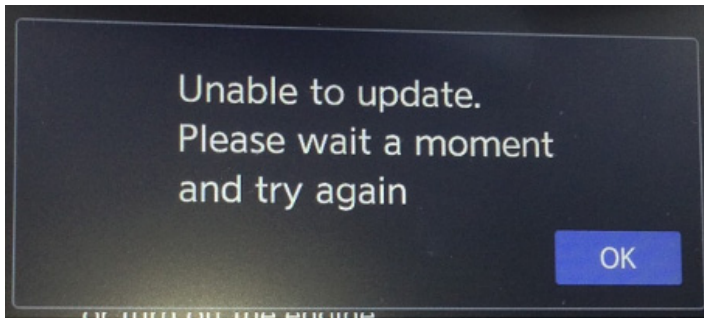
Figure 45

**Software Update Procedure is Complete**

**NOTE:** For additional SiriusXM Radio information, refer to [www.siriusxmdealer.com](http://www.siriusxmdealer.com) or call Sirius XM Dealer Support at 1-800-852-9696.

**FAQ:**

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



A. This screen may appear while performing software update for other InTouch systems (steps 8-12). If it does:

1. Remove USB Flash Drive, turn the ignition OFF, and wait 30 seconds.
2. Remove the map SD card and make sure the tab is in the unlocked position.

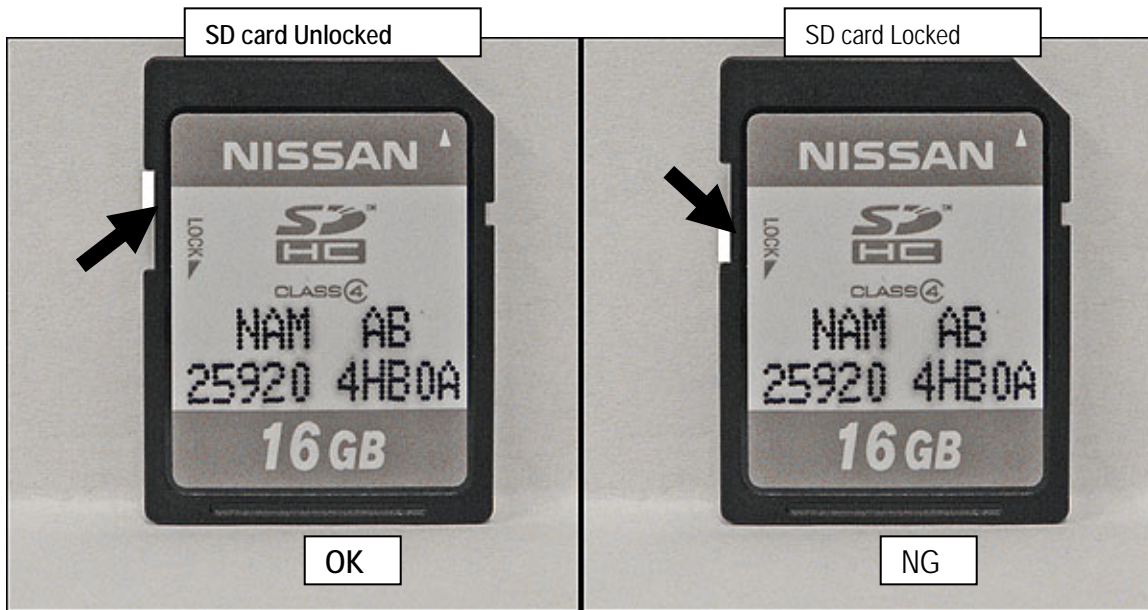


Figure 1

3. Insert Map SD card back into its slot.
4. Go to Step 8 and continue through the rest of the procedure from that point.

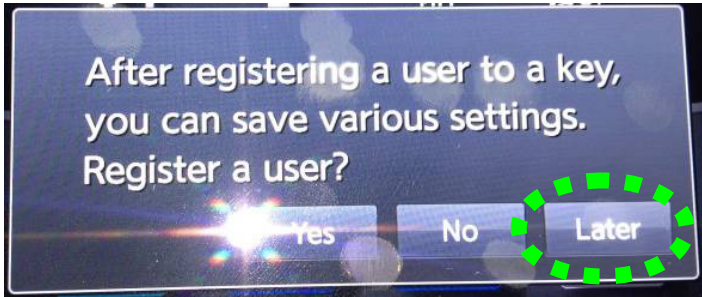
NOTE: Install may resume automatically, this is OK.

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 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.

Q. What do I do if the version updates do not match after updates are installed?

A. 1<sup>st</sup>, Turn the ignition OFF, wait 30 seconds, and perform steps 16 through 20 again.  
2<sup>nd</sup>, If there is still a version item that does not match, perform the software updates in this bulletin again.

## CLAIMS INFORMATION

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

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
P4205	Update ITGEN5 and SXM	P42050	0.8 hrs.

## OWNER LETTER (typical owner 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:

- Improved iPod USB cable connectivity
- Enhanced SiriusXM functionality
- Faster steering wheel volume control response

Infiniti is still diligently working on Infiniti InTouch Apps™. When the new feature will be available has not been determined. However, Infiniti will provide more information when it is available. The patience of all our valued customers is greatly appreciated while we give this matter our full and utmost attention.

### 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 1 hour 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.

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.infiniti.com/intouch>.