

Reference:

ITB14-047

SB-10056479-7547

Date:

September 24, 2014

VOLUNTARY SERVICE CAMPAIGN 2014 Q50 FUSE BOX B+ TERMINAL COVER

CAMPAIGN ID #: P4249

APPLIED VEHICLE: 2014 Q50 (V37)
2014 Q50 Hybrid (V37)

Check Service COMM to confirm campaign eligibility.

INTRODUCTION

Infiniti is conducting a Voluntary Service Campaign on 2014 Q50 and Q50 Hybrid vehicles to install a Fuse Box B+ Terminal Cover. This service will be performed at no charge for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number P4249 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

1. Open the vehicle hood and remove the fuse box cover.
 - The fuse box is located on the driver side near the front of the engine compartment.



Figure 1

2. Install the Fuse Box B+ Terminal Cover as shown.
 - The cover snaps in place.



Figure 2

3. Reinstall the fuse box cover.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Fuse Box B+ Terminal Cover	24360 – 4GA0A	1

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
P4249	Install Fuse Box B+ Terminal Cover	P42490	0.2 hrs

OWNER'S LETTER (example of typical owner's 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. Your vehicle is also eligible for a voluntary service campaign that is being conducted by Infiniti to install a special cap to the fuse box component as a safety improvement at no charge to you for parts or labor.

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:

- App availability
 - Email
 - Calendar
 - Facebook®
 - Google® search
- Improved audio volume control
- Improved system stability

REASON FOR SERVICE CAMPAIGN

As a result of post-crash test observations, Infiniti identified an opportunity to improve fuse box isolation.

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. In addition to this software update, your Infiniti retailer will also install a terminal cap over the B+ terminal in the underhood fuse box.

Both of these services will be performed **at no cost to you for parts or labor**. The software update and terminal cap installation should take approximately 2 hours 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 and service campaign. 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.

After your vehicle has the system update installed, you will need to download the Infiniti InTouch App from the Apple App or Google Play Stores to your smart phone to fully utilize the App features in your vehicle.

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>.