December 6, 2014

INFINITI InTouch SOFTWARE UPDATE PROCEDURE version 2.0

This procedure is used for two purposes:

1. Check the current Infiniti InTouch Software version.
2. If needed, update the Infiniti InTouch software to the newest version.

Software updates may be required for the following reasons:

- Delivery of new features, enhancements, or improvements
- Update replacement components to the newest version

Software updates are intended to update the operating system to current production, improve system performance, and address any system issues. Infiniti continues to work on system enhancements and improvements.

As with many new advanced technology devices, the Infiniti InTouch system is designed to allow for future software updates, installed by Infiniti dealers, 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.

PROCEDURE

As of the publish date above, the latest software update available (required for this procedure) is contained on USB memory stick "P4248-ITGEN5 2.0" shown in Figure A:

- Each dealer was previously mailed one P4248-ITGEN5 2.0 USB memory stick, free of charge.
- Should you require an additional P4248-ITGEN5 2.0 USB memory stick due to loss or damage, it can be ordered free of charge by contacting Denso Products Services Americas:
  By email (preferred method) – navihelpdesk@densodrive.com (make sure to supply your dealer code and shipping address in the email).
  By phone – 1-888-285-4236 (ask for navi help desk).

Figure A

- Each dealer has also been shipped one iPod touch® free of charge (Figure AA).

- If any additional iPod touch® devices are required, they can be purchased through Tech Mate.

Part number: 676-MGG82LL A

Figure AA

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

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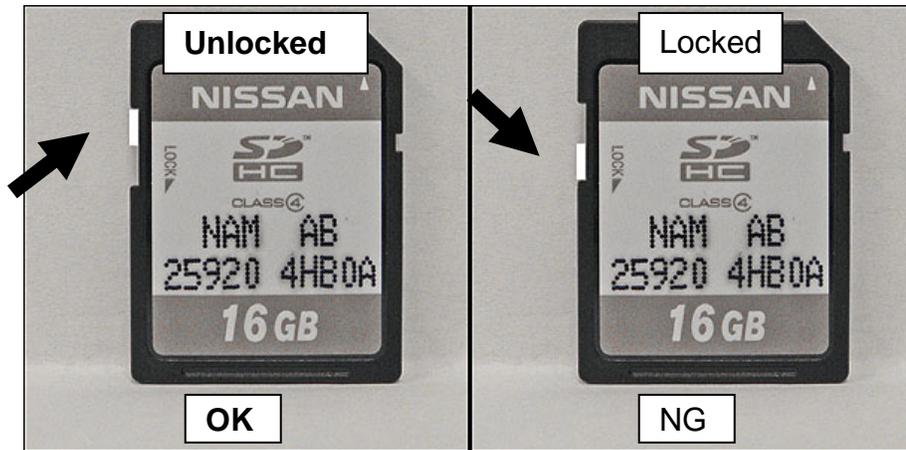   c. Re-insert the SD card and make sure it is locked-in. The label on the SD card should not be visible.

Figure B

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.
- Make sure the engine hood is open and stays open during the entire procedure.
- 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 P4248-ITGEN5 2.0 USB memory stick (see Figure A on page 1).

NOTE:
- On page 5 (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.

- There is an FAQ section at the end of the Service Procedure.
- There are six parts to this software update procedure:
  - ➢ Software Update
  - ➢ Reset App Data and Settings
  - ➢ Head Unit Proxy update
  - ➢ Verify Apps Software Update
  - ➢ Return vehicle settings to default and remove iPod touch® from system
  - ➢ Verify Software Update

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.

Software Update

1. Turn the ignition ON. (Engine running or READY to drive mode.)

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

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 "After registering…" appears (Figure 1), select Later.

   • When screens are fully initialized, the bottom of the lower screen will show the center dot highlighted; "○○ ●○○" (See Figure 2).
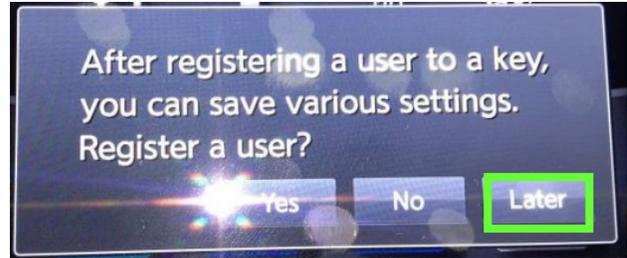
3. Turn the audio system OFF.

Figure 1

Figure 2

4. Insert the USB memory stick into a USB port.

   • After about 15 seconds the upper display will automatically show the update screen shown in Figure 4.

   • If the screen in Figure 3 appears, this reprogram has already been done. No further software reprogram is necessary.

      NOTE: Confirm that you are using P4248-ITGEN5 2.0 USB Flash Drive.

      • USB ports are located in the center console box.
      • Either USB port is OK to use.

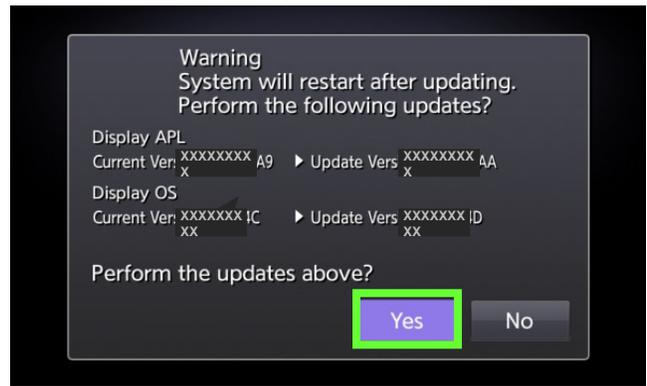Figure 3

5. Select Yes to begin the Software Update.

Figure 4

- Confirm the progress bar is shown and starts moving. (The system is now loading the new software into the vehicle.)

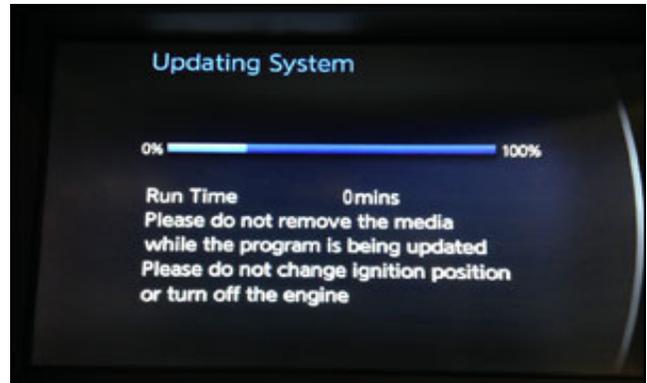- Update time is approximately 60 minutes. It is OK to leave the vehicle unattended while the update is installing.

Figure 5

6. Complete the Software Update as follows:

   a. Confirm the "Program updated" screen is displayed.
   b. Remove the USB memory stick from the USB port.
   c. Select Restart.
   d. Wait for screens to fully initialize; the bottom of the lower screen must show the center dot highlighted; "○○ ● ○○" (Figure 2).
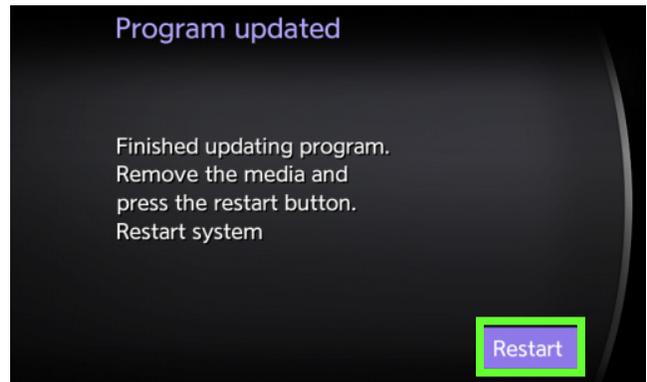
Figure 6

7. Turn the ignition OFF for 60 seconds.

   NOTE: The display in the center of the instrument cluster will turn OFF after about 60 seconds.

8. Turn the ignition back ON and allow the display to fully initialize.

   - Center dot highlighted; "○○ ● ○○" as shown in Figure 2.

9. Insert the USB memory stick into a USB port a second time.

   - If the screen in Figure 4 appears, the reprogram has not completed.

     ➢ Perform steps 5 through 9 again.

   - If the screen in Figure 3 appears (displayed for 2-3 seconds), the reprogram has completed.

     ➢ Remove the USB memory stick and turn the ignition OFF, and then proceed to "Reset the App Data and Settings" on the next page.

Reset the 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.
- <u>Do not</u> 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.

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

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 "After registering…" appears (Figure 7), select **Later**.
   - When screens are fully initialized, the bottom of the lower screen will show the center dot highlighted; "○○ ●○○" (See Figure 8).

After registering a user to a key, you can save various settings. Register a user?
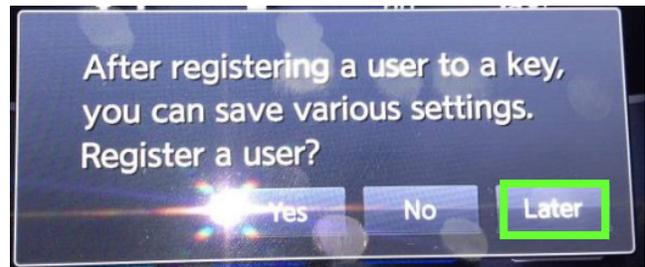
Yes   No   Later

Figure 7

Figure 8

Center dot

3. Reset App Data and Settings as follows:

- For vehicles with Navigation first select the right arrow (>) once.

Figure 9

a. Select **App Garage** (with or without Navigation).

Figure 10

b. Select **App Garage Settings**.

Figure 11

c. Scroll the screen down and then select **Factory Data Reset**.

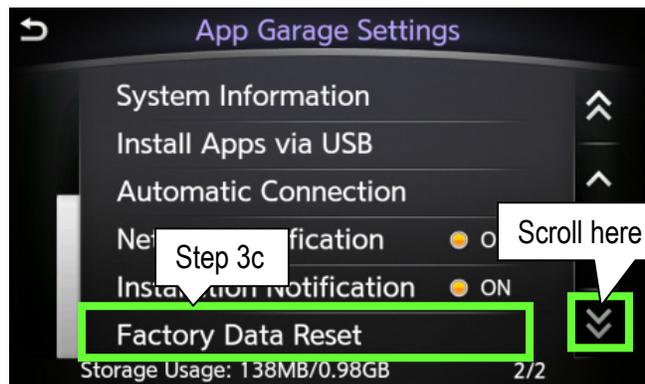NOTE: The screen may need to be scrolled to the bottom to show Factory Data Reset.

Figure 12

Figure 13

d. Select Yes.

e. When reset is compete – the "App Garage Setting" screen (Figure 12) will display.

NOTE:
- If the pop up screen "XXXXX has stopped unexpectedly" appears (Figure 14), select OK.
- Wait for pop up screen "Resetting……." to disappear.
- The screen will then return to the "App Garage Setting" screen (Figure 12).

Figure 14

4. Repeat steps "3c" and "3d" a second time (perform steps "3c" and "3d" a total of 2 times) and then proceed to step 5 on the next page.

5. Reset the time and date.

- For vehicles <u>with</u> Navigation proceed to step 6; the time and date will update automatically.

- For vehicles <u>without</u> Navigation, reset with steps "a" through "h" below and then proceed to step 6.

  a. Select MENU.

  b. Select Settings.

Figure 15

  c. Select Clock.

Figure 16

  d. Select the right arrow (>) once.

Figure 17

  e. Adjust Time (hr.& Min)

  f. Select Settings below time.

  g. Adjust calendar (Year, Month, Day)

  h. Select Settings below calendar.

6. Turn the ignition OFF and wait for 1 minute.

7. Turn the ignition back ON and allow the display to fully initialize and then proceed to Head Unit Proxy Update on the next page.

- Center dot highlighted; "○○●○○" as shown in Figure 2.
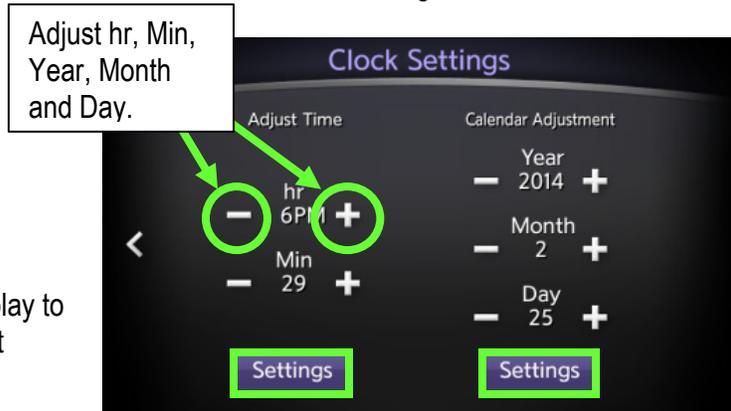
Figure 18

Head Unit Proxy Update

IMPORTANT:

- In the following steps an iPod touch® will be required (Tech Mate Part number 676-MGG82LL A).
- When performing the following procedure use the service department WiFi. Cellular data charges are not covered by this bulletin or under warranty.

1. Install the "Infiniti InTouch" App onto the iPod touch® (if not already present) from Apple App Store:

2. After Infiniti InTouch has been downloaded, connect the device with a USB cable directly to the USB port in the center console.

   - When iPod touch® is connected, if the message "New iPod Device Detected. Create/Replace iPod voice recognition data?" is displayed, select NO.

IMPORTANT: Verify that the iPod touch® has good data reception (can access internet) before continuing. If the iPod touch® does not have good data reception, move vehicle to an area for better reception.

3. Start "Infiniti InTouch" App and then:

   a. Select United States, and then select OK.
   b. Select Accept for "Infiniti InTouch Apps Service Terms and conditions" (Figure 20 on page 11).
   c. Select Use as Guest.
   d. Select the Menu button on the vehicle and then select YES to the message "Allow app to access the network" (Figure 21).
      If "Allow app to access the network" does not appear after pressing the MENU button:
      - Check the iPod touch® connection.
      - Confirm the setting is correct by going to App Garage > App Garage Settings > Network Notification > ON.
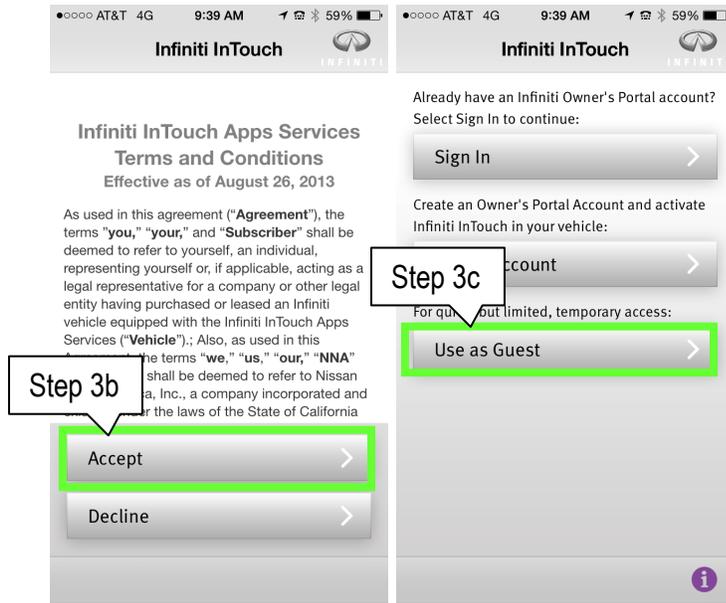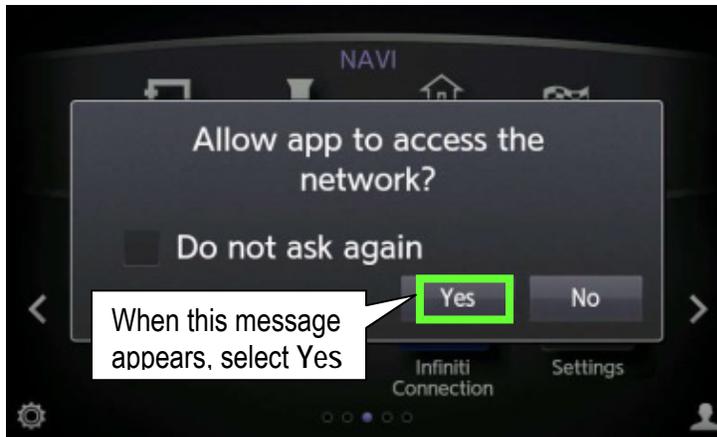

Figure 19

Figure 20

Figure 21

e. After "Connected" is displayed on the iPod touch®, select **Next**.

- If the InTouch app will not connect, turn the ignition OFF wait 15 seconds and turn ignition back ON.

f. Select **Manage My Apps**.

g. Turn **OFF** ALL Apps except Google "Online Search".

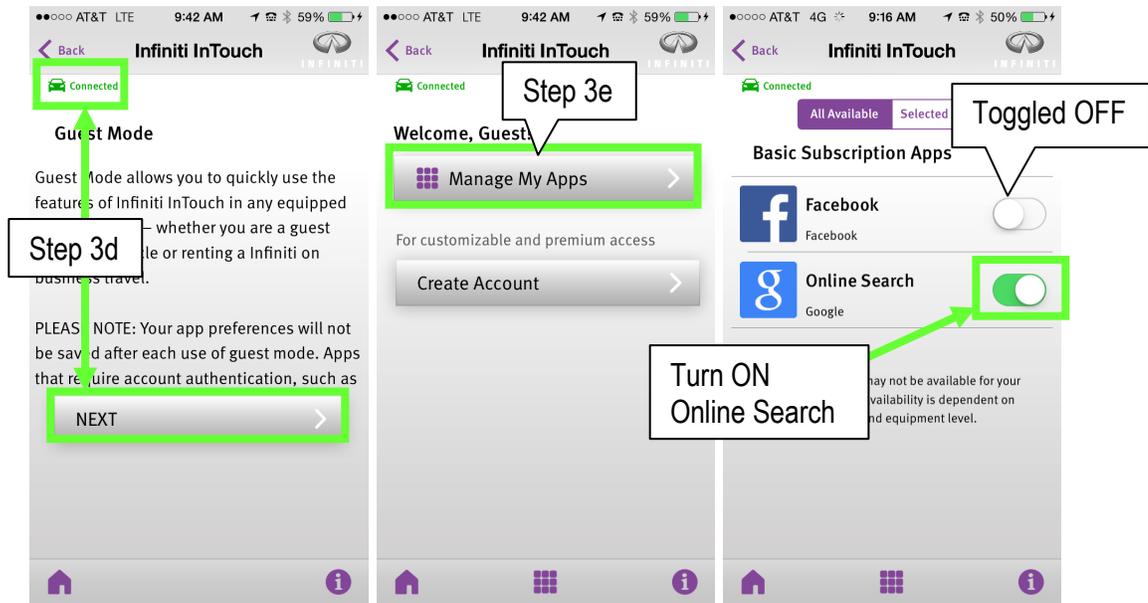- Screen may need to be scrolled down to turn off additional Apps.

Figure 22

4. Download Online Search from the iPod touch® to the vehicle.

a. Select the vehicle's MENU screen and then:

- For vehicles with navigation scroll the screen to right (Figure23) and then select **App Garage** (Figure 24).

- For vehicles without navigation select **App Garage** (Figure 24).

Figure 23

Figure 24

b. Scroll the App Garage screen to the bottom (Figure 25).

Figure 25

c. When the Online Search has downloaded:

- The left hand scroll bar will move UP slightly, but the app will still be hidden (Figure 26).

Figure 26

d. Scroll the screen to the bottom again to confirm that Online Search has been downloaded (Figure 27).
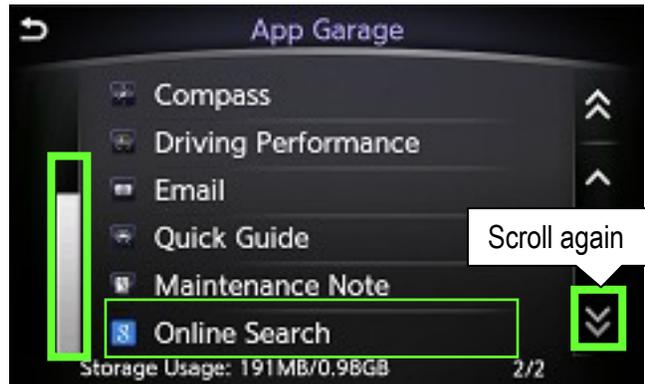
NOTE: Download of Online Search will take approximately 5 minutes to complete:

Figure 27

IMPORTANT: Verify that the iPod touch® has good data reception (can access internet). If the iPod touch® does not have good data reception, move vehicle to an area to allow the app to download.

5. Scroll the App Garage screen back to the top and select **Vehicle Apps Manager**.
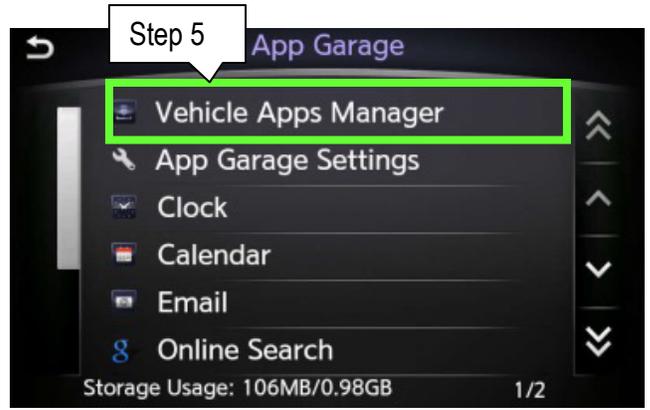
Figure 28

6. Select Yes.
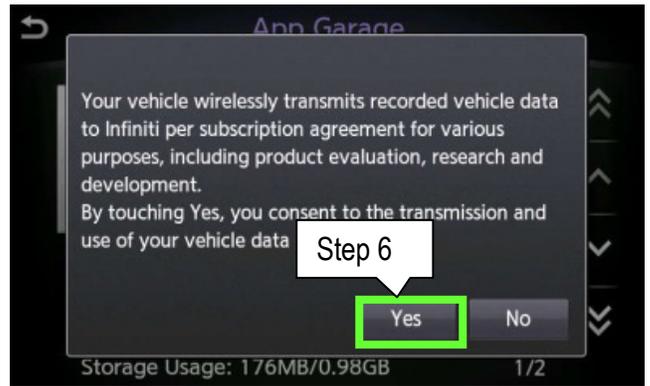
Figure 29

7. Select **All Apps**.

Figure 30

8. Scroll down and then select **HeadUnitProxy**.
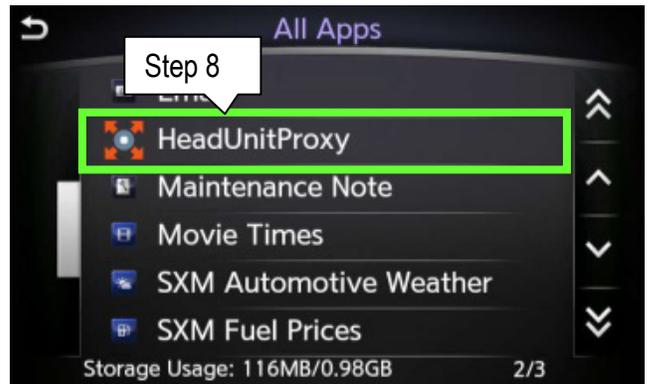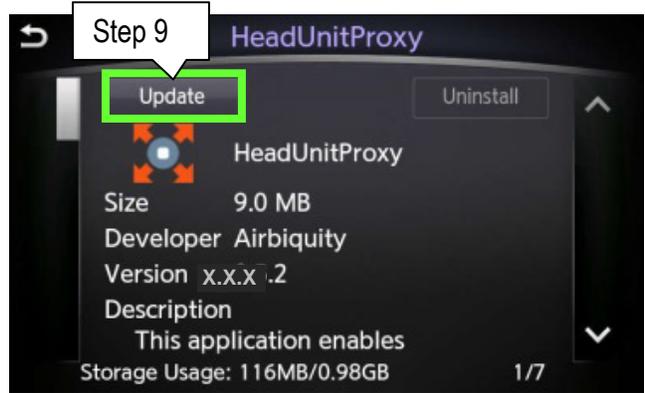

Figure 31

9. Select Update.

Figure 32

10. Select Yes.

Figure 33

NOTE: Several messages will be displayed at the bottom of the screen as the HeadUnitProxy is updated (Figure 34):

- Waiting for server…
- Downloading…
- Installing…

Figure 34

11. When the "HeadUnitProxy updated" message appears select OK.
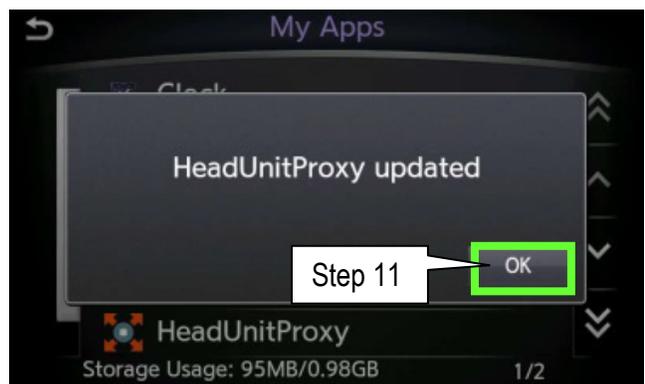
Figure 35

Verify Apps Software Update

1. Return to the vehicles Apps MENU and then:

   - For vehicles with navigation scroll the screen to right and then select **App Garage** (Figure 36).
   - For vehicles without navigation select **App Garage** (Figure 36).
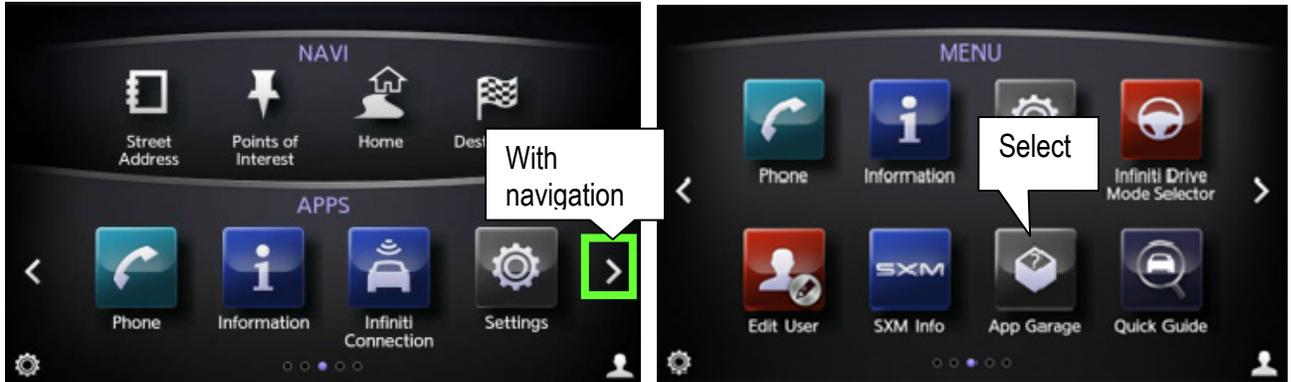
Figure 36

2. Select **App Garage Settings**.

Figure 37

3. Select **System Information**.

Figure 38

4. Verify "System Version".
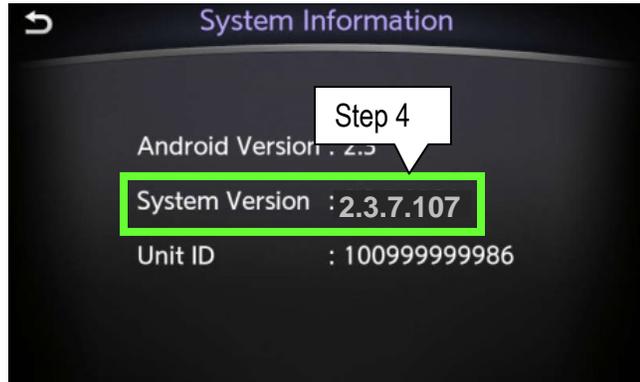
   - Make sure the System Version is "2.3.7.1077" or above.

Figure 39

5. Return to "App Garage Settings" (Figure 37).
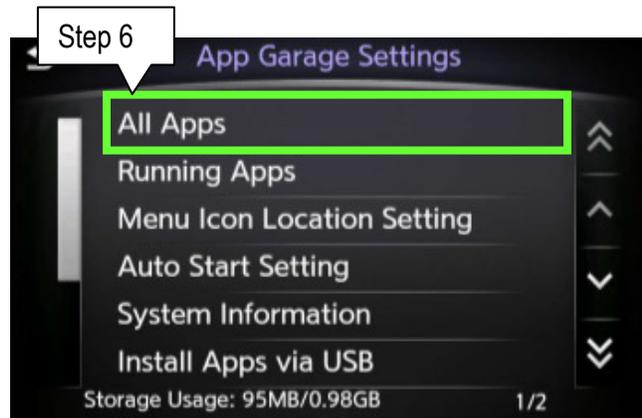
6. Select All Apps.

Figure 40

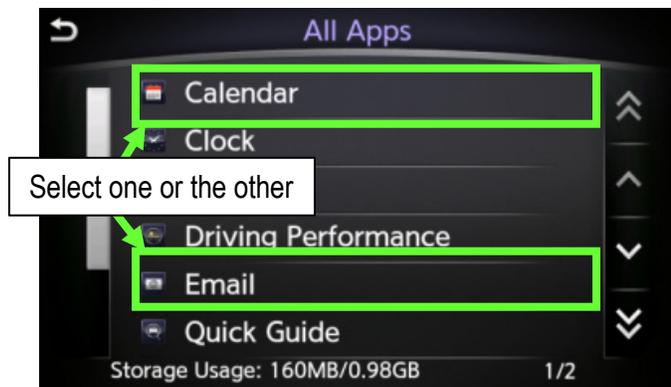7. Select either Calendar or Email.

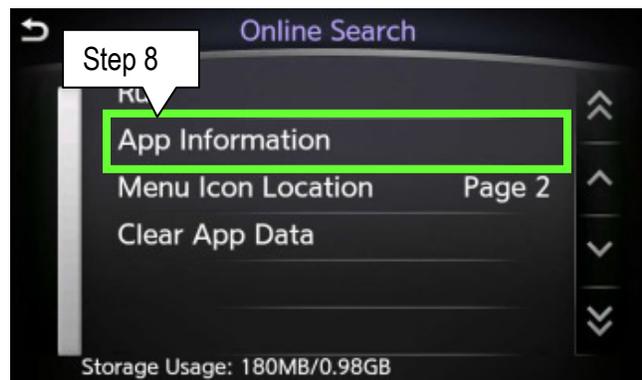Figure 41

8. Select App Information.

Figure 42

9. Verify the Version numbers are:

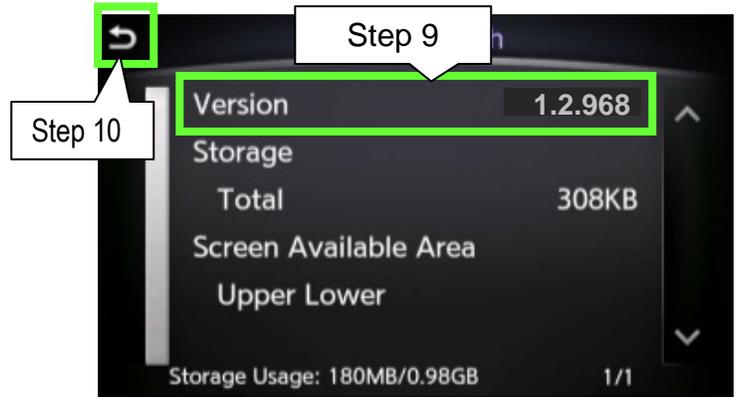- Email: "1.2.968" or above
- Calendar: "1.3.1053" or above

Figure 43

10. Select the "back button" twice to return to "App Garage Settings" (Figure 44).
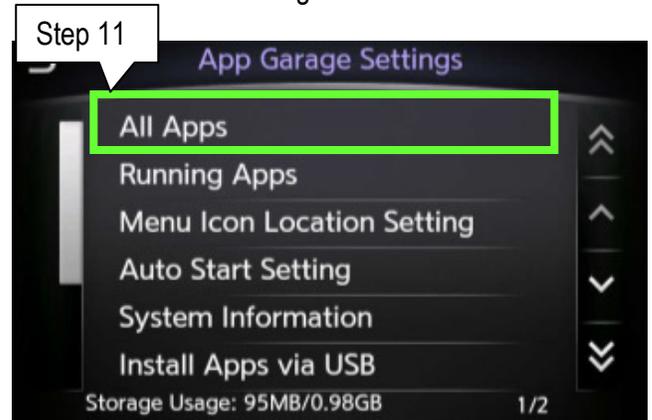
11. Select **All Apps**.

Figure 44

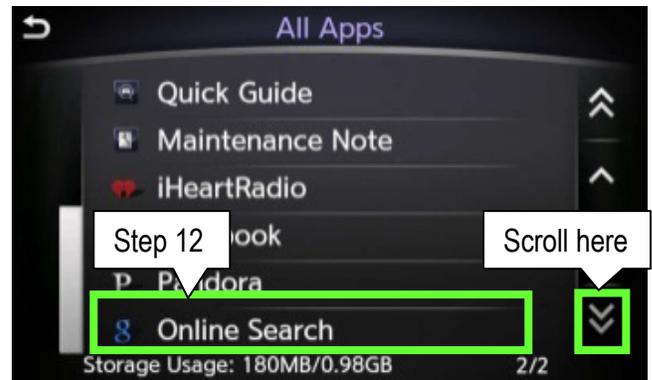12. Scroll the screen down and select **Online Search**.

Figure 45

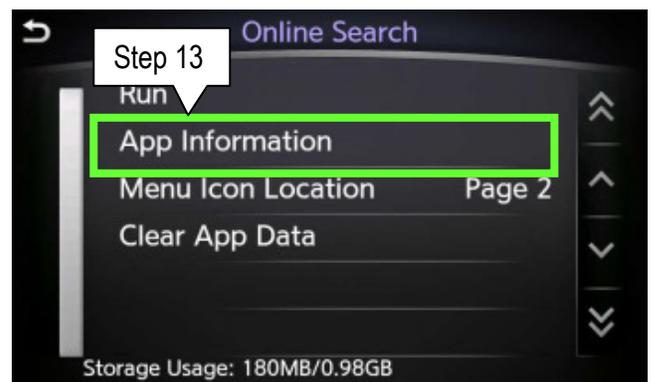13. Select **App Information**.

Figure 46

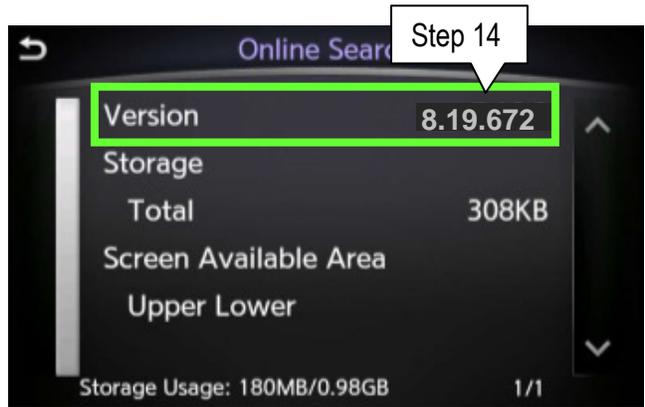14. Verify the Version for Online Search is "8.19.672" or above.

Figure 47

15. From the MENU screen select **App Garage** and then **Online Search**.

Figure 48

16. Push on the upper right hand corner of the screen (see Figure 49), 15 times or more, until "hup hmic1……..…" pop-up (see Figure 50) appears on the upper screen.
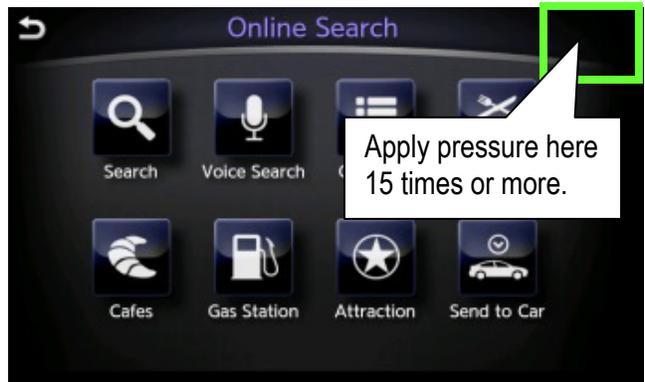

Figure 49

17. Verify the version is "0.9.21" or above.

18. Select **OK**.

19. If all Versions are correct, proceed to the next page; Return Vehicle Settings to Default and Remove iPod touch® From System.

   • If any Version is incorrect perform **Head Unit Proxy Update** on page 9.

Figure 50

Return Vehicle settings to Default and Remove iPod touch® From System

Figure 51

1. While the iPod touch® is still connected, turn OFF the Online Search on the Infiniti InTouch (Figure 51).

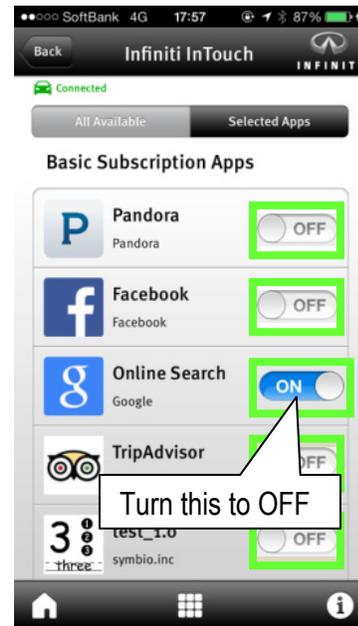   NOTE: This will disable the app from both the iPod touch® and the vehicle.

2. Confirm that Online Search is no longer available on the App Garage screen (Figure 52).

   NOTE: This may take up to 2 minutes after being turned OFF.

Figure 52

3. Return to the MENU screen and then disconnect the USB cable and proceed to Delete Unit Connection Log.

Figure 53

Delete Unit Connection Log

1. Confirm that the audio system is OFF. If not OFF, turn it OFF by pressing the volume knob.

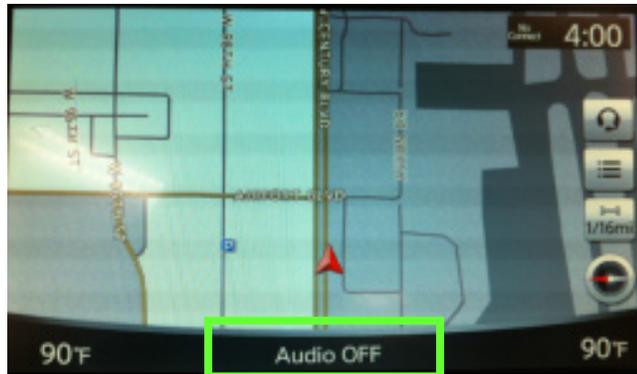   - Make sure "Audio OFF" is shown on the bottom of the upper display screen (Figure 54).

Figure 54

2. Select Settings.

Figure 55

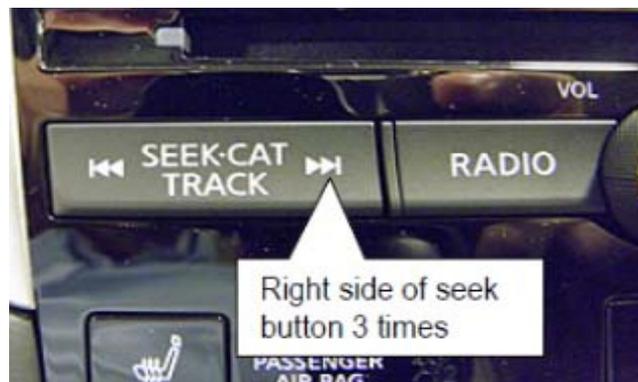3. Push the right side of the seek button (>>I) 3 times.

Figure 56

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

   - If the "System Diagnostics" screen (Figure 58) is not displayed, repeat steps 1 through 3 again starting on page 19.

   - If the System Diagnostics screen is displayed proceed to step 5 on the next page.

Figure 57

5. Select ### Confirmation/Adjustment.

Figure 58

6. Scroll the screen down and then select Delete Unit Connection Log.

Figure 59

7. Select Yes.

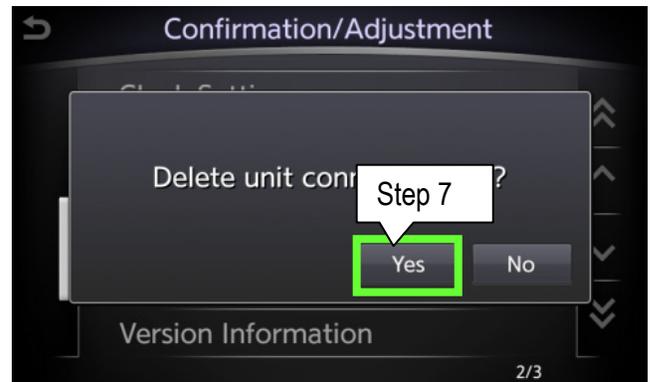8. Wait for 1 minute to allow the log to clear.

Figure 60

9. Select the "back button" TWICE.

   - The system will restart automatically.

   - Wait for screens to fully initialize; the bottom of the lower screen must show the center dot highlighted; "○○ ●○○"

10. Turn the ignition OFF for at least 60 seconds to complete the update.

Figure 61

Refresh SiriusXM Radio

NOTE: Sirius XM Radio requires an active subscription or the free trial period.

1. Park the vehicle outside with a clear view of the sky.

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

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

3. 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 62

   b. On the lower display screen find and select the SXM Info app.

      - With navigation, scroll two screens to the right.
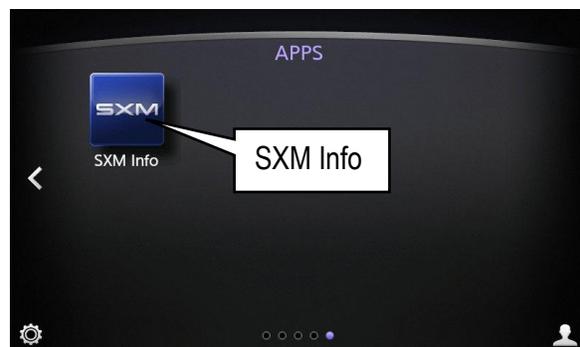
      - Without navigation, SXM is on the main screen.

Figure 63

b. Select Stock Tickers.

Figure 64

- If the Stock Tickers feature functions correctly refresh is not needed. <u>Procedure is complete</u>.

- If you see this error message (Figure 65), continue with the procedure and perform the SiriusXM refresh.

Figure 65

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

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

6. Tune to SiriusXM channel "1" and <u>leave the radio ON</u>.

7. Refresh service at 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 will display any of the items on the SXM information screen.

   - Once the refresh is complete the screen in Figure 66 will display.

   - Press Enter.

Figure 66

Software Update Procedure is Complete

NOTE: For additional SiriusXM Radio information, refer to www.siriusxmdealer.com or call Sirius XM Dealer Support at 1-800-852-9696.

FAQ:

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?
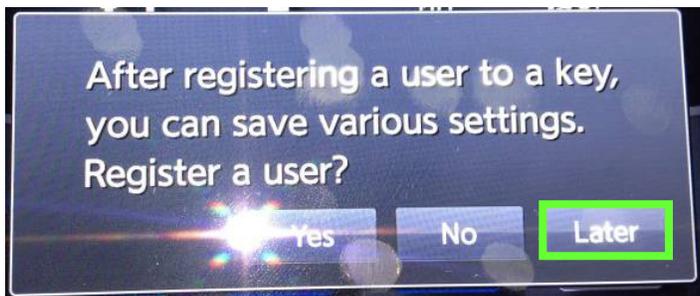
A. Select "Later" and then continue with the procedure. This is covered in step 2 of the procedure but this message can appear at other times in the update process.

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.