

INTOUCH™ SERVICES

INFINITI

INFINITI InTouch™ Services¹ provides added safety, security and convenience features that are designed to keep your clients connected to their vehicle, even when they are not behind the wheel. **Standard on all 2023 models - features may vary.**

MyINFINITI App Launch Date is 8/29/22

WHY IS INFINITI INTOUCH SERVICES IMPORTANT?

- INFINITI InTouch Services provides important security features like Automatic Collision Notification to give your customers peace of mind.
- Customers can remotely access their vehicle from their favorite devices such as their smartphone, smartwatch³, or using just their voice.

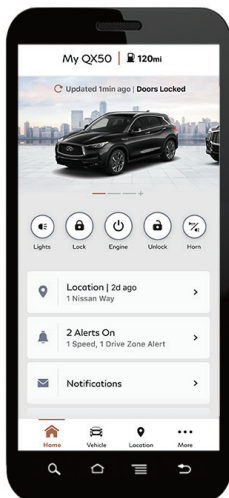


ENROLLING YOUR CUSTOMERS

Included trials start on the vehicle's purchase date, so it's important to enroll your customers to ensure they have the full opportunity to use their services. You can help the customer create app credentials during ICAR-X delivery.

1. During Feature Presentation, navigate to the Owner Services section.
2. Have the customer confirm their email address and input a password.
***This email address and password will be used as the customer's login credentials for the app.**
3. Have the customer ACCEPT Terms & Conditions and select "Register".
4. Once submitted, the services will activate, and the customer can log in to the app using the email and password established via ICAR-X.

For enrollment issues contact vcssupport@nissan-usa.com.



PRO TIP #1

Show customer the Benefits

Download the MyINFINITI app to your smartphone. You can use Demo Mode to show customers what the app looks like and how to use key features like Remote Engine Start, or how they can set alerts – all without needing login credentials or a vehicle to connect to.

PRO TIP #2

Check for the SOS Button

The easiest way to tell if a vehicle is equipped with INFINITI InTouch Services is to check for the SOS button in the overhead console.



FOR RETAILER PERSONNEL ONLY

INFINITI INTOUCH SERVICES PRICING & PACKAGING²

Packaging and pricing varies by model. Be sure to check the list below to see which prices apply.

- Q50: Standard
- QX50: Standard
- QX55: Standard
- QX60: Standard
- QX80: Standard

SELECT | PLUS

5 YEAR TRIAL

SELECT

- Remote Door Lock/Unlock
- Vehicle Health Report
- Scheduled Maintenance Notification
- In-Vehicle Messaging
- INFINITI Action on Google
- INFINITI Skill for Amazon Alexa
- Maintenance Alert
- Over-the-Air Update Capability
- Destinations by Google (N)
- Street View (N)
- Satellite View (N)

PLUS*

- MapCare (N)
- Connected Search (N)
- Premium Traffic (N)
- TomTom Weather (N)

PREMIUM

1 YEAR TRIAL

Includes both Select, Security and Convenience
\$12.99/month after trial⁴

SECURITY

\$8/month after trial⁴
Includes Select and:

- Automatic Collision Notification
- Emergency Call
- Stolen Vehicle Locator
- Alarm Notification
- Connection to Roadside Assistance⁵
- Max Speed Alert
- Curfew Alert
- Drive Zone Alert
- Valet Alert

CONVENIENCE

\$8/month after trial⁴
Includes Select and:

- Remote Engine Start/Stop¹
- Remote Horn & Lights
- My Car Finder
- Remote Vehicle Status
- Remote Data Wipe
- Destination Download
- Journey Planner (N)
- Destination Assistance (N)
- INFINITI Personal Assistant®
- Door to Door Navigation

(N) = Navigation only features

*Separate subscription for Plus required after 5 years

SMS DOWNLOAD

SMS Download makes it easy for customers to download the app during enrollment and presents them with an exclusive offer only good for a limited time (**only available 14 days from Original Sale Date**).

What are the benefits?

- Reinforces the benefits of the INFINITI InTouch Services Trial
- Ensures customers download the correct app and connect with their vehicle
- Presents a limited time, exclusive offer that is available only through the SMS link
- Enrollment in INFINITI InTouch Services includes a monthly Vehicle Health Report which drives service retention

LIMITED TIME OFFER: 35% OFF 12 MONTHS

Remind your customers to take advantage of this limited time offer!



1. Feature availability is dependent on vehicle model, trim level, packaging and options. Late availability for some features. Remote Engine Start/Stop only available on select models. 2. Upon expiration of each trial period, a subscription purchase is required to continue INFINITI InTouch Services. Terms and conditions of Subscription Agreement apply. 3. This feature is compatible with Apple watchOS and Android Wear only. Not all features available on smartwatch. 4. Plus applicable fees and taxes. 5. Available for a period of 48 months/48,000 miles from the date the vehicle is delivered to the first retail buyer or otherwise put into use, whichever is earlier.

For additional support, please visit www.infiniti-usa.com/InTouch or call INFINITI Owner Services at 1-855-444-7244.

See <https://www.infiniti-usa.com/intouch/legal> for service limitations.

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