



After-sales Retailer Support Timing Chain Voluntary Service Campaign

Reference: P6305
Date: July 12, 2016

Attention: Retailer Principal, Sales, Parts and Service Managers

UPDATE July 12, 2016

The announcement from May 6, 2016 has been revised to reflect increased flat rate times and includes additional Questions & Answers in the Frequently Asked Questions (FAQ) section such as:

- An explanation regarding the flat rate time change**
- What to do if the retailer identifies additional parts are found that are excessively worn or damaged due to the timing chain**
- What to do if the client has already had their timing chain replaced**

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:
MY2011-13 QX56 (Z62)	45,107	NA	May 6, 2016
MY2011-13 M56 (Y51)			

***** Campaign Summary *****

Infiniti is conducting a Voluntary Service Campaign on certain MY 2011-13 QX56 and M56 vehicles to replace the engine timing chain, guides, and crankshaft sprocket. In some of the affected vehicles, the timing chain may deteriorate over time and distort. If this occurs, clients will hear abnormal noises from the engine, which may sound like a rattle or ticking. If the abnormal engine noise continues, over time the engine could be damaged. Infiniti is performing this repair at no charge to affected clients for parts or labor to help ensure continued satisfaction with their Infiniti vehicle.

Infiniti is committed to a high level of product safety, service and satisfaction for Infiniti owners and is working with its retailers to promptly address this issue.

***** What Retailers Should Do *****

To ensure client satisfaction, retailers are asked to perform the following repair procedure prior to sale of pre-owned and new (if applicable) inventory.

- Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm I.D. **P6305**.
 - New vehicles in retailer inventory can be also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
 - Refer to IPSB 15-286 for additional information
- Retailers are requested to not sell, lease, trade, rent or loan any vehicles in retailer new or pre-owned inventory affected by this service campaign until after the vehicle has been repaired.

3. Repair the vehicle using the repair procedure in **ITB16-015**.
4. If a retailed vehicle affected by this campaign visits the retailer for service, the retailer should inform the client about the service campaign. Rental is available under the campaign while the vehicle is being repaired:

VEHICLE	EXPENSE CODE	DESCRIPTION	AMOUNT
M56 (Y51)	502	Rental Expense	\$180 (Max)
QX56 (Z62)			\$240 (Max)
Contact the Warranty claims call center 1-800-933-3712 Option 7, if additional expense is required. Additional rental expense is available if engine replacement is necessary.			

5. Once repaired, retailers should submit the claim, using the claims coding provided, and release the vehicle.

******* Claims Information *******

- Refer to **ITB16-015** for timing chain replacement claims information
 - The bulletin is being updated to reflect the revised flat rate times below and will be released at a later date.

Op Code	QX56		M56	
	w/oil jet	w/o oil jet	w/oil jet	w/o oil jet
2WD/4WD/AWD				
2WD P63050 – Replace Timing Chain		11.0 hrs		
2WD P6305A – Replace Timing Chain & Oil Jet	11.2 hrs			
4WD P63051 – Replace Timing Chain		12.0 hrs		
4WD P6305B – Replace Timing Chain & Oil Jet	12.2 hrs			
2WD P63052 – Replace Timing Chain				13.1 hrs
2WD P6305C – Replace Timing Chain & Oil Jet			13.3 hrs	
AWD P63053 – Replace Timing Chain				13.8 hrs
AWD P6305D – Replace Timing Chain & Oil Jet			14.0 hrs	

- M56 flat rate time was increased to allow for the engine to be removed from the vehicle
- Retailers will receive a credit for any claims previously submitted and paid at the lower flat rate times for the voluntary service campaign.
 - Credits will not be applied for repairs completed on ITB13-009
 - Retailers can expect credits for P6305 paid claims to be applied to their non-vehicle account by the end of July
 - Retailers will see this on their Monthly Credit Status Report in August
- **Timing chain tensioner replacement (13070-1CA1B, 13070-1LA1A) is not required, but is covered under the campaign.** Any tensioner replacements should be claimed under the campaign timing chain replacement operation code.

- **Engine Replacements:** If an engine replacement is required due to damage caused by the timing chain, contact the Powertrain Claims Call Center at 1-800-973-9992 option 1 for Pre-Approval
- All parts used for timing chain repair (including one time use parts) should be claimed under the campaign.

******* Release Schedule *******

Parts	<ul style="list-style-type: none"> • Infiniti will provide an initial supply of parts to all retailers. Each retailer will receive parts to repair 1 M56 AWD vehicle and 1 QX56 4WD vehicle. RWD vehicles can be repaired using these parts as well as the AWD shipments include some additional one-time use parts required for AWD vehicles. Parts will begin to arrive at dealerships by Monday, May 9th. • Campaign parts are subject to parts return guidelines. Pursuant to APRM policy 2.35.13, retailers are expected to comply with the parts return procedure. Retailers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines. <p>NOTE: Parts requested are VIN and repair order specific. It is important for retailers to return parts applicable to the VIN and repair order identified.</p>
Special Tools	<p>Retailers may require the following tools to perform this campaign:</p> <ul style="list-style-type: none"> • J-51269-1 Oil Jet Remover Tool (if necessary) <ul style="list-style-type: none"> ◦ Gauge pin J-51269 (included with oil jet remover tool) • J-51269-2 (QX56) & J-51316 (M56) Oil Jet installer tool • J-37228 Seal Cutter • J-47245 (QX56) Ring Gear Stopper • J-49277 (M56) Ring Gear Stopper (Infiniti expects this tool to be available at the end of August). <p>NOTE: Additional tools can be ordered from TechMate at 1-800-662-2001</p>
Repair	<ul style="list-style-type: none"> • ITB16-015 <p>NOTE: The campaign bulletin is available on ASIST and NNAnet</p>
Owner Notification	<p>Infiniti will begin notifying owners of all potentially affected vehicles in May, 2016 via U.S. Mail.</p>

******* Retailer's Responsibility *******

It is the retailer's responsibility to check SERVICE COMM using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service campaign which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in retailer inventory. If a VIN subject to this voluntary service campaign was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for repair completion.

Frequently Asked Questions (FAQ):

Q. Is this a safety recall?

A. No, there is no safety defect. This is a service campaign being conducted to ensure client satisfaction. **The vehicle will still meet and exceed applicable safety standards and no safety issue exists.**

Q. Is a STOP SALE in effect?

A. No, but retailers are requested to perform this campaign on affected vehicles in their inventories prior to sale to ensure client satisfaction.

Q. What is the reason for this voluntary service campaign?

A. In some of the affected vehicles, the timing chain may deteriorate over time and distort. If this occurs, clients will hear abnormal noises from the engine, which may sound like a rattle or ticking. If the abnormal engine noise continues, over time the engine could be damaged. Infiniti is performing this repair at no expense to affected clients for parts and labor to help ensure continued satisfaction with their Infiniti vehicle.

Q. What will be the service department action?

A. Infiniti will replace the engine timing chain, chain guides, and crank sprocket at no charge to the client for parts and labor. If it is determined that the timing chain has caused damage to the engine, the engine will be replaced at no charge to the client for parts and labor. Engine replacement required Powertrain Call Center pre-approval. Retailers should ensure that engine replacement is approved before informing client.

Q. What does the retailer do if the engine oil sludge is present?

A. The retailer should document the condition and make the client aware that oil sludge resulting from a lack of maintenance can cause engine damage that is not covered under the campaign or warranty. If the condition warrants, retailers may request a customer bring the vehicle to a repairable condition before performing the campaign.

Q. What does the retailer do if additional parts are found that are excessively worn or damaged as a result of the timing chain and the part is not listed in the campaign repair bulletin?

A. The retailer should contact the Warranty Claims Call Center to obtain approval to add the part to the repair.

Q. How long will the repair take?

A. This repair will usually take more than 1 business day to complete, but the Infiniti retailer may require the vehicle for a longer period of time based upon their work schedule.

Q. Why is the Flat Rate Time different in ITB16-015 than in the previous repair ITB13-009?

A. The repair process has been refined and fewer components need to be removed, including:

- Oil strainer (pick-up)
- Thermostat housing
- Intake timing control solenoids for bank 1 and 2
- Water pump
- Exhaust cam sprocket
- Rocker covers
- Intake cam sprocket

Drivetrain	QX56		M56	
	w/oil jet	w/o oil jet	w/oil jet	w/o oil jet
2WD				
After Adjusted FRT	11.2 hrs	11.0 hrs	13.3 hrs	13.1 hrs
Before Adjusted FRT	9.2 hrs		11.8 hrs	
Increased 2WD FRT	+2.0 hrs	+1.8 hrs	+1.5 hrs	+1.3 hrs
4WD/AWD				
After Adjusted FRT	12.2 hrs	12.0 hrs	14.0 hrs	13.8 hrs
Before Adjusted FRT	10.3 hrs		12.5 hrs	
Increased 4WD/AWD FRT	+1.9 hrs	+1.7 hrs	+1.5 hrs	+1.3 hrs

Q. Is special training necessary to perform this repair?

A. Yes, technicians should be certified in engine mechanical service at minimum. Retailers are responsible for engine repairs due to technician error.

Q. When will vehicle owners be notified?

A. Infiniti plans to begin notifying owners of all potentially affected vehicles in **May, 2016** via U.S. Mail.

Q. Are parts readily available?

A. Yes.

Q. Is it safe to use my vehicle until the repairs can be made?

A. Yes. Infiniti recommends clients contact an authorized Infiniti retailer for an appointment to have this service campaign performed at their earliest convenience upon receipt of notification.

Q. Will a loaner vehicle be provided while the retailer is servicing the vehicle?

A. Rental is available under the campaign while the vehicle is being repaired:

VEHICLE	EXPENSE CODE	DESCRIPTION	AMOUNT
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Q. I have lost confidence in the vehicle. Will Infiniti replace or repurchase the vehicle?

A. We apologize for any inconvenience this may have caused. The repair will correct this condition. As the condition will be corrected, there is no basis on which to repurchase or offer you a replacement vehicle.

Q. Will I have to take my vehicle back to the selling retailer to have this service performed?

A. No, any authorized Infiniti retailer is able to perform this service.
For Consumer Affairs: Please inform us of the retailer where you would like to have the corrective action completed.

Q. What if the client has already had their timing chain replaced due to this issue?

A. The campaign does not need to be performed again if the vehicle has been repaired using the latest counter measured parts (13028-1CA3A or 13028-1CA4A & 13028-1LA3A or 13028-1LA4A).

- For any repairs that were previously performed under **warranty or good will**, retailers may forward proof of the repair (accounting copies of the RO) to Infiniti Consumer Affairs Once documentation has been validated, the VIN will be submitted for manual closure.
- Clients may be eligible for reimbursement for any repairs that were previously performed for this issue using **client pay or partial goodwill**. Retailers should advise clients to contact Infiniti Consumer Affairs @ 1-800-662-6200 once they have gathered the following necessary documentation:
 - Repair order(s)
 - Proof of payment (may be on repair order(s))
 - Proof of ownership if repair is over \$1,000

Q. How many vehicles are involved in the campaign?

A. A total of **59,109** vehicles are potentially affected.

Region	Total
USA	44,974
CANADA	1,502
CHINA	2,500

EUROPE	10,000
GUAM	26
PUERTO RICO	107
TOTAL	59,109

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2011-13 QX56 & M56	SOP March 2010 through March 18, 2013

Q. Are you experiencing this condition on any other Infiniti (or Nissan) models?

A. A service campaign for a similar issue was previously announced for certain 2011-13 Nissan Juke vehicles.

Q. I did not receive a letter, how can I tell if my vehicle is affected?

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

Q. Who can answer additional client questions?

A. Clients may contact Infiniti Consumer Affairs Department for further assistance. The toll free number is 1-800-662-6200.