

Gilliam, David

From: NNA Service Actions & Campaigns
Sent: Thursday, June 30, 2016 1:37 PM
To: *NNA INF FOM; *NNA INF DOM; *NNA INF RSOM
Cc: *NNA INF AGM; *NNA INF RAM; *NNA INF RVP; *NNA INF Service Actions & Campaign Announcements; Simmons, Rob; Liang, Sam; Burris, Barry
Subject: INFORMATION: AFTERSALES: RETAILER SUPPORT: Claims Update: P6305 2011-13 QX56 and M56 Timing Chain - VSC - Retailer Announcement

Follow Up Flag: Follow up
Flag Status: Flagged

Infiniti USA
Electronic Field Communication

INFORMATION

Date: June 30th, 2016

To: FOMs, DOMS, and CEMs

Subject: Claims Update: P6305 2011-13 QX56 and M56 Timing Chain - VSC - Retailer Announcement

Warranty claims for this activity are temporarily suspending and will indicate the operation codes for QX56 timing chain repairs are not valid. Infiniti is currently revising the flat rate times for this campaign. Infiniti expects to have the study completed the week of July 4th, and will issue a communication when QX56 claims submission can resume. Infiniti requests retailers refrain from submitting QX56 claims until after next week's announcement to avoid delays in processing. Infiniti expects to address the revised flat rate time and how previously paid claims will be adjusted, if applicable, in next week's announcement.

Retailer Communication:

Retailer personnel in the following positions will receive direct email notification of this notice using the email address entered into NNAnet.

Position Name
Assistant Parts Manager
Assistant Service Manager
Part & Service Director
Parts Director
Parts Manager
Service Advisor/Consultant
Service Advisor/Consultant - Express Service
Service Director
Service Manager
Warranty Administrator

If any retailers are not receiving this information via email from the campaignannouncements@nissan-usa.com mailbox, please check spam folders and enable their

inbox to process these emails as a safe sender. All retailer email addresses for these positions are taken from the retailer portal (NNAnet) and updated regularly. Retailers should verify the retailer portal administrator has the current contact information entered for these key positions to ensure information is received.

Craig Nangle

Manager, Recalls & Campaigns

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