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# SERVICE CAMPAIGN

## CAMPAIGN BULLETIN

Juke Timing Chain

Voluntary Service Campaign – **Expiration Notice Reminder**

Reference: P4213

Date: September 1, 2017

**Attention: Dealer Principal, Sales, Service & Parts Managers**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Expiration date:	Stop Sale In Effect
2011-2013 Juke (F15)	N/A	N/A	<b>September 29, 2017</b>	<b>NO</b>

**\*\*\*\*\* Campaign Status Update \*\*\*\*\***

Nissan launched this Voluntary Service Campaign on April 25, 2014 on certain 2011-2013 Nissan Juke vehicles to offer customers the opportunity to replace the timing chain, chain guides, and crank sprocket at no charge to the customer for parts and labor.

Nissan has made multiple attempts to notify customers concerning this service campaign and provided notification to customers that the campaign will end on September 28, 2017. **Nissan wants to remind dealers that vehicles must have repair orders opened on or before September 28, 2017 in order to have timing chain replacement covered by this campaign.** Vehicles presented for repair after this date will **not** be covered by this service campaign and any repair will be performed at customer expense if the vehicle’s warranty has expired.

**\*\*\*\*\* What Dealers Should Do\*\*\*\*\***

1. Service Comm will deactivate P4213 on any unrepaired VINs on September 29, 2017.
  - Repair orders must be opened on or before September 28, 2017
  - Claims submitted for repair orders opened after this date will be rejected.
2. Dealers should plan their parts inventory needs to align with the end of this campaign.
3. Dealers should submit any open claims for the timing chain replacement under this campaign as soon as possible. Nissan would like to have all claims submitted by **October 20, 2017**.

**\*\*\*\*\* Release Schedule \*\*\*\*\***

<b>Repair</b>	<ul style="list-style-type: none"> <li>• Campaign bulletin <b>NTB14-030</b> will be updated to reflect expiration of this voluntary service campaign on September 29, 2017.</li> </ul>
<b>Owner Notification</b>	<ul style="list-style-type: none"> <li>• Customer notification included the expiration timing. No additional expiration notice is being sent to customers.</li> </ul>

**NISSAN NORTH AMERICA, INC.**  
Aftersales DIVISION