



Innovation that excites

SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Juke Timing Chain
Voluntary Service Campaign – Expiration Notice

Reference: P4213
Date: April 12, 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	September 29, 2017	NO

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

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 informed them that the campaign will end September 28. **Nissan wants to inform dealers to open repair orders on or before September 28, 2017 in order to have timing chain replacement covered by this service 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 *****

- Service Comm will deactivate P4213 on any unrepaired VINs on September 29, 2017.
 - Repair orders must be opened on or before September 28, 2017
- Dealers should submit any open claims for the timing chain replacement under this campaign by **October 6, 2017**. Claims submitted after this date will be rejected.

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

Parts	<ul style="list-style-type: none"> Dealers are responsible for managing their parts supply inventory Any parts not needed will need to be returned using a dealer’s parts obsolescence credit Parts required for this campaign will continue to be valid service parts for customer pay or warranty repairs
Repair	<ul style="list-style-type: none"> Campaign bulletin NTB14-030 will be updated to reflect expiration of this voluntary service campaign at the time Service Comm is deactivated
Owner Notification	The original customer notification included the October 30, 2015 expiration timing. Nissan mailed a third notice to customers still eligible for this campaign in April, 2017 to enable them to take advantage of this repair.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

FINAL NOTIFICATION

OWNER NOTIFICATION

Dear Juke Owner:

Nissan is committed to providing the highest levels of product safety, quality and customer satisfaction. With that in mind, we want to remind you that a voluntary service campaign is being conducted by Nissan until September 28, 2017 to replace the engine timing chain on your vehicle. Please bring your vehicle in to have this important repair performed, if you have not already done so.

REASON FOR SERVICE CAMPAIGN

In some of the affected vehicles, the timing chain may deteriorate over time and distort. If this occurs, you will hear abnormal noises from your engine, which may sound like a rattle or ticking. If the abnormal engine noise is ignored, over time the chain could break.

WHAT NISSAN WILL DO

To assure your continued satisfaction and confidence in your vehicle, Nissan is offering to replace the timing chain at an authorized Nissan dealer at **no charge to you for parts or labor. This offer is valid through September 28, 2017, and you must present your vehicle prior to that date for this campaign to apply.** The service could take as much as four (4) hours to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

WHAT YOU SHOULD DO

Nissan encourages you to contact your Nissan dealer at your earliest convenience in order to arrange an appointment.

To minimize any inconvenience to you, it is important that you have an appointment before bringing your vehicle to the Nissan dealer for service. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer.

If you have paid to have your timing chain replaced prior to this letter, you may be eligible for reimbursement of the related expense. If you have additional questions you may contact the National Consumer Affairs Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261).

Vehicles presented for repair after September 28, 2017, will not be covered by this service campaign and any repair will be performed at your expense if the vehicle's warranty has expired. Nissan urges you to visit an authorized Nissan dealership and have this campaign performed before its conclusion.

Thank you for providing us an opportunity to ensure on-going satisfaction with your Nissan vehicle.