

SERVICE CAMPAIGN



CAMPAIGN BULLETIN

Timing Chain Voluntary Service Campaign - Expiration Notice

Reference: P6305
Date: October 10, 2017

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Expiration date:	Stop Sale In Effect
MY2011-13 QX56 (Z62)	45,107	NA	February 28, 2018	NO
MY2011-13 M56 (Y51)				

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

INFINITI launched this Voluntary Service Campaign on May 6, 2016 on certain 2011-13 INFINITI QX56 and INFINITI M56 vehicles to offer clients the opportunity to replace the timing chain, chain guides, and crank sprocket at no charge to the client for parts and labor.

INFINITI has made multiple attempts to notify clients concerning this service campaign and is now informing them that the campaign will end February 28, 2018. **INFINITI wants to inform retailers to open repair orders on or before February 27, 2018 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 client expense if the vehicle's warranty has expired.

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

- Service Comm will deactivate P6305 on any unrepaired VINs on February 28, 2018.
 - Repair orders must be opened on or before **February 27, 2018**
 - Claims submitted for repair orders opened after this date will be rejected.
- Retailers should plan their parts inventory needs to align with the end of this campaign.
- Retailers should submit any open claims for the timing chain replacement under this campaign as soon as possible. INFINITI would like to have all claims submitted by **March 14, 2018**.

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

Parts	<ul style="list-style-type: none">Retailers are responsible for managing their parts supply inventoryAny parts not needed will need to be returned using a retailer's obsolescence creditParts required for this campaign will continue to be valid service parts for client pay or warranty repairs
Repair	<ul style="list-style-type: none">Campaign bulletin ITB16-015 will be updated to reflect expiration of this voluntary service campaign at the time Service Comm is deactivated
Owner Notification	INFINITI began notifying owners of all potentially affected vehicles in May 2016 via U.S. Mail. INFINITI will notify clients of the open campaign on their vehicle again in October 2017 and include the February 28, 2018 expiration timing.

FINAL NOTIFICATION

OWNER NOTIFICATION

Dear INFINITI [M56 QX56] Owner:

INFINITI is committed to providing the highest levels of product safety, quality and client satisfaction. With that in mind, we want to bring to your attention important information regarding a voluntary service campaign that is being conducted by INFINITI **until February 27, 2018** to replace the engine timing chain on your vehicle.

REASON FOR SERVICE CAMPAIGN

INFINITI previously notified you in June 2016 that an issue with the timing chain in certain affected vehicles could cause the chain to deteriorate over time. If this were to occur, you might hear abnormal noises from your engine, which may sound like a rattle or ticking. If the abnormal engine noise is ignored, the engine could incur damage over time.

WHAT INFINITI WILL DO

To ensure your continued satisfaction and confidence in your vehicle, your authorized INFINITI retailer will replace the timing chain, two chain-guides, and crank-sprocket at no charge to you for parts or labor. **This offer is valid through February 27, 2018, and you must present your vehicle prior to that date for this free campaign repair to apply.** This repair will usually take more than one business day to complete, but your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule. If necessary, your INFINITI retailer will provide you with a courtesy vehicle at no additional charge while your vehicle is being repaired.

WHAT YOU SHOULD DO

INFINITI encourages you to contact an authorized INFINITI retailer at your earliest convenience in order to arrange an appointment.

We understand your time is valuable so your retailer will work with you to make this service as convenient as possible. To minimize any inconvenience to you, it is important that you have an appointment before bringing your vehicle to the INFINITI retailer for service. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your INFINITI retailer.

Vehicles presented for repair after February 27, 2018, will not be covered by this service campaign and any repair will be performed at your expense if the vehicle's warranty has expired. INFINITI urges you to visit an authorized INFINITI retailer and have this important campaign performed before its conclusion.

If you have paid to have your timing chain replaced prior to this letter, you may be eligible for reimbursement of the repair expense.

Should you have any questions, our representatives would be pleased to assist you.

- Call 1-800-662-6200 option 7 or
- Visit <http://www.infinitiassist.com>

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