

SERVICE CAMPAIGN



INFINITI®

CAMPAIGN BULLETIN

Maintenance Schedules Owner's Manual Addendum

Voluntary Service Campaign

Reference: PC792
Date: March 23, 2021

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect:
MY2021 QX50 (J55)	7,570	269	March 23, 2021	NO
			SERVICE COMM Expiration date:	
			October 26, 2021	

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

INFINITI is providing owners of approximately **7,570** MY2021 INFINITI QX50 (J55) vehicles with a supplemental Owner's Manual addendum booklet. INFINITI discovered the Owner's Manual "Maintenance Schedules" section did not include 'Replace brake fluid' in the 30,000 miles/(48,000 km)/48 months service interval section. Clients will be asked to place the supplemental Owner's Manual addendum booklet, which includes the updated maintenance schedule, inside the glove box.

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

- Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **PC792**
 - New vehicles in retailer inventory can also be identified by using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to IPSB 15-286 for additional information
 - **SERVICE COMM will only be active for vehicles in new vehicle retailer inventory.**
- If a retailer receives a supplemental Owner's Manual addendum booklet for a vehicle they have retailed, currently have in their new vehicle or pre-owned inventory, or an INFINITI Courtesy Vehicle (ICV) Service, the retailer should either forward the owner's manual addendum to the current owner or add the addendum to the glove box of any affected vehicle they currently control.
 - Owner's Manual addendum booklets will be sent directly to affected retailers via United States Postal Service (USPS). They should arrive at retailers no later than **March 29, 2021**.
 - Additional addendums may be obtained, as needed, via the INFINITI Marketing Material Ordering site located under Dealer Operations in NNAnet beginning **April 19, 2021**.
- Clients receiving this addendum booklet have been advised to insert this booklet into their glove box.

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

Owner Notification	<ul style="list-style-type: none"> INFINITI will begin mailing the Owner's Manual addendum booklets to affected retailers on March 24, 2021, via United States Postal Service (USPS). They should arrive at retailers no later than March 29, 2021. INFINITI will begin mailing the Owner's Manual addendum booklets to affected clients in March 2021, via U.S. Mail.
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***** Claims Information *****

The following claims information should be used for affected vehicles the retailer controls.

CM I.D.	DESCRIPTION	OP CODE	FRT
PC792	Install Owner Manual Addendum booklet into vehicle's glove box	PC7920	0.2 hrs.

Frequently Asked Questions (FAQ):

Q. Is this a Stop Sale?

A. No.

Q. Is this a safety recall?

A. No.

Q. What is the reason for this action?

A. INFINITI discovered the Owner's Manual "Maintenance Schedules" section did not include 'Replace brake fluid' in the 30,000 miles/(48,000 km)/48 months service interval section.

Q. What will be the corrective action?

A. INFINITI is providing affected owners with a supplemental addendum booklet for their 2021 INFINITI QX50 Owner's Manual, which has updated maintenance schedule information. Clients will be asked to place the supplemental Owner's Manual addendum booklet inside the vehicle's glove box.

Q. When will vehicle owners be notified?

A. INFINITI will begin mailing the Owner's Manual addendum booklets to affected **retailers** on **March 24, 2021**, via United States Postal Service (USPS). They should arrive at retailers no later than **March 29, 2021**.

INFINITI will mail a supplemental Owner's Manual addendum booklet to all affected clients in **March 2021**, via U.S. mail.

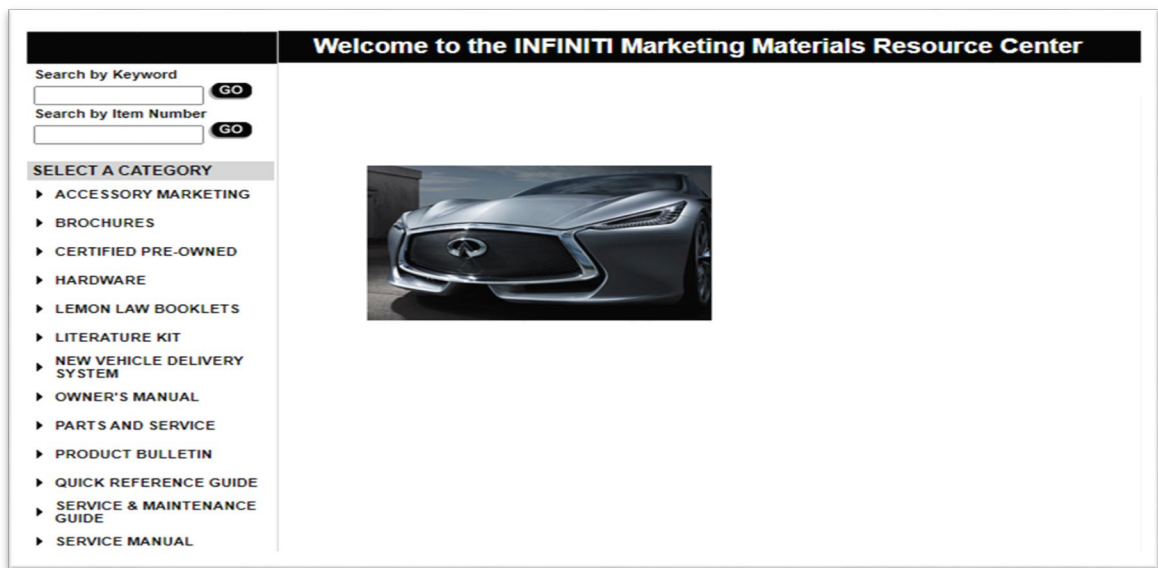
Q. Will I have to take my vehicle back to the selling retailer or contact a retailer to obtain a new owner's manual?

A. No, the supplemental owner's manual addendum booklets will be mailed directly to affected owners.

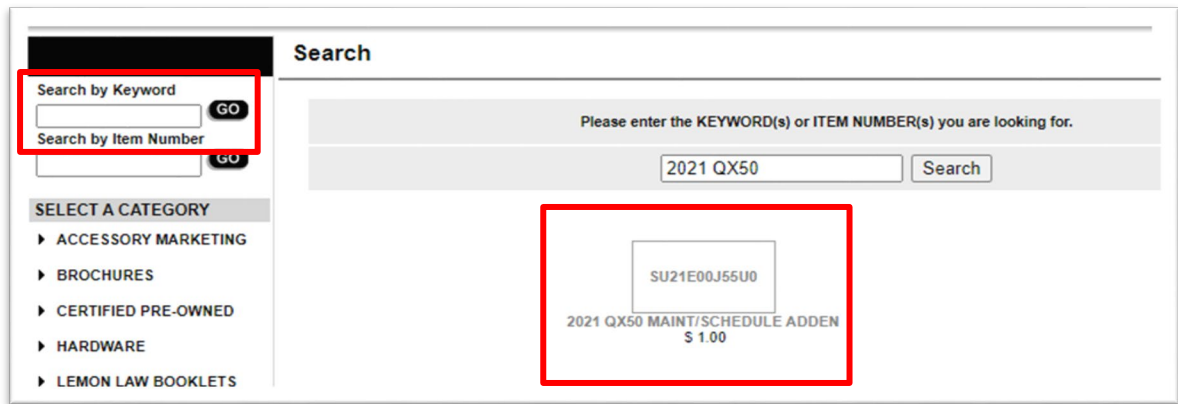
Q. I am a retailer, how do I obtain a copy for a lost or missing addendum?

A. Additional addendums may be obtained, as needed, via the INFINITI Marketing Material Ordering site located under Dealer Operations in NNAnet beginning **April 19, 2021**.

- Login to NNAnet.com and select the "My Links" tab
- Under Dealer Operations, select "Dealer Materials Ordering" - this will take you to the reorder site.

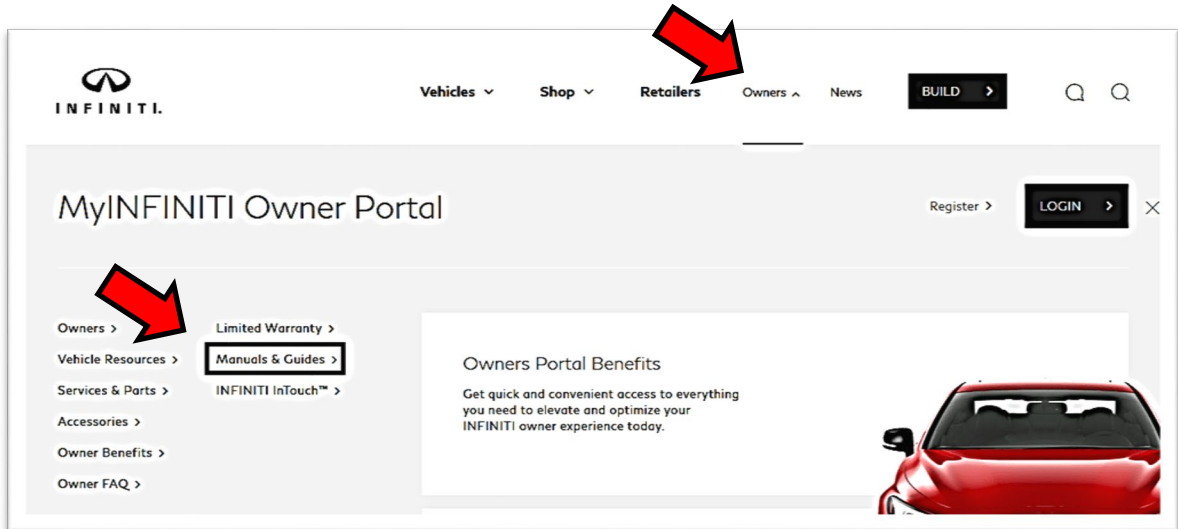


- To locate the addendum, enter '2021 QX50' in the Search by Keyword field at the top, and select 'GO'.
- Then select 'SU21E00J55U0' to add it to your cart.

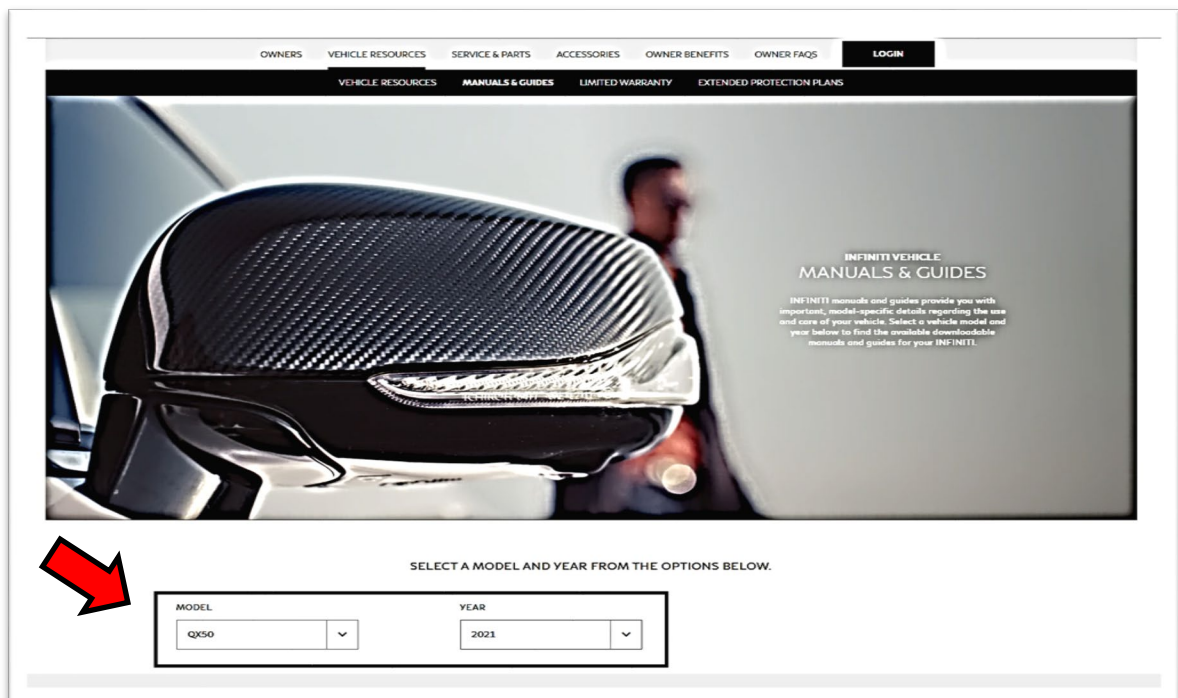


Q. I am a client, how do I obtain a copy of a lost or missing addendum?

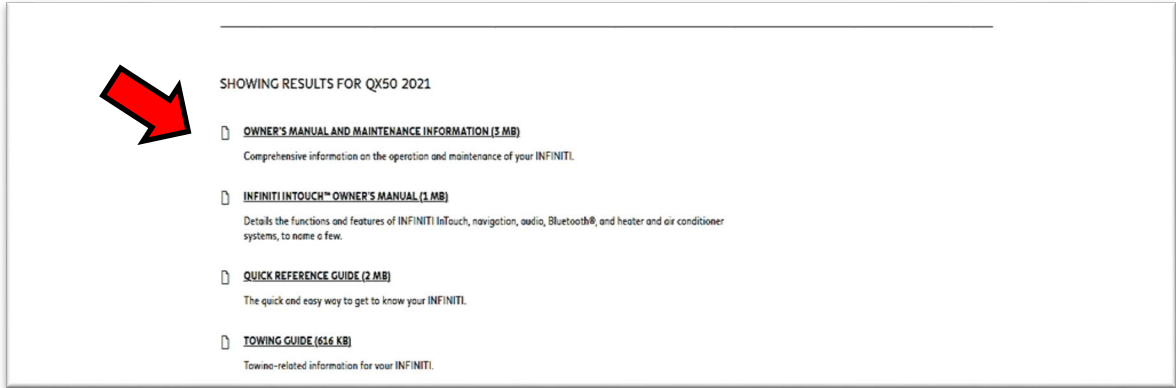
- A. Clients may locate the addendum via www.infinitiusa.com
- On the website, Select **'Owners'** then **'Manuals & Guides'**



- From the drop down menu under **'Model'** select **'QX50'**. Then from the drop down menu under **'Year'** select **'2021'**.



- Select **'OWNER'S MANUAL AND MAINTENANCE INFORMATION (3MB)'**
- Select **'OM21E0 0J55U0'**



Q. What model year vehicles are involved?

A. Model Year 2021 INFINITI QX50 (J55) vehicles manufactured between July 30, 2020 to October 14, 2020.

Revision History:

Date	Announcement	Purpose
March 23, 2021	Original Document	New Campaign Announcement