

# SERVICE CAMPAIGN



## CAMPAIGN BULLETIN

### Timing Chain

### Voluntary Service Campaign - Final Expiration Notice

Reference: P6305

Date: February 28, 2018

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)	50,083	N/A	February 28, 2018	<b>NO</b>
MY2011-13 M56 (Y51)				

#### \*\*\*\*\* Campaign \*\*\*\*\*

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 \*\*\*\*\*

Repair	<ul style="list-style-type: none"><li>Campaign bulletin <b>ITB16-015</b> will be updated to reflect expiration of this voluntary service campaign on February 28, 2018.</li></ul>
Owner Notification	Client notification included the expiration timing. No additional expiration notice is being sent to clients.