

SERVICE CAMPAIGN



CAMPAIGN BULLETIN

Owner Manual Addendum Voluntary Service Campaign

Reference: PG8B3
Date: June 28, 2018

Attention: Retailer Principal, Sales, Parts and Service Managers

UPDATE June 28, 2018
Please discard earlier versions of this bulletin.

The original announcement from June 20, 2018 has been revised to include the following:

- Retailers can use the claims information listed below for affected vehicles in new vehicle inventory.

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2017-2018 QX30 (H15)	22,660	1,538	NA	NO

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

INFINITI is providing owners of approximately 22,660 MY2017-2018 INFINITI QX30 vehicles with an Owner's Manual addendum booklet. INFINITI discovered an error in the Owner's Manual description for the operation of the child safety lock. The addendum booklet provides corrected instructions for the proper operator operation of the manual engagement of the child safety lock. Clients will be asked to place the addendum booklet inside the Owner's Manual.

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

1. Verify if new vehicles in their inventory are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **PG8B3**.
 - **New vehicles in retailer inventory can also be identified using DBS (Sales -> Vehicle Inventory, and filter by Open Campaign).**
 - Refer to IPSB 15-286 for additional information
 - SERV COMM will only be active for vehicles in new vehicle retailer inventory
2. If a retailer receives an addendum booklet for a vehicle they have retailed, currently have in their pre-owned inventory, or placed into 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 owner's manual of any vehicles they currently control.
3. Clients receiving this addendum booklet have been advised to insert this booklet into their owner's manual.

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

Owner Notification	INFINITI will begin mailing Owner's Manual addendum booklets in late June 2018 via U.S. Mail.
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******* Claims Information*******

The following claims information should be used for affected vehicles in new vehicle inventory.

CM I.D.	DESCRIPTION	OP CODE	FRT
PG8B3	Install Owner Manual Insert Child Lock Addendum	PG8B30	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 an error in the Owner's Manual description for the operation of the child safety lock. The addendum booklet provides corrected instructions for the proper operator operation of the manual engagement of the child safety lock.

Q. When will vehicle owners be notified?

A. INFINITI will mail an Owner's Manual addendum booklet to all affected clients in **June 2018** 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, owner's manuals addendum booklets will be mailed directly to affected owners.

Q. What model year vehicles are involved?

A. Model Year 2017-18 INFINITI QX30 vehicles are affected.

Revision History:

Date	Announcement	Purpose
June 20, 2018	Original	New campaign announcement
June 28, 2018	REVISION 1	Added Campaign Claims Information