



I N F I N I T I

EMPOWER THE DRIVE

CAMPAIGN BULLETIN

Free Oil Change Specific Vehicles Subject to the Takata Recall

Reference: PC654
Date: October 9, 2018

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2002-08 FX35/45	85,248	NA	October 9, 2018	NO
MY2001-03 I30	27,339			
MY2002-04 I35	37,355			
MY2002-10 M35/M45	47,666			
MY2002-03 QX4	13,788			

**** Detailed Information ****

To help accelerate repair completions on specific populations of vehicles recalled for the Takata airbag, INFINITI is offering a special incentive for certain populations of affected vehicles for a limited time. **The expiration date for this offer is December 31, 2018.**

INFINITI is offering a complimentary oil change for participating customers **free of charge**. INFINITI Consumer Affairs will be outreaching to these eligible owners directly, but retailers may also offer this incentive to eligible owners found on your retailed vehicle open campaign report if their VIN has PC654 applied in Service Comm or DBS National Service History – Open Campaign.

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

- Retailers should verify if vehicles are eligible for this complimentary oil change using Service Comm or DBS National Service History – Open Campaign I.D. **PC654**.
 - The free oil change should only be performed if the Takata recall campaign has been performed first or at the same time as the oil change.

NOTE: Clients should be informed that this free oil change offer is time-limited. Owners may redeem this free oil change offer at any point from the date of Takata repair until December 31, 2018. SERVICE COMM will be deactivated and the offer expires on January 1, 2019.

- The service department should submit the free oil change offer and Takata recall repairs as two separate campaign repair claims. Once the oil change claim has been submitted and paid, the offer will no longer display in Service Comm.

Campaign ID	Description	OP Code	FRT
PC654	I30/I35 Free Oil Change & Filter	PC6540	0.3
	M35/45, FX35/45, and QX4 Free Oil Change & Filter	PC6541	

Retailers may also claim the following parts: oil filter, washer drain, and up to five (5) quarts of INFINITI genuine/bulk oil.

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

Owner Notification	<ul style="list-style-type: none"> • INFINITI Consumer Affairs outbound call center will begin contacting clients via telephone in October 2018, to offer them a complimentary oil change if they go to a retailer to have the Takata campaign completed. • Retailers may also reach out to clients directly to offer this incentive on any vehicle active in SERVICE COMM for campaign ID PC654.
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******* Retailer's Responsibility *******

It is the retailer's responsibility to check SERVICE COMM or DBS National Service History – Open Campaign using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this special incentive offer, which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners.

Frequently Asked Questions (FAQ):

Q. What is the reason for this action?

A. To help accelerate repair completions on specific populations of vehicles recalled for the Takata airbag, INFINITI is offering a special **free oil change** incentive for certain populations of affected vehicles for a limited time. **The expiration date for this offer is December 31, 2018.**

Q. When will vehicle owners be notified?

A. INFINITI Consumer Affairs outbound call center will begin contacting clients via telephone in **October 2018**, to offer them a complimentary oil change if they go to a retailer to have the Takata campaign completed.

Q. Will I have to take my vehicle back to the selling retailer to obtain this free oil change offer?

A. No, any INFINITI retailer can extend this offer to clients active for PC654 in SERVICE COMM even if the recall repair is completed at a different retailer.

Q. What model year vehicles are involved?

A. Specific groups of model year 2003-2008 INFINITI FX35/45, 2001 I30, 2002-2004 I35, 2006-2010 M35/45, and 2002-03 QX4 with open Takata campaigns and active for campaign ID PC654 in SERVICE COMM are involved.

Revision History:

Date	Announcement	Purpose
October 9, 2018	Original	New campaign announcement