



INFINITI USA
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February 11, 2014

To: All Infiniti Retailers

Subject: Client Handling for Q50 Direct Adaptive Steering™ (DAS) Service Campaign & InTouch™ System Update

Beginning February 11th, 2014 Infiniti USA will be asking retailers to provide additional client satisfaction activities on specific vehicles identified through Service Comm as **PC262 "Q50 Quality Assurance"**. Retailers should expect to see this appear on work orders for client vehicles included in the DAS Service Campaign and Infiniti InTouch™ update announced on January 24th.

Exceeding Client Expectations

In order to deliver a truly exceptional client experience and to exceed expectations, Infiniti USA requests that clients affected by one or both of the above campaigns receive the following **complimentary services at Infiniti's expense (\$80 maximum reimbursement)**:

- All Clients
 - **Full tank of gas** – top off gas tank with premium fuel
 - **Light detail** – wash & vacuum vehicle and clean windows & wheels

- Where applicable
 - **Pick-up and delivery** – offer pick-up and delivery service of clients' vehicles
 - **Courtesy Vehicle** – provide Courtesy Vehicle if needed (standard practice)

The goal is to provide an **unexpected benefit** to our clients to reaffirm their decision to purchase an Infiniti. Please note that Infiniti USA will send a very brief survey to all clients after completion of the service campaign and/or software update to ensure complete satisfaction.

Retailers **should claim \$80 per vehicle** for the client handling services. The \$80 is intended to reimburse for the cost of additional services provided to the client for the PC262 "Q50 Quality Assurance" program.

The **"Q50 Quality Assurance" program (PC262)** will expire on **June 30th, 2014**. Vehicles serviced after that date will no longer be eligible for the program.

Claiming Instructions for "CM" I.D. PC262

Submit a "CM" line claim using the following claims coding:

DESCRIPTION	OP CODE	FRT
Q50 QUALITY ASSURANCE	PC2620	0.1*

*Labor reimbursement is included in the \$80 expense code.

NOTE: Retailers must claim both the OP Code & the Expense Code to receive payment. Claiming only one will result in claims suspension.

Expense code:

EXPENSE CODE	DESCRIPTION	MAX AMOUNT
038	Fuel / Wash / Delivery Customer Satisfaction	\$80.00 (Maximum)

Sincerely,
 Infiniti USA