



# After-sales Retailer Support 2014-15 Q50 Direct Adaptive Steering Client Appreciation

Reference: PC405  
Date: October 14, 2015

**Attention: Retailer Principal, Sales, Parts and Service Managers**

Beginning October 14th, 2015 Infiniti USA will be asking retailers to provide additional client satisfaction activities on specific vehicles identified through Service Comm as **PC405 "Q50 Client Appreciation"**. Retailers should expect to see this appear on work orders for client vehicles included in the Direct Adaptive Steering (DAS) Service Campaign announced on October 14<sup>th</sup>, 2015.

### 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 (\$65 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 & delivery service of 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 to ensure complete satisfaction.

Retailers **should claim \$65 per vehicle** for the client handling services. The \$65 is intended to reimburse for the cost of additional services provided to the client for the PC405 "Q50 Client Appreciation" program.

The **"Q50 Client Appreciation" program (PC405)** will expire on **January 29<sup>th</sup>, 2016**. Vehicles serviced after that date will no longer be eligible for the program.

### Claiming Instructions for "CM" I.D. PC405

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

DESCRIPTION	OP CODE	FRT
Q50 CLIENT APPRECIATION	PC4050	0.1*

\*Labor reimbursement is included in the \$65 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	\$65.00 (Maximum)