

M56 QX56 Timing Chain - FINAL

OWNER NOTIFICATION

Dear Infiniti [M56 QX56] Owner:

Infiniti is committed to providing the highest levels of product safety, quality and client satisfaction. With that in mind, we want to bring to your attention important information regarding a voluntary service campaign that is being conducted by Infiniti to replace the engine timing chain on your vehicle.

REASON FOR SERVICE CAMPAIGN

In some of the affected vehicles, the timing chain may deteriorate over time and distort. If this occurs, you will hear abnormal noises from your engine, which may sound like a rattle or ticking. If the abnormal engine noise continues, over time the engine could be damaged.

WHAT INFINITI WILL DO

To ensure your continued satisfaction and confidence in your vehicle, your authorized Infiniti retailer will replace the timing chain, two chain-guides, and crank-sprocket at no charge to you for parts or labor. This repair will usually take more than one business day to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule. If necessary, your Infiniti retailer will provide you with a courtesy vehicle at no additional charge while your vehicle is being repaired.

WHAT YOU SHOULD DO

Infiniti encourages you to contact an authorized Infiniti retailer at your earliest convenience in order to arrange an appointment.

We understand your time is valuable so your retailer will work with you to make this service as convenient as possible. To minimize any inconvenience to you, it is important that you have an appointment before bringing your vehicle to the Infiniti retailer for service. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Infiniti retailer.

If you have paid to have your timing chain replaced prior to this letter, you may be eligible for reimbursement of the repair expense.

Should you have any questions, our representatives would be pleased to assist you.

- Call 1-800-662-6200 or
- Visit <http://www.infiniti.com>