

Screenshot of ASIST (Automotive Service Information Support Terminal) – 1 of 2

ASIST Terminal

Last Sync. 4/2/2013 9:31:12 PM

NISSAN **ASIST™** LAN Edition

AUTOMOTIVE SERVICE INFORMATION SUPPORT TERMINAL

Version 12.6.0

VIN: Clear Model: Year:

What's New Service Manual CONSULT Codes Symptom Diag. Service History Campaigns Quick Reference

Latest TSBs

TSB Search

CONSULT-II

NATS & Keycode

Specialty Tools

TECH LINE Support

Tech Support Info

Tools & Equipment

Virtual Academy

ASIST Support

Keyword Search:

LATEST INFORMATION ADDED

- N_NEWSC3 '4-2-13 NISSAN ASIST AND CONSULT NEWSLETTER**
- NTB13036** 2012-2013 NV; Gear Selector Shifter Lock Clip Voluntary Safety Recall Cam
- NTB13033** 2013 Altima; OCS Sensors - Voluntary Safety Recall Campaign
- NTB13034** 2013 Leaf; OCS Sensors - Voluntary Safety Recall Campaign
- NTB13035** 2013 Pathfinder; OCS Sensors Voluntary Safety Recall Campaign
- NTB13032** 2013 Sentra; OCS Sensors - Voluntary Safety Recall Campaign
- NTB13023** 2013 Altima and Pathfinder; Ignition Button w/not Respond with Remote Sta

Featured NEWS

New Edition of TECH TALK is Here!

- 2013 EV Special Issue & 2012-2013 Winter Edition of **TECH TALK** can be found in **TECH TALK/ XTRA** under "Tech Support Info" from ASIST Main Menu

TECH LINE Survey Feedback

- Please complete **TECH LINE Survey Feedback**, located under "TECH LINE Support" from ASIST Main Menu or [click here](#)

April 2, 2013

Screenshot of ASIST (Automotive Service Information Support Terminal) – 2 of 2

The screenshot displays the ASIST web interface. At the top, there is a search bar labeled "TSB Search" and buttons for "PSM Error Reporting Form" and "TECH LINE Access Code". Below the search bar is a navigation toolbar with icons for print, save, home, back, forward, and search, along with a page indicator "1 / 28" and a zoom level of "80.5%".

The main content area features the Nissan logo and the title "Technical Bulletin" with "NISSAN NORTH AMERICA, INC. Copyright ©" on the right. The primary heading is "RECALL CAMPAIGN BULLETIN". Below this, a table provides reference and date information:

Reference: NTB12-022a	Date: April 12, 2012
--------------------------	-------------------------

The central focus is the "VOLUNTARY SAFETY RECALL CAMPAIGN 2011 - 2012 QUEST FUEL PUMP CONTROL MODULE". A warning box states: "This bulletin has been amended. The NHTSA # and OWNER'S LETTER have been added. Please discard all previous versions of this bulletin."

Key details include:

- CAMPAIGN I.D. #: R1207
- NHTSA #: 12V-076
- APPLIED VEHICLE: 2011 - 2012 Quest (E52)

A note instructs users to "Check Service Comm to confirm campaign eligibility."

The "INTRODUCTION" section begins with: "In certain 2011-2012 Quest vehicles, the engine may stall during low speeds or low torque output when there is a ¼ tank of fuel or less and the vehicle is on a decline. Under these conditions, the fuel pump may not supply enough fuel to the engine. To remedy this issue, Nissan is conducting a voluntary safety recall campaign to reprogram the ECM for improved fuel pump control module operation. There is no charge to the customer for..."

On the left, a "Bookmarks" sidebar lists the following items:

- VOLUNTARY SAFETY RECALL CAMPAIGN 2011 - 2012 QUEST FUEL PUM
- INTRODUCTION
- REPAIR OVERVIEW
- SERVICE PROCEDURE
- CLAIMS INFORMATION
- OWNER'S LETTER

At the bottom, a navigation bar contains various utility buttons: Rotate, Clear, Set Page, First Page, Page, Undo, Redo, EWD, Video, Print, BackUp, and Main Menu.

From: [NNA Service Actions & Campaigns](#)
To: [*NNA NIS AGMs](#); [*NNA NIS DOM](#); [*NNA NIS FOMs](#); [*NNA NIS CSM](#); [*NNA NIS PSMs](#); [*NNA NIS RGM](#)
Cc: [*NNA Canada & USA TSMs](#); [*NNA NCV CAM](#); [*NNA PSS DTS](#); [*NNA PSS TECH LINE \(ALL\)](#); [Abrahams, Ryan](#); [Ash, Richard](#); [Barnes, Emmett](#); [Basista, Scott](#); [Blackwell, Glenn](#); [Buskey, John](#); [Butler, David](#); [Ammerman, Norman](#); [Axente, Gabriel](#); [Baumgartner, Mary](#); [Bell, Howard](#); [Bennett, Andrea \(EXTERNAL\)](#); [Brunetti, Angelo](#); [Cairncross, Richard](#); [Christensen, Greg](#); [Conlisk, Thaddeus \(EXTERNAL\)](#); [Daniels, Richard](#); [Davin, Michael](#); [DeBardelaben, Warren](#); [Fancher, Chuck](#); [Farabaugh, David](#); [Feygin, George](#); [Fields, Stephen](#); [Fodor, Barry](#); [Gibbons, John](#); [Glenn, Bob](#); [Hambly, Rick](#); [Hankin, Bob](#); [Harding, Carrie](#); [Harding, Jay](#); [Hibma, Ed](#); [Hillier, Lloyd](#); [Hopfensperger, Daniel P.](#); [Hunter, James](#); [Izawa, Kazuhiro](#); [Less, Kim](#); [Lesser, Howard](#); [Lieske, Randy](#); [Luba, Rob](#); [MacArthur, William](#); [Malone, Patricia](#); [Mason, Nathaniel](#); [McNamara, Kevin](#); [Murphy, Joe](#); [Neff, Donald](#); [Olson, Darci](#); [Pommer, John](#); [Price, Colin](#); [Riddle, Bryan](#); [Ripko, Bruce](#); [Rodriguez, David](#); [Rogers, Roderick](#); [Schulz, Heidi](#); [Speaker, Andrew](#); [Swindell, Wilbert](#); [Thomas, Tara](#); [Thorborg, Karen](#); [Timoschuk, Basil](#); [Tomaso, Steve](#); [van der Werf, Russell](#); [Vazquez, George](#); [Warrick, Lori](#); [Weiss, Dale](#); [Welby, Robert](#); [Williams, Kathy Y](#); [Willson, Dave](#); [Wohlfarth, Jane](#); [Wong, Morgan](#); [Yaeger, Steve](#); [Yu, Henry](#); [Campbell, Cathy](#); [Carney, Dan](#); [Casaletta, Robert](#); [Charette, David](#); [Chen, Linda \(EXTERNAL\)](#); [Coss, Ray](#); [Cuthbertson, Michael](#); [Feeley, Jack](#); [Glenn, Bob](#); [Gripp, Paulette](#); [Hansen, Todd](#); [Horn, Bruce](#); [Jarosinski, John](#); [Jones, Scott \(TCW\)](#); [Keating, William](#); [Kirschner, Mark](#); [Koulakjian, Thomas](#); [Lawrence, Doug \(EXTERNAL\)](#); [Lemon, Gary](#); [Lesser, Howard](#); [Lutz, Kevin](#); [Martinet, Xavier](#); [Mathias, Paul](#); [Mccanless, Jason](#); [McCann, Robert](#); [McNay, Robert \(NMAC\)](#); [Nelson, David](#); [Owens, Lawrence](#); [Pham, Loc](#); [Phillips, Carl](#); [Phillips, John](#); [Rideau, Kevin \(EXTERNAL\)](#); [Schaffer, Fred](#); [Snap, Jason](#); [Snyder, Ernest](#); [Thomas, Rick](#); [Tons, Dan](#); [Villamil, Oscar](#); [Warren, Rob](#); [Willmon, James](#); [Woodruff, Chris](#)
Subject: INFORMATION - 2011-2012 Nissan Quest Fuel Pump Control Module
Date: Thursday, March 01, 2012 3:00:50 PM
Attachments: [R1207 - 2011-2012 Quest Fuel Pump Control Module VSRC.DealerAnnouncement.FINAL.03.1.12.pdf](#)
[R1207 Dir Inv 20120301.xls](#)
[image003.jpg](#)

Nissan Division

Electronic Field Communication

INFORMATION

Date: March 01, 2012

Subject: 2011-2012 Nissan Quest Fuel Pump Control Module
Voluntary Safety Recall Campaign

Summary:

"Nissan is conducting a voluntary safety recall campaign to reprogram the fuel pump control module. In some affected Quest vehicles, the fuel pump may not have enough capability at low speeds/torque with ¼ tank of fuel or less and the vehicle on a decline to supply fuel to the engine. This may result in the engine stalling while driving."

Nissan plans to begin notifying owners on April 02, 2012.

IMPORTANT: Dealers must not sell any affected vehicles in their inventory until the campaign repair is performed. A STOP SALE CONDITION IS IN EFFECT.

-
Dealers must perform this service action on any affected vehicles in their inventory before they are retailed.

There are approximately **4,266** affected vehicles in Nissan dealer inventory.



2011-2012 Nissan Quest vehicles subject to this Voluntary Safety Recall Campaign can be identified through two methods:

- **Service Comm** – Beginning March 2nd, dealer sales and service departments can complete an inquiry on Service Comm – Campaign I.D. **R1207** to determine an affected vehicle.
- **VIN List** – As a courtesy, included with this announcement is a list of affected vehicles sorted by region, district and dealer.

Nissan is currently developing a campaign bulletin with reprogramming instructions claims information. A campaign update will be sent as soon as this TSB becomes available.

Detailed Information:

Attached for your convenience are the following items:

1. Campaign Announcement
2. R1207 Nissan Dealer Inventory VIN List

Please cascade the information as appropriate. Thanks

Attachments: 2

Thank you,

Andrea Bennett
Nissan North America, Inc.
Planner, Recall & Service Campaigns
Andrea.Bennett@Nissan-Usa.com
Phone: 615.725.3012
Fax: 615.984.5224

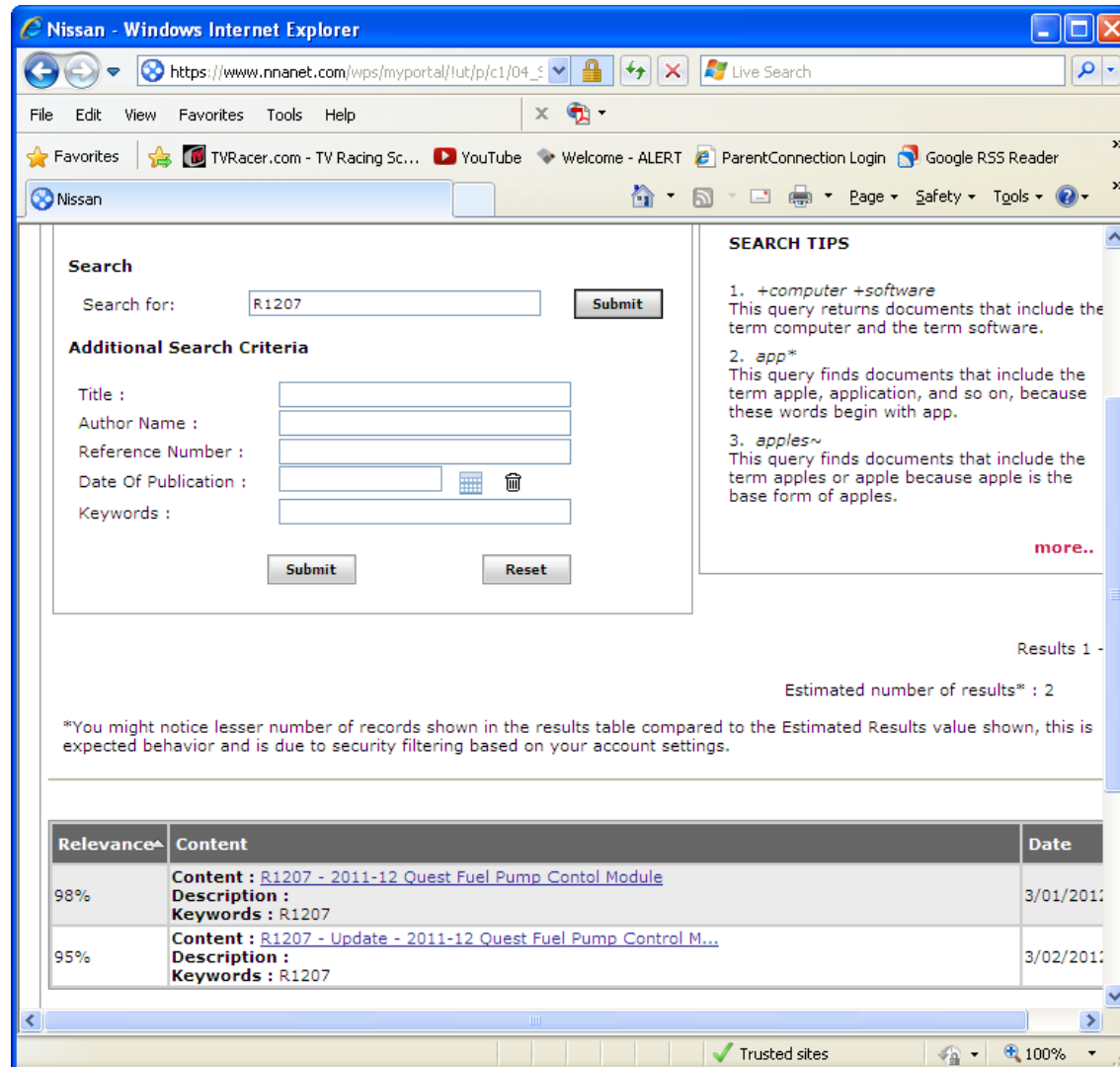


Nissan Electronic Information Screenshots

Responsive to AQ12-003 Request 1

4/1/2013

nnanet.com (Nissan Dealer Portal)



Nissan - Windows Internet Explorer
 https://www.nnanet.com/wps/myportal/!ut/p/c1/04_5
 File Edit View Favorites Tools Help
 Favorites TVRacer.com - TV Racing Sc... YouTube Welcome - ALERT ParentConnection Login Google RSS Reader
 Nissan

Search
 Search for:

Additional Search Criteria
 Title :
 Author Name :
 Reference Number :
 Date Of Publication :
 Keywords :

SEARCH TIPS

- +computer +software**
This query returns documents that include the term computer and the term software.
- app***
This query finds documents that include the term apple, application, and so on, because these words begin with app.
- apples~**
This query finds documents that include the term apples or apple because apple is the base form of apples.

[more..](#)

Results 1 -
 Estimated number of results* : 2

*You might notice lesser number of records shown in the results table compared to the Estimated Results value shown, this is expected behavior and is due to security filtering based on your account settings.

Relevance	Content	Date
98%	Content : R1207 - 2011-12 Quest Fuel Pump Control Module Description : Keywords : R1207	3/01/2011
95%	Content : R1207 - Update - 2011-12 Quest Fuel Pump Control M... Description : Keywords : R1207	3/02/2011

Trusted sites 100%



ASIST

(Automotive Service Information Support Terminal) -

1 of 2



ASIST Terminal

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CONSULT-II | NATS & Keycode | Specialty Tools | TECH LINE Support | Tech Support Info | Tools & Equipment | Virtual Academy | ASIST Support

Keyword Search:

LATEST INFORMATION ADDED

NEWS	N_NEWSC3	'4-2-13 NISSAN ASIST AND CONSULT NEWSLETTER
CMP	NTB13036	2012-2013 NV; Gear Selector Shifter Lock Clip Voluntary Safety Recall Cam
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- Please complete TECH LINE Survey Feedback, located under "TECH LINE Support" from ASIST Main Menu or [click here](#)

April 2, 2013

TSB Search


ESM Error Reporting Form

TECH LINE Access Code

1 / 28 80.5% Find

Bookmarks

- [-] VOLUNTARY SAFETY RECALL CAMPAIGN 2011 - 2012 QUEST FUEL PUM
- [-] INTRODUCTION
- [-] REPAIR OVERVIEW
- [-] SERVICE PROCEDURE
- [-] CLAIMS INFORMATION
- [-] OWNER'S LETTER



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RECALL CAMPAIGN BULLETIN

Reference: NTB12-022a	Date: April 12, 2012
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VOLUNTARY SAFETY RECALL CAMPAIGN 2011 - 2012 QUEST FUEL PUMP CONTROL MODULE

This bulletin has been amended. The NHTSA # and OWNER'S LETTER have been added.
Please discard all previous versions of this bulletin.

CAMPAIGN I.D. #: R1207
NHTSA #: 12V-076
APPLIED VEHICLE: 2011 - 2012 Quest (E52)

Check Service Comm to confirm campaign eligibility.

INTRODUCTION

In certain 2011-2012 Quest vehicles, the engine may stall during low speeds or low torque output when there is a ¼ tank of fuel or less and the vehicle is on a decline. Under these conditions, the fuel pump may not supply enough fuel to the engine. To remedy this issue, Nissan is conducting a voluntary safety recall campaign to reprogram the ECM for improved fuel pump control module operation. There is no charge to the customer for

Rotate Rotate 1 2 3 4 5 6 First Page Page Page Undo Redo EWD Video Print BackUp Main Menu

Service Comm (1 of 2)

S1 - I-NMC1 (Headquarters) Mod-2 - I-NMC (Headquarters) - BlueZone Mainframe Display

File Edit Session Options Transfer View Macro Script Help

Connections: I-NMC (Headquarters)

Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12

```

SERVICE - COMM
04/04/13 09:25:32                                CICSWB06
PRIMARY DATA          NMC MODEL: 11212          VIN: 3N1CN7APXCL871212
12 VSD 1.6SV SDN CVT  AUTOMATIC  EMISSIONS CERTIFICATION: 50 STAT
MANUFACTURE DATE: 01/06/12  PLANT: AGUASCALIENTES, MEX.
IN-SERVICE DATE: 02/15/12  RETAIL DATE: 02/15/12
PDI DATE: 01/25/12        SELLING DEALER: GWINNETT PLACE NISSA
                                DULUTH                GA
-----VIN WARRANTY EXCLUSIONS ON PNC-----
PNC  -----DESCRIPTION-----  PNC  -----DESCRIPTION-----
NO PNC WARRANTY EXCLUSIONS

-----OUTSTANDING SERVICE/RECALL CAMPAIGNS-----
--NUMBER--  -----DESCRIPTION-----  --NUMBER--  -----DESCRIPTION-----
PM253      VERSA AT SHIFTER NTB12-008

PRESS ENTER FOR ADDITIONAL DETAILS
ENTER = CONTINUE  N = NEXT VEHICLE  M = RETURN TO SERVICE-COMM MENU =>
  
```

S1 | Ready (1) | 192.168.200.25 | IP500462 | 11:25:45 4/4/2013 | NUM | 00:02:28 | 24.073

Service Comm (2 of 2)

S1 - I-NMC1 (Headquarters) Mod-2 - I-NMC (Headquarters) - BlueZone Mainframe Display

File Edit Session Options Transfer View Macro Script Help

Connections: I-NMC (Headquarters)

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04/04/13 09:25:32 CICSWB06
PRIMARY DATA      NMC MODEL: 11212      VIN: 3N1CN7APXCL871212
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IN-SERVICE DATE: 02/15/12  RETAIL DATE: 02/15/12
PDI DATE: 01/25/12        SELLING DEALER: GWINNETT PLACE NISSA
                                DULUTH GA

SERVICE CONTRACT INFORMATION
OWNER: HONG LE          AGREEMENT NO: MRNP01256634
PLAN TYPE: NEW MAINTENANCE+PLUS 111 SILVER VALUE 1  TERM: 072MO/ 90,000 MI
PLAN EFFECTIVE: 02/15/12  4 MILES DEDUCTIBLE: NONE
PLAN EXPIRES: 02/15/18  90000 MILES

ENTER = CONTINUE  N = NEXT VEHICLE  M = RETURN TO SERVICE-COMM MENU =>
    
```

S1 | Ready (1) | 192.168.200.25 | IP500462 | 11.26.03 4/4/2013 | NUM | 00:02:46 | 24,073

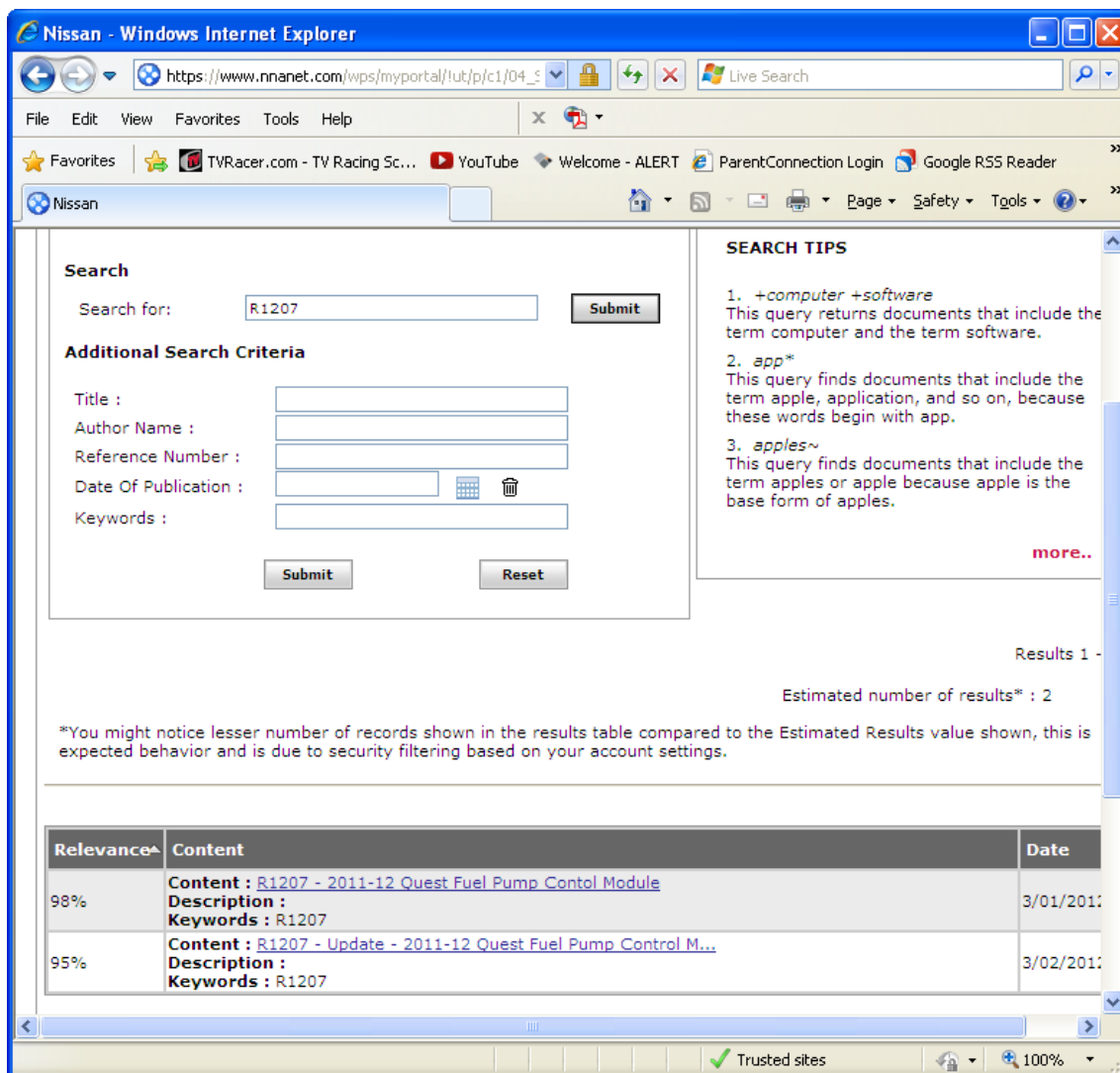


Nissan Electronic Information Screenshots

Responsive to AQ12-003 Request 1

4/1/2013

nnanet.com (Nissan Dealer Portal)



Nissan - Windows Internet Explorer
 https://www.nnanet.com/wps/myportal/!ut/p/c1/04_s...
 File Edit View Favorites Tools Help

Search
 Search for:

Additional Search Criteria
 Title :
 Author Name :
 Reference Number :
 Date Of Publication :
 Keywords :

SEARCH TIPS

- +computer +software**
This query returns documents that include the term computer and the term software.
- app***
This query finds documents that include the term apple, application, and so on, because these words begin with app.
- apples~**
This query finds documents that include the term apples or apple because apple is the base form of apples.

[more..](#)

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ESM Error Reporting Form

TECH LINE Access Code

1 / 28 80.5% Find

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Service Comm (1 of 2)

S1 - I-NMC1 (Headquarters) Mod-2 - I-NMC (Headquarters) - BlueZone Mainframe Display

File Edit Session Options Transfer View Macro Script Help

Connections: I-NMC (Headquarters)

Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12

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IN-SERVICE DATE: 02/15/12  RETAIL DATE: 02/15/12
PDI DATE: 01/25/12        SELLING DEALER: GWINNETT PLACE NISSA
                                DULUTH                GA
-----VIN WARRANTY EXCLUSIONS ON PNC-----
PNC  -----DESCRIPTION-----          PNC  -----DESCRIPTION-----
NO PNC WARRANTY EXCLUSIONS

-----OUTSTANDING SERVICE/RECALL CAMPAIGNS-----
--NUMBER--  -----DESCRIPTION-----  --NUMBER--  -----DESCRIPTION-----
PM253      VERSA AT SHIFTER NTB12-008

PRESS ENTER FOR ADDITIONAL DETAILS
ENTER = CONTINUE  N = NEXT VEHICLE  M = RETURN TO SERVICE-COMM MENU =>
    
```

S1 | Ready (1) | 192.168.200.25 | IP500462 | 11:25:45 4/4/2013 | NUM | 00:02:28 | 24.073

Service Comm (2 of 2)

S1 - I-NMC1 (Headquarters) Mod-2 - I-NMC (Headquarters) - BlueZone Mainframe Display

File Edit Session Options Transfer View Macro Script Help

Connections: I-NMC (Headquarters)

Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12

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04/04/13 09:25:32 CICSWB06
PRIMARY DATA      NMC MODEL: 11212      VIN: 3N1CN7APXCL871212
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MANUFACTURE DATE: 01/06/12  PLANT: AGUASCALIENTES, MEX.
IN-SERVICE DATE: 02/15/12  RETAIL DATE: 02/15/12
PDI DATE: 01/25/12        SELLING DEALER: GWINNETT PLACE NISSA
                                DULUTH GA

SERVICE CONTRACT INFORMATION
OWNER: HONG LE          AGREEMENT NO: MRNP01256634
PLAN TYPE: NEW MAINTENANCE+PLUS 111 SILVER VALUE 1  TERM: 072MO/ 90,000 MI
PLAN EFFECTIVE: 02/15/12  4 MILES DEDUCTIBLE: NONE
PLAN EXPIRES: 02/15/18  90000 MILES

ENTER = CONTINUE  N = NEXT VEHICLE  M = RETURN TO SERVICE-COMM MENU =>
    
```

S1 | Ready (1) | 192.168.200.25 | IP500462 | 11.26.03 4/4/2013 | NUM | 00:02:46 | 24,073

Service Comm Screenshot (1)

S1 - I-NMC1 (Headquarters) Mod 2 - I-NMC (Headquarters) - BlueZone Mainframe Display

File Edit Session Options Transfer View Macro Script Help

Connections: I-NMC (Headquarters) Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12

S E R V I C E - C O M M

04/04/13 09:25:32 CICSWB06

PRIMARY DATA NMC MODEL: 11212 VIN: 3N1CN7APXCL871212

12 VSD 1.6SV SDN CVT AUTOMATIC EMISSIONS CERTIFICATION: 50 STAT

MANUFACTURE DATE: 01/06/12 PLANT: AGUASCALIENTES, MEX.

IN-SERVICE DATE: 02/15/12 RETAIL DATE: 02/15/12

PDI DATE: 01/25/12 SELLING DEALER: GWINNETT PLACE NISSA
DULUTH GA

-----VIN WARRANTY EXCLUSIONS ON PNC-----

PNC	DESCRIPTION	PNC	DESCRIPTION
	NO PNC WARRANTY EXCLUSIONS		

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--NUMBER--	DESCRIPTION	--NUMBER--	DESCRIPTION
PM253	VERSA AT SHIFTER NTB12-008		

PRESS ENTER FOR ADDITIONAL DETAILS

ENTER = CONTINUE N = NEXT VEHICLE M = RETURN TO SERVICE-COMM MENU => █

S1 Ready (1) 192.168.200.25 IP500462 11:25:45 4/4/2013 NUM 00:02:28 24.073

Service Comm Screenshot (2)

The screenshot shows a terminal window titled "S1 - I-NMC1 (Headquarters) Mod 2 - I-NMC (Headquarters) - BlueZone Mainframe Display". The window contains the following text:

```
S E R V I C E - C O M M  
04/04/13 09:25:32                                CICSWB06  
PRIMARY DATA          NMC MODEL: 11212          VIN: 3N1CN7APXCL871212  
12 VSD 1.6SV SDN CVT  AUTOMATIC EMISSIONS CERTIFICATION: 50 STAT  
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PLAN EFFECTIVE: 02/15/12          4 MILES  DEDUCTIBLE: NONE  
PLAN EXPIRES: 02/15/18          90000 MILES  
  
ENTER = CONTINUE  N = NEXT VEHICLE  M = RETURN TO SERVICE-COMM MENU => █
```

At the bottom of the window, there is a status bar with the following information:

S1	Ready (1)	192.168.200.25	IP500462	11:26:03 4/4/2013	NUM	00:02:46	24.073
----	-----------	----------------	----------	-------------------	-----	----------	--------

From: [NNA Service Actions & Campaigns](#)
To: [*NNA NIS AGMs](#); [*NNA NIS DOM](#); [*NNA NIS FOMs](#); [*NNA NIS CSM](#); [*NNA NIS PSMs](#); [*NNA NIS RGM](#)
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Subject: UPDATE - R1207 - 2011-12 Quest Fuel Pump Control Module - VSRC
Date: Friday, March 02, 2012 4:33:02 PM
Attachments: [NTB12-022.pdf](#)

Nissan Division

Electronic Field Communication

INFORMATION

Date: March 2, 2012

Subject: INFORMATION – R1207 UPDATE - 2011-2012 Quest Fuel Pump Control Module Voluntary Safety Recall Campaign

Summary:

TSB NTB12-022 has been published for campaign **R1207**.

Detailed Information:

This information will be posted on NNA.net later today.

Attached for your convenience are the following items:

1. **NTB12-022**

Please cascade the information as appropriate. Thanks!

Attachments: 1

Thank you,

Andrea Bennett
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Roadside Assistance Coordinator

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