



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 2, 2012

MR. JOHN GIBBONS
SENIOR MANAGER,
TECHNICAL COMPLIANCE OFFICE
NISSAN NORTH AMERICA, INC.
P.O. BOX 685001
FRANKLIN, TN 37068-5009

NVS-215et
12V-076

SUBJECT: FUEL PUMP CONTROL MODULE

DEAR MR. GIBBONS:

This letter serves to acknowledge Nissan North America's (Nissan) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
NISSAN/QUEST/2011-2012

NHTSA Campaign Number: 12V-076

Mfg's Report Date: February 28, 2012

Components: ELECTRICAL SYSTEM: SOFTWARE

Potential Number of Units Affected: 23,531

Summary:

NISSAN IS RECALLING CERTAIN MODEL YEAR 2011-2012 NISSAN QUEST VEHICLES, MANUFACTURED FROM JULY 29, 2010, THROUGH FEBRUARY 21, 2012. DUE TO SOFTWARE PROGRAMMING, WHILE DRIVING AT SLOW SPEEDS OR IDLING ON A DECLINE WITH ¼ TANK FUEL OR LESS, THERE MAY BE AN INSUFFICIENT SUPPLY OF FUEL TO THE ENGINE. AS A RESULT, THE ENGINE MAY STALL.

Consequence:

VEHICLE STALLING COULD INCREASE THE RISK OF A CRASH.

Remedy:

NISSAN WILL NOTIFY OWNERS, AND DEALERS WILL REPROGRAM THE ENGINE CONTROL MODULE, FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING MID MARCH 2012. OWNERS MAY CONTACT NISSAN CUSTOMER SERVICE AT 1-800-647-7261.

Notes:

CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it. Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Edison Thompson who may be reached by phone at 1-202-366-9525, or by email at Edison.Thompson@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name "Jennifer" written in a larger, more prominent script than the last name "Timian".

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement