



# RECALL CAMPAIGN BULLETIN

Reference:

NTB12-022a

Date:

April 12, 2012

## 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 parts or labor.

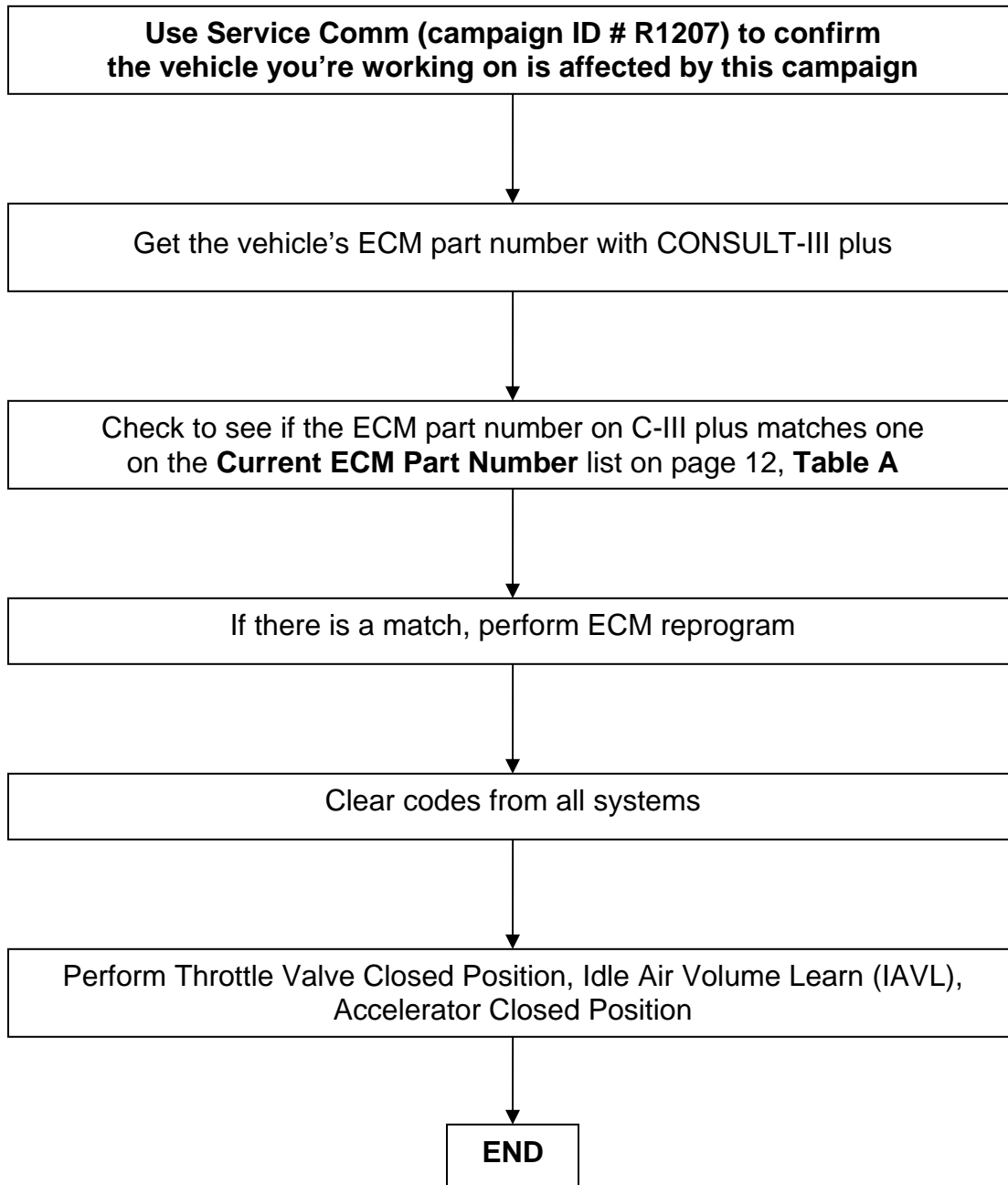
### IDENTIFICATION NUMBER

Nissan has assigned identification number R1207 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

### DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

## REPAIR OVERVIEW



## SERVICE PROCEDURE

**IMPORTANT:** Before starting, make sure:

- **ASIST on the CONSULT PC has been freshly synchronized (updated).**
- **All CONSULT-III plus (C-III plus) software updates, if any, have been installed.**

**NOTE:** The CONSULT PC automatically gets applicable ECM reprogramming data during ASIST synchronization.

- A screen print for warranty documentation can be done from the CONSULT PC during this process while still connected to the vehicle.
- **No DTCs stored.**
  - Use C-III plus to perform Self Diagnosis for all systems.
  - If there are any DTCs, diagnose, perform repairs, and erase DTCs **before** continuing.
- **For in-stock vehicles only: Extended Storage Switch engaged (pushed in).**
- Confirm the following conditions are met (the vehicle may need to be driven to meet these conditions):
  - Engine coolant temperature: 70 - 100°C (158 - 212°F)
  - Battery voltage: More than 12.9V (At idle)
  - Transmission: Warmed up



Figure 1

**NOTE:**

- After reprogramming is complete, you will be required to perform Throttle Valve Closed Position, Idle Air Volume Learn (IAVL), Accelerator Closed Position, and DTC erase.
- The above conditions are required for IAVL to complete.

## **Reprogramming Procedure**

1. With the vehicle parked, the transmission in Park, and the steering wheel in the neutral (straight ahead) position, connect the plus Vehicle Interface (plus VI) to the vehicle.
  - Make sure to use the correct VI for C-III plus (plus VI).

**CAUTION:** Make sure the plus VI is securely connected. If the plus VI connection is loose during reprogramming, the process will be interrupted and the **ECM may be damaged**.

2. **Connect the AC Adapter to the CONSULT PC.**

**CAUTION:** Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the **ECM may be damaged**.

3. **Connect a battery charger to the vehicle battery:**

- Set the battery charger at a low charge rate.

**NOTE:** The GR-8 (Battery and Electrical Diagnostic Station) set to “Power Supply” mode is recommended.

**CAUTION:** Be sure the battery charger is connected securely to the battery. Make sure the battery voltage stays between 12.0V and 15.5V during reprogramming. If the battery voltage goes out of this range during reprogramming, the **ECM may be damaged**.

4. **Turn off all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the plus VI.**

**CAUTION:** Make sure to turn off all external Bluetooth® devices. If Bluetooth® signal waves are within range of the CONSULT PC and the plus VI during reprogramming, reprogramming may be interrupted and the **ECM may be damaged**.

5. Customer vehicles only: Verify the Extended Storage Switch is engaged (pushed in).

6. **In-stock vehicles only: Engage (push in) the Extended Storage Switch.**

**NOTE:** The Extended Storage Switch will be disengaged (pulled out) at the end of the service procedure.

7. Turn the ignition ON with the engine OFF.

- **The engine must not start or run during the reprogramming procedure.**

8. Turn OFF all vehicle electrical loads such as exterior lights, interior lights, HVAC, blower, rear defogger, audio, NAVI, seat heater, steering wheel heater, etc.

**IMPORTANT:** Make sure to turn OFF all vehicle electrical loads. Make sure the battery voltage stays between 12.0V and 15.5V during reprogramming. If the battery voltage goes out of this range during reprogramming, the **ECM may be damaged**.

9. Open / start ASIST on the CONSULT PC.

10. Select / open C-III plus.

11. Wait for the plus VI to be recognized / connected.

- The serial number will display when the plus VI is recognized / connected.

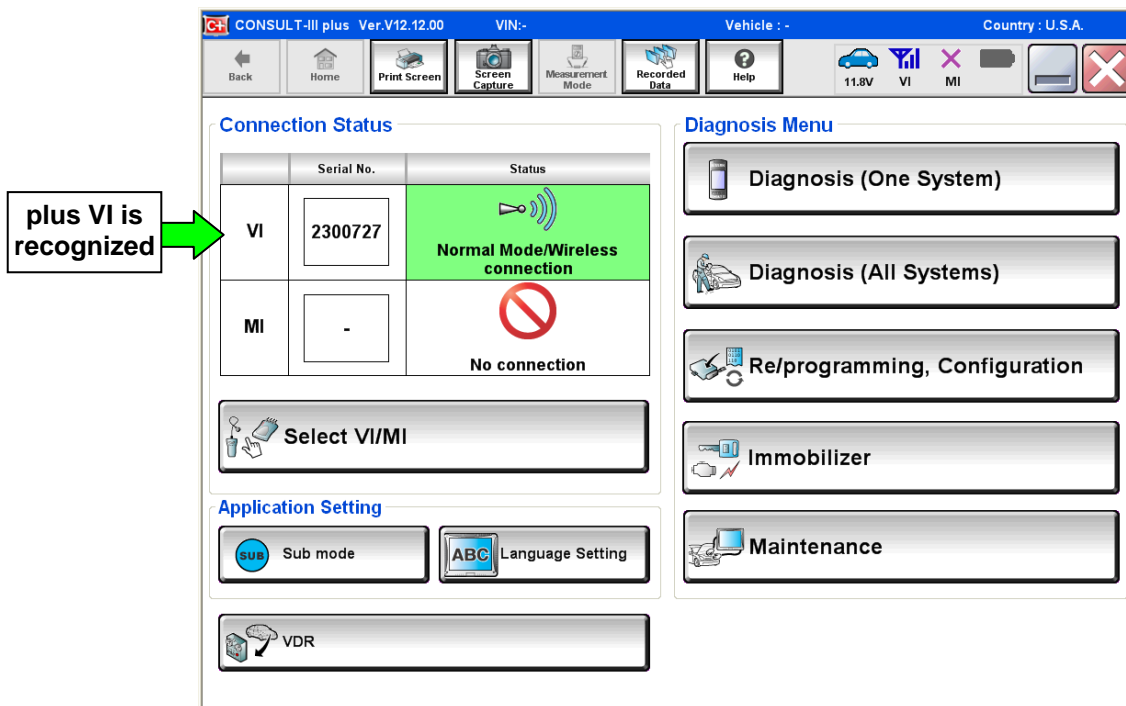


Figure 2

12. Select **Re/programming, Configuration**.

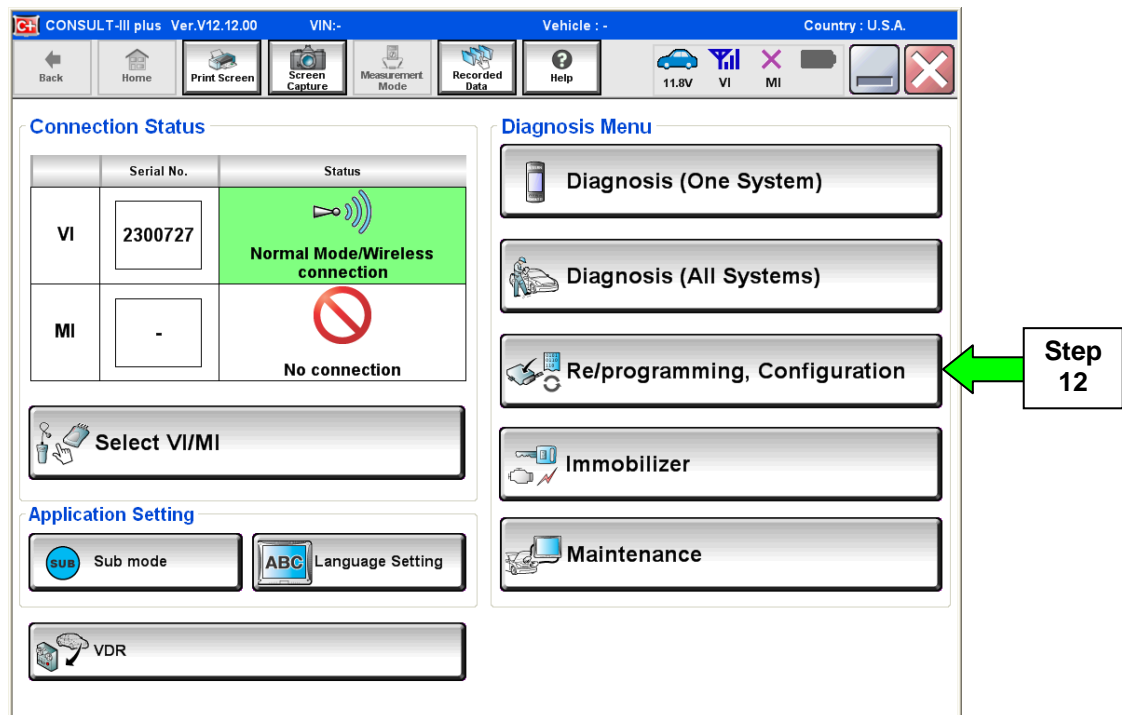


Figure 3

13. Use arrows (if needed) to view and read all precautions.
14. Check the box confirming the precautions have been read.
15. Select **Next**.

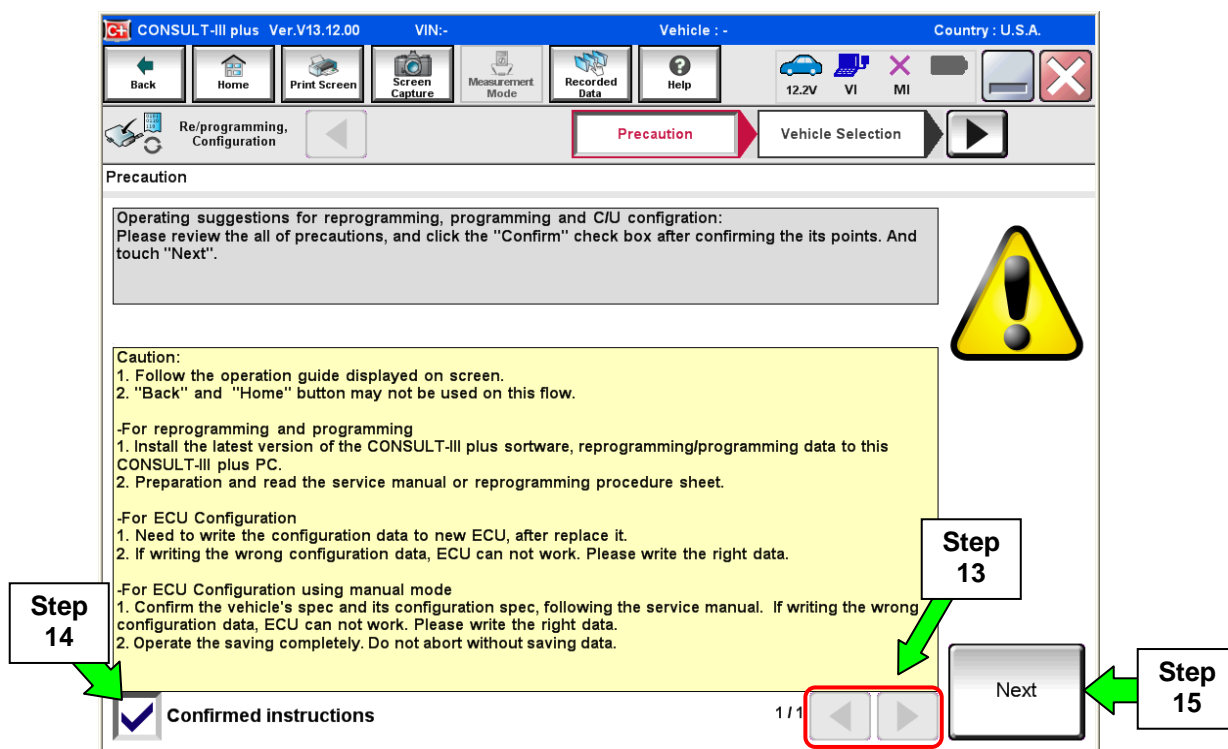


Figure 4

16. Select **Nissan**, **Quest**, and then the correct **Model Year**.
  - If the screen in Figure 5 does not display, skip to step 17.

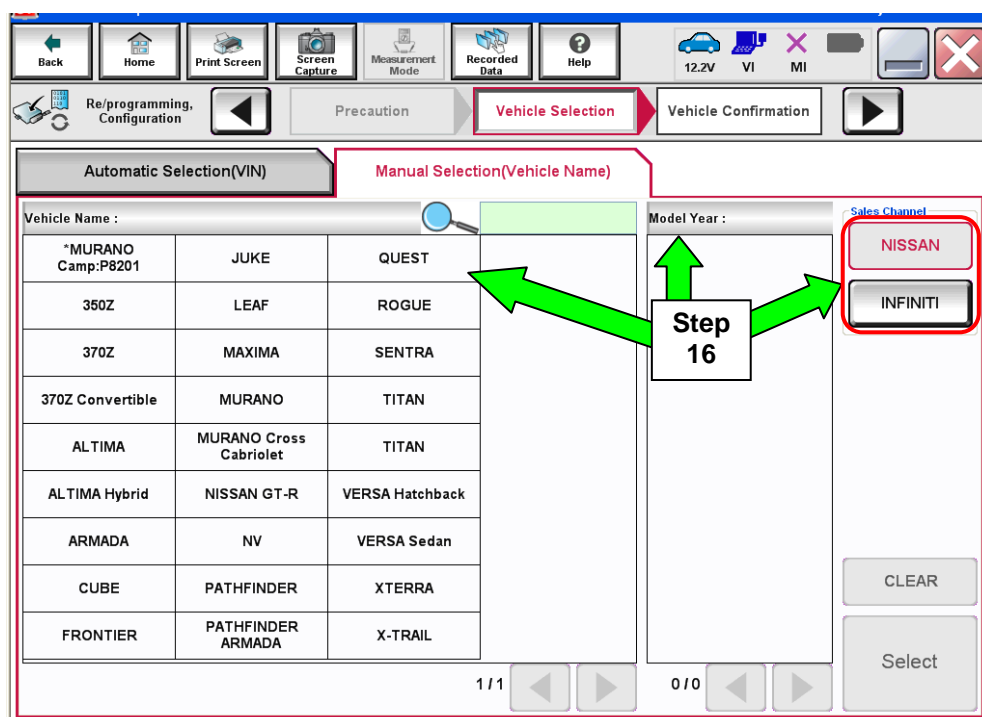


Figure 5

17. Make sure the **VIN or Chassis #** matches the vehicle's VIN.

18. If the correct VIN is displayed, select **Confirm**.

Back Home Print Screen Screen Capture Measurement Mode Recorded Data Help 12.2V VI MI

Re/programming, Configuration Vehicle Selection **Vehicle Confirmation**

Please confirm selected information and touch "Confirm". In case you want to select another vehicle, touch "Change".

VIN or Chassis #	JN1EY4H60000000000
Vehicle Name :	700
Model Year	00

1 / 1

Change

**Step 17** → **Step 18** → Confirm

Figure 6

19. If the screen in Figure 7 displays, select **Confirm**, and then go to step 20.

Back Home Print Screen Screen Capture Measurement Mode Recorded Data Help 11.8V VI MI

Re/programming, Configuration Vehicle Confirmation **Input VIN** System Selection

Input VIN

Enter the VIN number, and touch "Confirm".  
According to this operation, in case of specified operation that requires to save ECU information into CONSULT, VIN number you input is saved as file name. Therefore, confirm VIN number correctly.

NISSAN MOTOR CO., LTD. JAPAN 型式 VIN JN1EY4H60000000000	NISSAN MOTOR (EUROPE) S.A. 型式 VIN JN1EY4H60000000000	JN1EY4H60000000000
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VIN (17 or 18 digits) JN1EY4H60000000000

**Step 19** → Confirm

Figure 7

- If the screen in Figure 8 displays, select **Other Operation**, and then go to step 20.

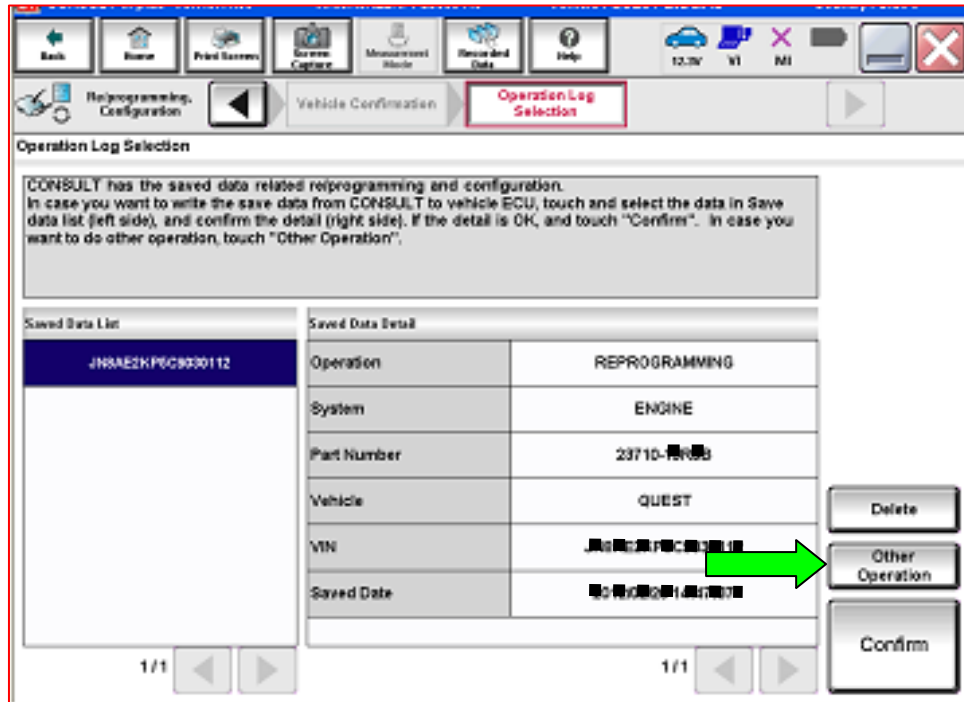


Figure 8

20. Select **ENGINE**.

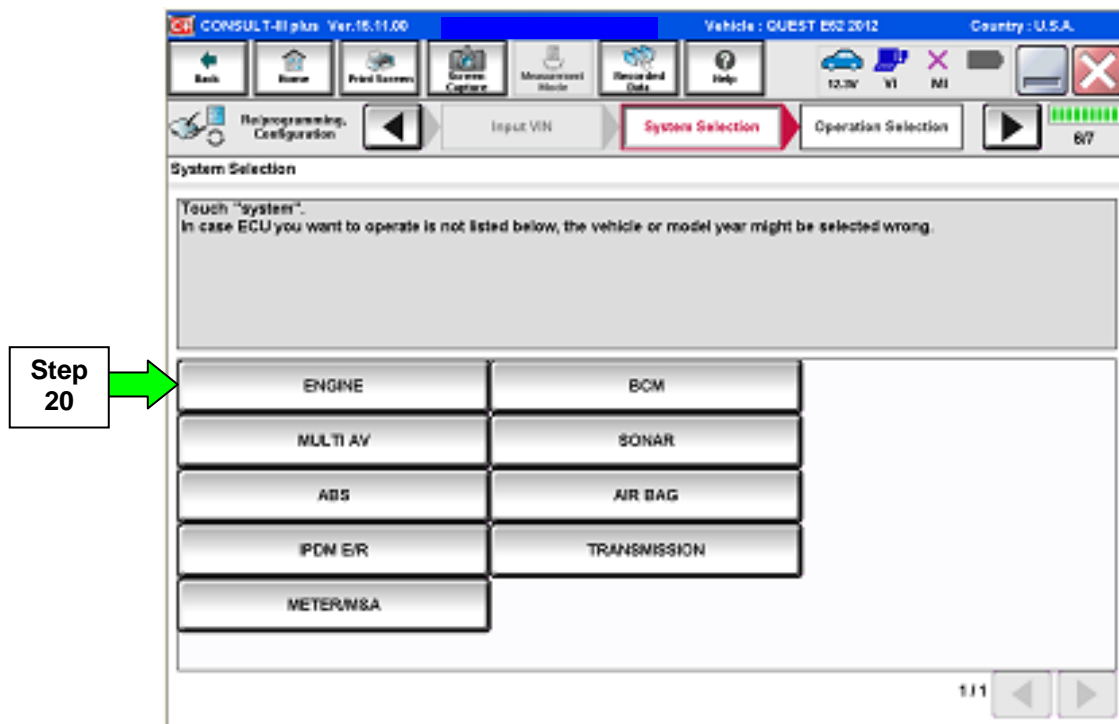


Figure 9

## 21. Select Reprogramming.

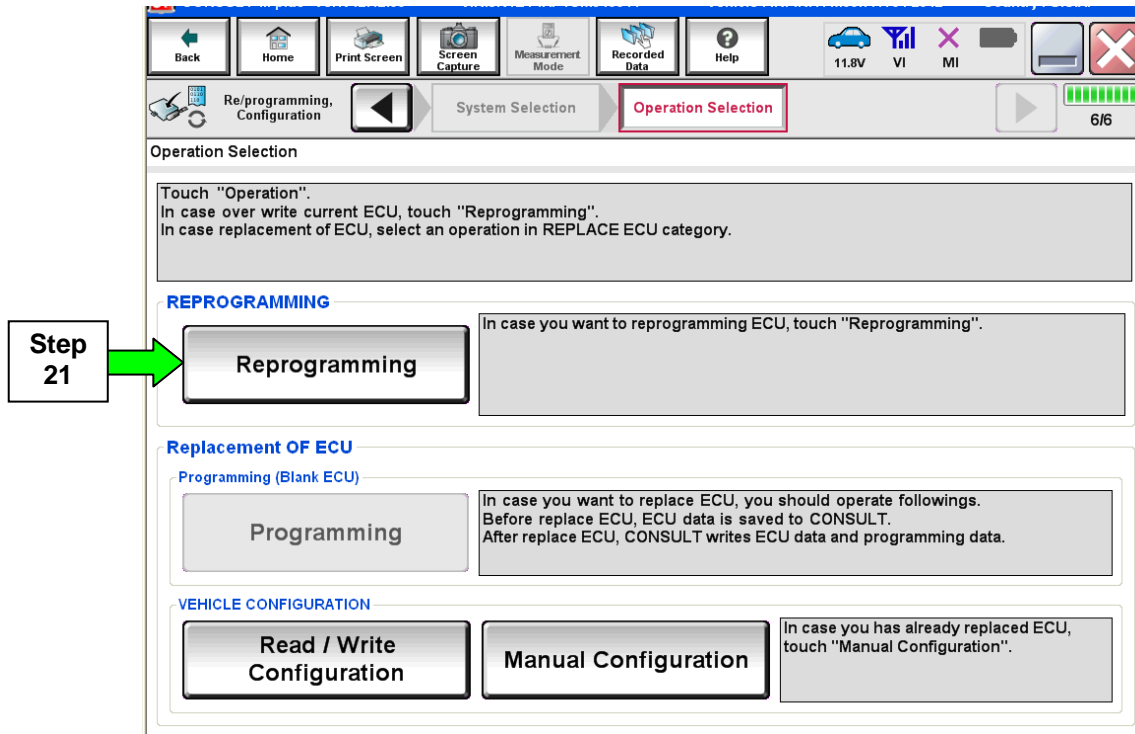


Figure 10

22. Select **Save**.

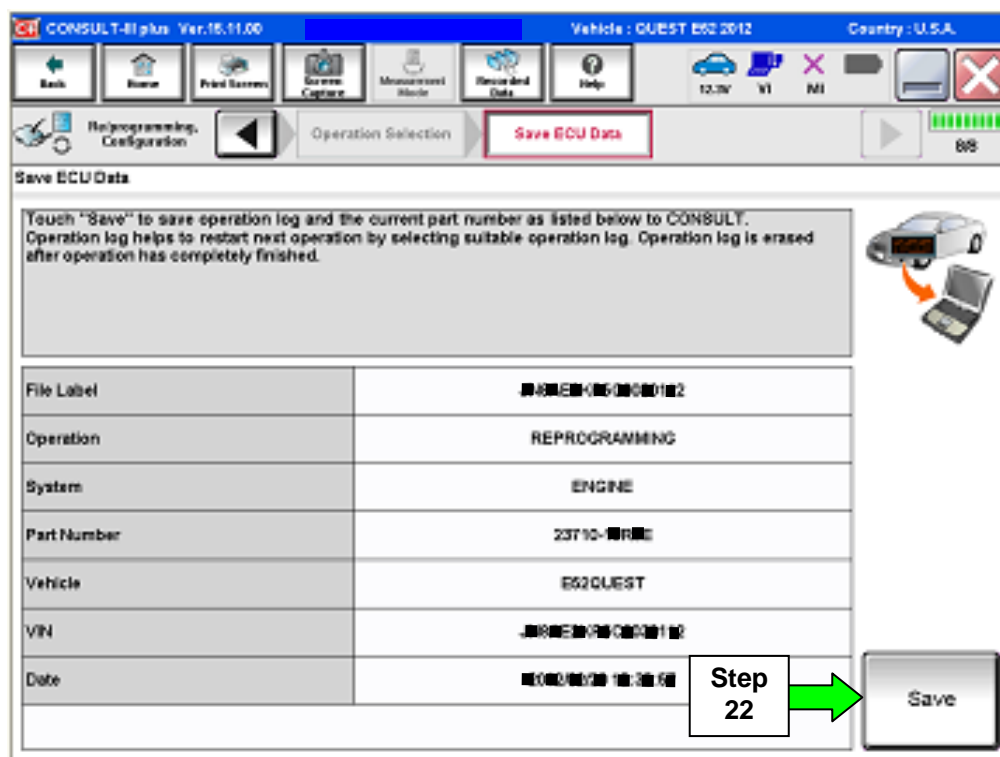


Figure 11

23. Select **Next**.

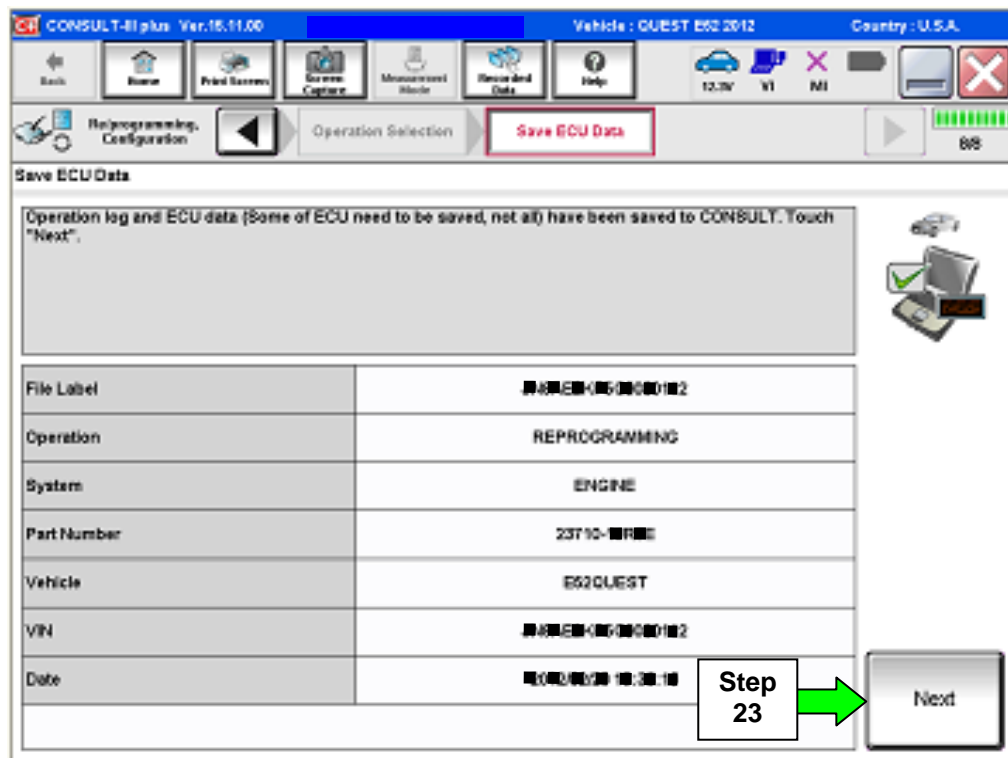


Figure 12

24. Use arrows (if needed) to view and read all precautions.

25. Check the box confirming the precautions have been read.

26. Select **Next**.

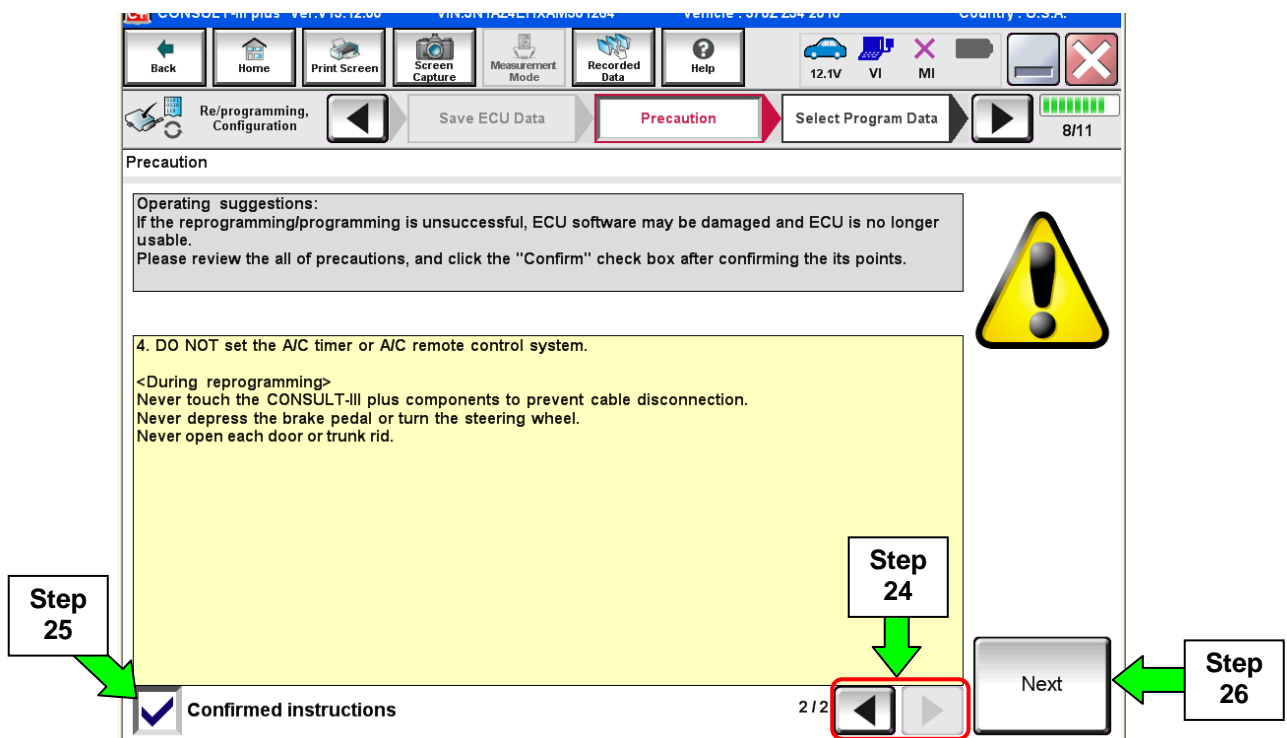


Figure 13

27. Find the ECM's **Current Part Number** (see Figure 14) and write it on the repair order.

**NOTE:** This is the ECM's current Part Number (P/N).

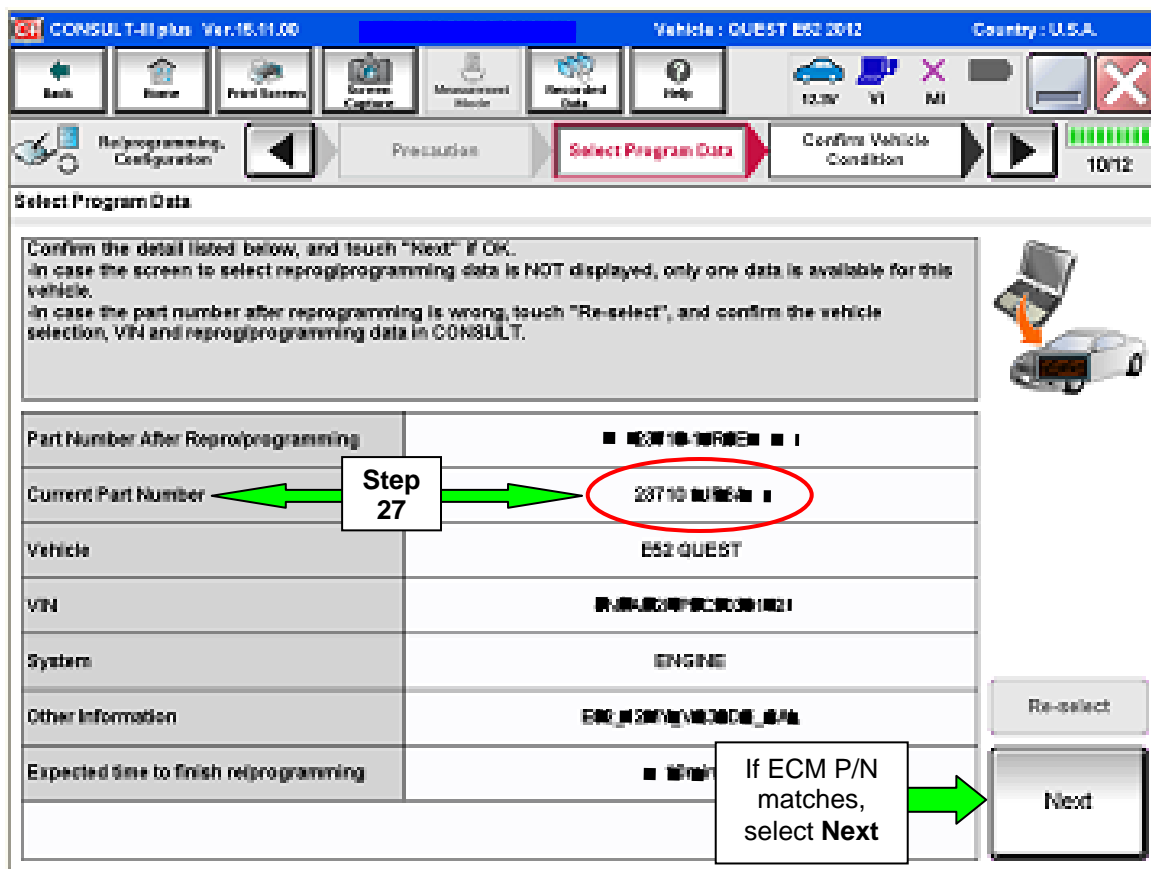


Figure 14

- Compare the P/N you wrote down to the P/N in the **Current ECM Part Number** list in **Table A** below.
  - If there is a match, this bulletin applies. Continue with the reprogramming procedure by selecting **Next**.
  - If there is not a match, this campaign does not apply or it has already been done. Close C-III plus and disconnect from the vehicle, and then recheck Service Comm for campaign eligibility.

Table A

Current ECM Part Number: 23710 -
1JA2A
1JA3A, 1JA3B
1JR5A
1JR6A
1JR5B, 1JR5C
1JR6B, 1JR6C

28. Make sure **OK** is highlighted **green** (battery voltage must be between **12.0 and 15.5 Volts**).

29. Select **Next**.

**IMPORTANT:** Battery voltage must stay between **12.0 and 15.5 Volts** during reprogramming or ECM reprogramming may be interrupted and the ECM may be damaged.

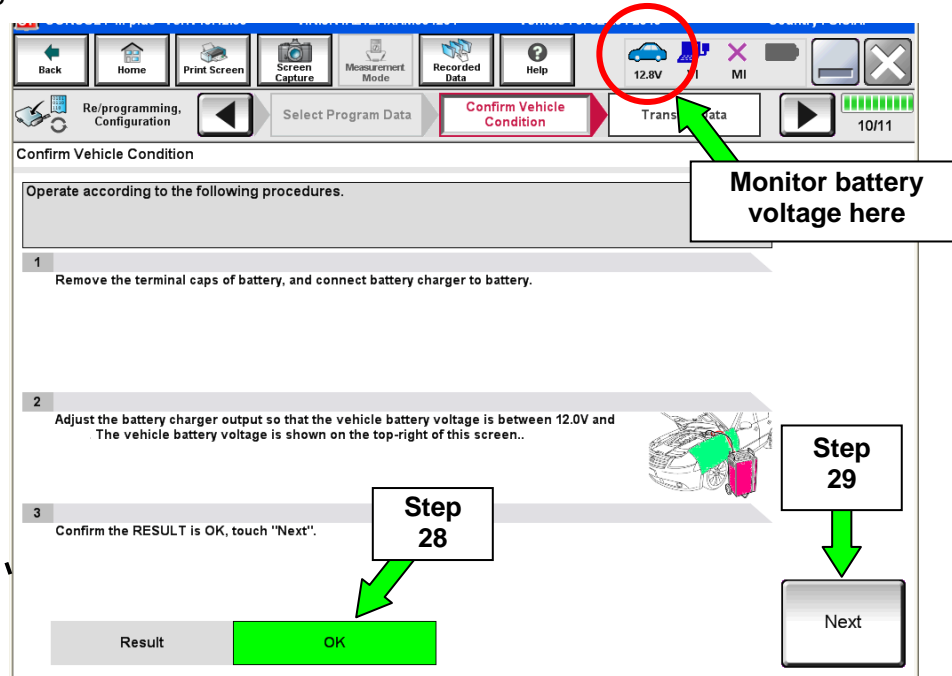


Figure 15

**NOTE:** In the next step, the reprogramming process will begin when **Start** is selected.

30. Select **Start**.

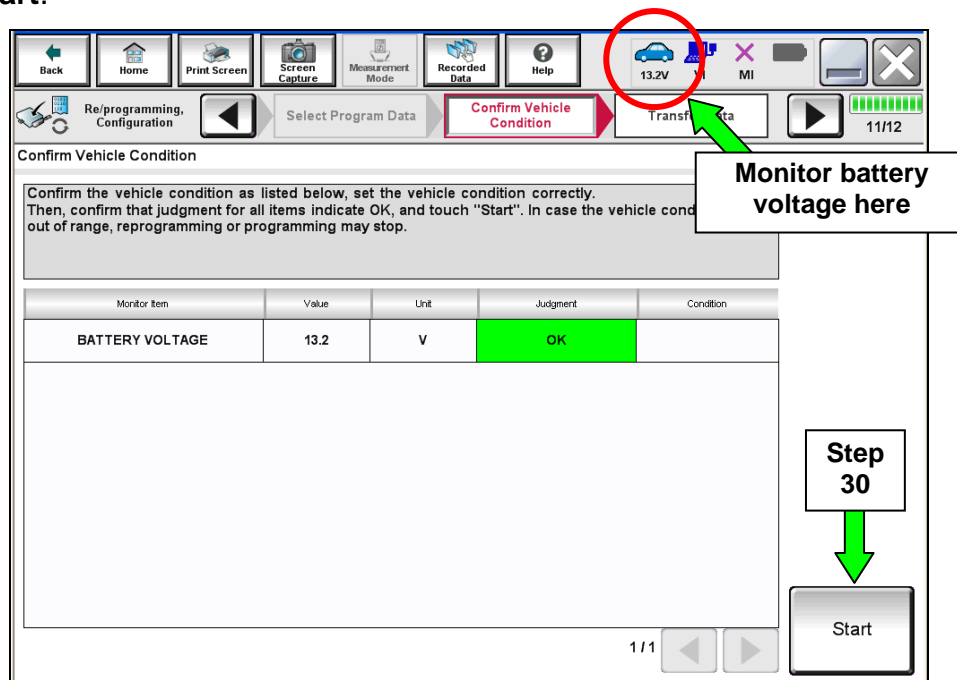


Figure 16

**NOTE:**

- In some cases, more than one new part number for reprogramming is available.
  - In this case, the screen in Figure 17 displays.
  - Select and use the reprogramming option that **does not** have the message “Caution! Use ONLY with NTBXX-XXX”.
- If you get this screen and it is blank (no reprogramming listed), it means there is no ECM reprogramming available for this vehicle.

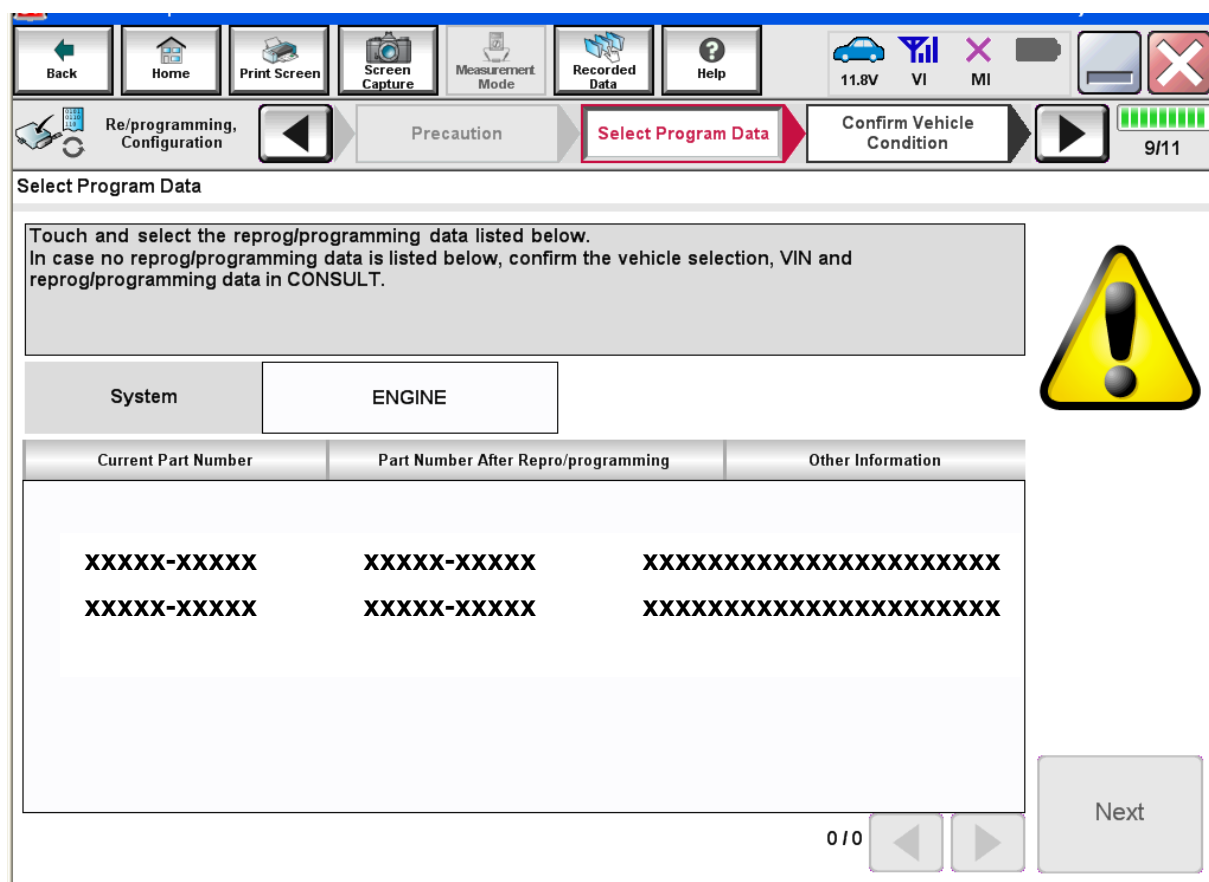


Figure 17

**NOTE:** If the message shown in Figure 18 appears, there is data stored in the plus VI. Select **Yes** to proceed with reprogramming.

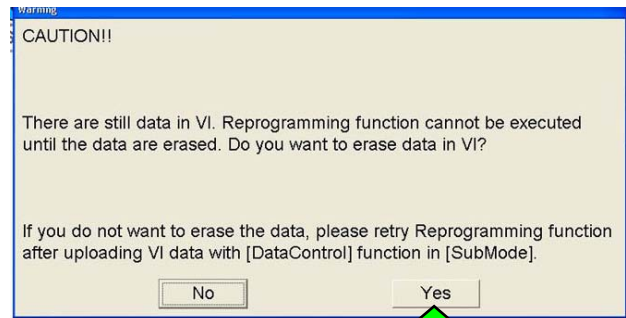


Figure 18

31. Wait for both progress bars to complete.

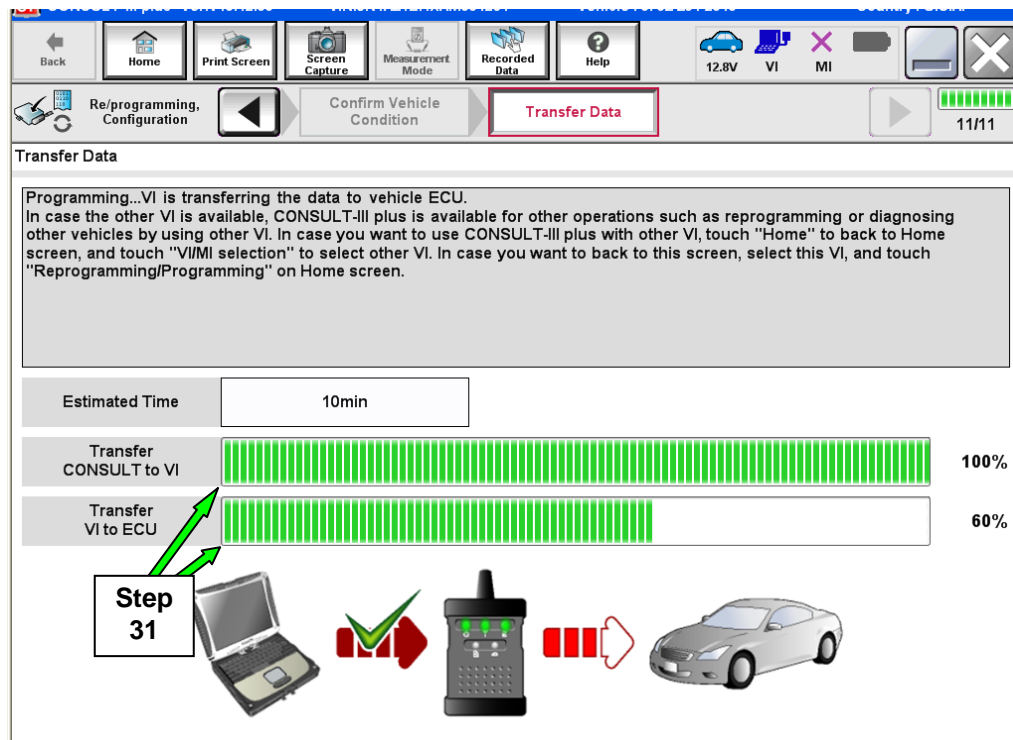


Figure 19

32. When the screen in Figure 20 displays, the reprogramming is complete.

**NOTE:** If the screen in Figure 20 does not display (reprogramming does not complete), refer to the information on page 17-19.

33. Disconnect the battery charger from the vehicle.

34. Select **Next**.

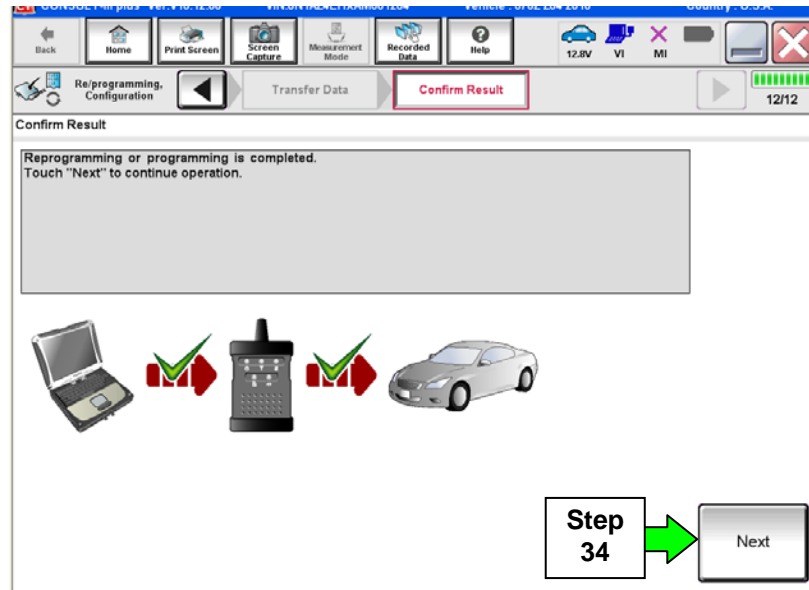


Figure 20

35. Wait for system call to complete.

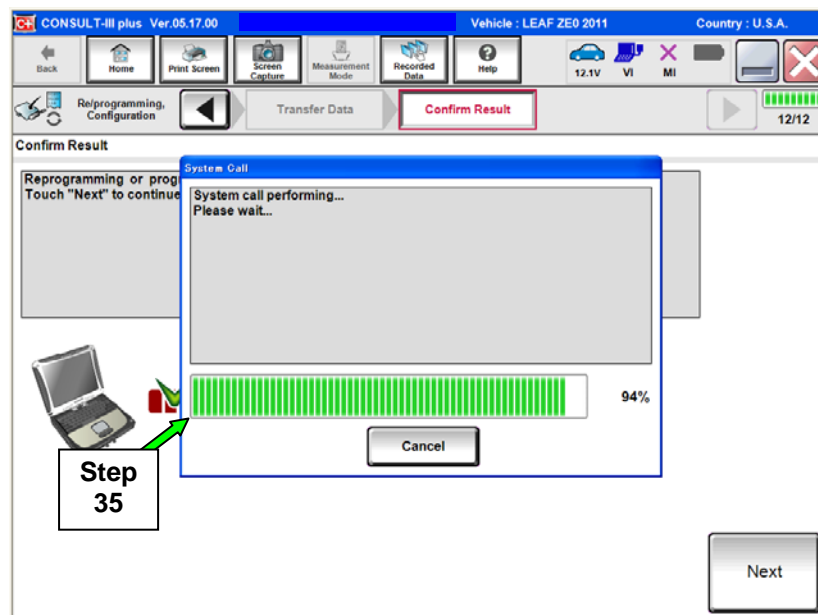


Figure 21

**NOTE:** Additional steps/operations are required before C-III plus will provide the final reprogramming confirmation report. Continue with the reprogramming procedure on **page 20**.

If reprogramming does not complete and the “!?” symbol displays as shown in Figure 22:

- Check battery voltage (12.0 - 15.5V).
- Ignition is ON.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- Select **Retry** and follow the on screen instructions.

**NOTE:** **Retry** may not go through on the first attempt and can be selected more than once.

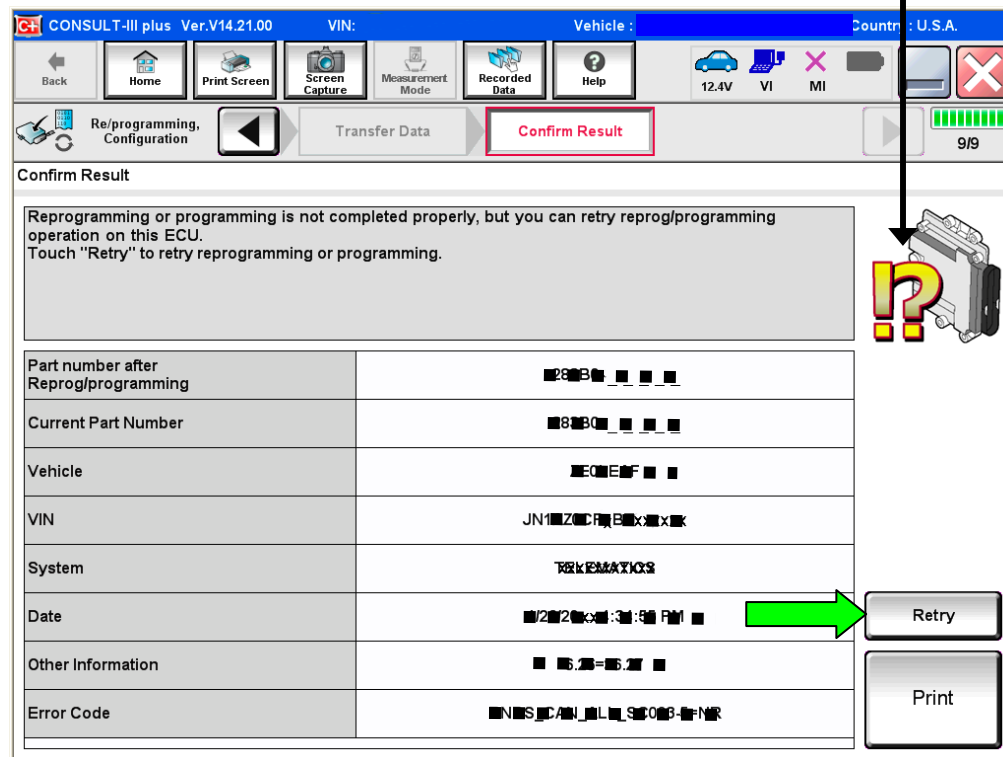


Figure 22

If reprogramming does not complete and the “X” symbol displays as shown in Figure 23:

- Check battery voltage (12.0 - 15.5V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON.
- Transmission in Park.
- All C-III plus / plus VI cables are securely connected.
- All C-III plus updates are installed.
- Select **Home**.
- Shut down C-III plus. DO NOT shut down the CONSULT PC.
- Turn the ignition OFF.
- Disconnect the plus VI from the vehicle.
- Connect the plus VI to the vehicle.
- Restart ECM reprogramming (page 5, step 10).

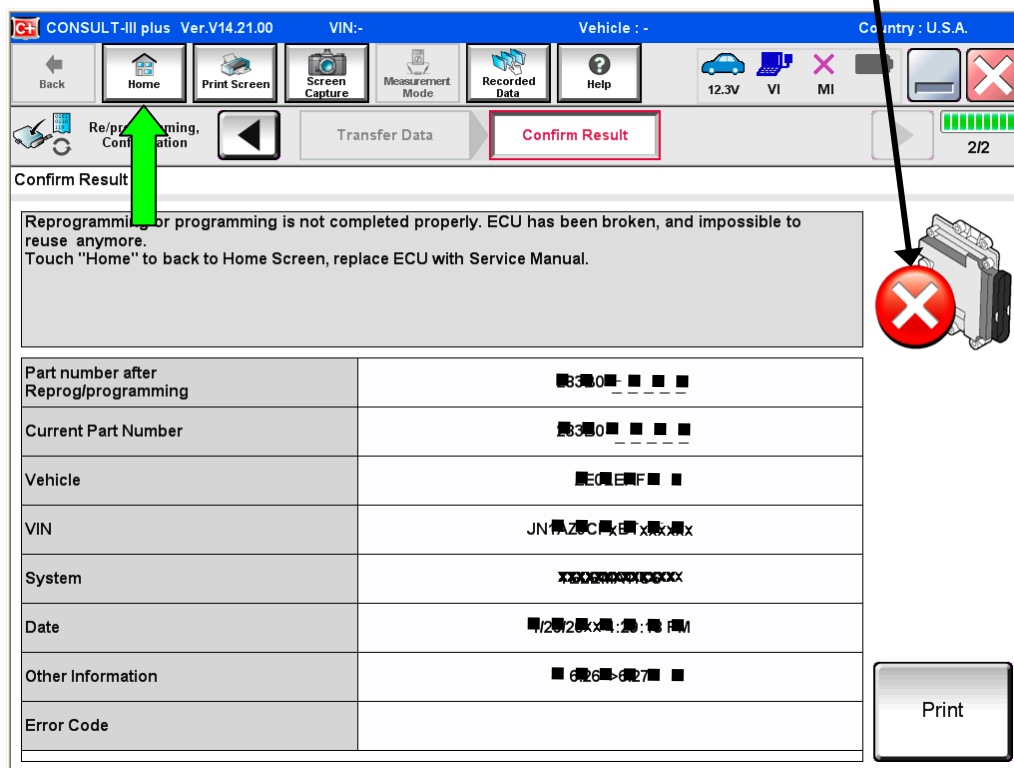


Figure 23

If reprogramming does not complete and the “X” symbol displays as shown in Figure 24:

- Check battery voltage (12.0 – 15.5V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON.
- Transmission in Park.
- All C-III plus / plus VI cables are securely connected.
- All C-III plus updates are installed.
- Select **Home**.
- Shut down C-III plus. DO NOT shut down the CONSULT PC.
- Turn the ignition OFF.
- Disconnect the plus VI from the vehicle.
- Connect the plus VI to the vehicle.
- Restart ECM reprogramming (page 5, step 10).

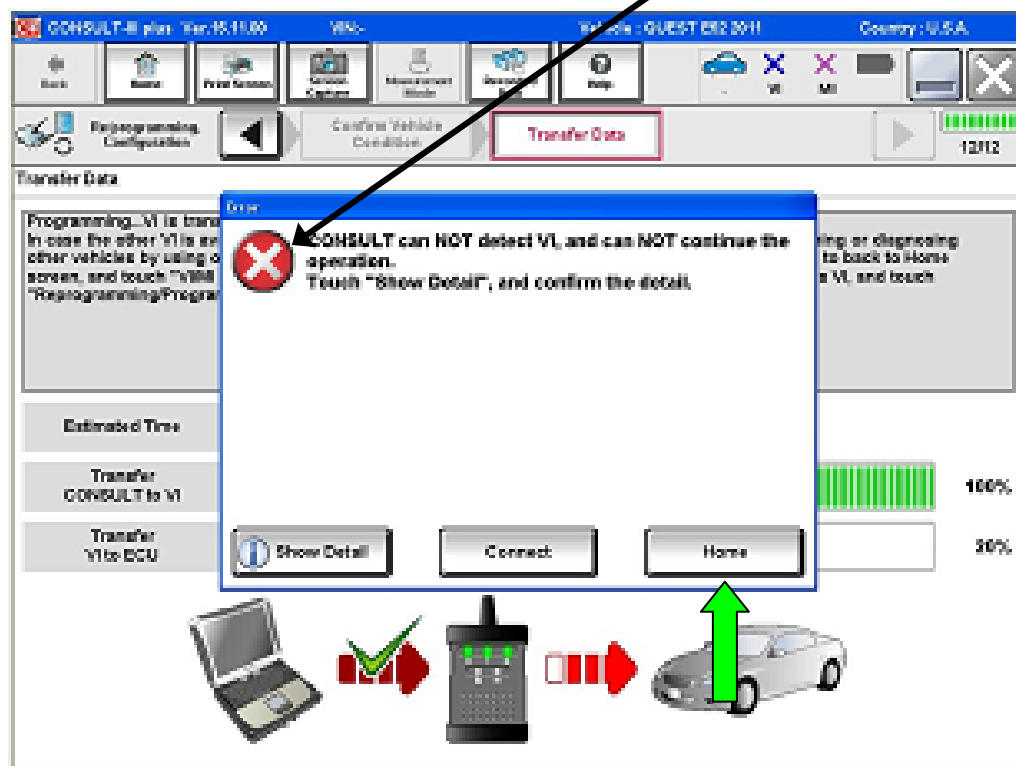


Figure 24

36. Perform **Throttle Valve Closed Position** procedure.

a. Follow the on-screen instructions.

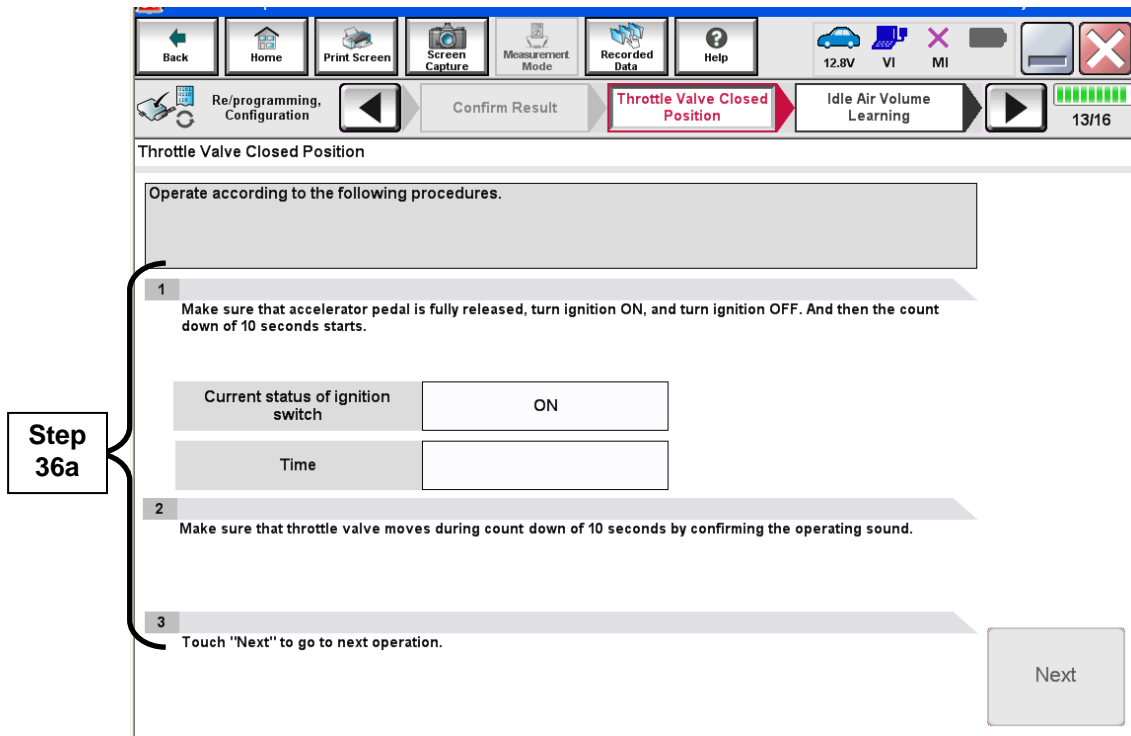


Figure 25

b. After **Time out** displays, select **Next**.

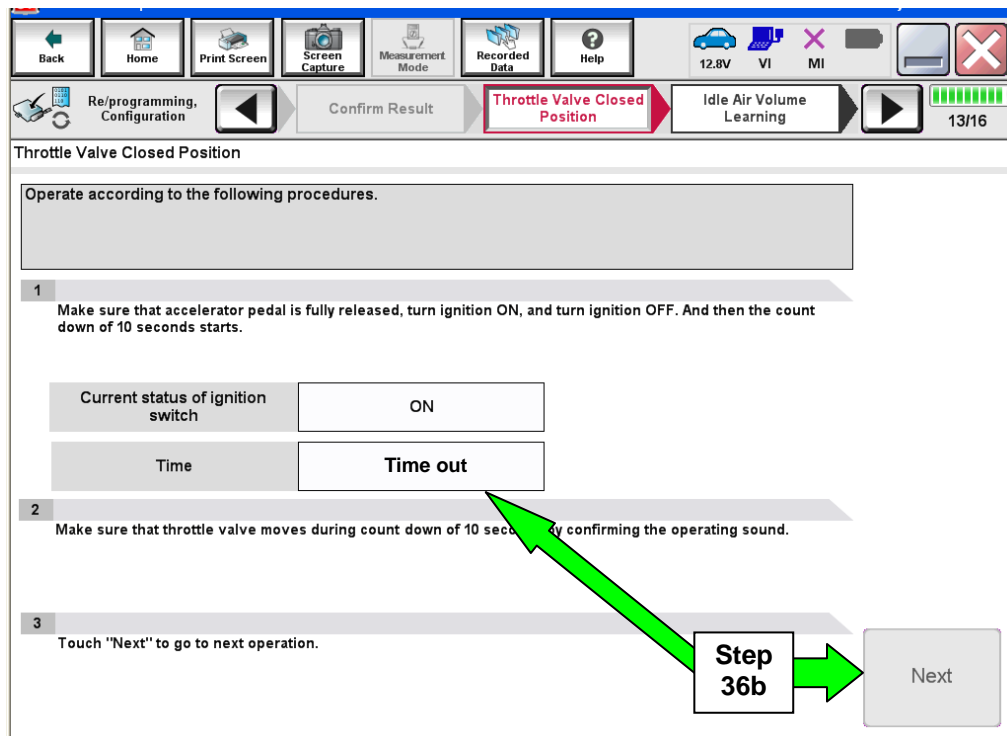


Figure 26

### 37. Perform **Idle Air Volume Learn (IAVL)**.

- a. The ignition should still be ON.
- b. Start the engine and let it idle.
- c. Select **Next**.

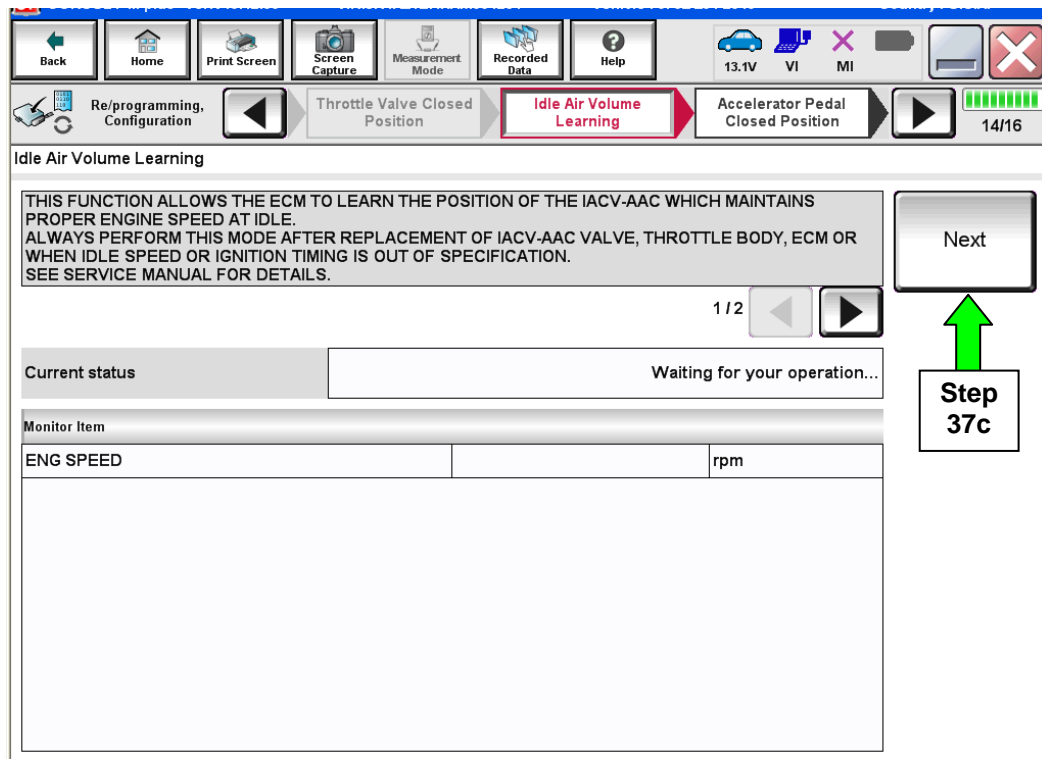


Figure 27

d. Select **Start**.

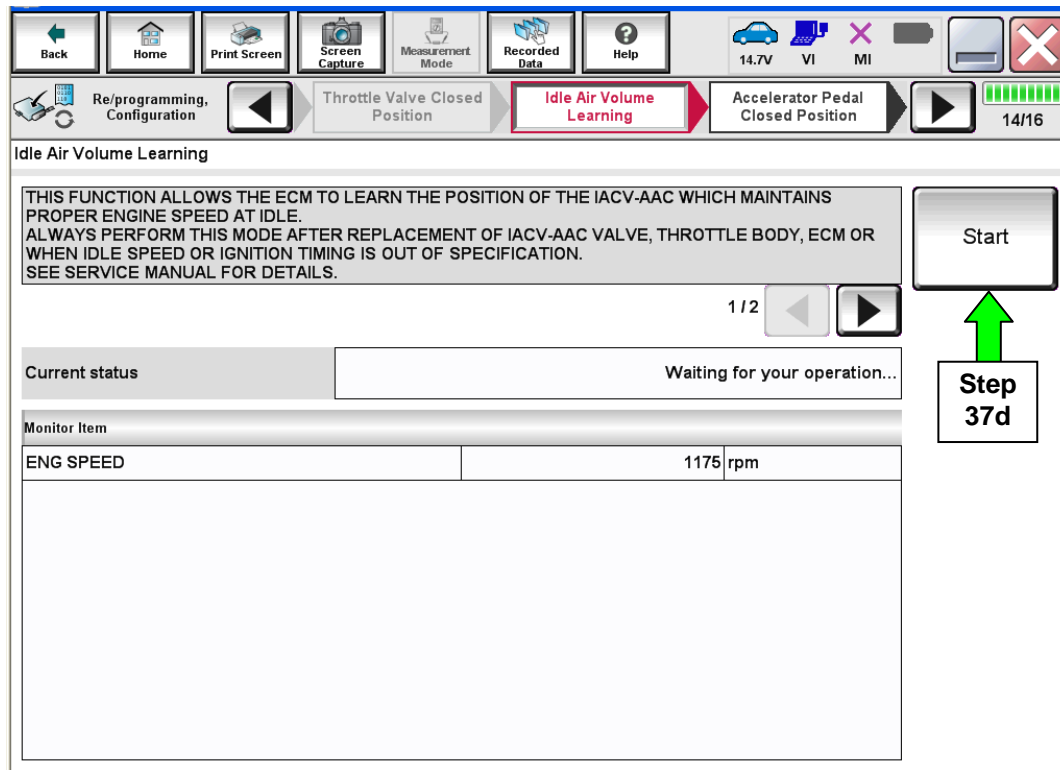


Figure 28

e. Wait for IAVL to complete.

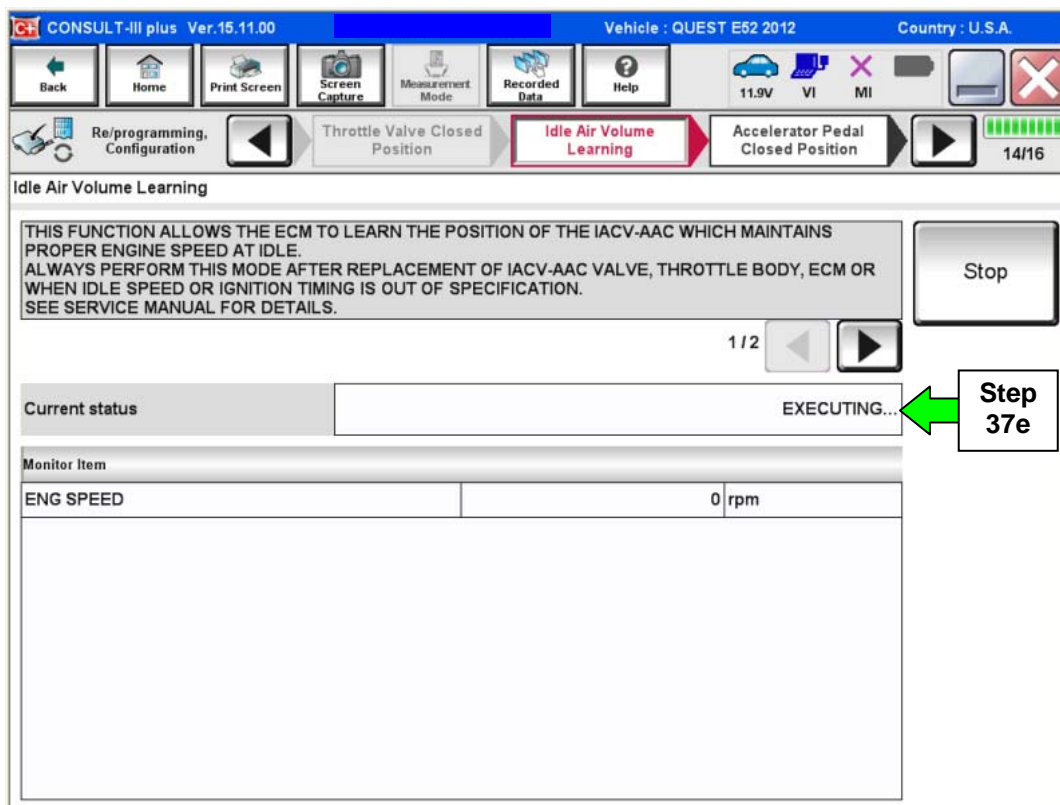


Figure 28a

- If IAVL does not complete within two (2) minutes, one or more of the following common conditions may be out-of-range:
  - Engine coolant temperature: 70 - 100°C (158 - 212°F)
  - Battery voltage: More than 12.9V (At idle)
  - Selector lever: P or N
  - Electric load switch: OFF (Air conditioner, headlamp, rear window defogger)
  - Steering wheel: Neutral (Straight-ahead position)
  - Vehicle speed: Stopped
  - Transmission: Warmed up
- **For specific conditions required, refer to the ENGINE>EC section of the appropriate Quest Electronic Service Manual (ESM).**
- Select **Stop**.
- When the **Information** screen (similar to the one below) appears, select **Yes**, and then make sure all conditions are met.
- By selecting **Yes**, this will take you back to the screen in Figure 27, page 21. Restart the IAVL procedure (page 21, step 37c).

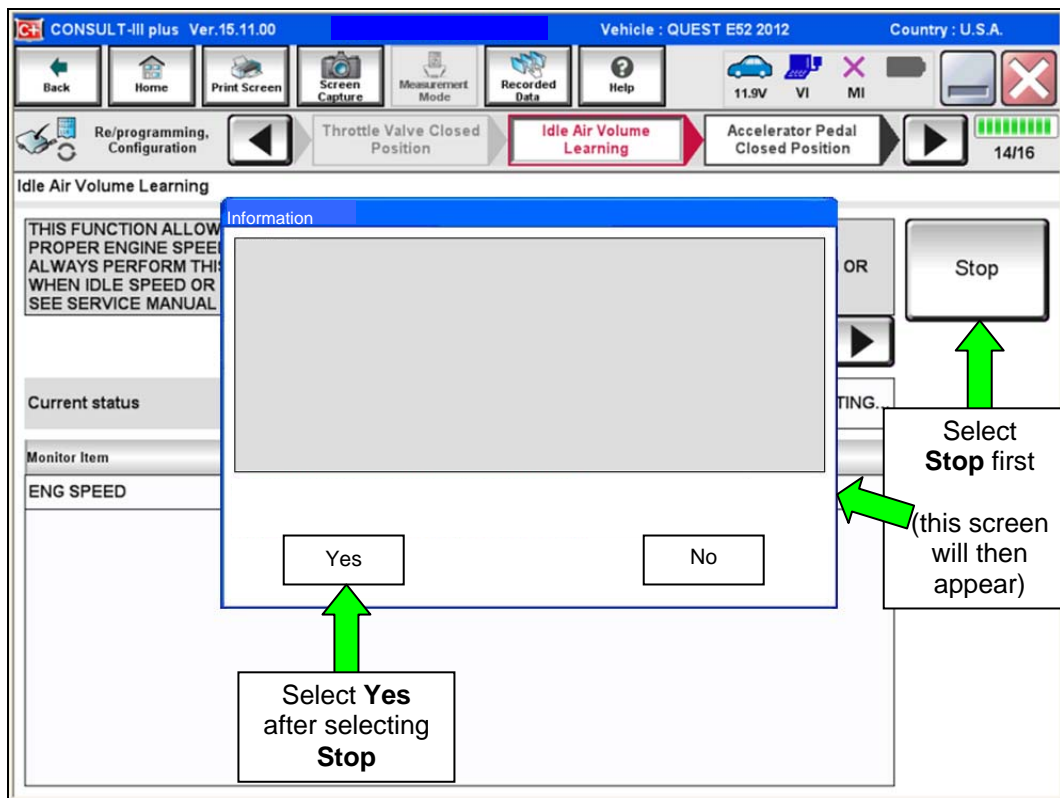


Figure 28b

f. When IAVL completes, select **Next**.

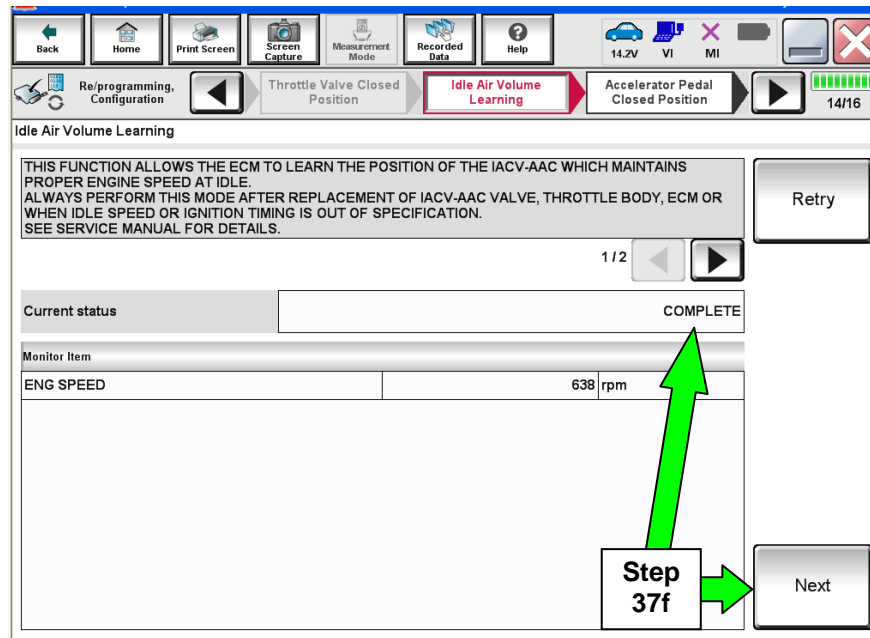


Figure 29

38. Follow the on-screen instructions to complete **Accelerator Pedal Close Position Learning**.

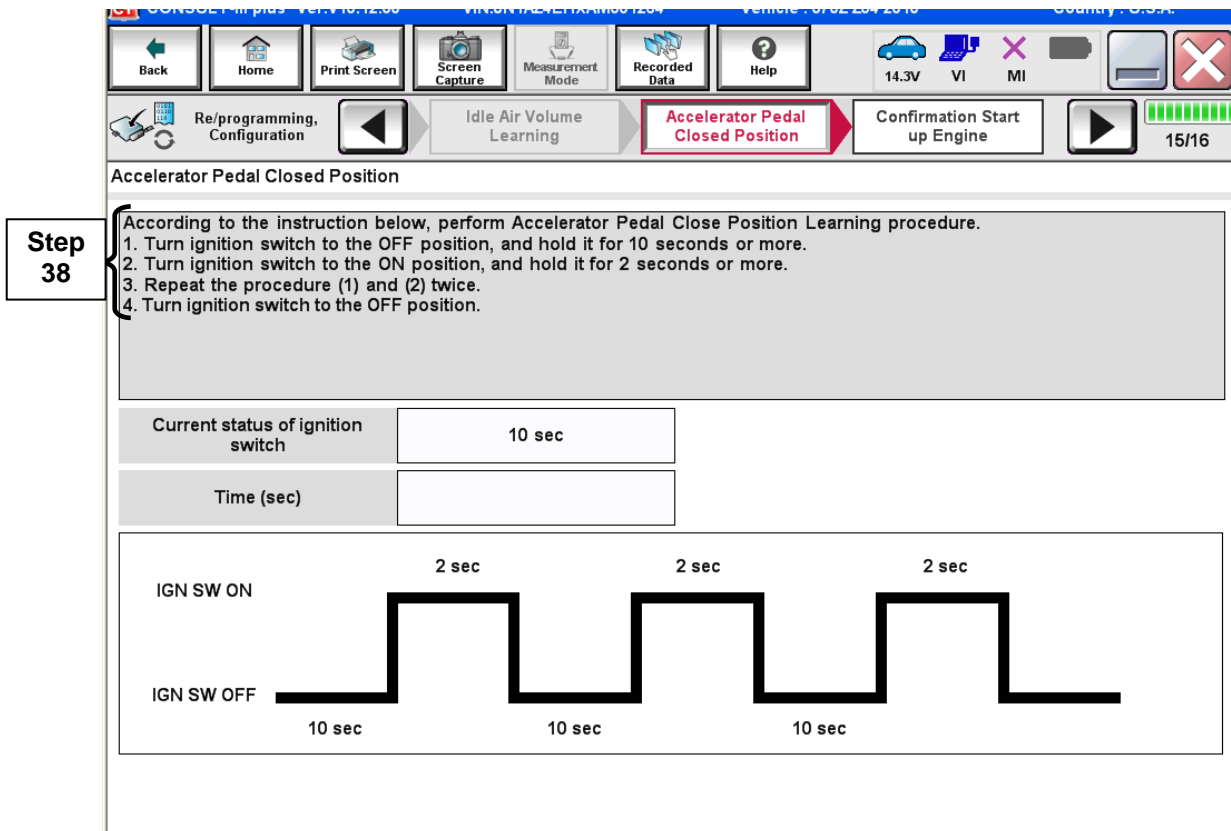


Figure 30

39. Follow the on-screen instructions.

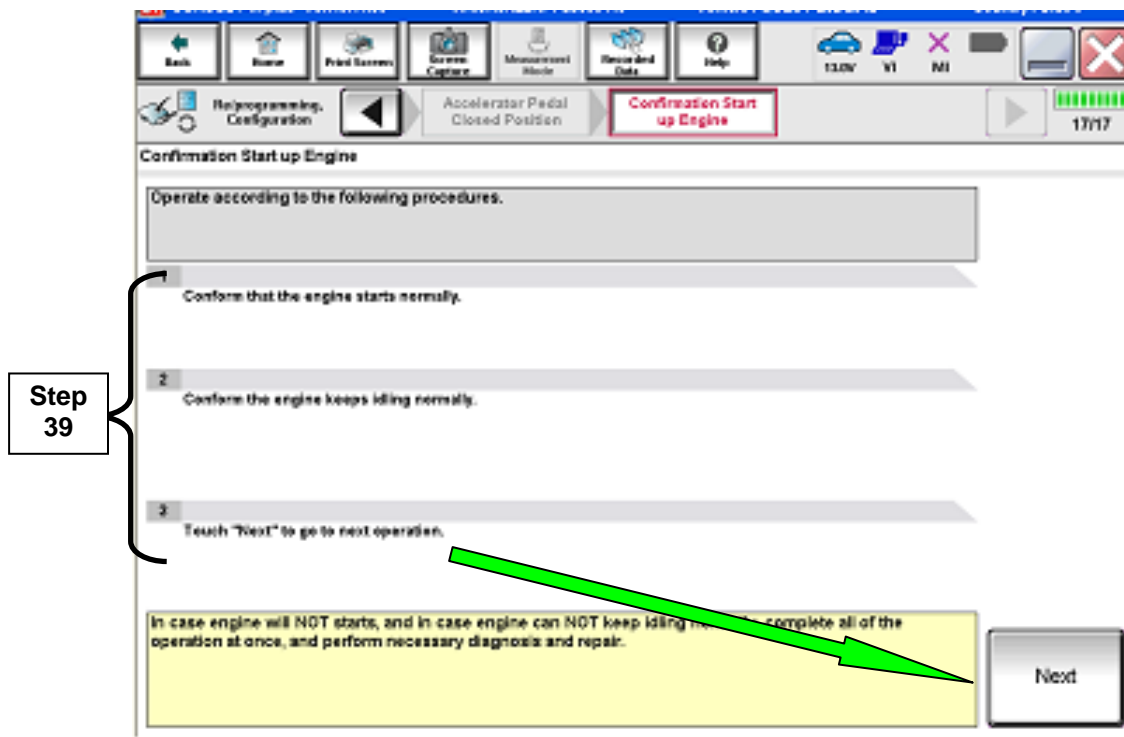


Figure 31

40. Erase all DTCs as follows:

- Turn the ignition OFF
- Turn the Ignition ON.
- Wait for DTC erase to complete.

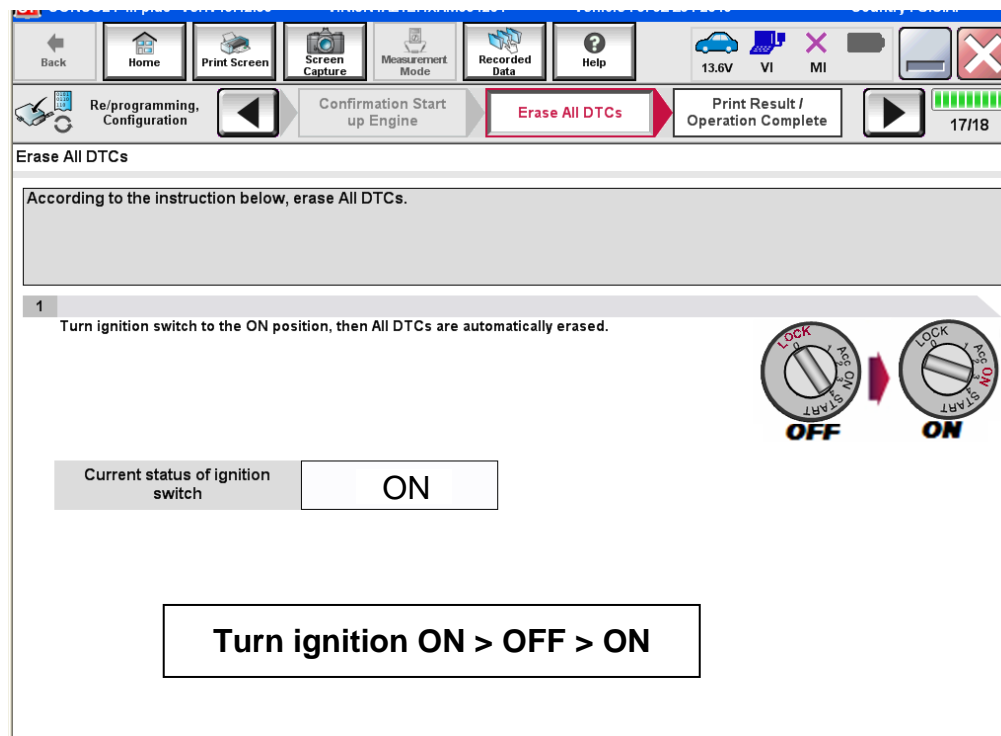


Figure 32

41. Verify the before and after part numbers are different.
42. Print a copy of this screen (Figure 33) and attach it to the repair order.
43. Select **Confirm**.

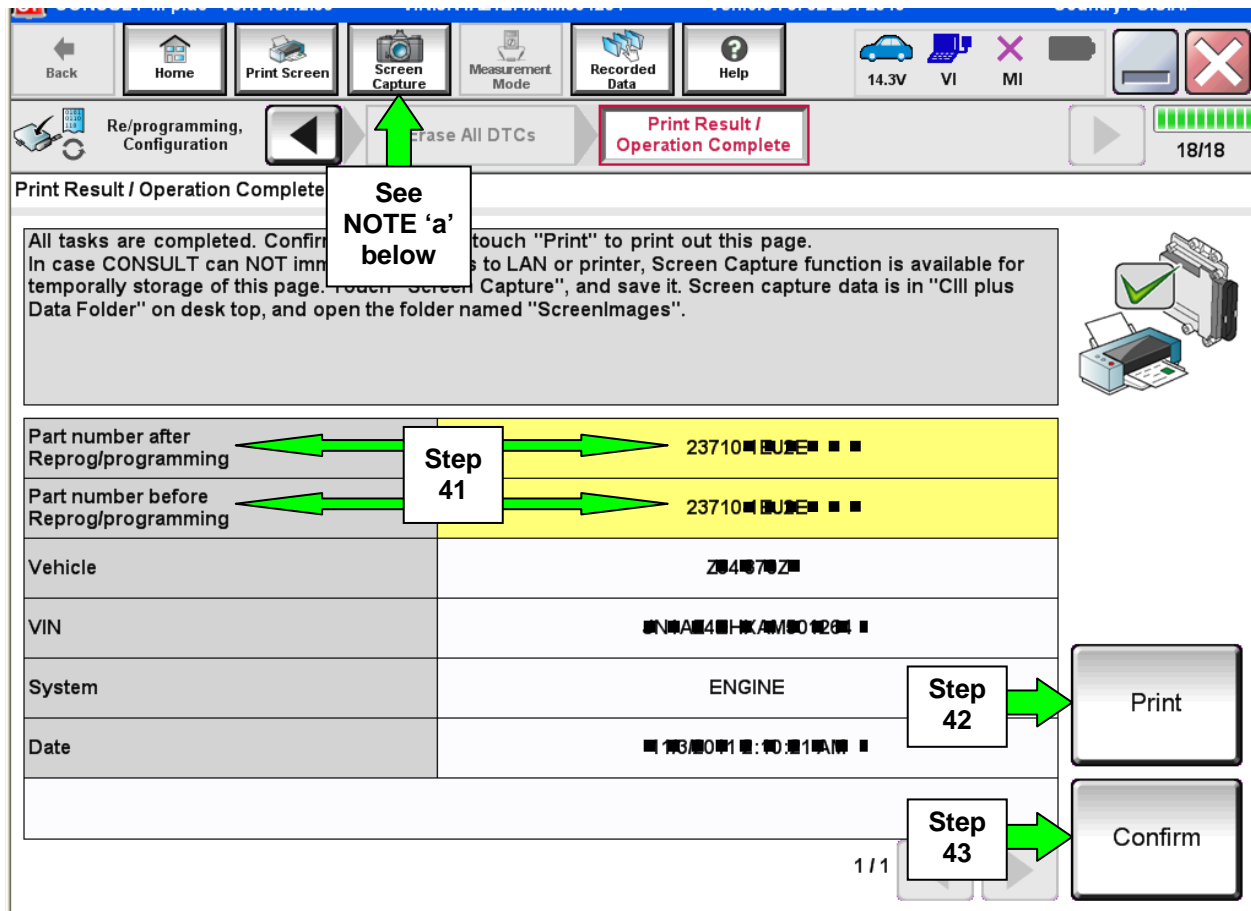


Figure 33

**NOTE:** If you can not print the above screen:

- a. Select Screen Capture.
  - b. Name the file.
  - c. Save the file in My Documents.
- A copy of the screen is now saved in the CONSULT PC. It can be retrieved and printed at a later time.

44. Close C-III plus.
45. Turn the ignition OFF.
46. Disconnect the plus VI from the vehicle.
47. **In-stock vehicles only: Disengage (pull out) the Extended Storage Switch.**

## CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding:

Campaign (CM) I.D #	DESCRIPTION	OP CODE	FRT
R1207	Reprogram ECM	R12071	0.5 hrs

## OWNER'S LETTER

Dear Nissan Quest Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect which relates to motor vehicle safety exists in 2011-2012 Model year Nissan Quest vehicles. Our records indicate that you own or lease the Nissan vehicle identified by the VIN on the inside of this notice.

### Reason for Recall

On certain 2011-2012 Model Year Quest vehicles, there is an issue with the Fuel Pump Control Module (FPCM) which may cause the engine to stop running without warning under the following conditions: (1) the fuel tank has one quarter or less of fuel; and (2) the vehicle is driving at slow speeds or idling on a decline. If the engine stops without warning on your vehicle, this may increase the risk of a crash.

### What Nissan Will Do

Your Nissan dealer will reprogram the Engine Control Module (ECM), free of charge, which will update the software contained in the FPCM. This free service should only take an hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

### What You Should Do

**Please maintain the fuel level in your vehicle so that the fuel gauge reads above the one quarter position.** Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you when you keep your service appointment.

If the dealer fails to, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261). You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

**Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.

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