

**FINAL**

Subject: **2011 Quest Tow Hitch Replacement  
Voluntary Service Campaign**

Attention: **Dealer Principals, Sales, Parts and Service Managers**

**\*\*\*\*\* Service Campaign Announcement \*\*\*\*\***

Nissan is conducting a Voluntary Service Campaign on certain Model Year 2011 Nissan Quest vehicles that Nissan believes are equipped with a genuine Nissan accessory tow hitch that does not contain drain holes and may potentially experience corrosion.

Nissan will notify owners in late February. There are **481** vehicles affected by this campaign.

**\*\*\*\*\* Parts Information \*\*\*\*\***

Due to the very limited number of affected vehicles and limited available replacement parts, Nissan will ship one (1) replacement part to each of 310 dealers with a retail record for the affected 2011 Quest vehicles. The list of dealers receiving this automatic parts shipment is being sent with this campaign announcement.

For all other dealers and any subsequent needs at the 310 retail dealers, a parts order form is being sent with this announcement. Please note that Nissan will confirm the order form contains a valid affected VIN prior to a part being shipped.

**\*\*\*\*\* Vehicle Identification \*\*\*\*\***

Beginning February 22, MY11 Nissan Quest vehicles subject to this voluntary service campaign can be identified through **Service COMM – Campaign I.D. PC195**.

**\*\*\*\*\* Dealer's Responsibility \*\*\*\*\***

It is the dealer's responsibility to **check each MY 2011 Nissan Quest with an installed tow hitch** which, for any reason, enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in dealer inventory. If an affected VIN was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

**\*\*\*\*\* Service Campaign Instructions \*\*\*\*\***

Nissan has developed the Service Campaign Bulletin **NTB13-016** containing instructions to perform this campaign inspection, repair, part information, and claims information. These instructions are available on ASIST and on NNet.com under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories.

**\*\*\*\*\* Owner Notification \*\*\*\*\***

Nissan will notify owners in late February, 2013

Nissan Parts and Service Dealer Support  
2/22/13

## FINAL

### FAQ

**Q. What model year Quest vehicles are involved?**

A. Certain 2011 Quest vehicles equipped with factory installed tow hitch.

**Q. What is the reason for this Tow Hitch Assembly replacement?**

A. Some of the potentially affected vehicles may have been equipped with Tow Hitch Cross Tubes that do not contain drain holes. As a result, water can enter through the harness clip holes on either side of the Hitch Cross Tube and potentially cause corrosion.

**Q. Is this a safety recall?**

A. No. The vehicle will still meet and exceed applicable safety standards and no safety issue exists.

**Q. When will vehicle owners be notified?**

A. We plan to notify vehicle owners late February 2013.

**Q. What will be the service department action?**

A. Dealers will verify the drain holes are not present and replace the Tow Hitch Assembly, as necessary, per the repair procedure.

**Q. How do I identify an affected vehicle in SERVICE COMM?**

A. MY11 Nissan Quest vehicles subject to this voluntary service campaign can be identified through Service COMM – Campaign I.D. **PC195**.

**Q. A customer brought in a 2011 Quest vehicle but did they not receive a letter. How can I tell if the vehicle is included in the Service Campaign?**

A. Check SERVICE COMM to confirm open campaign **PC195**.

**Q. Are you experiencing this issue on any other Nissan (or Infiniti) models?**

A. No, this does not affect any other Nissan (or Infiniti) models.

**Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?**

A. Only if requested by the customer. Rental vehicle is included in this campaign if, for any reason, the customer refuses to drive their affected Nissan Quest until replacement parts can be obtained.