

**FINAL**

## **OWNER NOTIFICATION**

Dear Nissan Quest Owner:

Nissan is committed to providing the highest levels of product quality and customer satisfaction. We believe that our current and future success depends on your continued satisfaction with Nissan. With that in mind, we want to bring to your attention important information regarding your vehicle.

### **REASON FOR SERVICE CAMPAIGN**

Some potentially affected 2011 Quest vehicles with an installed accessory Tow Hitch may have been equipped with Tow Hitch Cross Tubes that do not contain drain holes. As a result, water may be prevented from draining properly and potentially cause corrosion. This is not a safety issue, and the vehicle still meets and/or exceeds all applicable safety standards.

### **WHAT NISSAN WILL DO**

Although your vehicle was not equipped from the factory with a Tow Hitch Assembly, it is possible that an affected accessory Tow Hitch may have been installed on your vehicle at a later date. If your vehicle does not have a Tow Hitch installed, there is no action necessary on your part and you may disregard this notice. If a Tow Hitch has been installed on your vehicle, to assure your continued satisfaction and confidence in your vehicle, we ask that you bring your vehicle to your nearest authorized Nissan dealer who will confirm whether your Tow Hitch lacks drain holes. If it lacks drain holes, your Nissan dealer will replace the Tow Hitch Assembly at **no charge to you for parts or labor**. The service should take about 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**

Check the illustrations on the reverse side of this letter to help you in determining if your vehicle is equipped with a Tow Hitch Assembly. If your vehicle does not have a Tow Hitch, no further action is required. If you determine your vehicle has a Tow Hitch, please contact your Nissan dealer at your earliest convenience in order to arrange an appointment for an inspection of the Tow Hitch and, if necessary, a replacement. Alternatively, if you prefer, you may inspect the Tow Hitch yourself to determine if drain holes are present as shown in the attached illustration. If drain holes are present, no further action is required. If drain holes are not present, or if you are unsure whether drain holes are present, please contact your Nissan dealer to schedule an appointment. **To ensure the least inconvenience for you, it is important that you have an appointment before bringing your vehicle to the Nissan dealer for service.** Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer.

If the dealer fails, or is unable to complete the service 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).

Thank you for providing us an opportunity to ensure on-going satisfaction with your Nissan vehicle.