

## FINAL

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

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

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

***Nissan is conducting a Voluntary Service Campaign to inspect and, if necessary, replace the Tow Hitch Assembly on vehicles equipped with an affected tow hitch. Nissan will notify certain MY11 Quest vehicle owners that, although not equipped with a Tow Hitch Assembly from the factory, their vehicle may have had an affected Tow Hitch Assembly installed at a later date.***

***Due to a supplier issue that has since been corrected, some of the Tow Hitch Cross Tubes in vehicles with Tow Hitch Assemblies 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.***

***In affected vehicles, Dealers will inspect and replace the Tow Hitch Assembly, as necessary, per the repair procedure. Also, as part of the customer notification, customers will be provided illustrations to assist them in determining if their vehicle is equipped with a Tow Hitch Assembly. It will further provide information on where they can search for and locate the drain holes (if present), if they wish to perform the inspection themselves and potentially eliminate the need for a dealer visit.***

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

Due to the very limited number of expected replacements required and limited available replacement parts, once an affected Tow Hitch Assembly is identified, dealers must obtain approval by submitting an email to [nnafqasupport@nissan-usa.com](mailto:nnafqasupport@nissan-usa.com).

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

Beginning March 22, MY11 Nissan Quest vehicles subject to this voluntary service campaign can be identified in **SERVICE COMM** on the "Service Bulletins" screen with reference to bulletin NTB13-025.

### **\*\*\*\*\* 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 **NTB13-025** containing instructions to perform this campaign inspection, repair, part information, and claims information. These instructions are available on ASIST and on NNAnet.com under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories.

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

Nissan will notify owners in late March, 2013

Nissan Parts and Service Dealer Support  
3/22/13

### **FAQ**

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

A. Nissan will mail notifications to approximately 11,000 MY11 Quest owners. However, Nissan expects less than **350** affected Tow Hitch Assemblies to require replacement.

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

A. Although not installed at the factory, some of the potentially affected vehicles may have affected 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 in late March, 2013.

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

A. Dealers will inspect to verify the vehicle has a genuine Nissan tow hitch installed and confirm drain holes are not present before replacing 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 in Service COMM on the "Service Bulletins" screen with reference to bulletin NTB13-025.

**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 on the "Service Bulletins" screen for reference to bulletin NTB13-025.

**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.