

2011- 13 Quest Owner's Manual Supplement
Vehicle Service Campaign

Reference: MAILS
Date: January 29, 2014



Innovation
that excites

Attention: Dealer Principal, Sales, Service & Parts Managers

******* Dealer Announcement *******

Nissan is conducting a Vehicle Service Campaign on certain 2011-13 Quest vehicles to provide an Owner's Manual supplement updating tire cable information based on tire size. The owner's manual supplement now includes a recommendation that customers with 18-inch tires use a specific tire cable made by Peerless Chain Company. For vehicles with 16-inch tires, specifications are provided relating to the recommended clearance for the tire chain in use.

Customers and Dealers will be sent letters with the Owner's Manual supplement card the week of February 3, 2014.

IMPORTANT

Dealers are advised to place the supplement into the Owner's Manual in any 2011-13 Quest vehicles in dealer inventory affected by this campaign before retailing.

******* Vehicle Identification – Dealer Inventory *******

There are approximately 19,784 vehicles affected by this voluntary service campaign, of which approximately 928 are in dealer inventory.

A VIN list of MY 2011-13 Quest vehicles in dealer inventory subject to this voluntary service campaign is included with this announcement.

******* Owner Notification *******

Nissan will mail supplement cards directly to affected dealers and owners beginning the February 3, 2014.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

FAQ

Q. What model year Quest vehicles are involved?

A. Model Year 2011-13 Nissan Quest vehicles.

Q. What is the reason for the Service Campaign?

A. The owner's manual for certain Quest vehicles has been updated with specific tire cable information related to the size of tire included on your vehicle. Page 8-35 of the updated manual now includes information about Nissan's recommendation to use a tire cable made by Peerless Chain Company for 18-inch size tires. For vehicles with 16-inch tires, specifications are provided relating to the recommended clearance for the tire chain in use.

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 begin sending supplement cards to vehicle owners by February 3, 2014.

Q. What will be the service department action?

A. Dealers will remedy all affected vehicles in inventory by inserting the supplement card in the owner's manual.

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

A. This service campaign will not be active in SERVICE COMM. An official letter and insert card is being sent to all affected dealers and owners.

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.