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NISSAN BULLETIN

2007-2009 Nissan Quest Fuel Gauge Accuracy Voluntary Service Campaign

Reference: PC335
Date: December 19, 2014

Attention: Dealer Principal, Sales, Service & Parts Managers

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

Nissan is conducting a Voluntary Service Campaign on approximately **68,003** MY 2007-2009 Nissan Quest (V42) vehicles to correct a fuel gauge accuracy concern.

On some of the affected vehicles, over time, the fuel gauge may malfunction and begin to display inaccurate fuel level reading. More specifically, the fuel gauge may show higher than the actual amount of fuel remaining in the gas tank. This can cause the vehicle to run out of gas unexpectedly.

Nissan is currently developing the remedy kit to address this issue. In the meantime, customers will receive a preliminary notification advising them to keep fuel level above ½ tank at all times until repairs are available (expected to be a few months).

******* What Dealers Should Do *******

1. If any affected vehicle owners inquire about repairs, advise them that Nissan is working on the remedy and that customers should keep fuel level above ½ tank at all times until the vehicle is remedied.
2. **Do not replace the combination meter** to repair fuel gauge accuracy issues on the subject vehicles. These vehicles will be repaired under the campaign when parts become available.

******* Repair Instructions/Parts Information *******

Nissan is currently preparing for the launch of this campaign. Parts and repair are currently in development. Nissan will send an updated communication when parts and repair are available.

*******Vehicle Identification*******

All MY 2007-09 Quest vehicles are affected. SERVICE COMM will be turned on once parts and repair become available under campaign **I.D. PC335**.

******* Dealer Responsibility *******

No action is required at this time.

******* Dealer Communication *******

This information will be available on NNAnet.com and Dealer360 (recalls & campaigns community forum) on December 19th, 2014.

- NNAnet.com under My Documents in the following categories:
 - Parts>Campaigns>
 - Sales>Campaigns
 - Service>Campaigns>
 - Hint search on keywords:
 - PC335

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

The attached letter will be mailed to customers beginning December 31st, 2014, recommending customers keep fuel level above ½ tank at all times until repairs are available in a few months.

Nissan plans to send another letter to affected customers inviting them to bring affected vehicles to an authorized Nissan dealership, once the parts and repair become available.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

FAQ:

Q. When will vehicle owners be notified?

A. An initial notification letter will be mailed in December. Nissan plans to send another letter to affected customers inviting them to bring affected vehicles to an authorized Nissan dealership, once the remedy is available.

Q. Is this a safety recall?

A. No, this is a voluntary service campaign.

Q. What will be the corrective action?

A. A repair procedure will be provided when parts available. No dealer action is necessary at this time.

Q. Is there any charge for this repair?

A. No, the repair is offered free to the customers for parts and labor.

Q. I have a Quest vehicle but did not receive a letter, how can I tell if my vehicle is affected?

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

Q. What is the reason for this notification?

A. On some of the affected vehicles, over time, the fuel gauge may malfunction and begin to display inaccurate fuel level reading. More specifically, the fuel gauge may show higher than the actual amount of fuel remaining in the gas tank. This can cause the vehicle to run out of gas unexpectedly.

Q. What is the possible effect of the condition?

A. The fuel gauge may show higher than the actual amount of remaining fuel in the tank. This can cause the vehicle to run out of gas unexpectedly.

Q. What model year vehicles are involved?

A. All MY 2007-09 Quest vehicles are affected.

Q. How many vehicles are involved in the campaign?

A. Approximately, **68,003** MY2007-09 Nissan Quest vehicles are subject to this voluntary service campaign.

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

A. No.

Q. Can I use my vehicle until the repair is available?

A. Yes. However, Nissan recommends that customers keep fuel level above ½ tank at all times until repairs are available in a few months.

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The repair, once available, will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

OWNER NOTIFICATION

Dear Nissan Quest Owner:

Nissan is committed to providing the highest levels of product safety, quality and customer satisfaction. With that in mind, we want to bring to your attention important information about the fuel gauge in your Nissan Quest.

REASON FOR CAMPAIGN

On some of the potentially affected vehicles, the fuel gauge may malfunction and display an inaccurate fuel level reading. More specifically, the fuel gauge may show higher than the actual amount of fuel remaining in the gas tank. This can cause the vehicle to run out of gas unexpectedly.

WHAT NISSAN WILL DO

Within the next few months, once parts are available, Nissan will mail you a notification to arrange an appointment to have your fuel gauge repaired at your Nissan dealer at no cost to you for parts and labor.

WHAT YOU SHOULD DO

Until your vehicle is repaired, please maintain the fuel level in your vehicle so that the fuel gauge reads above the one-half position. This will help minimize the possibility of your vehicle running out of fuel unexpectedly.

If you have questions or concerns regarding this notice, please contact the National Consumer Affairs Department. 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 your cooperation. Nissan is committed to a high level of customer safety, service and satisfaction and we are indeed sorry for any inconvenience this may cause you.