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NISSAN BULLETIN

2007-2009 Nissan Quest Fuel Gauge Accuracy Voluntary Service Campaign

Reference: P5318
Date: August 11, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
2007-09 Quest	67,305	NA	August 11 th , 2015

***** Campaign Summary *****

On December 19th, 2014, Nissan announced that it is conducting a Voluntary Service Campaign, on approximately **67,305** MY 2007-2009 Nissan Quest (V42) vehicles to correct a fuel gauge accuracy concern. Dealers were informed that the parts and repair were under development. Nissan sent out a campaign update on April 13th informing dealers to expect additional information in August.

This communication is to let dealers know that the parts and repair are now available. An Automatic Parts Shipment has been developed to assist dealers with parts stocking for this campaign.

Note: The campaign, originally launched under campaign I.D. PC335, has changed to **I.D. P5318**.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm I.D. **P5318**.
2. When making service appointments for customers, continue to advise them to keep fuel level above ½ tank at all times until the vehicle is remedied.

NOTE: If a customer elected to replace the combination meter at their own expense, this repair will not permanently resolve the issue. The customer should still have the campaign repair performed on their vehicle.

3. Customers that paid to have this issue diagnosed and repaired prior to receiving notification of this Voluntary Service Campaign may be eligible for reimbursement. Customers should contact Nissan Consumer Affairs at 1-800-NISSAN1 (1-800-647-7261) for reimbursement requests.
4. Once repaired, dealer should submit the claim, using the claims coding provided, and release the vehicle.

***** Release Schedule *****

Parts	<ul style="list-style-type: none"> • Dealers will receive an automatic parts shipment beginning August 12th. Please refer to the attached parts distribution file. • The part is currently on restriction. The restriction is expected to be lifted within two weeks. This will enable all dealers to receive the automated shipment and adjust ordering to their specific needs.
Repair	<ul style="list-style-type: none"> • NTB15-071
Owner Notification	Nissan will send owners of all potentially affected vehicles and invitation to repair in mid-August, 2015 via U.S. Mail.

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

It is the dealer's responsibility to check Service Comm using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service campaign 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 a VIN subject to this service campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a safety recall?

A. No, this is a voluntary service 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 will be the corrective action?

A. Dealers will install a meter amp and a jumper harness for the combination to improve the accuracy of the fuel gauge.

Q. When will vehicle owners be notified?

A. An initial notification letter was mailed in December. Nissan intends to begin mailing invitation to repair to all affected owners beginning August 13th, 2015.

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. Are parts readily available?**
- A. Yes.
- Q. Is my vehicle safe to drive?**
- A. Yes. However, Nissan recommends that customers keep fuel level above ½ tank at all times until the vehicle has been repaired.
- Q. Have there been any injuries or fatalities related to this problem?**
- A. No.
- Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?**
- A. No, please check with your dealership for alternate transportation availability.
- 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.
- Q. Is there anything owners can do to mitigate the condition?**
- A. Yes, Nissan recommends that customers keep fuel level above ½ tank at all times until the vehicle has been repaired.
- Q. Is there any charge for the repair?**
- A. No, the repair will be performed for the customer free of charge for parts and labor.
- Q. Will I have to take my vehicle back to the selling dealer to have the service performed?**
- A. No, any authorized Nissan dealer is able to perform the recall campaign.
For CA: Please inform us of the dealer where you would like to have the corrective action completed.
- 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, **67,305** 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.