

NISSAN

NISSAN NORTH AMERICA, INC.

Corporate Office
18501 South Figueras St.
Gardena, California 90248-4500
Mailing Address: P.O. Box 101
Gardena, California 90248-0101
Telephone: 310.582.8111

February 12, 2004

Mr. George Person
Chief, Recall Analysis Division
Office of Defects Investigation
Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

Ref: 03V-084/150/455

Dear Mr. Person:

The enclosed communication is being provided pursuant to 49 CFR Part 573.6(c)(9).

Technical Compliance Department

Encl.

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2004 FEB 12 P 5 42
OFFICE OF DEFECTS
INVESTIGATION

Nissan Net Broadcast Message

Subject: Update Information for Recent Nissan Recall and Service Campaigns

Attention - Dealer Principals, Sales, Parts and Service Managers

******* Campaign Update Information *******

The purpose of this communication is to provide all Nissan dealers with up to date information related to recent Nissan Recall and Service Campaigns. Nissan dealers have consistently provided high levels of service to Nissan customers affected by a Service or Recall Campaign resulting in higher overall customer satisfaction.

The information is listed with the most recent campaigns appearing first. The Campaign Update is intended to summarize and/or clarify information related to specific campaigns. The Campaign Update is NOT intended to replace specific campaign information previously communicated and is NOT intended to include information for all campaigns.

For more detailed information related to a specific campaign, Nissan encourages you to use NNA.net.com for general information and to use ASIST for specific repair instructions, parts requirements and claim processing information.

******* Window Regulator *******

For this campaign, it is important to check Service Comm and to take the appropriate action based on the PNC assigned to the vehicle. PNC PU306 is used to designate a vehicle registered in a warm state (at the time the campaign was launched) and it appears as an open campaign in the "Outstanding Service/Recall Campaigns Section" of Service Comm. For PU306, ALL regulators should be replaced (front only on Frontier Crew Cab) even though the customer is not experiencing any symptoms.

For vehicles coded with PNC PU307 (vehicle not registered in a warm state at the time the campaign was launched), the repair should be made only if the customer is experiencing unexpected or difficult operation of the windows during the Warranty Period. PU307 appears as a Warranty Extension in the "Applicable Warranty Section" of Service Comm.

For PU307, if the customer is experiencing difficulty with one or more regulators (and the Warranty Extension is applicable), the customer is eligible to have ALL the regulators replaced (front only on Frontier Crew Cab). Important: The procedures and coding specified in TSB03-118 must be used when completing this warranty extension repair. Warranty coding that you may have used prior to the campaign should not be used as any claims with codes other than those specified in Service Campaign Bulletin (NTB03-118) may be subject to review and potential charge-back.

******* Engine Sensor *******

03V-455

This campaign affects some vehicles (00-01 Sentras) that were previously campaigned (P1159) for a similar condition. Even if the vehicle had the previous campaign repair completed, the vehicle is eligible for this campaign and must be repaired again using the procedures specified in the Engine Sensor Recall Campaign Bulletin (NTB03-124).

The Sensor Kit used for the earlier campaign (P/N 23731-4M525) that you may have in your inventory may be returned using Parts Return Code "I". Note: This is the only P/N that should be returned using Parts Return Code "I". All other sensors being returned are subject to the current Nissan Parts Return Policy.

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Corporate Office
18501 South Figueroa St.
Garden, California 90248-4500
Mailing Address: P.O. Box 191
Garden, California 90248-0191
Telephone: 810.592.3111

February 13, 2004

Mr. George Person
Chief, Recall Analysis Division
Office of Defects Investigation
Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

Ref: 03V-455

Dear Mr. Person:

The enclosed communication is being provided pursuant to 49 CFR Part 573.6(c)(9).

Technical Compliance Department

Encl.

Infiniti Net Broadcast Message

Subject: Update Information for Recent Infiniti Recall and Service Campaigns

Attention - Dealer Principals, Sales, Parts and Service Managers

******* Campaign Update Information *******

The purpose of this communication is to provide all Infiniti dealers with up to date information related to recent Infiniti Recall and Service Campaigns. Infiniti dealers have consistently provided high levels of service to Infiniti customers affected by a Service or Recall Campaign resulting in higher overall customer satisfaction.

The information is listed with the most recent campaigns appearing first. The Campaign Update is intended to summarize and/or clarify information related to specific campaigns. The Campaign Update is NOT intended to replace specific campaign information previously communicated and is NOT intended to include information for all campaigns.

For more detailed information related to a specific campaign, Infiniti encourages you to use NNAnet.com for general information and to use ASIST for specific repair instructions, parts requirements and claim processing information.

******* Engine Sensor *******

In addition to the customers contacting your dealership after being notified by Infiniti, there is an increased probability that your normal service traffic may include vehicles affected by this campaign. To ensure an adequate supply of sensor kits on hand, weekly stock orders based on the prior week's activity are suggested for the first 3 months of this campaign.

******* FX Rear Hatch *******

Your patience and understanding over the past few months with the limited supply of replacement hatches is definitely appreciated. With 18 different part numbers based on exterior/interior color/camera combinations, maintaining an adequate supply continues to be a challenge.

At this time, most of the hatches are in inventory and we are better equipped to respond to your orders. However, the quantities are limited and the hatches must remain on temporary Parts Sales Restriction. We expect to return to the normal ordering process for this campaign within the next 60 days and possibly sooner. In the interim, please continue to use the FX Rear Hatch Campaign Parts Order Form when ordering parts/supplies for this campaign.

When using the primer and sealant required for the campaign repair, please check to ensure the product is not out of date. Adequate supplies of both the primer and the sealant are in inventory at our Parts Distribution Centers. Infiniti is developing a procedure for Infiniti dealers to return any unused primer as this product requires special handling (transportation and disposal of hazardous material). The sealant is not subject to the same regulations and can be disposed of at your location. More information on this subject will be sent via a separate communication next week.

If you have any questions or need any additional information, please contact your Infiniti Dealer Parts and Service Manager (DPSM).

Infiniti Parts and Service Operations
02/12/2004