

NISSAN

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January 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-084/150/251/455

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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Nissan Net Broadcast Message - Monday Evening, January 12, 2004

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.

Over the next 3 months, we will have an increased challenge and opportunity to demonstrate this higher level of service as Nissan starts to notify additional Nissan owners of an open Recall or Service Campaign and directs them to schedule an appointment with their local Nissan dealer. As an example, the Engine Sensor Campaign affects 6 different models and over 570,000 Nissan vehicles. Nissan plans to notify at least half of these owners in early 2004.

**** Window Regulator ****

Vehicles with manual crank windows are not affected by this campaign but these vehicles were appearing in Service Comm as an open campaign. The related VINs have since been removed from Service Comm. We apologize for any inconvenience this may have caused.

This campaign primarily affects vehicles located in warm states as identified in The Service Campaign Bulletin (NTB03-118). The location of the vehicle was determined by Nissan based on owner registration information available at the time the campaign was launched. It is important to check Service Comm and to take the appropriate action based on the PNC assigned to the vehicle. If PNC PU306 (warm state vehicle) appears as an open campaign, the regulators should be replaced even though the customer is not experiencing any symptoms.

For vehicles coded with PNC PU307, the repair should be made only if the customer is experiencing unexpected or difficult operation of the windows. PU307 appears as a Warranty Extension in the "applicable warranty section" of Service Comm. If the customer is experiencing difficulty with one or more regulators, the regulators should be replaced using the procedures and coding specified in TSB03-118. Please discontinue use of warranty coding you may have used prior to the campaign as any claims submitted with warranty coding other than the coding specified in the bulletin may be subject to review and potential charge-back.

**** Engine Sensor ****

03V-455

In addition to the customers contacting your dealership when they are notified by Nissan, there is an increased probability that your normal service traffic will 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.

**** Fuel Pump Screen ****

03V-251

This campaign primarily affects vehicles located in cold states as identified in The Service Campaign Bulletin (NTB03-077a). The location of the vehicle was determined by Nissan based on owner registration information available at the time the campaign was launched. It is important to check

Service Conn and to take the appropriate action based on the PNC. PNC R3012 (cold state vehicle) has been assigned to this campaign.

Vehicles located in states other than those specified in the bulletin are coded with PNC P3142. This repair should be made only if the customer expects to move to or travel for an extended period of time in one of the cold states listed in the bulletin and the customer requests the repair on their vehicle. Otherwise, these customers are instructed by Nissan to place a copy of their owner notification letter in the glove box for future reference.

PNC 3142 only displays at Nissan dealers located in one of the cold states. If you are a dealer in a state other than a cold state and a customer requests this repair, please contact the Claim Call Center for approval prior to completing the repair.

**** Altima/Sentra Engine Exhaust Campaign ****

03V-084

To date, over 40% of the vehicles affected by this campaign have been repaired. However, we have outpaced our production capabilities for Heat Shield Kits. Actions are being taken to increase production but in the interim, the sales of these parts are restricted and a special parts allocation process is being established for the Heat Shield Kits. As this is a temporary measure (4-6 weeks), you will be notified when the normal parts ordering process is re-established.

The following Heat Shield kits have been placed on temporary parts sales restriction:

P/N A6590-8J025 for 2002 Altima, P/N A6590-8J026 for 2003 Altima

P/N A6590-8J027 for 2002 Sentra, P/N A6590-8J028 for 2003 Sentra

All current stock orders for the P/Ns listed above will be cancelled.

Kits will be allocated to Nissan dealers on an as available basis at the end of January based on prior campaign repair activity at each dealership. To facilitate this process, Nissan is asking you to inform us of any existing stock you may have at your dealership and also to determine the minimum number of kits you need for the remainder of January. Please complete Engine Exhaust Campaign Parts Allocation form and forward it to Nissan at your earliest convenience. A copy of the form is available on NNA.net.com and is located under My Documents in the Parts/Campaign folder. The completed form may be faxed to (310) 771-2626 or e-mailed to campaign.parts@nissan-usa.com. Only one form should be submitted by each dealer.

All other parts related to this campaign may be ordered through the normal parts ordering process. Please refer to the PARTS INFORMATION Section of the Recall Campaign Bulletin for a complete list of parts that may be required for this campaign repair.

**** Altima Passenger Side Air Bag ****

03V-150

Just a reminder. Air bag modules replaced as a result of this campaign must be returned to your facing PDC for disposal. Please refer to the procedure in Service Campaign Bulletin NTB03-028b for the appropriate procedures. The air bag modules are not to be deployed or reused.

Your continued support of the safety and customer satisfaction of Nissan owners is appreciated. If you have any questions or need any additional information, please contact your Nissan Dealer Parts and Service Manager (DPSM).

Nissan Parts and Service Operations
01/12/2004