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OFFICE OF
DEFECTS INVESTIGATION

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June 25, 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: 04V-186/04V-103/04V-230

Dear Mr. Person:

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

Technical Compliance Department

Encl.

Nissan Net Broadcast Message - Wednesday Evening, June 16, 2004

**Subject: 2004 Quest Front Passenger Seat Occupant Detection System (ODS)
Voluntary Safety Recall Campaign**

Attention - Dealer Principals, Sales, Parts and Service Managers, Service Advisors

******* Update to 3/1, 03/11, 04/21, 04/28 and 05/27 Nissan Net Messages *******

The purpose of this Nissan Net message is to inform you that updated repair instructions are now available and to update you on other important information related to this campaign. See below for additional details.

******* Service Comm *******

It is the dealer's responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this Voluntary Recall Campaign (B0112) which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

******* Car Rental *******

Nissan recognizes that the re-calibration of the seat installed in a customer owned or leased vehicle requires special customer handling. The owner notification letter informs the customer that their vehicle will not be operable during the period that their seat is being re-calibrated. To ensure the highest levels of customer satisfaction, Nissan has elected to provide alternate transportation to the customer free of charge during this period. Furthermore, Nissan wants to place the customer in a "like" vehicle based on availability. To accomplish this, Nissan has named Enterprise-Rent-A-Car as the preferred provider for this campaign. Please refer to the Recall Campaign Bulletin for additional information.

Enterprise has agreed to provide "in-dealership" training and you can expect to be contacted by an Enterprise representative to schedule the training within the next 2 weeks. It is important to note that the agreement with Enterprise is not an exclusive agreement and you and your customer may elect to use other sources of alternate transportation, within the claim limits that will be provided in the bulletin. However, we believe that the availability of a Quest, Murano or Maxima rental car from Enterprise will be a desirable option.

******* Importance of Customer Appointments *******

To minimize customer inconvenience, Nissan recommends an appointment early in the week so the vehicle can be returned to the customer as quickly as possible. Car rental is pre-approved for 5 days. If car rental is required for more than 5 days, pre-approval must be obtained from the Warranty Claim Call Center. Also, when scheduling an appointment, it is necessary to confirm the availability of the special shipping crates required to ship the seat. The number of shipping crates available at your dealership will be a determining factor of the number of appointments you can schedule each week. Again, Nissan encourages the scheduling of customer appointments early in the week (Monday or Tuesday) to minimize customer inconvenience.

When setting appointments, there may be a period of time between the initial contact by your customer and the appointment date. You may want to inform your customer that the vehicle is safe to drive, that the front passenger airbag light is an accurate indicator of the status of the front passenger seat airbag and that Nissan recommends children 12 years old and under be properly restrained in the REAR SEAT.

******* Seat Packaging Crates *******

Adequate supplies of the reusable shipping crates are available to support this campaign. In addition to the corrugated crates you have already received, you may be receiving one or more Plywood Seat Packaging Crates later this week. Typically, these crates are being shipped to high volume Nissan dealers.

Reminder: Both the cardboard (received earlier) and the plywood versions are intended for multiple shipments. Do not dispose of the shipping crates until notified by Nissan.

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

Nissan will start to notify owners on June 21, 2004 by mail if their vehicle is affected by this recall. Some owners may also be affected by the 2004 Quest Power Sliding Door Recall Campaign. In an effort to maximize customer convenience, these owners will be notified of both campaigns at the same time.

******* Repair Instructions *******

Recall Campaign Bulletin NTB04-051 Front Passenger Seat Occupant Detection System (ODS) Voluntary Safety Recall Campaign is immediately available via ASIST Dial Update and also on NNA.net.com under My Documents in the Service/Campaign and Parts/Campaign folders. The bulletin addresses the specific seat removal, packaging, shipping and re-installation procedures and related claim information. Please discard any copies of prior repair instructions.

******* Seat Inspection Form *******

This form has multiple purposes and it is essential that the form be completely filled out and attached to the seat using a Parts Return Bag PRIOR TO shipping the seat to the central re-calibration facility. The first use is to clearly document the condition of the seat upon arrival at your dealership. This information will be very helpful if your customer has any concerns about the condition of the seat when it is re-installed in the customer's vehicle. The second use is to maintain the integrity of the seat throughout the re-calibration process. By clearly documenting your Dealer Code, the last 6 digits of the VIN the seat was removed from and the FedEx Air Bill Number (or DDS Carrier Name, if applicable) used to ship the seat to the central facility, the seat can be easily tracked throughout the process.

It is recommended that a supply of these forms be maintained in the service area, specifically at the Service Advisor location. Use of the Seat Inspection Form will become even more critical when Quest customers are notified of this campaign and they contact your dealership to schedule an appointment. A copy of the Seat Inspection Form is available on NNA.net.com under My Documents in the Service/Campaigns and Parts/Campaigns categories.

******* Shipment Status/Damage Report Form *******

The purpose of this form is to track any seat shipments which have not been returned to your dealership within 4-5 days and to report to Nissan any damage during transit of either the carton or the seat. A copy of the Shipment Status / Damage Report Form is available on NNAnet.com under My Documents in the Service/Campaigns and Parts/Campaigns categories.

Your continued support of the safety and customer satisfaction of Nissan Quest 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
06/16/2004