

# NISSAN

**NISSAN NORTH AMERICA, INC.**

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July 27, 2004

Mr. Jonathan White  
Chief, Defects Assessment Division  
Office of Defects Investigation  
Safety Assurance  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590

Dear Mr. White:

The enclosed communication is being provided pursuant to 49 CFR Part 579.5.

Very truly,

Technical Compliance Department

Encl.

RECEIVED  
JUL 27 2004  
OFFICE OF  
DEFECTS INVESTIGATION

RECEIVED  
3/13-215

**Subject: 2004 Quest Customer Satisfaction Initiative**

**Attention - Dealer Principals, Sales, Parts and Service Managers, Service Advisors** 12:45

**\*\*\*\*\* Update to the 6/23 and 7/8 Nissan Net Message \*\*\*\*\***

OFFICE OF  
DEFECTS INVESTIGATION

The purpose of this Nissan Net message is to provide additional information related to owner notification, importance of scheduling customer appointments and current parts shipment and parts ordering information for this initiative. See below for additional details.

**\*\*\*\*\* Owner Notification \*\*\*\*\***

Nissan is continuing to notify owners whose vehicles are subject to the Occupant Detection System (ODS) and Power Sliding Door Recall Campaigns so all the applicable recall repairs and the Customer Satisfaction Initiative upgrades can be completed at the same time.

**\*\*\*\*\* Customer Appointments \*\*\*\*\***

To ensure the highest level of customer satisfaction, Nissan recommends customer appointments be scheduled to complete the required campaign repairs/upgrades.

When contacted by a customer. The following steps should be taken:

1) Check Service Comm to determine which recall campaign repairs and/or Customer Satisfaction Upgrades are applicable.

Please note: Page 3 of TSB NTB04-053 (Chart A) identifies all the Customer Satisfaction Initiative PNC codes which may appear in Service Comm for this initiative. Please maintain a copy (or multiple copies) in the Service Advisor area of your dealership. This will assist you in determining which upgrades are applicable to the customer's vehicle when scheduling an appointment. For your convenience, a copy of Chart A is available on NNAnet.com under My Documents in the Service/Campaign and Parts/Campaign folders.

2) If the Occupant Detection System (ODS) campaign repair is applicable, confirm the availability of a shipping crate (allowing 3-5 days turnaround time for crates currently out of the dealership to be returned). Based on the customer's needs, contact Enterprise (or other source) to reserve a rental vehicle for the agreed upon appointment date.

Please note: You may advise owners that the vehicle can be driven prior to the appointment date and that the front passenger airbag light is an accurate indicator of the status of the front passenger seat airbag. At the same time, it is important to inform the customer that Nissan recommends children 12 years old and under be properly restrained in the REAR SEAT. You can also refer owners to Section 1 of their owner's manual for additional information about proper use of seats, seat belts, child restraints, and airbags.

3) Based on the required repairs/upgrades, confirm availability of the required parts at your dealership. To the extent possible, reserve the parts for the specific vehicle. See Parts Availability section below for additional information.

**Please Note:** If the Power Sliding Door campaign repair is applicable, confirm if the vehicle is an SE model. If so, you will need to order the left side door actuator using the Quest Sliding Door Actuator Order Form.

**\*\*\*\*\* Parts Availability \*\*\*\*\***

During the week of July 26, you will be receiving an initial supply of parts to support the owners being notified of this initiative. Specifically, you can expect to receive the following high volume parts:

P/N 82308-5Z000 Sliding Door Squeak and Rattle Kit  
P/N 90456-7Z010 Rear Hatch Bail Studs (4 per vehicle)  
P/N 60910-5Z000 Adhesive Cartridge/Mixing Nozzle  
P/N 88346-5Z001 Second Row Seat Handle (Color Code \*C\*/2 per vehicle)  
P/N 34910-CK007 A/T Shift Handle  
P/N 88346-5Z000 Second Row Seat Handle (Color Code \*K\*/2 per vehicle)

If additional upgrades (lower volumes) are indicated in Service Comm, you will need to order these parts via the Quest Customer Satisfaction Initiative Parts Order Form. Please make sure a VIN is specified or your order will not be processed. The Quest CSI Parts Order Form is available on NNA.net.com under My Documents in the Service/Campaign and Parts/Campaign folders.

**Important:** Another shipment of the high volume parts is scheduled to occur in approximately 2 weeks. If you do not need or want any additional high volume parts shipped to your dealership, please send a FAX to (310) 771-2626 or an e-mail to [campaign.parts@nissan-usa.com](mailto:campaign.parts@nissan-usa.com) requesting that your dealership be excluded from the next scheduled CSI parts shipment.

If you have any questions or need any additional information, please contact your Nissan Dealer Parts and Service Manager (DP5M).

Nissan Parts and Service Operations  
07/26/04