

NISSAN

NISSAN NORTH AMERICA, INC.

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March 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: 04V-103

Dear Mr. Person:

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

Technical Compliance Department

Encl.

Nissan Net Broadcast Message - Thursday Evening, March 11, 2004

Subject: 2004 Quest Occupant Detection System (ODS) Voluntary Safety Recall Campaign

Attention - Dealer Principals, Sales, Parts and Service Managers

Nissan North America is conducting a voluntary safety recall that affects approximately 13,757 Model Year 2004 Nissan Quest vehicles in the United States. The 2004 Quest was designed to comply with the advanced air bag requirements of the U.S. Federal Motor Vehicle Safety Standard (FMVSS) 208. For the front passenger seating position, the "automatic suppression feature" option was chosen. The front passenger seat is equipped with a seat cushion bladder and weight sensors that are used for occupant detection under the standard. On some Quest vehicles manufactured during this time period, the Occupant Detection System (ODS) for the front passenger seat may have been improperly calibrated and may not properly detect the 6-year old child dummy placed in the seat to turn the front passenger air bag OFF in accordance with the regulations. All other static and dynamic test requirements under FMVSS 208 are met.

******* Nissan Action *******

To correct this condition, Nissan will re-calibrate the Occupant Detection System (ODS). Re-calibration of this system requires the use of special equipment. Nissan is developing a plan to re-calibrate the ODS at a central re-calibration facility using factory-trained technicians. Part of the plan is the development of a special shipping container to ensure proper handling of the seat throughout the re-calibration process. In addition, Nissan will provide alternate transportation to minimize any customer inconvenience. Details of this plan will be communicated to all Nissan dealers prior to owner notification scheduled to begin in late-May.

******* Vehicles in Dealer Inventory *******

As previously communicated, please check your inventory of Model Year 2004 Quest vehicles and restrict the sale of any vehicles that fall within the following VIN range:

5N1BV28U*4N 300000 to 5N1BV28U*4N 315562

Federal law requires that new vehicles in dealer inventory, which are the subject of a safety recall, must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.

Nissan estimates that there are approximately 1,800 vehicles in dealer inventory that are affected by this upcoming campaign. If you do not have any vehicles within the VIN range specified above, no further action is required at this time.

******* Interim Field Procedures *******

As an interim measure, Nissan is assembling 5 teams of factory-trained technicians with the appropriate equipment to perform the re-calibration at selected Nissan dealerships. In order to maximize the utilization of this limited resource, the teams are being dispatched to the dealers with the largest number of affected vehicles in dealer inventory starting Monday, March 15 and continuing for the next 4 weeks. Owners who are at dealers during this process are also eligible to have the repair completed, schedule permitting. In addition to providing immediate support, the

experiences of these teams will be useful in the development of the central re-calibration facility.

If a technical team is scheduled to visit your dealership, you will be notified in advance by Nissan. If your dealership is not included in this first phase, your dealership will be given a high priority for re-calibration of the seats at the central facility.

******* Vehicles on Sales Hold *******

For vehicles on sales hold, Nissan recognizes that dealers are exposed to additional flooring costs. Nissan is developing a plan to reimburse dealers for flooring costs related to vehicles affected by the sales hold. Additional details will be communicated to all Nissan dealers as they become available.

******* Customer Handling *******

You may receive customer inquiries prior to owner notification in late-May. During this period it is important to communicate to owners that the vehicle is safe to drive 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 concerned callers to Section 1 of their owner's manual for additional information about proper use of seats, seat belts, child restraints, and airbags.

Customers who require additional information can contact Nissan Consumer Affairs at 1-800-647-7461.

Your patience and understanding during this interim period is appreciated.

Nissan Parts and Service Operations
03/11/2004