

NISSAN

NISSAN NORTH AMERICA, INC.

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June 1, 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(c)(9).

Technical Compliance Department

Encl.

04V-103

The following Nissan Net message is being sent to all Nissan dealers this evening, Thursday, May 27.

Nissan Net Broadcast Message - Thursday Evening, May 27, 2004

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

Attention - Dealer Principals, Sales, Parts and Service Managers

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

This Nissan Net message includes an updated status of the seat re-calibration process, information related to flooring cost allowances, and updated customer notification/customer handling information. See below for additional details.

******* Flooring Cost Allowance *******

You may be receiving credits to your non-vehicle account for as an allowance for flooring cost incurred as a result of this campaign. Based on the vehicles in dealer inventory as of March 1, 2004, Nissan has calculated an allowance based on the number of days between March 1 and the date the vehicle was retailed (RDR info) or repaired (claims info). The maximum number of days allowed is 75 (March 1 to May 15). The credit will include the VIN and the number of days allowed.

******* Seat Re-Calibration Process *******

To date, over 1,600 corrugated Seat Packaging Crates have been shipped to Nissan dealerships. The crates are intended to be used to ship front passenger seats from Quests in your inventory that may be affected by this campaign. Use Service Comm to determine if a specific vehicle may be affected.

Important: The Seat Packaging Crate is designed for multiple trips to/from the central re-calibration facility. Do not dispose of the Seat Packaging Crate until Nissan notifies you that it is no longer needed.

The Carson, CA and the Memphis, TN re-calibration facilities are now operational.

Based on our initial experiences, it is important that the following information is clearly documented when shipping a seat to the re-calibration facility:

- Your Dealer Code
- The VIN that the seat was removed from
- The FedEx Air Bill Number (or DDS carrier) used to ship the seat

Use the Seat Inspection Form to document this information. A copy of the Seat Inspection Form is available on NNA.net under My Documents in the Service/Campaigns and Parts/Campaigns categories. Keep a copy of this information with the vehicle/R.O. and attach a copy to the front leg of the seat using a parts return bag. This will ensure proper identification of the seat at the re-calibration facility and when it returns to your dealership for installation into the vehicle.

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.

******* Customer Notification/Customer Handling *******

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 for a period of up to 1 week 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. This 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. As the details of this program become available, we believe that the availability of a Quest, Murano or Maxima rental car from Enterprise will be a desirable option. To support this activity, Enterprise is adding 1,200 Quests to their fleet.

Additional time is required to include this important information in the Recall Campaign Bulletin that is being developed for this campaign. As a result, Nissan has re-scheduled owner notification to begin on June 14. To support this activity, the bulletin is expected to be available at Nissan dealerships on June 10.

Your continued support of the safety and customer satisfaction of Quest owners is appreciated.

Nissan Parts and Service Operations
05/27/2004