

NOTE: The Owner's Letter below, which the customer may have received, states that the repair should take about one week to complete. The repair procedure has changed. The current repair procedure will take about 3 to 4 hours to complete.

OWNER'S LETTER

Dear Nissan Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Nissan has decided that some 2004 Nissan Quest vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 208 – Occupant Crash Protection.

REASON FOR RECALL

FMVSS 208 regulates vehicle restraint systems, including air bags. One part of the regulation requires the air bag for the front passenger seat to be turned off (so that it does not inflate) when certain occupants, such as small children, are in the front seat. This prevents such occupants from being injured by an inflating air bag in a collision.

To do this, the front passenger seat has an Occupant Detection System (ODS). The ODS measures the pressure on the seat when it is being used and turns the air bag on or off as required by the standard. (A light on the dashboard will glow and indicate "Pass Air Bag OFF".) One test under the standard is to place a dummy about the size of an average six-year old child on the passenger seat and make sure the air bag turns off. Nissan has found that the ODS may not work properly in this test. If the ODS does not turn the air bag off, there is an increased risk of injury from an inflating air bag in some situations. We would like to correct your vehicle to ensure proper operation.

WHAT NISSAN WILL DO

Your Nissan dealer will remove the front passenger seat and ship it in a special container to a facility which will modify the Occupant Detection System and then return the seat to the dealer. This free service should take about one week to complete and your vehicle will be inoperable during this period. Your dealer will arrange for alternate transportation from Enterprise Rent-A-Car or other agency until your Quest is returned to you. To ensure availability, you will need to schedule an appointment. The alternate transportation, exclusive of any optional insurance you elect to purchase, will be provided free of charge.

WHAT YOU SHOULD DO

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. **It is essential that you have an appointment before bringing your vehicle to the dealer in order to ensure that the dealer will be able to take your vehicle that day for the recall repair.** Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer.

Important Note: As outlined in your owner's manual, changes to the front passenger seat should not be made, because they can affect proper operation of the ODS system. If the passenger seat has been changed from its original factory specifications (such as replacing the original seat material), the seat must be returned to the original factory condition prior to having this campaign repair completed by your Nissan dealer. Any aftermarket accessories such as seat covers or video screens installed in the front seat head restraints must be removed before you bring the vehicle to your Nissan dealer for the scheduled appointment.

Even with the Occupant Detection System in your Quest, Nissan recommends that children 12 and under be properly restrained in a rear seat using a child restraint, booster seat, or vehicle seat belt, as appropriate for the child's size. According to accident statistics, children are safer when properly restrained in the rear seat than in the front seat. You should especially follow this recommendation until the front passenger seat is repaired.

If the dealer fails, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Office, Nissan North America, Inc. at P.O. Box 191, Gardena, California 90248-0191. The toll free number is 1-800-753-9781. You may also contact the Administrator of the National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590 or call the toll free Safety Hotline at (888) 327-4236.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.
