



RECALL CAMPAIGN BULLETIN

Reference:
NTB04-051

Date:
June 16, 2004

RECEIVED
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CUMMINS

VOLUNTARY RECALL CAMPAIGN PASSENGER FRONT SEAT SRS OCCUPANT DETECTION SYSTEM

CAMPAIGN I.D. # / NHTSA #: B0112 / 04V-103

APPLIED VEHICLE: 2004 Quest (V42)

APPLIED VINS: Vehicles built between: 5N1BV28U*4N300000 - 315562

NOTE: Use Service Comm to confirm campaign eligibility.

INTRODUCTION

Nissan has determined that the front passenger seat on some 2004 model year Nissan Quest vehicles fall to comply with Federal Motor Vehicle Safety Standard 208 – Occupant Crash Protection. In order to meet one part of Safety Standard 208, the air bag for the front passenger seat must 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 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 regulation. One test under the regulation 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. To correct this condition, Nissan is conducting a Voluntary Safety Recall Campaign to 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. When the passenger seat is removed, the vehicle can not be operated by the customer.

IDENTIFICATION NUMBER

Nissan has assigned identification number B0112 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

NUMBER OF VEHICLES POTENTIALLY AFFECTED

The number of vehicles potentially affected is approximately 13,700.

DEALER RESPONSIBILITY

It is the retailer's responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this voluntary safety recall 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. **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.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

SPECIAL CUSTOMER ASSISTANCE FEATURES

You may advise 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.

If the passenger seat has been changed from its original factory specifications (such as replacement of the original seat material), the seat must be returned to the original factory condition to be eligible for the campaign repair. Any aftermarket accessories such as seat covers or video screens installed in the rear of the head restraint must be removed before the seat is shipped to the repair facility.

NNA has named Enterprise as the preferred source for providing alternate transportation to Nissan Quest customers during the 2004 Quest Front Passenger Seat Occupancy Detection System Campaign. This is not an exclusive agreement and, subject to the Claims Information section of this bulletin, your dealership may elect to utilize other sources to provide alternate transportation to your Nissan Quest customers.

Additional information related to the national agreement with Enterprise-Rent-A-Car follows:

Program Training:

- Enterprise will contact your dealership to provide "in-dealership" training regarding the "Nissan Quest Campaign" loaner reservation and rental process.
- This training will be conducted, if possible, in advance of owner notification.
- If additional training is required, contact your local Enterprise rental location.

Reservations:

- Call 1-877-722-0097 to reserve a temporary replacement vehicle.
- Each reservation is processed by a specially trained team at the Enterprise call center in St. Louis. The reservation is immediately sent to the corresponding rental location using a national "Nissan Quest Campaign" source number (QUESTRC)."
- Each reservation request will include a unique set of rental guidelines that will dictate a consistent nationwide rental process.
- It is recommended you make all rental reservations through the Enterprise toll free number.
- We also recommend that you determine specific customer rental vehicle requirements at the time the customer appointment is scheduled. This information will be helpful when you contact Enterprise.

Vehicle Delivery:

- Enterprise will provide vehicle delivery with 2-hour advance notice and customer pickup within 10 minutes when notified by your dealership that the customer has arrived for their scheduled campaign appointment.

Rental Vehicle:

- Enterprise will provide rental vehicles based on the following customer priorities:

1st Priority - Nissan Quest, Murano or Maxima

2nd Priority - Similar competitive make utility vehicle (Minivan, SUV), Nissan Xterra or Full Size vehicle

3rd Priority - Nissan Altima

4th Priority - All Others

Daily Rates:

- Enterprise will provide vehicles at the following daily rental rates:

Vehicle	Daily Rental Rate
Nissan Quest, Maxima & Murano	\$45 + Tax & local surcharges
Competitive Vans, SUVs (including Xterra) & Full size class vehicles or higher	\$40 + Tax & local surcharges
Nissan Altima	\$35 + Tax & local surcharges
All Others including Sentra	\$30 + Tax & local surcharges

You will be informed if any local surcharges are applicable during the "In-dealership" training.

Rental Periods:

- Nissan dealers are authorized to provide up to 5 days of car rental.
- If additional time is required, prior approval must be obtained from the Nissan Warranty Claim Call Center.

Billing:

- Enterprise will invoice your dealership at the close of each rental event.
- See the Claims Information section of the Quest Front Passenger Seat Occupancy Detection System Recall Campaign Bulletin for specific instructions on how to submit the claim for car rental.

Reporting:

- Enterprise will provide a nightly report to NNA of all open rental tickets by dealership for analysis by NNA to ensure the appropriate vehicle has been provided.

Grace Period:

- When a customer returns the rental vehicle, Enterprise will allow a minimum grace period of 2 hours.
- This will provide a 26-hour rental day on the last day of the rental event.
- Individual Enterprise Branch offices may extend the 2-hour grace period at their discretion.
- Billing for rental events will be based on 24-26 hour periods and not on a calendar day basis.

Free Mileage:

- Enterprise will include a minimum of 150 free miles per rental day.
- Individual Enterprise branch offices may extend the 150 free miles at their discretion.

Protection Products:

- In those states where permitted by law, Enterprise may offer optional insurance products to Nissan customers; payment for optional insurance products will be the responsibility of the Nissan customers.

SERVICE PROCEDURE

Remove the Front Passenger Seat. You'll be sending it out to have the SRS Occupant Detection System re-calibrated.

CAUTION: Use suitable covers to protect upholstery, carpet, paint, etc. when performing this service procedure.

Seat Inspection

1. Inspect the seat for any existing damage before you remove it from the vehicle.
 - Fill out the Seat Inspection Form (see Figure 1, next page), indicating any existing damage.
 - Review the inspection results with the customer.
 - Have the customer and the qualified dealer personnel sign the form.
 - Write down the following information on the Seat Inspection Form:
 - **Last six digits of the Vehicle Identification Number (VIN)**
 - **Dealer Code**
 - **FedEx Airbill number or DDS carrier name**
 - Keep a copy of the form with the Repair Order and insert a copy in a Parts Return Bag. You'll attach the Parts Return Bag to the Passenger Front Seat once you remove the seat (covered later in this procedure). The seat will be re-inspected at the re-calibration facility.

Seat Inspection Form

Seat Condition Before Removal From Vehicle



INSTRUCTIONS:

- 1) Inspect the Seat before you remove it from the vehicle.
- 2) Indicate the location of any existing damage using (A), (B), (C), or (D).
- 3) Review the inspection results with the customer.
- 4) Have the customer and the qualified dealer personnel sign (below).
- 5) Write down the Vehicle Ident. No. (VIN), Dealer Code, FedEx Airbill No. or DDS carrier name.
- 6) Keep a copy of this form with the R.O. and insert a copy in a Parts Return Bag. Attach the Parts Return Bag to the Passenger Front Seat lower frame (once you remove the seat).

(A) Scratches (B) Torn Covering (C) Mark or Stain (D) Other _____

Notes: _____

VIN (last six digits) _____ Dealer Code _____ FedEx Airbill No. or DDS carrier name _____

Dealer Signature

Owner Signature

Seat Condition After Re-Calibration



INSTRUCTIONS:

- 1) Inspect the seat after it returns from being re-calibrated.
- 2) Indicate the location of any new damage using (A), (B), (C), or (D).
- 3) Make sure any new damage is repaired, then submit a normal warranty claim.
- 4) Review the inspection results with the customer.
- 5) Have the customer and the qualified dealer personnel sign (below).
- 6) Keep a copy of this form with the R.O. and give a copy to the customer.

(A) Scratches (B) Torn Covering (C) Mark or Stain (D) Other _____

Notes: _____

Dealer Signature

Owner Signature

TPD40217a

Figure 1

Seat Removal

IMPORTANT: Make sure you follow the below step carefully.

2. Position the seat so that:
 - The Seat Back is leaning slightly forward (towards the front of the vehicle - about 70°). See Figure 2.
 - The seat is in the middle of its forward and rearward travel.
3. Write down all radio station presets.
4. Make sure the ignition switch is OFF.
5. Disconnect both battery cables and wait for at least 3 minutes.

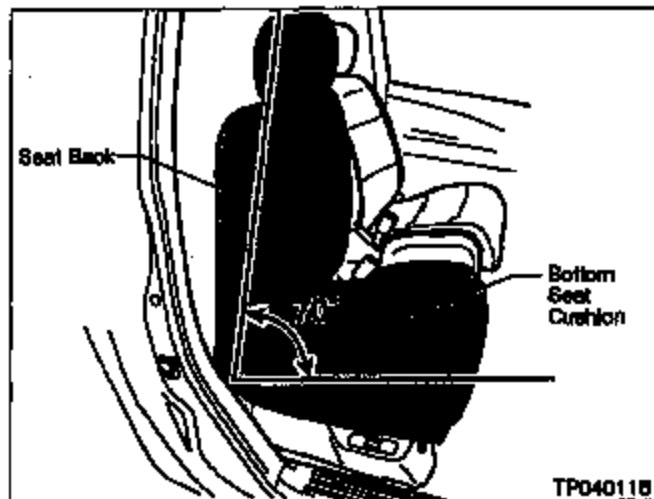


Figure 2

6. Remove the headrest from the seat as follows:
 - a. Release the Spring Clip on the outboard Head Rest Holder (see Figure 3).

CAUTION: Use care not to damage the seat covering material when releasing the Spring Clip.
 - b. Press the Release Button and pull up on the Headrest to remove it.
 - c. Place the Headrest in the vehicle.

CAUTION: The Headrest **MUST** be removed from the seat and kept with the vehicle.

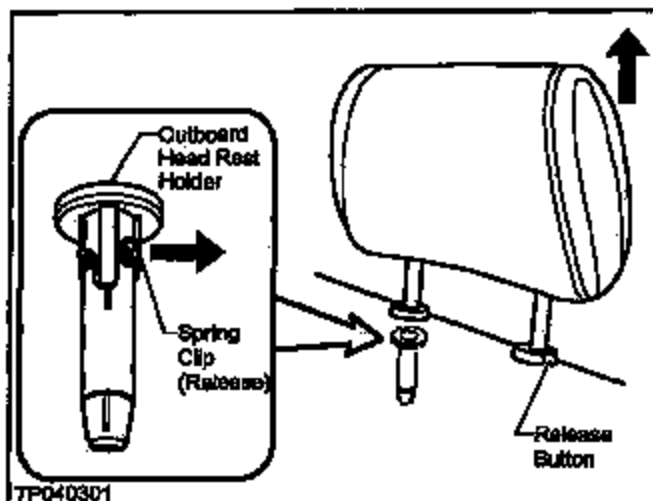


Figure 3

7. Remove any of the customer's personal items from the seat and place them in the vehicle.

8. Install the provided Plastic Cover over the seat (see Figure 4).

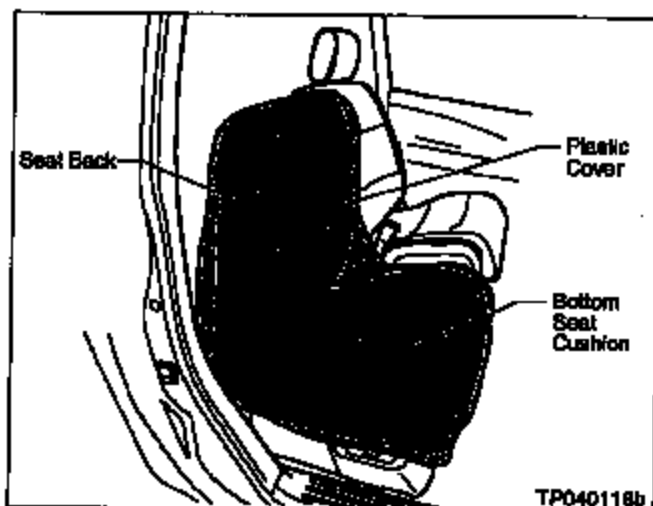


Figure 4

9. Remove the Passenger Seat RH "Skirt" Finisher as follows:

- a. Use a Torx T25 to remove the Screw at the front end of the Finisher (see Figure 5).

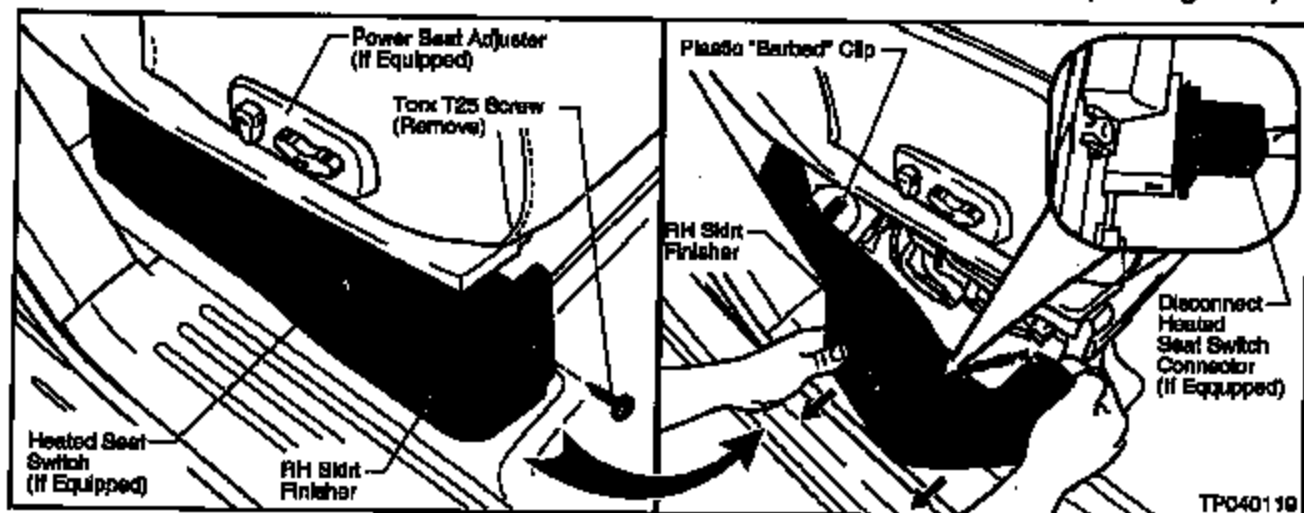


Figure 5

- b. Carefully pull out (towards the outside of the vehicle) on the Finisher to release any securing clips (see Figure 5).
- c. If equipped, disconnect the Heated Seat Switch Harness Connector (see Figure 5).
- d. Keep the RH Skirt Finisher and the Torx T25 Screw in the vehicle while the seat is sent out for re-calibration.

10. Remove the Passenger Seat LH Skirt Finisher as follows:

- a. Use a Torx T25 to remove the Screw at the front end of the Finisher (see Figure 6).

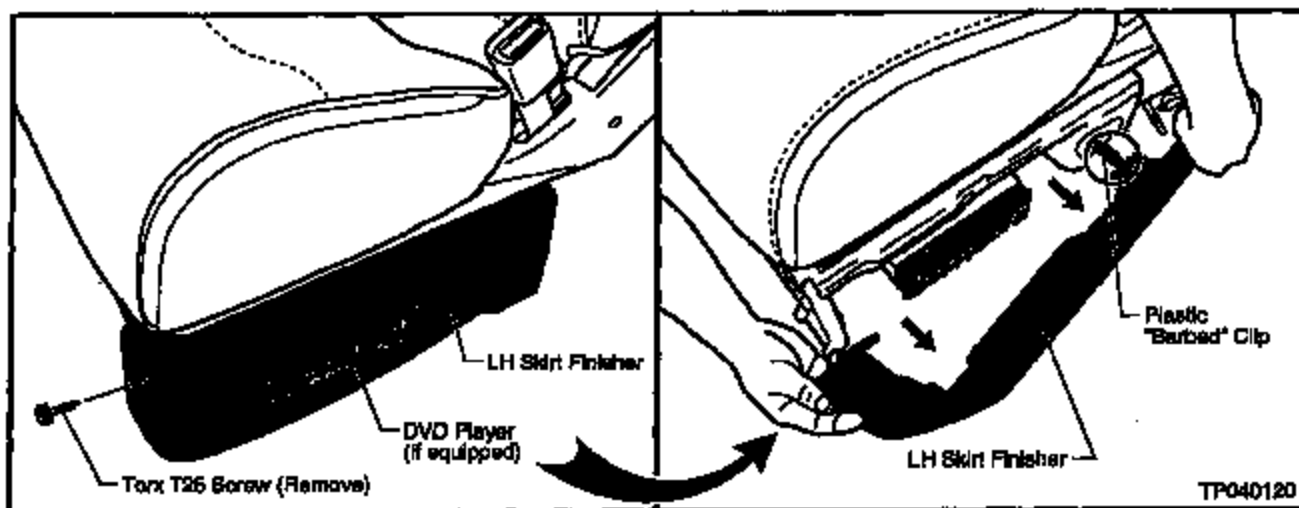


Figure 6

- b. Carefully pull out (towards the inside of the vehicle) on the Finisher to release any securing clips (see Figure 6).
- c. Keep the LH Skirt Finisher and the Torx T25 Screw in the vehicle while the seat is sent out for re-calibration.

11. Remove the two Mounting Bolts that secure the front of the seat frame (see Figure 7).

12. Keep the Mounting Bolts in the vehicle while the seat is sent out for re-calibration.

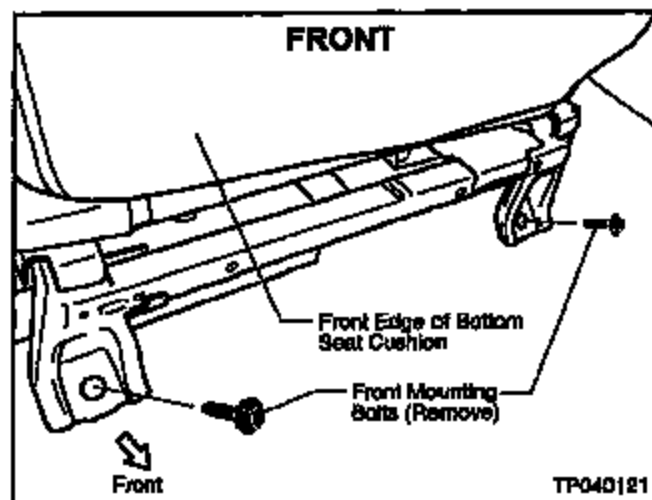


Figure 7

13. Remove the two Mounting Bolts that secure the rear of the seat frame as follows:

- a. To reach the Mounting Bolts, carefully fold the Carpet Cover back towards the rear of the vehicle (see Figure 8).
- b. After removing the Bolts, keep them in the vehicle while the seat is sent out for re-calibration.

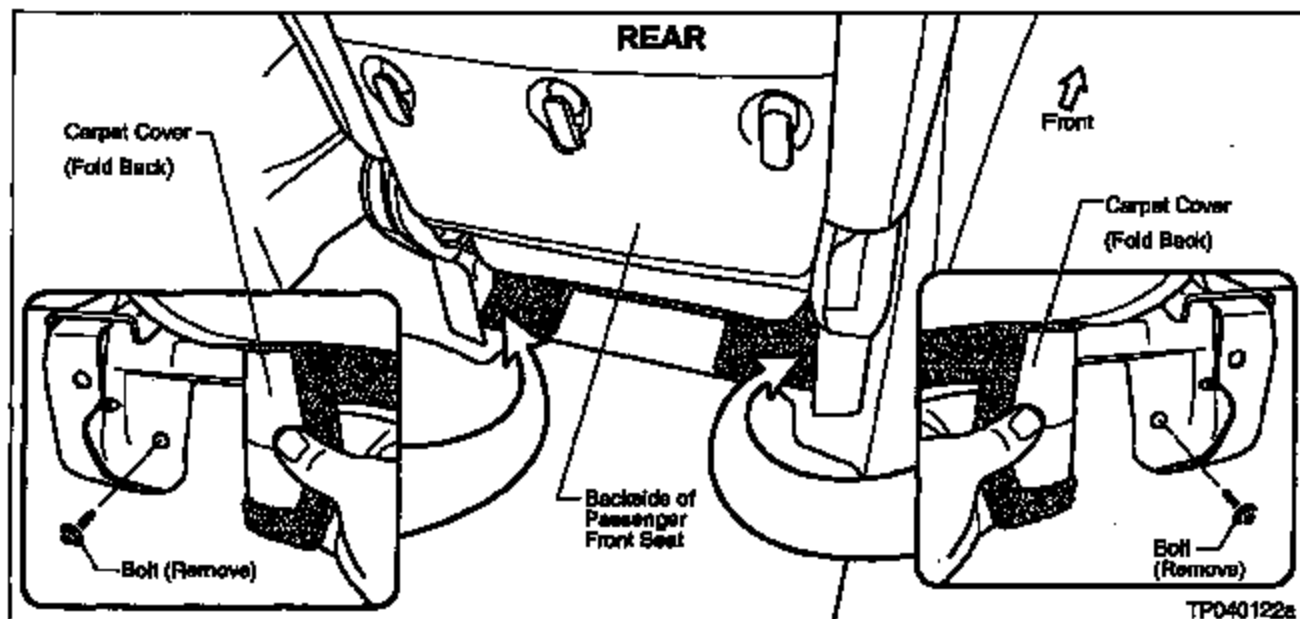


Figure 8

14. Carefully disconnect the following harness connectors from the Passenger Front Seat (see Figure 9).

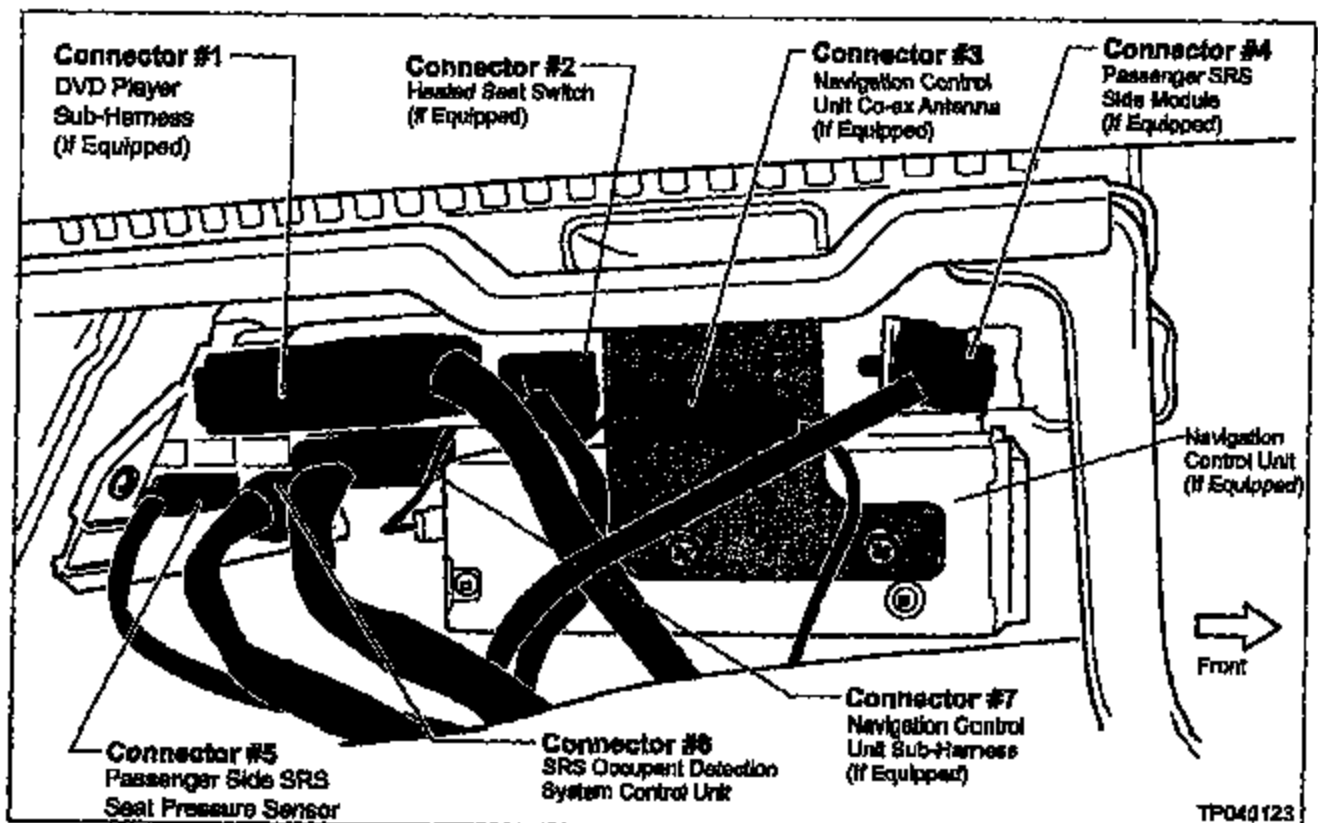


Figure 9

15. Carefully remove the seat from the vehicle.

16. Attach the Parts Return Bag (with the filled out Seat Inspection Form in it) to the Passenger Front Seat lower frame (see Figure 10).

NOTE: Make sure the following information is listed on the Seat Inspection Form:

- Last six digits of the Vehicle Identification Number (VIN)
- Dealer Code
- FedEx Airbill number or DDS carrier name

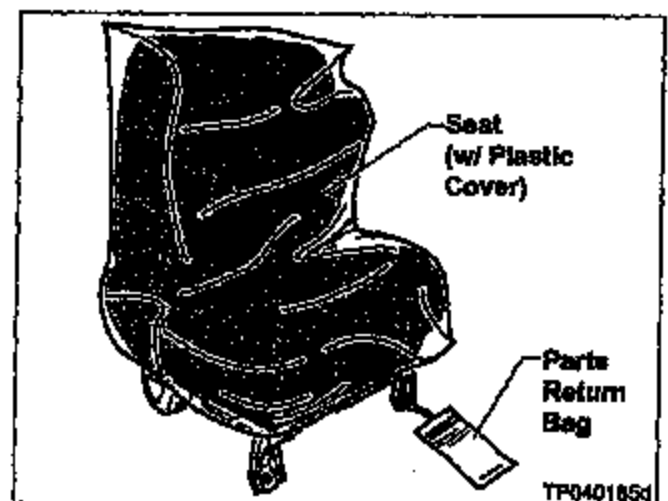


Figure 10

Seat Packaging (For Sending Seat To Re-Callibration Facility)

There are two types of Seat Packaging Crates that will be sent to your Parts Department:

- **Corrugated/Plywood Seat Packaging Crate (see Figure 11)**
- **All-Plywood Seat Packaging Crate (see Figure 12)**

Nissan places a Shipping Information Packet in every Seat Packaging Crate shipped to your dealership. The information and materials contained in the packet are to be used when you are ready to ship the "next" seat to the re-callibration facility.

The Shipping Information Packet contains the following:

- a. Reusable Seat Packaging Crate Reminder (See Figure 13)**
 - The Seat Packaging Crates used to support this campaign are reusable. This sheet is included to ensure this message is communicated throughout your dealership.
 - If you have a Seat Packaging Crate that has not been used in the last 30 days, please "shrink wrap" the empty Seat Packaging Crate and ship it to the re-callibration facility or to your facing PDC so it can be used by other dealers.
- b. Seat Inspection Form (See Figure 1)**
 - Make sure the following information is included on the Seat Inspection Form:
 - **Last six digits of the Vehicle Identification Number (VIN)**
 - **Dealer Code**
 - **FedEx Airbill number or DDS carrier name**
- c. FedEx Airbill (See Figure 14)**
 - A preprinted FedEx Airbill is supplied to facilitate the shipping process and all shipments are billed to a 3rd Party Account Number. The preprinted Airbills contain the address where the seat is to be shipped to. If your dealership is located in Southern California or Memphis, TN, the packet does not contain a FedEx Airbill.

NOTE: If the preprinted Airbill is misplaced or lost, an Airbill can be obtained directly from FedEx and completed per the sample in the bulletin.

- If you are serviced by Nissan Parts Distribution Centers in Los Angeles or Sacramento, use the following Ship To information:

Custom Goods, L.L.C.
1111 Watson Center Road, Door 47
Carson, CA 90745
310-522-9788

- If you are serviced by any other Nissan Parts Distribution Center, use the following Ship To information:

Mallory Alexander International Logistics
4834 S Mendenhall Road
Memphis, TN 38141
901-363-7200

NOTE: These addresses are subject to change.

d. Shipping Procedure

- A copy of the FedEx Standard Operating Procedures (SOP) is included in the packet. If your dealership is located in Southern California or Memphis, TN, the packet does not contain the FedEx SOP.

e. Shipment Status/Damage Report Form (See Figure 16)

- This form is to be used if a seat is not returned to your dealership in a reasonable time (more than 4 business days) or to report damage to the Seat Packaging Crate or to the Quest Seat during transit. The form is also used to provide additional comments or requests related to the seat re-calibration process.

f. Packaging Straps/Metal Buckles (For Corrugated/Plywood Seat Packaging Crate)

- New Plastic Packaging Straps and Metal Buckles are provided only in the Packet for the Corrugated/Plywood Seat Packaging Crate.

17. Install the seat into the provided Seat Packaging Crate as follows:

- a. Make sure the seat is completely covered with the provided Plastic Cover.
- b. Mount the seat to the Base of the Seat Packaging Crate with the provided nuts, bolts, and washers (see **Detail View B** in Figure 11 or 12).

CAUTION:

- Make sure the seat faces the front end of the Seat Packaging Crate Base.
 - The front end of the Corrugated/Plywood Base is painted with a color.
 - The front end of the All-Plywood Base has "FRONT" painted on it.
- When setting the seat onto the Base, make sure you place the rear end of the seat frame onto the Base first, then lower the front end of the seat down into position (see **Detail View A** in Figure 11 or 12).
- This will help prevent damage to the components (Navigation Control Unit, DVD Player, etc. - if equipped) that are mounted to the underside of the seat.
- Make sure the head rest is removed from the seat and placed in the vehicle.

For the Corrugated/Plywood Seat Packaging Crate:

- c. Carefully install the Top Cover (see Figure 11).
- d. Tighten the Top Cover down with Plastic Packaging Straps and Metal Buckles (disposable type) so that the metal buckles are positioned on top of the Crate. See **Detail View C** in Figure 11.

For the All-Plywood Seat Packaging Crate:

- e. Carefully install the Bottom Box Section onto the Base (see Figure 12).
- f. Carefully install the Top Box Section onto the top of the Bottom Box Section (see Figure 12).
- g. Carefully install the Top Lid onto the Top Box Section (see Figure 12).
- h. Tighten down the re-useable Straps so the Latch Buckles are positioned on top of the Crate (see **Detail View C** in Figure 12).

Corrugated/Plywood Seat Packaging Crate

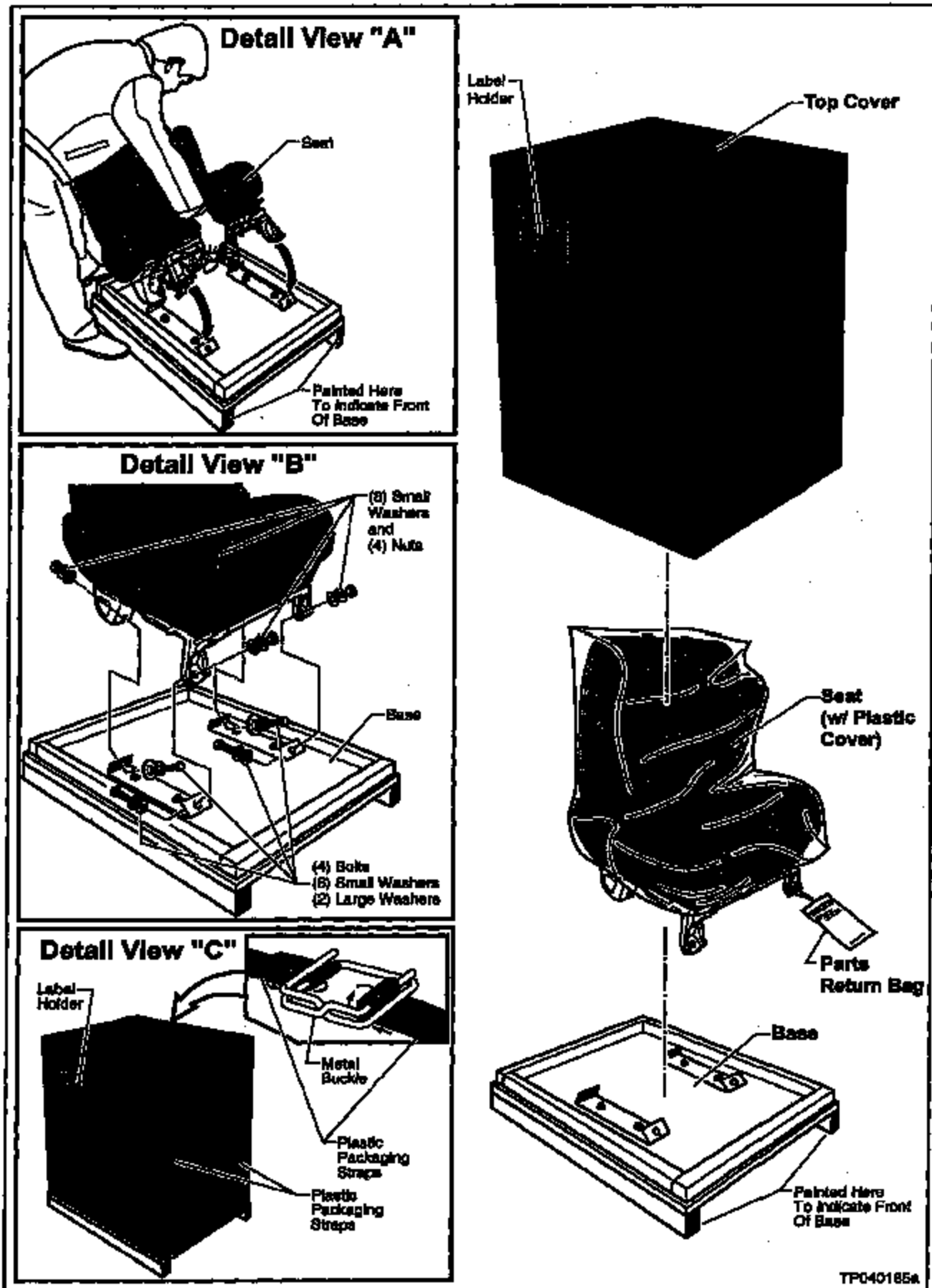


Figure 11

All-Plywood Seat Packaging Crate

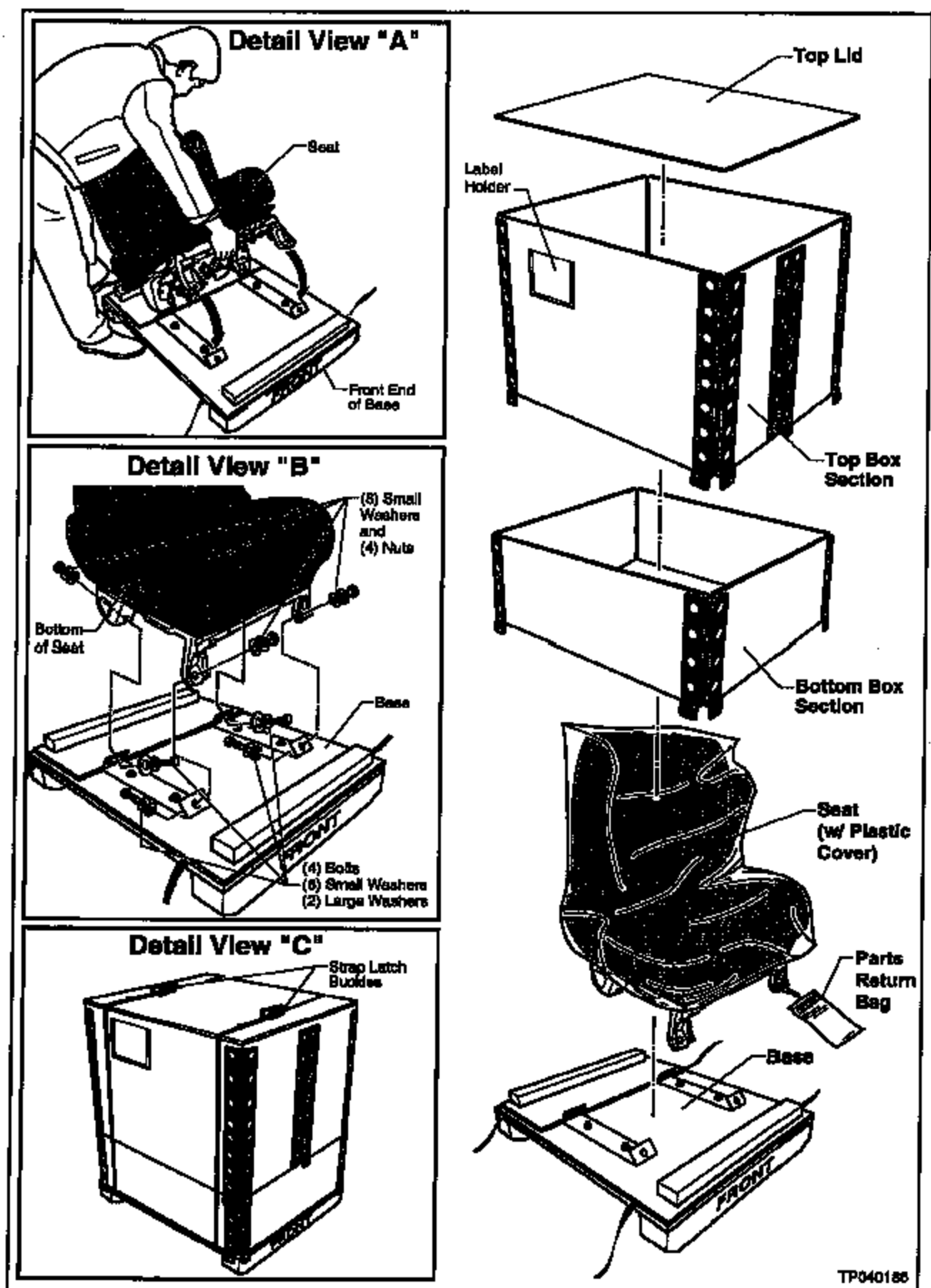


Figure 12

Important: This Seat Packaging Crate is designed for multiple trips to and from the central re-calibration facility.

Do not dispose of this Seat Packaging Crate until Nissan notifies you that it is no longer needed. If you have not used this crate in the last 30 days, please shrink wrap and return it to the central re-calibration facility or your facing PDC.

Keep this envelope with the Seat Packaging Crate.

The contents of this envelope are to be used when you are ready to ship the "next" Quest seat to the central re-calibration facility.

Send Seat To Re-Calibration Facility

- The Seat Packaging Crate that is sent to your dealer contains the necessary shipping information you'll need to send the seat to the Re-Calibration facility.
- Most dealers will send the seat using FedEx. In this case, a FedEx USA Airbill will be included in the crate. The address of the re-calibration facility is pre-printed on the provided Airbill.
- Some dealers will be requested to send the seat using a DDS carrier. In this case, a separate instruction sheet will be included in the crate.
- Please use the applicable shipping procedure (FedEx or DDS) as described below.

FedEx Shipping Procedure:

NOTE: Make sure:

- The seat is properly/securely packaged in the Seat Packaging Crate.
- The Seat Inspection Form is put into a Parts Return Bag and attached to the seat.

18. Fill out a FedEx USA Airbill (see example on next page) as follows:

- a. Enter your dealership name, address, and phone number at the number 1 location.
- b. Write down your Dealer Code and the last six digits of the Vehicle Identification Number (VIN) at the number 2 location.
- c. Enter the Total Packages, Total Weight, and Total Declared Value at the number 3 location.
- d. Have the Parts Manager sign at the number 4 location.

NOTE: Section three (ship "To" address) of the Airbill will be pre-printed.

19. Call 1-800-332-0807 to request a pick-up for "Express Freight F-1" shipment. This is an airfreight shipment and you must specify your exact service requirement to the FedEx customer service agent. Write down the customer service agent's first and last name for reference.

20. Obtain the pick-up number and booking number from the FedEx agent to make sure the freight will move overnight.

21. Provide the following information to the FedEx agent: shipper's address, consignee zip, exact package dimensions, skid count, and the account number.

22. Please call for a pick-up by 1:30 PM. If your zip code is in an H-3 FedEx Express Freight pick up and delivery area, you may need to call earlier. If you are not sure if you are in an H-3 area or not, contact the "800" number listed above and provide them with your zip code.

23. Make sure the airbill is completely filled out and attach it to the Seat Packaging Crate.

24. Make sure you list the weight per piece on the airbill with a minimum weight of 151 lbs.

NOTE:

- Write the FedEx Airbill Number on the Repair Order or other document that remains with the vehicle while it is at your dealership. This information is necessary if you need to inquire about the status of a seat that has been shipped to the central re-calibration facility.
- You can schedule a pick-up 24 hours in advance. Just provide the time that the package will be ready for pick-up.
- If you have any difficulties that cannot be resolved thru the "800" number, please contact your Nissan Dealer Parts and Service Manager (DPSM).

FedEx USA Airbill

The image shows a FedEx USA Airbill form with several sections:

- Section 1: FROM (Sender Information)** - Includes fields for Sender's Name, Address, City, State, and ZIP. A circled '1' is next to the Name field.
- Section 2: TO (Recipient Information)** - Includes fields for Recipient's Name, Address, City, State, and ZIP. A circled '2' is next to the Name field.
- Section 3: Service Selection** - Includes checkboxes for Express, Freight, and International services. A circled '3' is next to the International section.
- Section 4: Packaging** - Includes checkboxes for different packaging options.
- Section 5: Special Handling** - Includes checkboxes for special handling requirements.
- Section 6: Payment** - Includes checkboxes for payment methods like Cash, Check, and Credit Card.
- Section 7: Signature** - Includes a field for the sender's signature. A circled '4' is next to this section.
- Section 8: Tracking** - Includes a field for the tracking number.
- Section 9: Total Package** - Includes fields for Total Package, Total Weight, and Total Declared Value.
- Section 10: Return Signature** - Includes a field for the return signature.
- Section 11: Additional Information** - Includes a field for additional information.

A large shaded area is present in the bottom left of the form, with an arrow pointing to it from the text "The information in this shaded area will be pre-printed." Below this area, there is a box with the text "The information in this shaded area will be pre-printed." and a URL "www.fedex.com".

Figure 14

DDS Shipping Procedure:

NOTE: Make sure:

- The seat is properly/securely packaged in the Seat Packaging Crate.
- The Seat Inspection Form is put into a Parts Return Bag and attached to the seat.

25. Fill out the Straight Bill of Lading Form (see example on next page) as follows:

- a. Enter the Re-Calibration Facility name, address, and telephone number at the number 1 location. Get this information off of the supplied FedEx Airbill.
- b. Enter your dealership name and address at the number 2 location.
- c. Enter the number of packages being shipped at the number 3 location.
- d. Enter the shipping item description at the number 4 location.
- e. Enter the total weight of the packages being shipped at the number 5 location.
- f. Enter your Dealer Code and the last six digits of the Vehicle Identification Number (VIN) at the number 6 location.

NOTE: If you're sending more than one seat, make sure you write down the VIN for each seat.

- g. Enter the total number of packages being shipped at the number 7 location.
- h. Enter the emergency contact name at the number 8 location.
- i. Enter the total weight being shipped at the number 9 location.
- j. Have the Parts Manager print their name and sign at the number 10 location.
- k. Print the name of the carrier that will be transporting the goods (i.e. DDS or common carrier name) at the number 11 location.

Straight Bill of Lading Form (for DDS shipping)

SHIPPER PLEASE NOTE ▶		FREIGHT CHARGES ARE PREPAID ON THIS BILL OF LADING UNLESS MARKED COLLECT		CARRIER PLEASE NOTE ▶		IF SINGLE SHIPMENT CHECK BOX BELOW	
PLACE PRO LABEL HERE				STRAIGHT BILL OF LADING			
				ORIGINAL - NOT NEGOTIABLE SINGLE SHIPMENT PICKUP <input checked="" type="checkbox"/>			
				DATE	POL. NO.	SHIPPER NO.	
CONSIGNEE (TO) Re-Calibration Facility				SHIPPER (FROM) Dealer Name			
STREET Street Address ①				STREET Dealer Street Address ②			
CITY, STATE, ZIP City, State Zip				CITY, STATE, ZIP Dealer City, State Zip			
PHONE NO. Tel. No.		ROUTE		VEHICLE NO.			
NUMBER SHIPPING UNITS	H N	KIND OF PACKAGING, DESCRIPTION OF ARTICLES, SPECIAL MARKS AND EXCEPTIONS			INFC No.	CLASS	WEIGHT (LBS) (Subject to Correction)
③					④		
		⑥ Dealer Code: * VIN: * VIN: * VIN: * VIN: * Enter the last six digits of each VIN included in this shipment.					
⑦ ◀ TOTAL					TOTAL ▶		⑨
EMERGENCY CONTACT: ⑧							
THIS IS TO CERTIFY THAT THE ABOVE NAMED MATERIALS ARE PROPERLY CLASSIFIED, DESCRIBED, PACKAGED, MARKED AND LABELED AND ARE IN PROPER CONDITION FOR TRANSPORT ACCORDING TO THE APPLICABLE REGULATIONS OF THE DEPARTMENT OF TRANSPORTATION.							
SHIPPER Parts Manager Name ⑩				CARRIER Carrier Name ⑪			
AUTHORIZED SIGNATURE Parts Manager Signature				AUTHORIZED SIGNATURE Carrier Driver Signature		DATE	

TP040106a

NUMBER OF PIECES RECEIVED ▲

Figure 15

Inspect Seat (After It Returns From Being Re-calibrated)

26. Make sure you received the correct seat.

27. Inspect the Seat and Seat Packaging Crate for damage.

- Fill out the Seat Inspection Form (contained in the Parts Return Bag that is attached to the seat), indicating any new damage.
- Make sure any new damage is repaired, then submit a normal warranty claim.
- If damage to the seat is extensive, return the seat to the re-calibration facility.

NOTE:

- If the Seat or Seat packaging Crate has been damaged in transit, complete the Shipment Status/ Damage Report Form (Figure 16) and FAX/mail the form to the central re-calibration facility.
- Request replacement cardboard if needed.
- If damage to the Seat Packaging Crate is extensive and is not usable, request a replacement.

Re-Install Seat (After Seat Is Re-Calibrated)

28. If needed, write down all radio station presets.

29. Make sure the Ignition switch is **OFF**.

30. Disconnect both battery cables and wait for at least 3 minutes.

31. Re-install the seat in the reverse order it was removed, making sure:

- All vehicle wire harnesses are properly routed and re-connected to the seat (see Figure 9).
- The seat mounting bolts are tightened to: **45 N-m (4.6 kg-m, 33 ft-lb)**.

Check/Clear Any Stored DTC(s)

CAUTION: Make sure the Ignition key is in the **OFF** position and all doors are closed before re-connecting the battery cables (next step).

32. Re-connect both battery cables.

33. From the driver's side, use CONSULT-II to check and delete any stored DTC(s) that are stored in:

- **Self Diagnosis Past**

AND

- **Self Diagnosis Current**

**Quest Front Passenger Seat (ODS) Campaign
Shipment Status / Damage Report Form**

Dealer Name: _____

Dealer Code: _____

Requestor: _____

VIN (Last 6): _____

Request for Seat Shipment / Re-Calibration Status

Use this portion to obtain status of seat re-calibration

Airbill Number: _____

Report of Seat Packaging Crate / Seat Damage

Use this portion to report any damage to the shipping crate during transit

- Corrugated** Shipping Crate was damaged during transit but the base is usable for next seat shipment. Please send replacement cardboard.
- Corrugated** Shipping Crate was damaged during transit and the base is NOT usable. Please send a replacement shipping crate.
- Wood** Shipping Crate was damaged during transit and shipping crate is NOT usable. Please send a replacement shipping crate.

Note: If you are requesting a replacement shipping crate, please shrink wrap the damaged crate and return it to the re-calibration facility.

Use this portion to report any damage to the seat during transit

- Seat was damaged and is repairable at the dealership.
Repair Order: _____
- Seat was damaged but can NOT be repaired at the dealership. Seat is being returned to re-calibration facility.

Use this portion for Additional Comments/Requests: _____

Send the completed form to one of the following (where you normally ship seats to):

Memphis, TN facility
Fax: (901) 363-2040
Email: mof@mdelogistics.com

Carson, CA facility
Fax: (310) 552-0095
Email: juang@custom-goods.com

Do not send to both locations.

TP040416

Figure 16

Check Air Bag Module Warning Light (on Instrument Panel): See Figure 17

34. From the driver's side, turn the ignition key OFF, then turn it back ON again.
- If the Air Bag Module Warning Light turns OFF after 5 – 7 seconds, proceed to "Check Occupant Detection System Warning Light".
 - If the Air Bag Module Warning Light does NOT turn ON at first, does NOT turn OFF, or if it blinks, refer to the applicable Service Manual for diagnosis/repair.
 - Turn the Ignition key OFF, then proceed to "Check Occupant Detection System Warning Light".

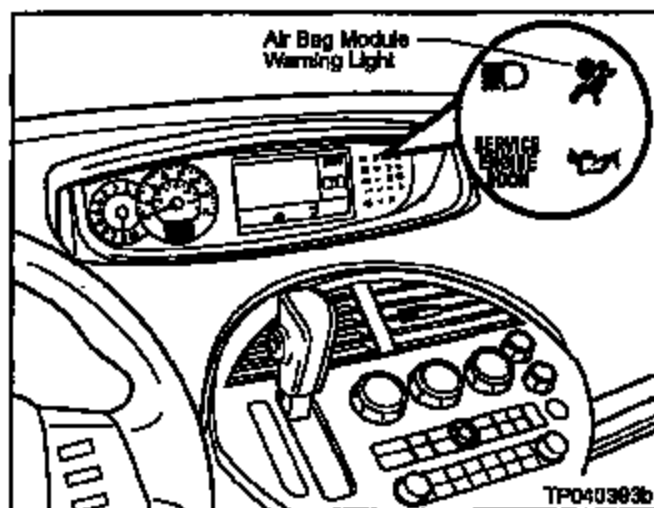


Figure 17

Check Occupant Detection System Warning Light (on Instrument Panel): See Figure 18

35. With no one sitting in the passenger front seat, turn the Ignition key ON.
36. Confirm the Occupant Detection System Warning Light turns ON.
37. Have someone that weighs over 100 lbs. sit in the passenger front seat.
38. Confirm the Occupant Detection System Warning Light turns OFF (after approximately 5 seconds).
- If the Occupant Detection System Warning Light correctly operates (as described above), proceed with "Check Seat/Components Operation" (next page).
 - If the Occupant Detection System Warning Light does NOT correctly operate (as described above), refer to the applicable Service Manual for diagnosis/repair. Then, proceed with "Check Seat/Components Operation" (next page).

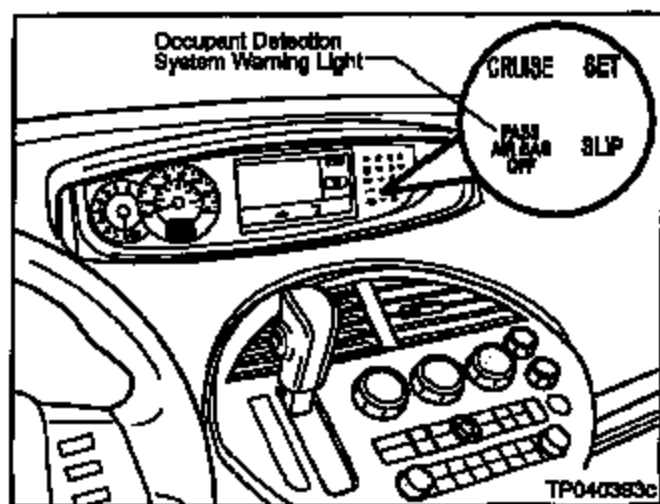


Figure 18

Check Seat/Components Operation

39. Make sure all functions of the Front Passenger Seat operate properly.
40. If equipped, make sure the DVD Player and Navigation system work properly.

"Re-Initialize" Power Sliding Door (If applicable)

41. Close the Sliding Doors.
42. Make sure the Power Sliding Door Main Power Switch is OFF (see Figure 19).
43. Make sure the Child Safety Lever (on the front end of the sliding door) is OFF.

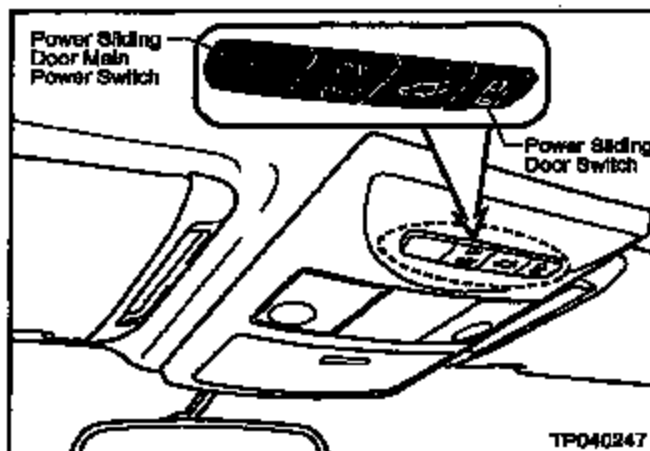


Figure 19

44. Manually open the Sliding Doors to the fully open position.
45. Turn the Power Sliding Door Main Power Switch ON.
46. Press and hold the Power Sliding Door Switch until the door is fully closed and latched. Then release the switch.
47. Press and hold the Power Sliding Door Switch until the door is fully opened. Then release the switch.
48. Press and hold the Power Sliding Door Switch until the door is fully closed and latched.

Check Sliding Door Operation

49. Perform the Sliding Door final check as follows:
 - a. Make sure the Sliding Door properly:
 - opens
 - closes
 - latches
 - stops and reverses if an obstruction is detected (power sliding door only)
 - b. Make sure the Child Safety Lever operates properly.
 - c. Confirm proper operation of: all applicable sliding door electrical power switches, exterior door handle, and inside push button/lock knob.

NOTE: If the above listed Sliding Door functions do not operate properly, refer to the BL section of the Service Manual for further diagnosis.

Final Steps

50. Re-program all radio station presets.

51. Re-set the clock.

52. Review the Seat Inspection Results with the customer as follows:

- Review the seat inspection results with the customer.
- Have the customer and the qualified dealer personnel sign the form.
- Keep a copy of the form with the Repair Order and give a copy to the customer.

NOTE: If there was no new damage found on the seat (after it was returned from being re-calibrated), go ahead and perform the above steps so an "official record" is on file indicating that there was no new damage.

53. If applicable, reset the Sunroof memory as follows:

- Push the Sunroof Tilt Switch in the tilt **DOWN** position (repeat as necessary) until the Sunroof is fully closed. See Figure 20.
- Then, push and hold the Sunroof Tilt Switch (see Figure 20) in the tilt **DOWN** position for more than 2 seconds.
- Reset is complete.

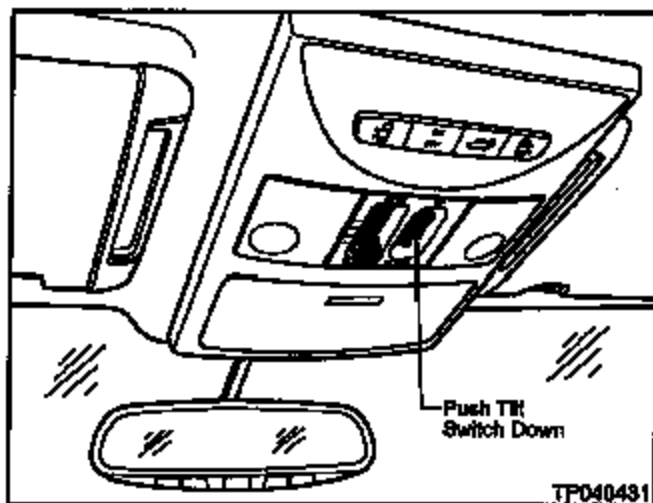


Figure 20

CLAIMS INFORMATION

Submit a Campaign ("CM") line claim using the following claims coding information:

Campaign I.D.: B0112

DESCRIPTION	OP CODE	FRT
Remove seat, inspect, package, ship, un-package, inspect & re-install	B01122	0.8 hrs

Expense Codes:

EXPENSE CODE	DESCRIPTION	MAX. AMOUNT
502	Rental Car	Up to \$45.00/day + tax + surcharge*, for up to 5 days**

* Some areas serviced by Enterprise Rent-A-Car may include a surcharge, which will be included in the invoice from Enterprise.

** If Rental Car is required for more than 5 days, contact the Warranty Claim Call Center.

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) 327-4296.

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.
