

## **OWNER'S LETTER** (example of typical owner's letter)

Dear Nissan Altima 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 a defect which relates to motor vehicle safety exists in certain 2009-2010 Model Year Nissan Altima vehicles. Our records indicate that you own or lease one of the potentially affected vehicles.

### **Reason for Recall**

On some of the potentially affected Altima vehicles, the upper front strut insulators (a part of the front suspension) may not have been manufactured to specification. This could cause the strut insulators to crack. If this were to occur, the front suspension would begin to make a loud noise. If the strut insulator is cracked, there is a potential for the strut rod to come out of its mounting position, which could affect vehicle operation and increase the risk of a crash.

### **What Nissan Will Do**

Your Nissan dealer will replace both left and right side front strut insulators with new ones. This service, free of charge for parts and labor, should take about 3 hours to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

### **What You Should Do**

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer. **If you hear a loud noise coming from the front suspension in your vehicle, we strongly urge you to take your vehicle to your Nissan dealer for immediate repairs.**

Please contact the National Consumer Affairs Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003 for instructions. The toll free number is 1-800-NISSAN1 (1-800-647-7261). You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

**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.