

OWNER'S LETTER

Dear Nissan Juke Owner:

Nissan is committed to providing the highest levels of product quality and customer satisfaction. With that in mind, we want to bring to your attention important information regarding your 2011 Nissan Juke vehicle.

REASON FOR SERVICE CAMPAIGN

In freezing weather conditions, if water enters the front door lock assembly on 2011 Nissan Juke vehicles, it could freeze and malfunction making it difficult to open or properly close the front door. According to our records, your vehicle is currently registered in a state where weather conditions may, in rare circumstances, cause this to occur.

WHAT NISSAN WILL DO

To assure your continued satisfaction and confidence in your Nissan Juke, Nissan is conducting a voluntary service campaign to add foam seals to the door lock assembly and apply a special lubricant to help prevent the front door lock mechanism from freezing. This repair will be performed free of charge for parts and labor.

WHAT YOU SHOULD DO

Contact your Nissan dealer at your earliest convenience to arrange an appointment. This service, free for parts and labor, should take about two hours to complete, but your Nissan dealer may require your vehicle for a longer time based upon the workshop schedule. To minimize your inconvenience, it is important that you have an appointment before bringing your vehicle to the Nissan dealer for service. Please bring this notice when you keep your service appointment. Instructions have been sent to your Nissan dealer.

Should you have any questions or concerns, please contact your Nissan dealer or the National Consumer Affairs Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261).

Thank you for providing us an opportunity to ensure your on-going satisfaction with your Nissan Juke.

