

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

Dear NV Passenger Van Owner:

Nissan is committed to providing the highest levels of product quality and customer satisfaction. We believe that our current and future success depends on your continued satisfaction with Nissan. With that in mind, we want to bring to your attention important information regarding your 2012 NV Passenger Van.

REASON FOR SERVICE CAMPAIGN

Nissan has become aware of two issues that could potentially affect your vehicle. First, on some 2012 NV Passenger Van vehicles, the driver and/or passenger heated seats may not warm up to the desired setting when the function is activated. Additionally, the rear cargo doors may rotate to a wide open position when re-opened after the check link has been previously released. Typically, this "check link" is designed to allow the cargo door to open approximately 243° (wide open position) and automatically re-connect when the cargo doors are closed.

These are not safety issues as the seats do not overheat and the rear cargo doors do not open unintentionally. The vehicle still meets and/or exceeds all applicable safety standards.

WHAT NISSAN WILL DO

To assure your continued satisfaction and confidence in your vehicle, your Nissan Commercial Vehicles dealer will address these potential issues by re-positioning the circuit wires on the seat heater harness connectors and replacing the Check Link Arm and the Check Link Assembly on the rear cargo doors at **no charge to you for parts or labor**. The service should take less than two hours to complete, but your dealer may require your vehicle for a longer period of time based upon their work schedule.

WHAT YOU SHOULD DO

Only certified Nissan Commercial Vehicles dealers are authorized to perform the repairs needed, therefore it is important that you schedule an appointment accordingly at your earliest convenience. Nissan Commercial Vehicles dealer locations may be found at www.NissanCommercialVehicles.com. **To ensure the least inconvenience for you, it is important that you have an appointment before bringing your vehicle to the dealer for service.** Please bring this notice with you when you keep your service appointment. Instructions have been sent to your dealer.

If the dealer fails, or is unable to complete the service free of charge, you may contact 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 on-going satisfaction with your Nissan vehicle.