

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

Dear Nissan Altima 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 about your Altima vehicle.

**REASON FOR CAMPAIGN**

Nissan has become aware that certain customers who may have had a call waiting function on a prior vehicle are dissatisfied that this feature is not available on their current Nissan vehicle. Although this feature was not included in the original design of your vehicle, customer concerns are important to Nissan.

**WHAT NISSAN WILL DO**

To help address this concern for dissatisfied customers, Nissan will update the software in the vehicle of customers who request it to add this function to the vehicle. This service, free for parts and labor, should take less than 1 hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule. **If you wish to take advantage of this offer, please contact your Nissan dealer.**

**WHAT YOU SHOULD DO**

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment. **To ensure the least inconvenience for you, it is important that you have an appointment before bringing your vehicle to the Nissan dealer for service.** Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan 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.

Thank you for your cooperation.

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