

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

Dear Nissan Altima Sedan 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 the Navigation, Communication and Entertainment Systems in your model year 2010 Altima Sedan vehicle.

REASON FOR CAMPAIGN

Nissan has become aware of customer concerns with the Navigation System and with Communication and Entertainment Functions involving the iPhone. To help address these concerns, Nissan will update the Navigation and communication software in your vehicle. This software update will address irregularities with navigational maps, voice recognition commands, phone book transfer from mobile phone to vehicle and increase the number of entries that can be stored.

In addition, Nissan is aware of customer complaints regarding compatibility with the iPod Touch. Apple has addressed this issue, and updated software for the iPod Touch is available on the Apple website in July. Nissan has also developed a fix that will also be installed when you bring your vehicle for this service.

WHAT NISSAN WILL DO

To assure your continued satisfaction and confidence in your model year 2010 Altima Sedan, Nissan will reprogram the operating software to correct these conditions. 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. **Please contact your Nissan dealer to perform this important service.**

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.