

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

Dear Nissan Sentra 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 2013 Nissan Sentra.

REASON FOR SERVICE CAMPAIGN

In some 2013 Nissan Sentra vehicles, in cold weather conditions, the engine may stop running when first shifting out of Park, or at very low speeds (when taking off after a stop or coasting to a stop). The vehicle's engine can restart, and this issue does not occur once the vehicle has warmed up. Reprogramming the Engine Control Modules (ECM), and for some vehicles, also the Transmission Control Module (TCM) will help prevent this from occurring.

WHAT NISSAN WILL DO

To assure your continued satisfaction and confidence in your vehicle, your Nissan dealer will reprogram the ECM and on some vehicles, both the ECM and the TCM at **no charge to you for parts or labor**. The service should take about an hour 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

Nissan encourages you to 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 ongoing satisfaction with your Nissan vehicle.

