

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

Dear Altima Owner:

Nissan recognizes that you have high expectations in the quality of your Nissan vehicle and we are committed to meeting or exceeding those expectations. For this reason, we may find it necessary to contact you from time to time to provide important information relating to your vehicle, including information relating to service campaigns, warranty coverage, or safety recalls. You may have already received a communication on one or more of these topics in the past. While we regret any inconvenience this may cause, we do so in an effort to increase your overall satisfaction with the quality, performance and durability of your vehicle.

REASON FOR SERVICE CAMPAIGN

Your vehicle's heated seat function may not perform to design intent for front driver and passenger seats. Due to incorrect wire pin placement in the seat sub harness, when the switch is placed on High, only the seat cushion will warm up. When the switch is placed on Low, only the seat back will warm up. This is not a safety issue, and 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, Nissan is offering to check the heated seat operation at an authorized Nissan dealer. If either seat heater is not operating properly, a corrected wiring sub harness will be installed at **no charge to you for parts or labor**. The service should take less than 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 on-going satisfaction with your Nissan vehicle.

