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

Dear Nissan Altima Owner:

This is in follow-up to our earlier letter concerning a potential rattle noise that could affect your satisfaction with your Altima Sedan. Nissan is committed to your continued satisfaction in your Altima Sedan and now has the parts needed to address this potential issue in your vehicle.

REASON FOR SERVICE ACTION

As we previously explained, a small number of owners of 2007-2008 Nissan Altima Sedans equipped with the four-cylinder 2.5L engine have reported hearing a rattle noise around the exhaust manifold heat shield during start up or at low engine speeds. Again, the symptom does not affect the operation of the engine or the vehicle.

WHAT NISSAN WILL DO

To assure your continued satisfaction in your Altima Sedan, Nissan will install an exhaust stay bracket in your vehicle. If necessary, Nissan will also replace the exhaust manifold heat shield. This will be done **free of charge for parts or labor**.

WHAT YOU SHOULD DO

Please contact your Nissan dealer at your earliest convenience in order to arrange an appointment. This free 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, or parts availability. **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 Nissan dealer.

If the dealer fails, or is unable to complete the modifications free of charge, you may contact the National Consumer Affairs Office, Nissan North America, Inc. at 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 this opportunity to ensure your continuing satisfaction with your Nissan Altima.

