

FINAL - 2015 NV200 Torque Converter- Owner Letter – PM554

OWNER NOTIFICATION

Dear Nissan [NV200] Owner:

Nissan is committed to providing the highest levels of product safety, quality and customer satisfaction. With that in mind, we want to bring to your attention important information regarding a voluntary service campaign being conducted by Nissan to replace the torque converter assembly in your vehicle.

REASON FOR SERVICE CAMPAIGN

Your vehicle may have been manufactured with an incorrect torque converter assembly. In some instances, this could result in transmission judder, or lack of power with Malfunction Indicator Light illuminated. In rare instances, this could possibly result in engine stop at idle.

WHAT NISSAN WILL DO

To assure your continued satisfaction and confidence in your vehicle, Nissan will replace the torque converter assembly with a new one at an authorized Nissan dealer at **no charge to you for parts or labor**. The service could take up to 8 hours 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 minimize any inconvenience to 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 you have additional questions you may contact the NV hotline at (877) 647-6281) or submit a written inquiry to the National Consumer Affairs Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003.

Thank you for providing us an opportunity to ensure on-going satisfaction with your Nissan vehicle.