

FINAL - PC500 - Pathfinder CVT Software Update & Warranty Extension - Owner Letter

OWNER NOTIFICATION

Dear Nissan Pathfinder 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 reprogram the Transmission Control Module (TCM) in your vehicle with updated software for your Continuously Variable Transmission ("CVT").

Reason for the Service Campaign

Nissan dealers will reprogram the TCM in your vehicle to improve CVT service diagnostics. This diagnostic software update will enhance the dealer's ability to diagnose customer concerns regarding CVT operation. This update does not affect the drive characteristics of your vehicle.

What Nissan Will Do

To assure your continued satisfaction and confidence in your vehicle, Nissan will reprogram the TCM at an authorized Nissan dealer at **no charge to you for parts or labor**. The service could take up to one (1) hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Additionally, Nissan will extend the warranty coverage for your Continuously Variable Transmission assembly (including internal CVT components, gaskets, and seals), CVT control valve body, and/or torque converter from its original duration of 60 months/60,000 miles to 84 months/84,000 miles (whichever occurs first). Coverage of other vehicle components remains unchanged, and all other terms, conditions, limitations and exclusions of Nissan's New Vehicle Limited Warranty continue to apply. This CVT warranty extension is being provided as a customer satisfaction effort to address customer concerns; including those concerns expressed by plaintiffs in class action litigation, and is subject to final approval of the settlement of that litigation. In the interim, Nissan will make any necessary repairs that would be covered under the extended CVT warranty.

What You Should Do

Nissan encourages you to contact your Nissan dealer to arrange for this enhancement to be added to your vehicle during your next service department visit.

To minimize any inconvenience to you, it is important that you have an appointment before bringing your vehicle to the Nissan dealer for this 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 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 and we are indeed sorry for any inconvenience this may cause you.

[Pick the date]