

## **OWNER'S LETTER**

Dear Versa 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 Nissan Versa Sedan.

### **REASON FOR SERVICE CAMPAIGN**

Nissan has identified a parts application error relating to an electronic module that is part of the speedometer and odometer in certain 2009–2011 Nissan Versa base and 1.8S vehicles. The error will cause the speedometer to slightly overstate the vehicle's speed and may cause the odometer to slightly over-accrue vehicle mileage. 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, your Nissan dealer will reprogram the electronic module on all affected vehicles so that it displays vehicle speed and accrues vehicle mileage as designed, and will further adjust the odometer reading to the mileage it would have displayed had it not been for the error at no charge to you for parts or labor. In addition to correcting this inadvertent error, Nissan will stand behind its customers to ensure they are not disadvantaged by this error. Nissan will provide reimbursement of documented costs incurred for any repairs that should have been covered under warranty or for excess mileage charges on lease vehicle returns that resulted from this error.

### **WHAT YOU SHOULD DO**

Nissan encourages you to contact your Nissan dealer at your earliest convenience in order to arrange an appointment. The service should take about two hours to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule. 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. In the meantime, because the speedometer displays a speed that is higher than it should, you should continue to rely upon the displayed speed as correct and do not attempt to compensate in any manner for the parts application error referenced above.

In addition, please contact Nissan Consumer Affairs at **1-800-Nissan1 (1-800-647-7261)** for instructions on possible reimbursement for related charges if you fall into one of the below categories:

1. You paid for repairs that would otherwise have been covered by the New Vehicle Limited Warranty, but your vehicle's mileage exceeded the mileage limit under the warranty due to the parts application error.
2. You have returned a lease vehicle and paid an amount for excess mileage charges.

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.