

## FINAL PC516 2009-10 Altima Maxima ESCL

### OWNER NOTIFICATION

Dear Nissan [Altima, Maxima] Owner:

Nissan is committed to providing the highest levels of product 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 Electronic Steering Column Lock (ESCL) in your vehicle.

### REASON FOR SERVICE CAMPAIGN

Your [Altima, Maxima] is equipped with an Electronic Steering Column Lock (ESCL) that locks the steering wheel when the vehicle is parked and turned off to help prevent theft. On some [Altima, Maxima] vehicles, due to a manufacturing irregularity, which has since been corrected, the ESCL may malfunction after the vehicle has been locked and could prevent the engine from starting. This condition, should it occur, will only occur when attempting to start the vehicle, and not while driving.

### WHAT NISSAN WILL DO

To assure your continued satisfaction and confidence in your vehicle, your Nissan dealer will replace the Electric Steering Column Lock (ESCL) with an electronic steering column box **free of charge for parts and labor**. The service should take less than one (1) hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

The electronic steering column box will replace the ESCL assembly, but will no longer lock the steering wheel when the vehicle is parked and turned off. The steering wheel locking function is not necessary as your vehicle is also equipped with an anti-theft immobilizer to help prevent theft. In the interest of customer satisfaction, owners that previously paid for out-of-warranty repairs to the ESCL will be offered an opportunity to request reimbursement.

### 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).

If you have previously paid for repairs to your Electronic Steering Column Lock, we ask you to visit [www.NissanAssist.com](http://www.NissanAssist.com), download the reimbursement claim form and follow the instructions on the website once you have gathered the following necessary documentation:

- Repair order(s)
- Proof of payment (may be on repair order(s))
- Proof of ownership if repair is over \$1,000

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