INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

PE19-010

NISSAN

6-16-2020

ATTACHMENT D

AEB Customer Service Initiative Letter - FINAL

Customer Service Program Letter

CUSTOMER SERVICE INITIATIVE

PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE

Dear Nissan [Insert Model Here] Owner:

Nissan is committed to providing the highest levels of product quality and customer satisfaction. With that in mind, we are conducting an important Customer Service Initiative to increase awareness of an available update for the Automatic Emergency Braking (AEB) system on your vehicle.

AEB SYSTEM OPERATION

AEB is a driver assist technology that uses radar to detect obstacles directly ahead in the travelling lane. When the AEB system detects a potential collision situation it will first audibly and visually warn the driver to take action. If the system continues to detect an obstacle and no override action is taken by the driver, the system will apply the brakes. The AEB system is designed to operate only in emergency, near-crash situations and cannot always provide enough braking to avoid a collision. The driver can always override the AEB system by pressing the accelerator.

AEB SYSTEM UPDATE AVAILABLE IF AEB ACTIVATES WHEN NOT NEEDED

In rare instances and unique roadway environments such as certain types of railroad crossings and metal overpasses, the AEB system in some vehicles may activate braking when it is not needed. To help enhance system performance for the customers that have experienced this issue, Nissan developed a special AEB system update that is available to you at your Nissan dealer at no cost for parts and labor, during the duration of the Basic Coverage in your New Vehicle Limited Warranty (3 years/36,000 miles, whichever comes first).

WHAT YOU SHOULD DO

If you believe your vehicle experienced AEB activation when it was not needed; we encourage you to please visit your local Nissan dealer for an update. The Nissan dealer can check the AEB system in your vehicle and update it as needed. The update is FREE OF CHARGE during the duration of the Basic Coverage in your New Vehicle Limited Warranty.

If You Have Additional Questions about This Customer Service Initiative

If you have any questions regarding this letter or if you need assistance locating the nearest Nissan dealer, please call 800-867-7669, Option 1.

IMPORTANT TERMS AND LIMITATIONS

Customer Service Program Letter

THIS CUSTOMER SERVICE INITIATIVE IS IMPLEMENTED TO MAKE CUSTOMERS AWARE OF AN AVAILABLE UPDATE. THIS INITIATIVE IS NOT A WARRANTY, AN EXTENSION OF THE NEW VEHICLE LIMITED WARRANTY, OR AN IMPLIED OR GENERAL WARRANTY, AND IS NOT CONNECTED TO ANY SALE OF THE VEHICLE.

This Customer Service Initiative is being conducted to make customers aware of an AEB system update, and the only services provided are limited to the optional AEB update described above. No maintenance, repairs, remedies, or services for any other parts, components, or conditions are provided under this Customer Service Initiative. The services provided must be performed by a participating Nissan dealer, except as otherwise approved by Nissan.

PE19-010

NISSAN

6-16-2020

ATTACHMENT D

Email_AEB VSC reminder_FINAL

Follow-up Customer Service Program Email – FINAL - P9327

VOLUNTARY SERVICE CAMPAIGN

Dear Nissan [Rogue, Rogue Sport] Owner:

We have an important software update for your vehicle.
Nissan is committed to providing the highest levels of product quality and customer satisfaction. Nissan has previously sent owner notifications of an important software update for the Automatic Emergency Braking (AEB) system. **Nissan is again encouraging you to have this important software update performed on your vehicle without regard to any issues or warranty status**. This update is available to you, free of charge.

AEB SYSTEM OPERATION

AEB is a driver assist technology that uses radar to detect obstacles directly ahead in the travelling lane. When the AEB system detects a potential collision situation it will first audibly and visually warn the driver to take action. If the system continues to detect an obstacle and no override action is taken by the driver, the system will apply the brakes. The AEB system is designed to operate only in emergency, near-crash situations and cannot always provide enough braking to avoid a collision. The driver can always override the AEB system by pressing the accelerator.

REASON FOR VOLUNTARY SERVICE CAMPAIGN

In rare instances and unique roadway environments such as certain types of railroad crossings and metal overpasses, the AEB system in some vehicles may activate braking when it is not needed. To help enhance system performance, Nissan developed a special AEB system update that is available to you at your Nissan dealer.

WHAT YOU SHOULD DO

Contact any Nissan dealer at your earliest convenience in order to schedule an appointment to receive this important software update. Please bring this notice with you to your service appointment.

For more information about the Voluntary Service Campaign, please visit [redacted]. If you have further questions, you may contact the National Consumer Affairs Department, Nissan North America. The toll free number is 1-800-867-7669.

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

PE19-010

NISSAN

6-16-2020

ATTACHMENT D

NISSAN_P9327 Owner Letter - August 2019

NISSAN NORTH AMERICA, INC.
National Headquarters
Consumer Affairs Department
P.O. Box 685003
Franklin, Tennessee 37068-5003

Feuer D. L.
8010 Moorland Ln.
Bethesda, MD 20814-1143

CUSTOMER SERVICE INITIATIVE

Dear Nissan Rogue Sport Owner:

We have an important software update for your vehicle.
Nissan is committed to providing the highest levels of product quality and customer satisfaction. We are expanding an important Customer Service Initiative to increase application of an available software update for the Automatic Emergency Braking (AEB) system. Nissan previously invited customers that had experienced an issue with their AEB system to come in for updated software before their New Vehicle Limited Warranty expired. Now **Nissan is encouraging you to have this important software update performed on your vehicle without regard to any issues or warranty status**. This update is available to you, free of charge.

AEB SYSTEM OPERATION

AEB is a driver assist technology that uses radar to detect obstacles directly ahead in the travelling lane. When the AEB system detects a potential collision situation it will first audibly and visually warn the driver to take action. If the system continues to detect an obstacle and no override action is taken by the driver, the system will apply the brakes. The AEB system is designed to operate only in emergency, near-crash situations and cannot always provide enough braking to avoid a collision. The driver can always override the AEB system by pressing the accelerator.

REASON FOR CUSTOMER SERVICE INITIATIVE

In rare instances and unique roadway environments such as certain types of railroad crossings and metal overpasses, the AEB system in some vehicles may activate braking when it is not needed. To help enhance system performance, Nissan developed a special AEB system update that is available to you at your Nissan dealer.

WHAT YOU SHOULD DO

[redacted]

Contact any Nissan dealer at your earliest convenience in order to schedule an appointment to receive this important software update. Please bring this notice with you to your service appointment.

For more information about the customer service initiative, please visit [redacted]. If you have further questions, you may contact the National Consumer Affairs Department, Nissan North America. The toll free number is 1-800-867-7669.

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

RETURN THIS POSTAGE PAID CARD TO NISSAN IF ANY INFORMATION (NAME OR ADDRESS) HAS CHANGED. DETACH CARD AT PERFORATIONS.

CHANGE OF INFORMATION POSTCARD

VEHICLE IDENTIFICATION NUMBER **JN1BJ1CR7JW**[redacted]

If you have moved or no longer own this vehicle, please check the appropriate box.

1) Name or address has changed
2) Never owned this vehicle

I no longer own this vehicle. It was:

3) _ Sold (print name and address of new owner below, if known)
4) _ Destroyed
5) _ Stolen

[redacted]
Bethesda, MD [redacted]

LAST NAME FIRST NAME MIDDLE

ADDRESS

CITY

STATE ZIP -

P9327

NISSAN NORTH AMERICA, INC.
P.O. Box 4417
Bridgeton, MO 63044-9730

IMPORTANT OWNER INFORMATION ENCLOSED

PLEASE REVIEW ENCLOSED NOTICE FOR IMPORTANT INFORMATION REGARDING YOUR NISSAN VEHICLE

BELT YOURSELF NISSAN

[redacted]
Bethesda, MD
[redacted]
FOR ▶ [redacted]

See VIN Inside

P9327

PLEASE DELIVER TO REGISTERED OWNER

IMPORTANT OWNER INFORMATION ENCLOSED

NISSAN NORTH AMERICA, INC.
P.O. Box 4417
Bridgeton, MO 63044-9730

PRESORTED
FIRST-CLASS
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N-SERV

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6-16-2020

ATTACHMENT D

NTB18-041

PE19-010

NISSAN

6-16-2020

ATTACHMENT D

NTB18-041A

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SERVICE BULLETIN

Classification:	Reference:	Date:
EL18-005a	NTB18-041a	July 19, 2018

2017-2018 ROGUE, ROGUE HYBRID AND ROGUE SPORT; UNEXPECTED OPERATION OF AEB, FEB OR FCW

This bulletin has been amended. Changes have been made throughout.
It is necessary for you to read this revised procedure to properly perform this action.
Please discard all previous versions of this bulletin.

APPLIED VEHICLES:

2017-2018 Rogue (T32)
2017-2018 Rogue Sport (J11)
2017-2018 Rogue Hybrid (T32)

IF YOU CONFIRM

The following system(s) operate unexpectedly or the customer reports unexpected operation:

- AEB (Automatic Emergency Braking)
- FEB (Forward Emergency Braking)
- FCW (Forward Collision Warning)

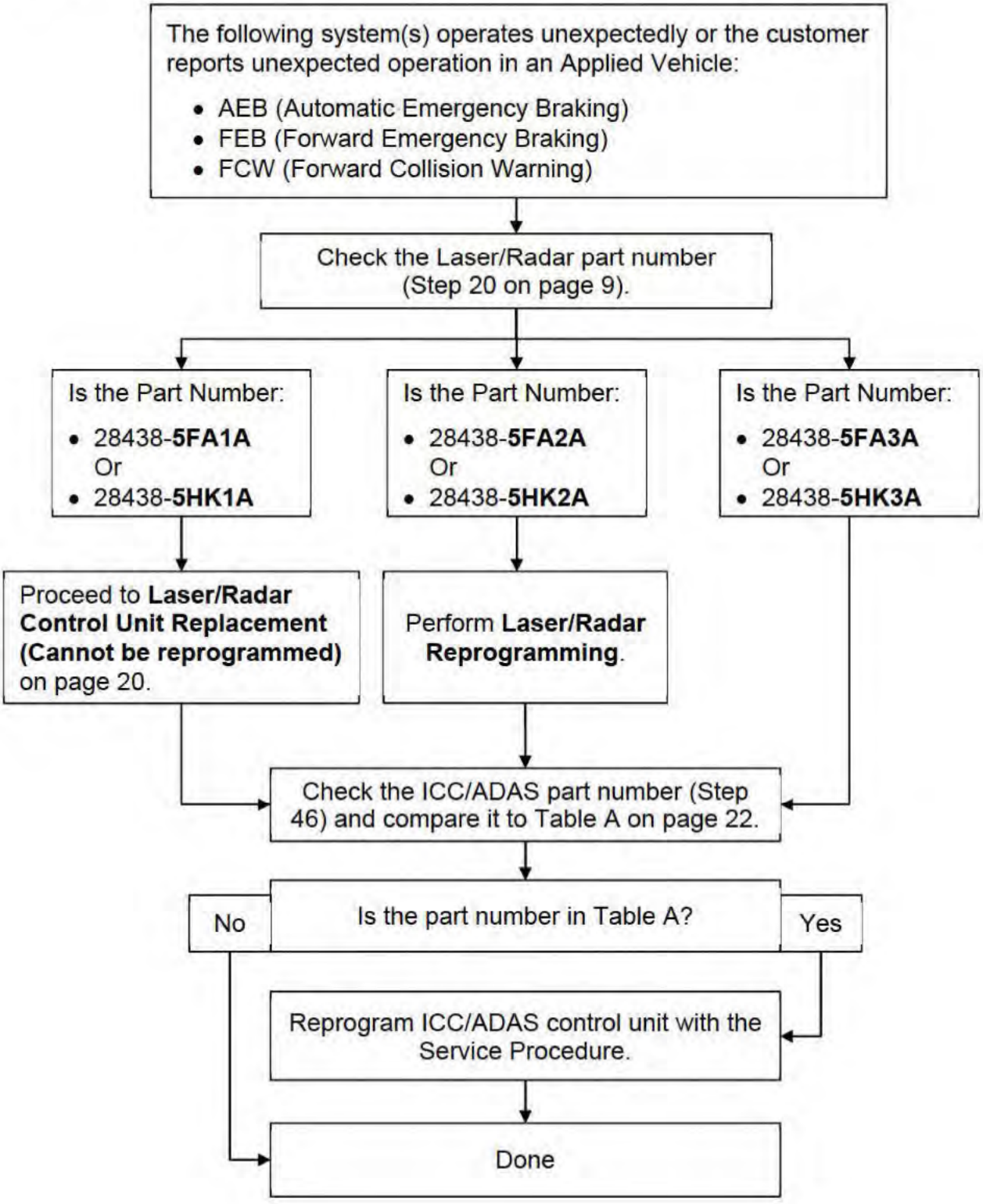
ACTION

Refer to the Repair Overview on page 2.

IMPORTANT: The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You MUST closely follow the entire SERVICE PROCEDURE as it contains information that is essential to successfully completing this repair.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

Repair Overview



NOTE: If neither reprogramming, nor the replacement of the Laser/Radar control unit were performed, refer to the Electronic Service Manual (ESM) for further diagnostic information.

SERVICE PROCEDURE

Laser/Radar Reprogramming

IMPORTANT: Before starting, make sure:

- **ASIST on the CONSULT PC has been synchronized (updated) to the current date.**
- **All CONSULT–III plus (C-III plus) software updates (if any) have been installed.**

  NOTE: The CONSULT PC automatically gets applicable reprogramming data during ASIST synchronization.
- A screen print for Warranty documentation can be done from the CONSULT PC during this process while still connected to the vehicle.
- **The CONSULT PC is connected to the internet via a cable or Wi-Fi.**
  - Later in the procedure you will be required to enter your User Name and Password.
  - The CONSULT PC must be connected to the Internet.
  - If you do not know your User Name and Password, contact your Service Manager.
- **No DTCs stored.**
  - Use C-III plus to perform Self Diagnosis for all systems.
  - If there are any DTCs; diagnose, perform repairs, and erase DTCs **before** continuing.

1. Connect the plus Vehicle Interface (plus VI) to the vehicle.
   - Make sure to use the correct VI for C-III plus (plus VI).

   CAUTION: Make sure the plus VI is securly connected. If the plus VI connection is loose during reprogramming, the process will be interrupted and the **control unit may be damaged.**

2. Connect the AC Adapter to the CONSULT PC.

   CAUTION: Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the **control unit may be damaged**.

3. Connect the GR-8 to the vehicle battery:
   - Set the GR-8 to “Power Supply” mode.

> **CAUTION** : DO NOT use a standard battery charger for Hybrid vehicles. Make sure to connect the GR-8 securely to the 12V battery. Make sure the battery voltage stays between 12.0V and 15.5V during reprogramming. If the battery voltage goes out of this range during reprogramming, the **control unit may be damaged**.

4. Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI.

> **CAUTION:** Make sure to turn OFF all external Bluetooth® devices. If Bluetooth® signal waves are within range of the CONSULT PC and the VI during reprogramming, reprogramming may be interrupted and the **control unit may be damaged**.

5. Turn the ignition ON with the engine OFF.
   - The engine must not start or run during the reprogramming procedure.

6. Turn OFF all vehicle electrical loads such as exterior lights, interior lights, HVAC, blower, rear defogger, audio, NAVI, seat heater, steering wheel heater, etc.

7. Turn ON the CONSULT PC.

8. Select CONSULT-III plus (open C-III plus).

9. Wait for the plus VI to be recognized.
   - Serial number will display when the plus VI is recognized.

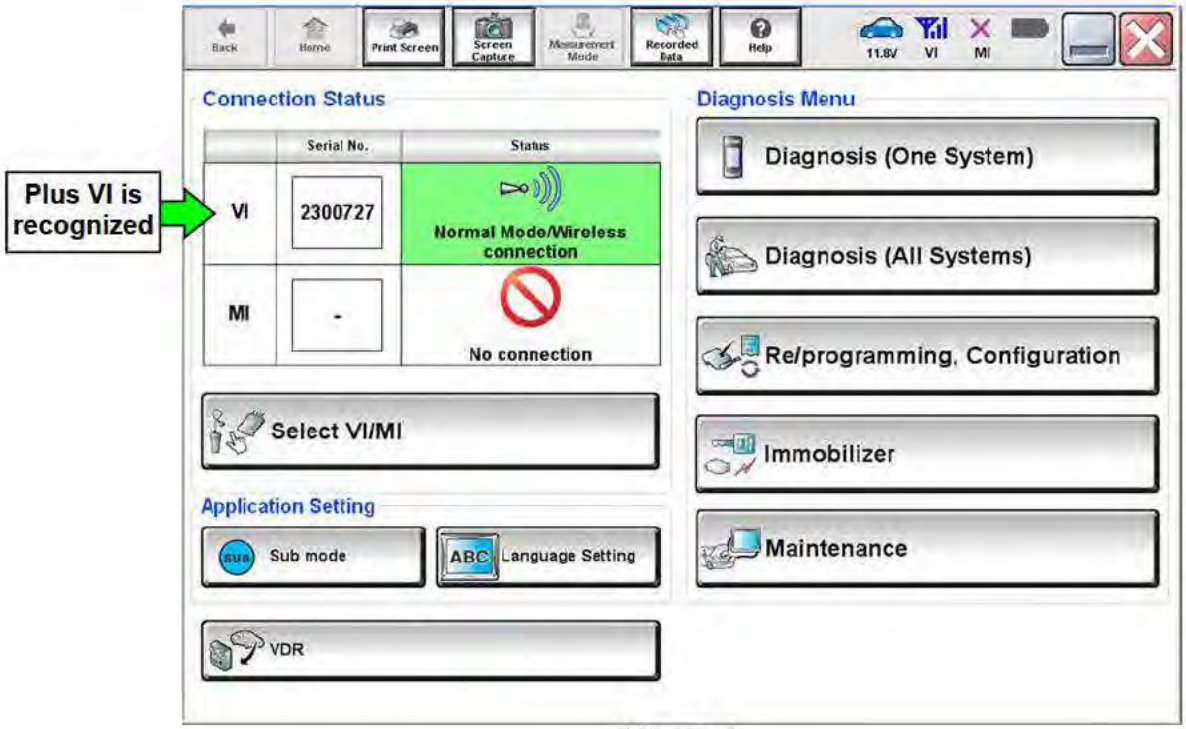


Figure 1

10. Select **Re/programming, Configuration**.

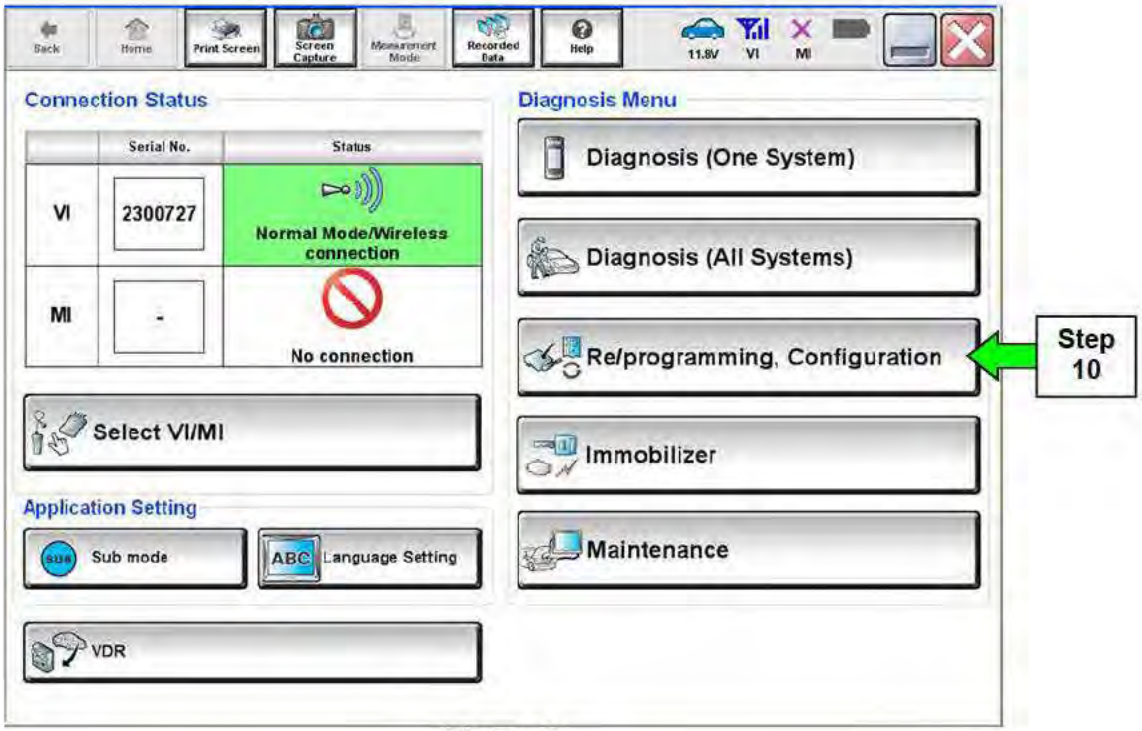


Figure 2

11. Use arrows (if needed) to view and read all precautions.
12. Check the box confirming the precautions have been read.
13. Select **Next**.

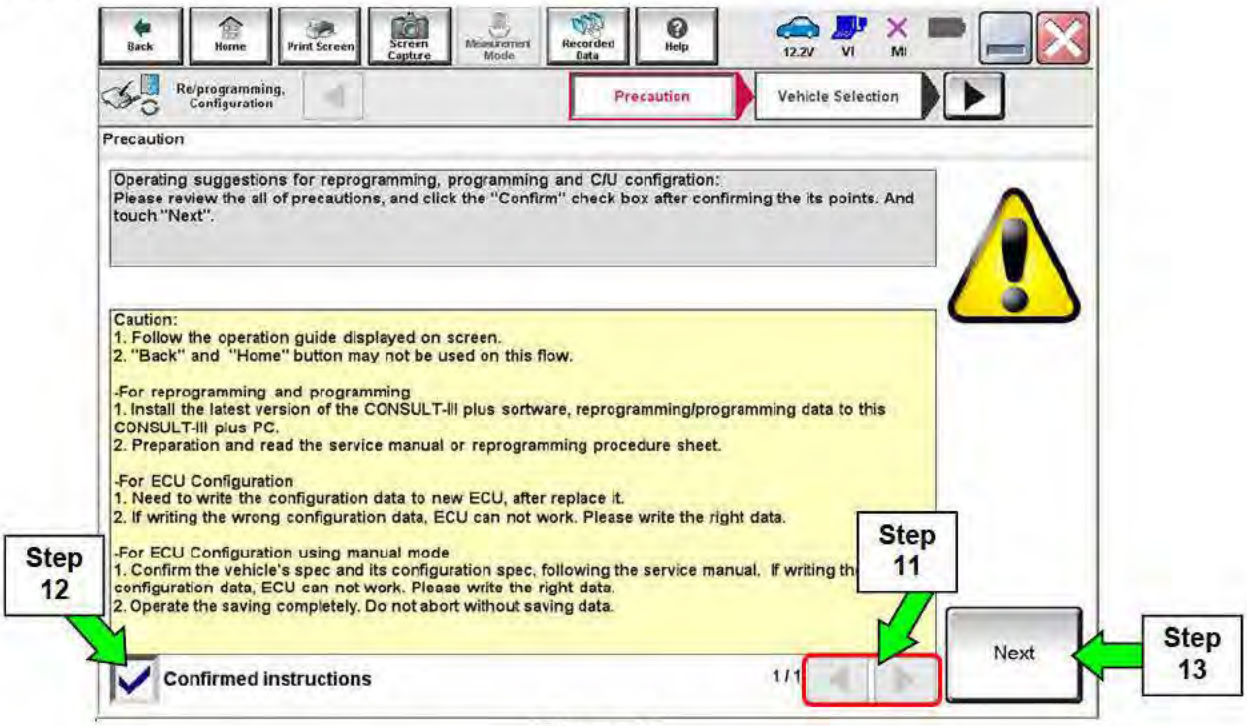


Figure 3

14. Select **Automatic Selection(VIN)**.
    - If the screen in Figure 4 does not display, skip to step 15.

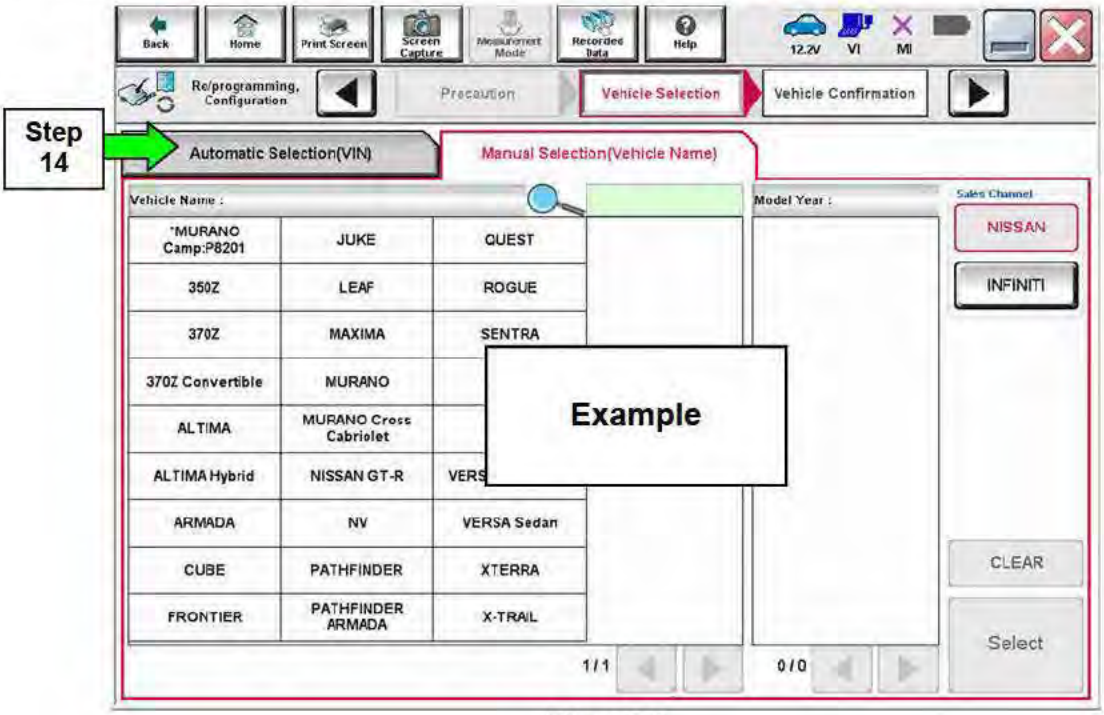


Figure 4

15. Make sure **VIN or Chassis #** matches the vehicle's VIN.

16. If the correct VIN is displayed, select **Confirm**.

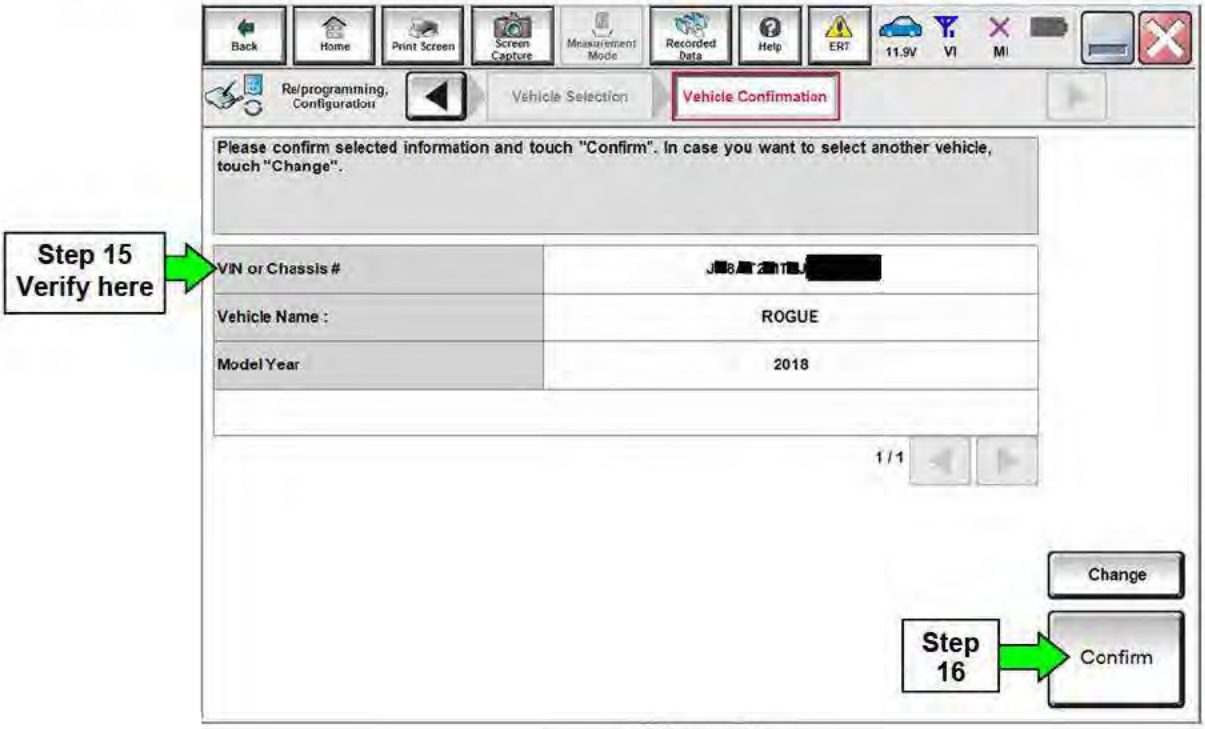


Figure 5

17. Select **Confirm**.

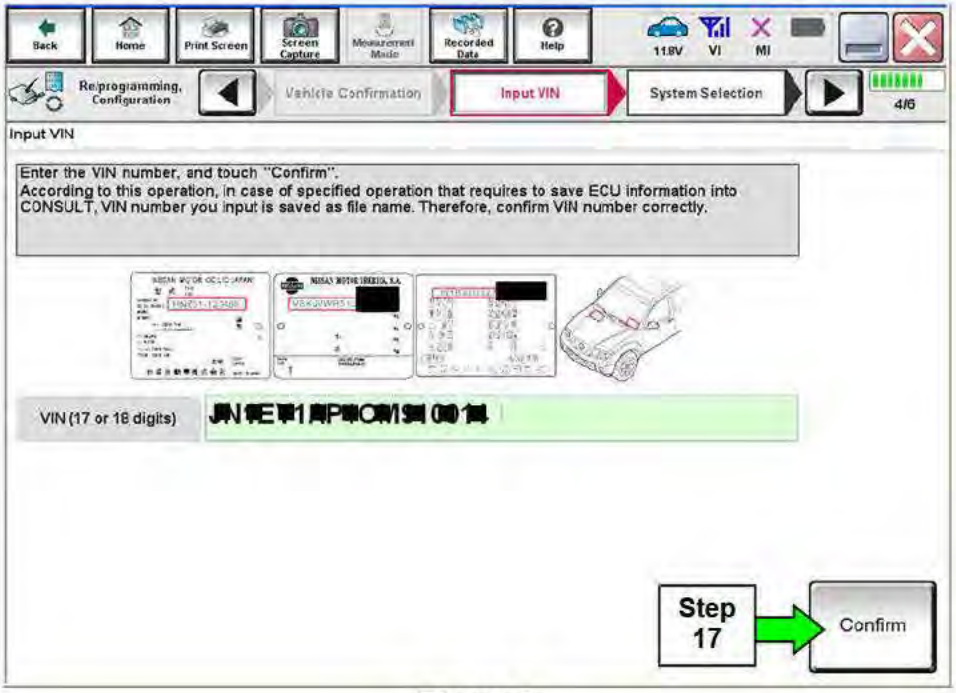


Figure 6

18. Select **LASER/RADAR**.

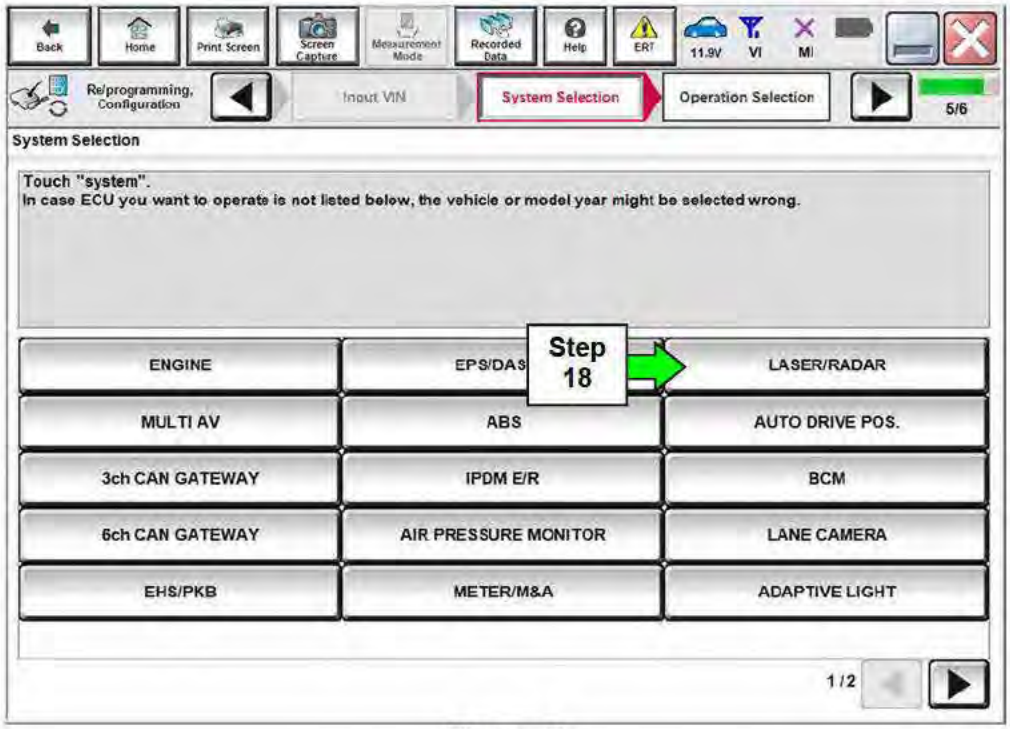


Figure 7

19. Select **Reprogramming**.

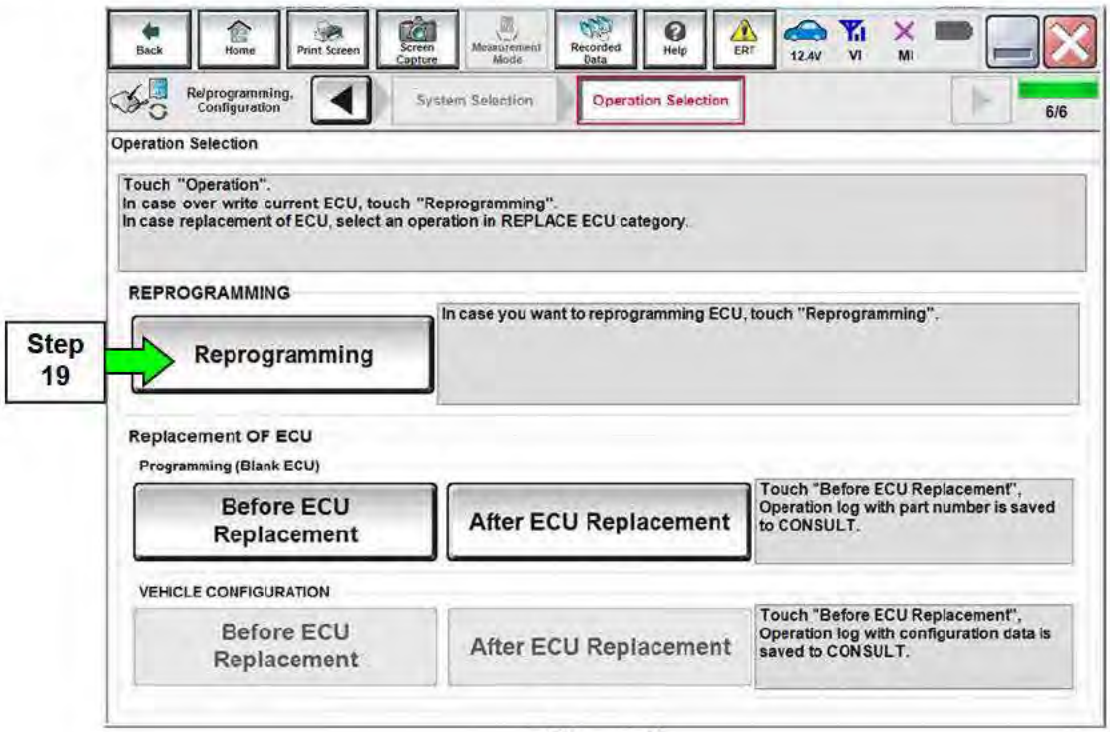


Figure 8

20. When you get to the screen shown in Figure 9, confirm that a reprogram or new control unit is available with the flow chart below.

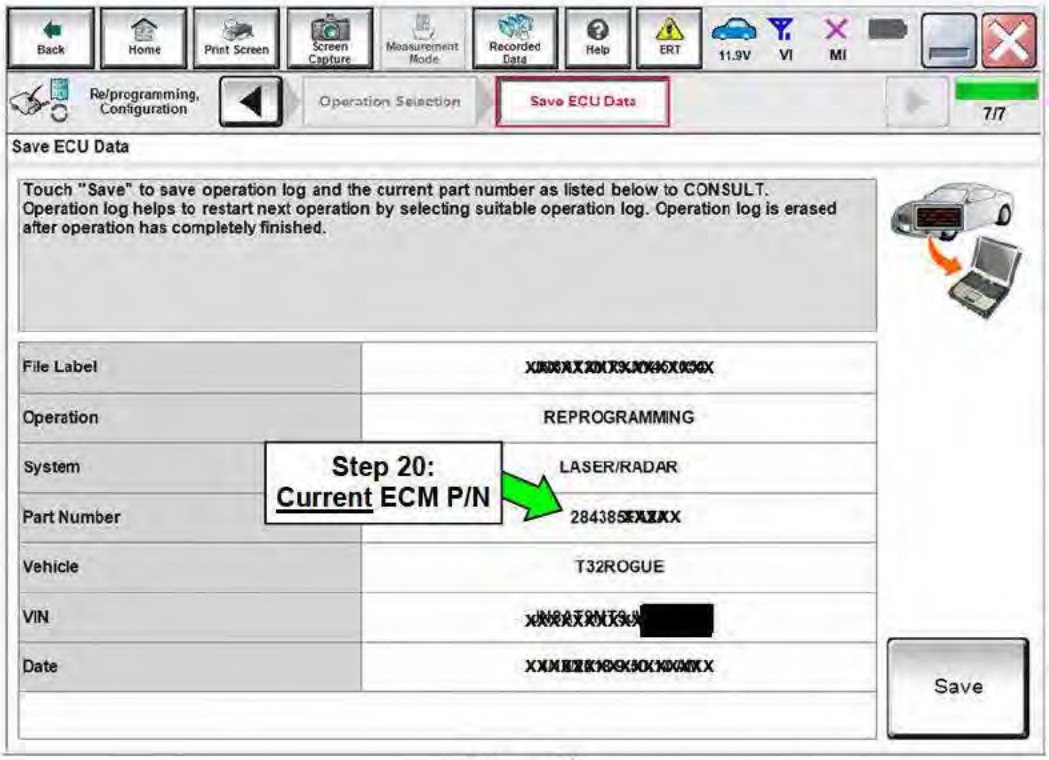


Figure 9

Find the LASER/RADAR **Part Number** and write it on the repair order.

NOTE: This is the current LASER/RADAR Part Number (P/N).

Is the Part Number?

- 28438-**5FA1A**
  Or
- 28438-**5HK1A**

Proceed to **Laser/Radar Control Unit Replacement (Cannot be reprogrammed)** on page 20.

Is the Part Number

- 28438-**5FA2A**
  Or
- 28438-**5HK2A**

Continue with the reprogramming procedure on page 10.

Is the Part Number?

- 28438-**5FA3A**
  Or
- 28438-**5HK3A**

Proceed to **ICC/ADAS Reprogramming** on page 21.

21. Select **Save**.

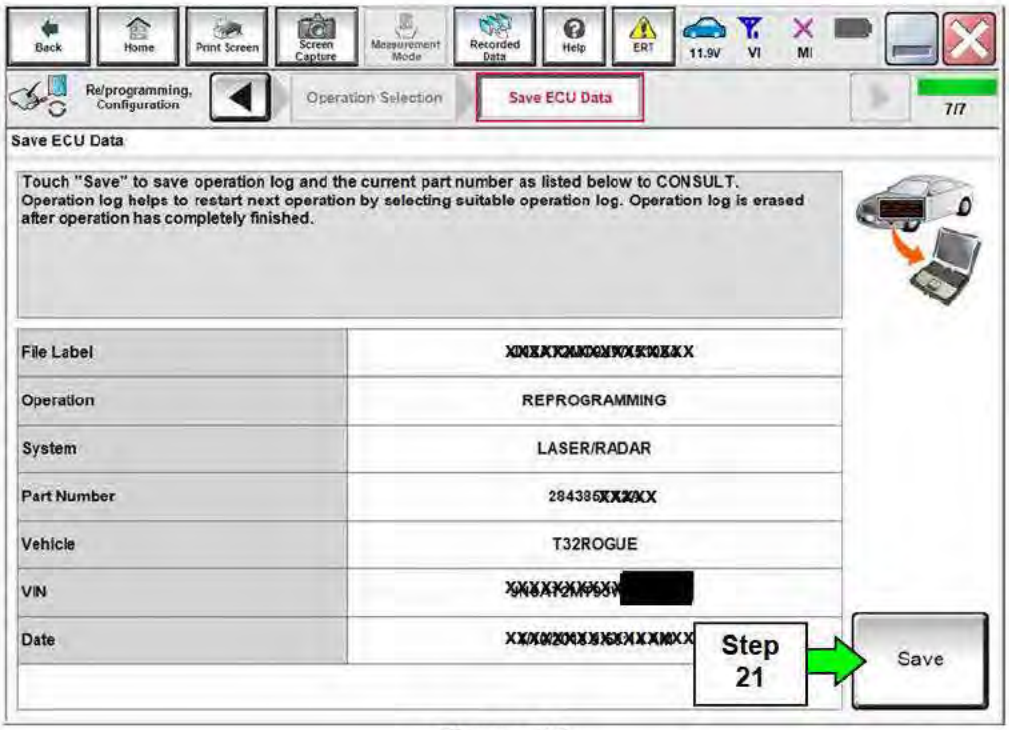


Figure 10

22. Use arrows (if needed) to view and read all precautions.

23. Check the box confirming the precautions have been read.

24. Select **Next**.

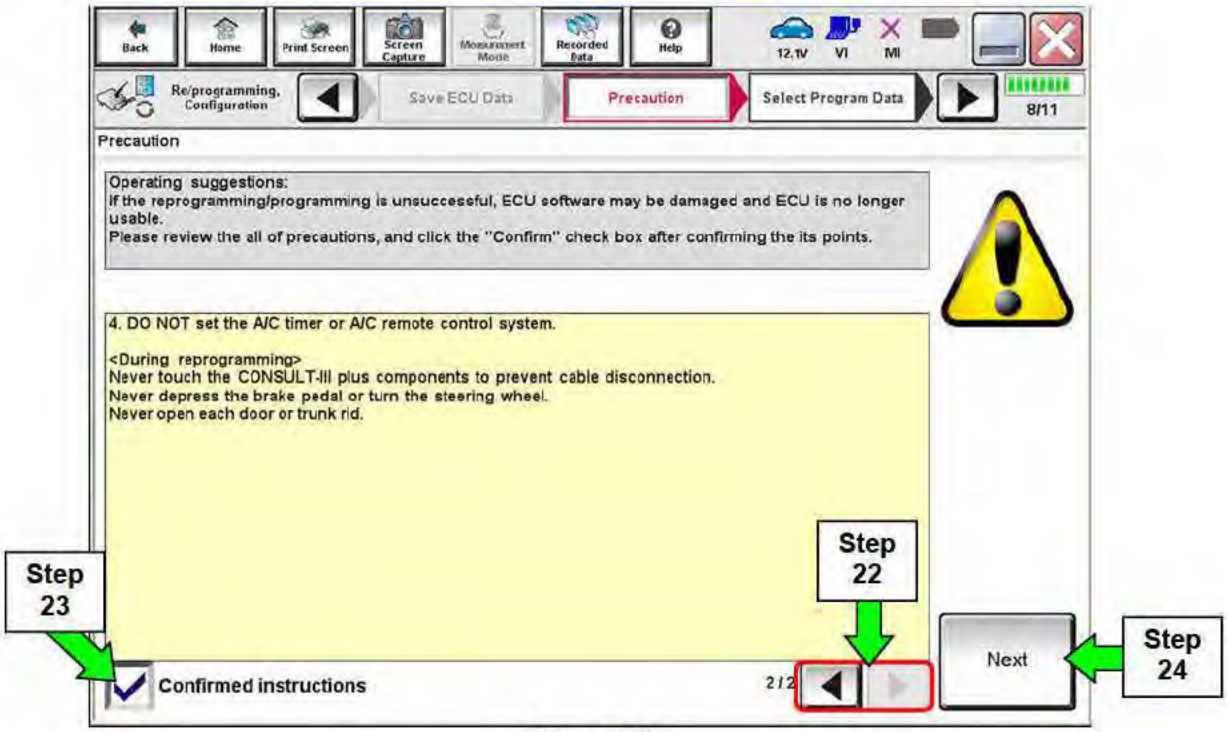


Figure 11

25. Read the **Current Part Number** and **Part Number After Reprogramming**. They should be different.

26. Select **Next**.

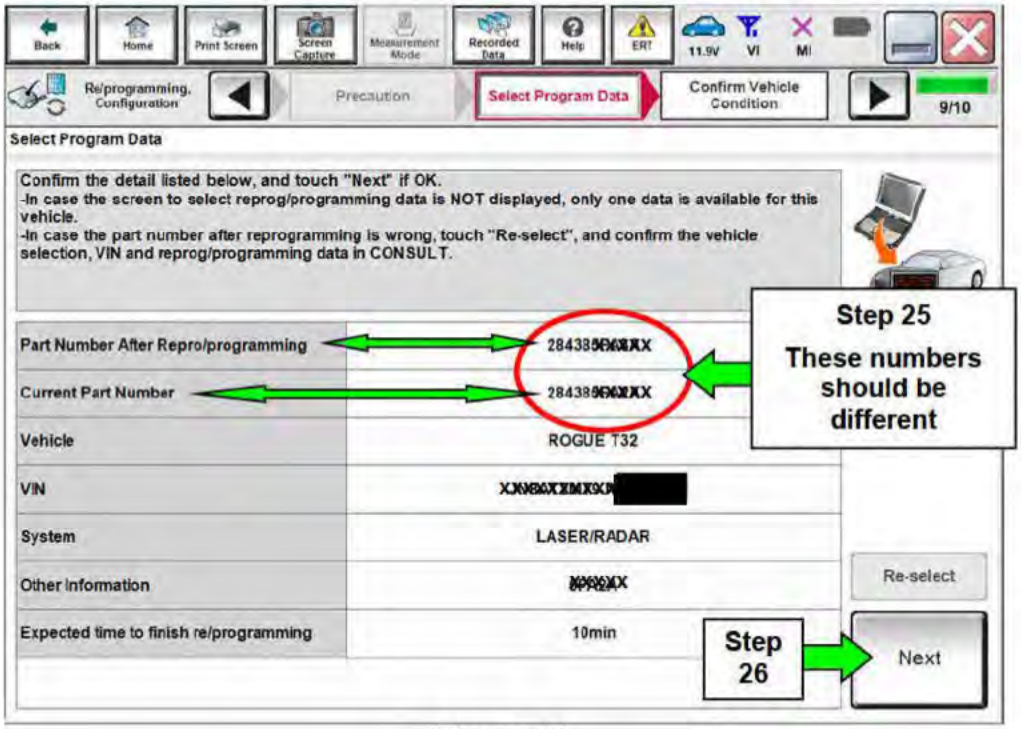


Figure 12

NOTE:

- In some cases, more than one new P/N for reprogramming is available.
  - ➢ If more than one new P/N is available, the screen in Figure 13 displays.
  - ➢ Select and use the reprogramming option that does **not** have the message "Caution! Use ONLY with NTBXX-XXX".
- If you get this screen and it is blank (no reprogramming listed), it means there is no reprogramming available for the Laser/Radar control unit in this vehicle. Proceed to **ICC/ADAS Reprogramming**.

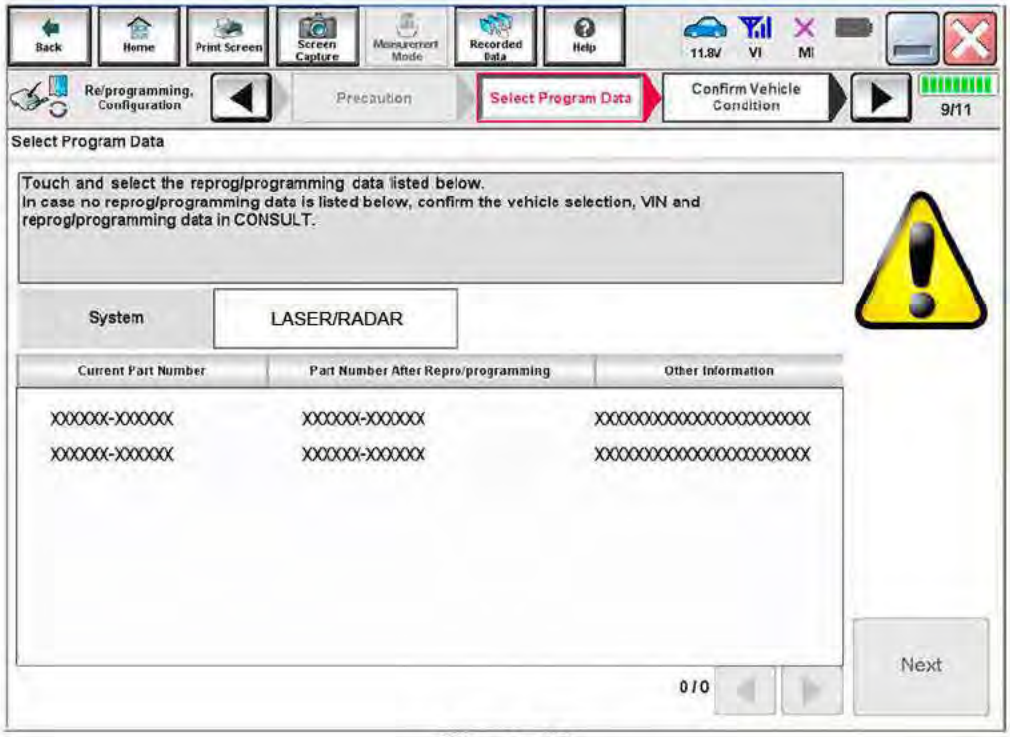


Figure 13

27. Make sure **OK** is highlighted **green** (battery voltage must be between **12.0 and 15.5 Volts**).

28. Select **Next**.

    IMPORTANT: Battery voltage must stay between **12.0 and 15.5 Volts** during reprogramming or ECM reprogramming may be interrupted and ECM/TCM may be damaged.

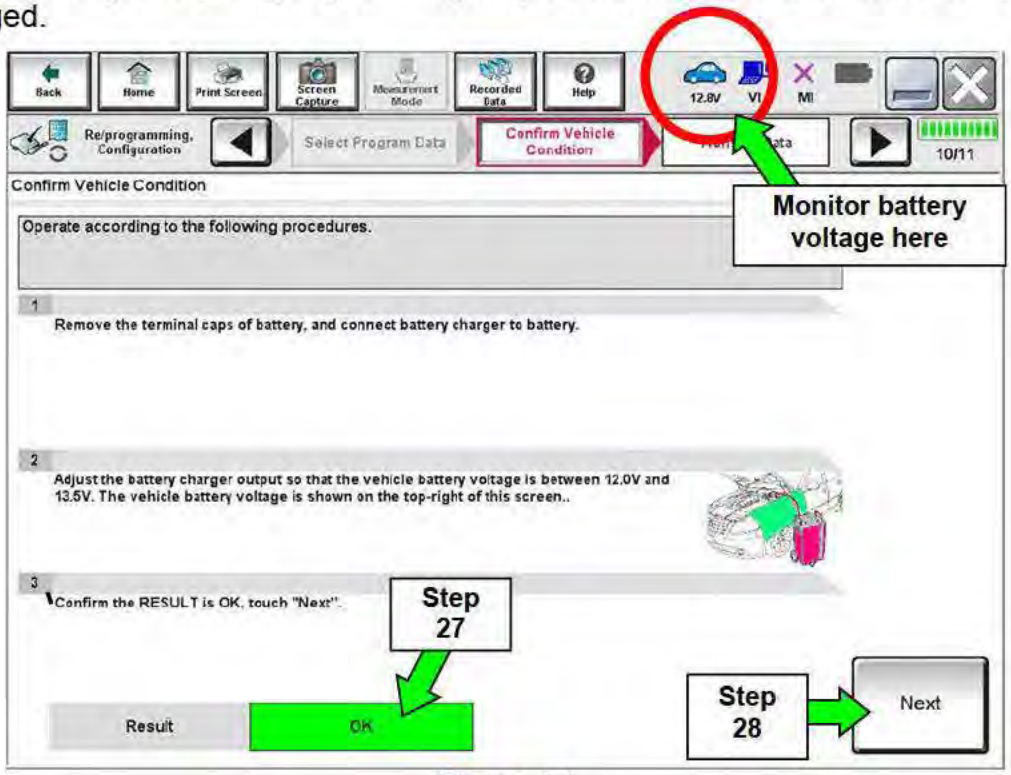


Figure 14

29. Confirm all Judgment items are OK, then select **Start**.

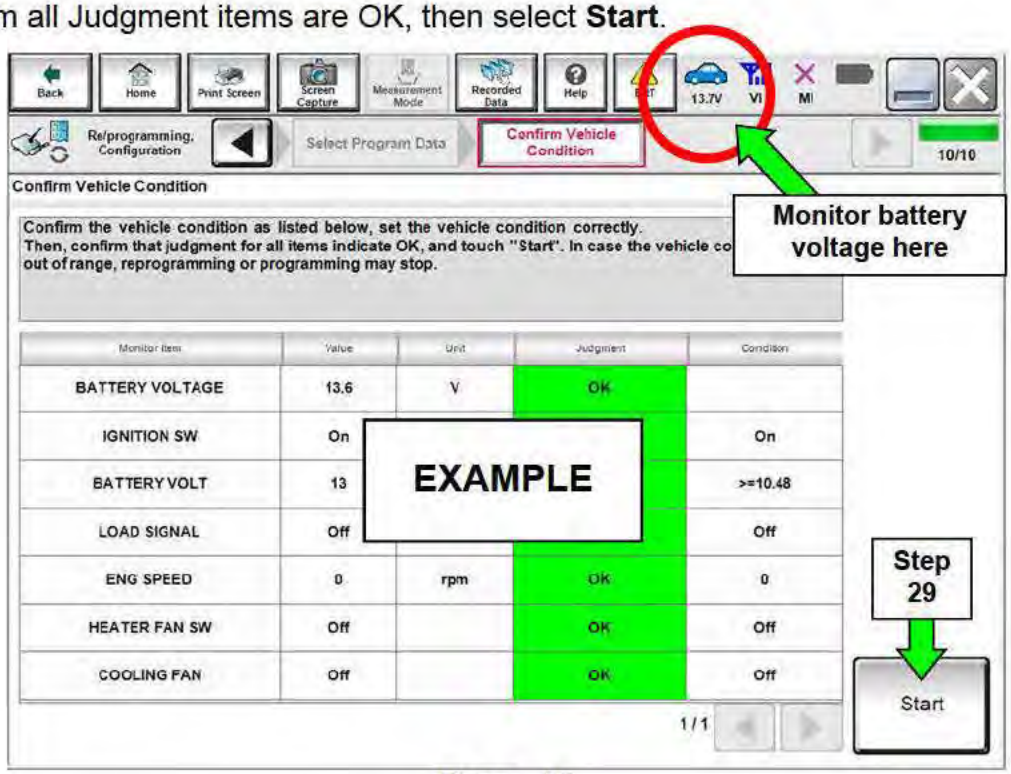


Figure 15

30. Select **USA/CANADA Dealers**.

31. Select **OK**.

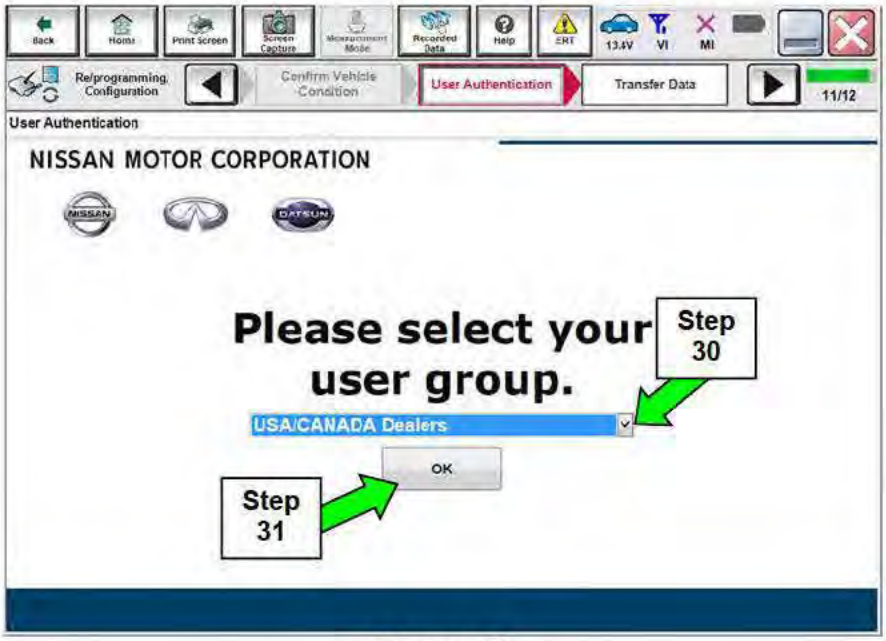


Figure 16

NOTE:

- The above screen may not display if the CONSULT PC has remained ON since the last reprogramming.
- If the CONSULT PC is not connected to the Internet, the screen in Figure 17 will display.

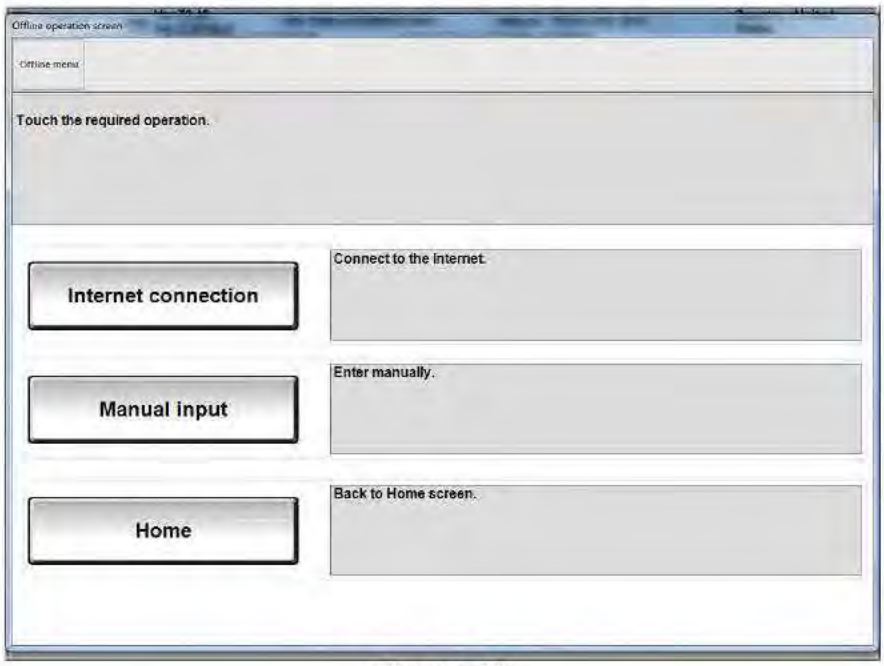


Figure 17

NOTE: In the next steps, the reprogramming process will begin when **Submit** is selected.

32. Enter your **Username** and **Password**.
    - The CONSULT PC must be connected to the Internet via cable or Wi-Fi.
    - If you do not know your User Name and Password, contact your Service Manager.

33. Select **Submit**.



Figure 18

34. Wait for both progress bars to complete.

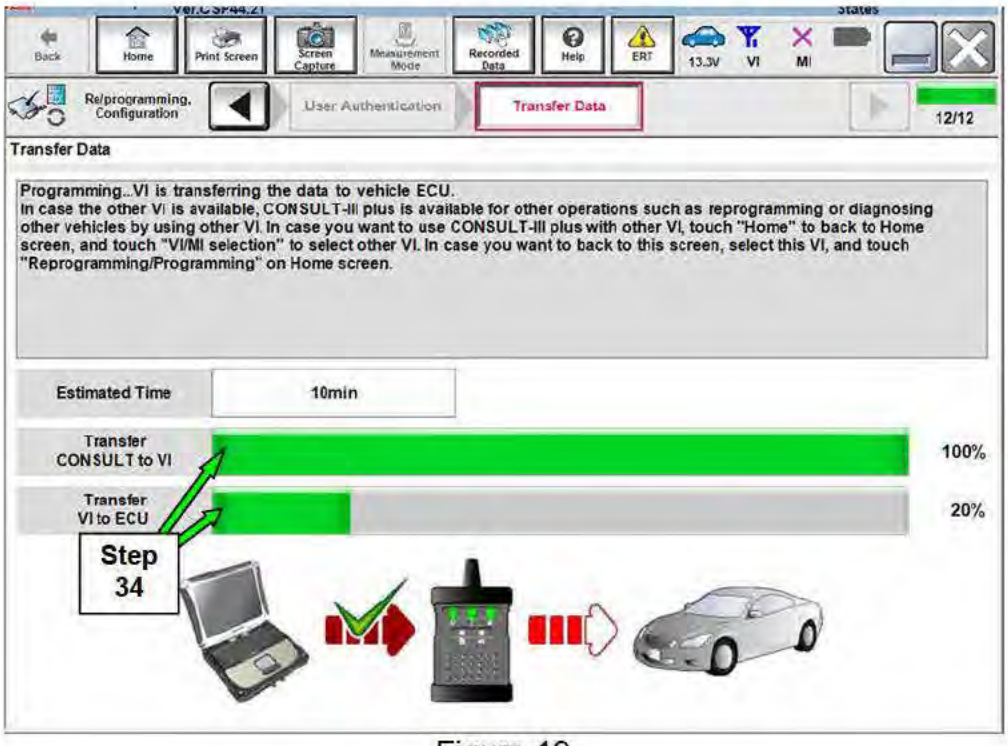


Figure 19

35. When the screen in Figure 20 displays, the reprogramming is complete.

    NOTE: If the screen in Figure 20 does not display (indicating that reprogramming did not complete), refer to the information on the next page.

36. Disconnect the battery charger from the vehicle.

37. Select **Next**.

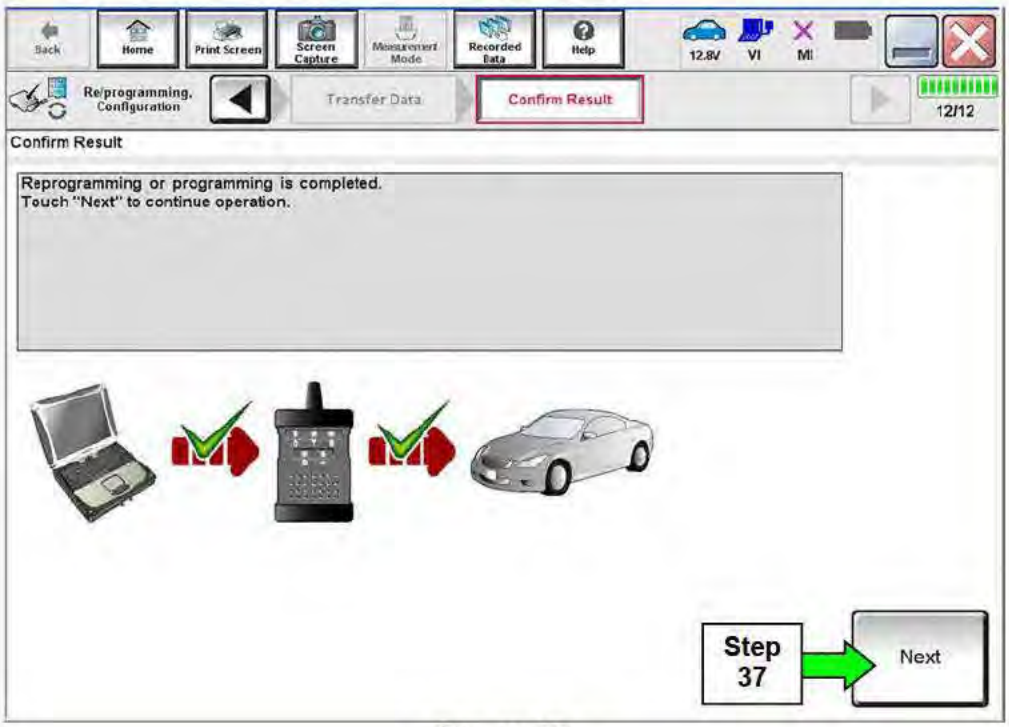


Figure 20

NOTE: Additional steps/operations are required before C-III plus will provide the final reprogramming confirmation report. Continue with the reprogramming procedure on page 18.

Laser/Radar Recovery

<u>Do not disconnect plus VI or shut down Consult III plus if reprogramming does not complete</u>.

If reprogramming does <u>not</u> complete and the "!?" icon displays as shown in Figure 21:

- Check battery voltage (12.0 - 15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- **Select <u>retry</u> and follow the on screen instructions.**
- <u>"Retry" may not go through on first attempt and can be selected more than once</u>.

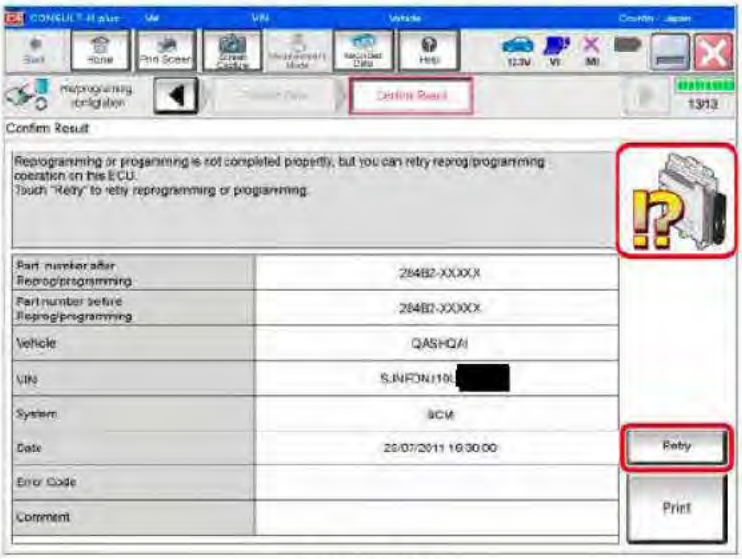


Figure 21

If reprogramming does <u>not</u> complete and the "X" icon displays as shown in Figure 22:

- Check battery voltage (12.0 - 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF.
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- **Select <u>Home</u>, and restart the reprogram procedure from the beginning.**

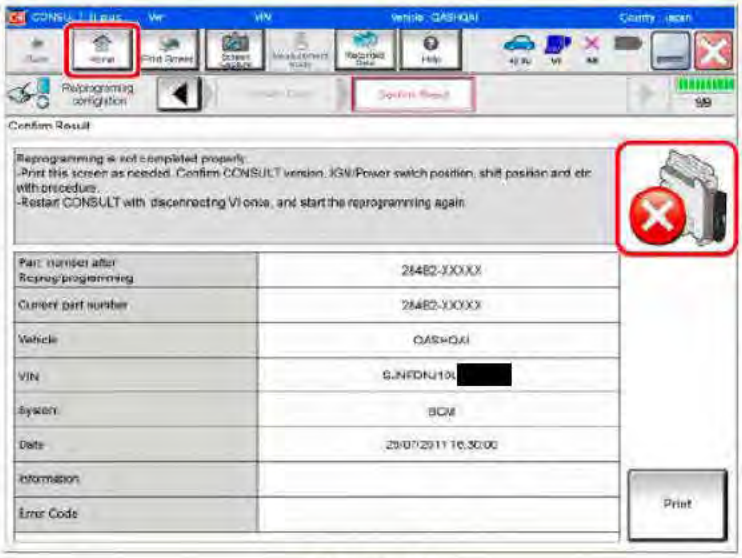


Figure 22

38. **Erase all DTCs** as follows:
    a. Turn the ignition OFF.
    b. Turn the Ignition ON.
    c. Wait for DTC erase to complete.

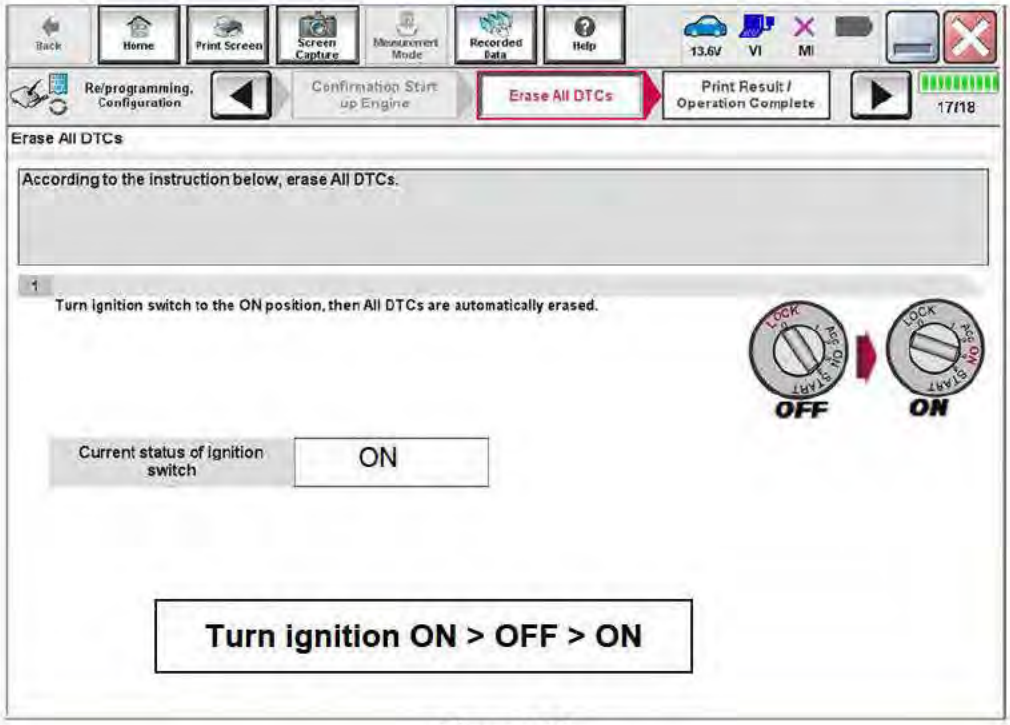


Figure 23

39. Verify the before and after part numbers are different.

40. Print a copy of this screen (Figure 24) and attach it to the repair order.

NOTE: If you cannot print the screen:

a. Select Screen Capture.

b. Name the file.

c. Save the file in My Documents.

- A copy of the screen is now saved in the CONSULT PC. It can be retrieved and printed at a later time.

41. Select **Confirm**.

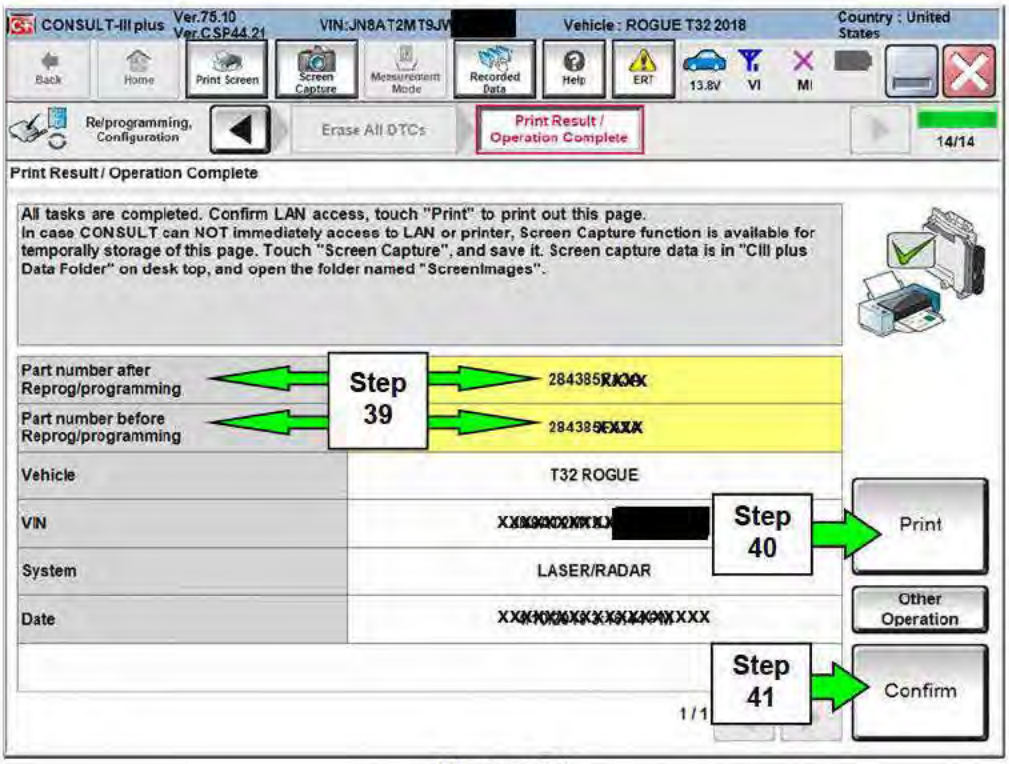


Figure 24

Proceed to **ICC/ADAS Reprogramming** on page 21.

Laser/Radar Control Unit Replacement (Cannot be reprogrammed)

42. If the Flow Chart on Page 2 indicates that a reprogram is not available for the Laser/Radar control unit.

    And

    - The current LASER/RADAR control unit part number is either:
        - 28438-**5FA1A**

          OR
        - 28438-**5HK1A**

    Then

    Replace it with a new LASER/RADAR control unit from the Parts Information.

    - Refer to the ESM, section **CRUISE CONTROL & DRIVER ASSISTANCE > DRIVER ASSISTANCE SYSTEM > ICC**, for removal and reinstallation information.

Proceed to **ICC/ADAS Reprogramming** on the next page.

ICC/ADAS Reprogramming

IMPORTANT: LASER/RADAR control unit reprogramming or replacement must be performed first (if indicated by the flow chart on page 9) before proceeding.

43. Refer to steps 1-17 starting on page 3 to navigate to Figure 25.

44. Select **ICC/ADAS**.

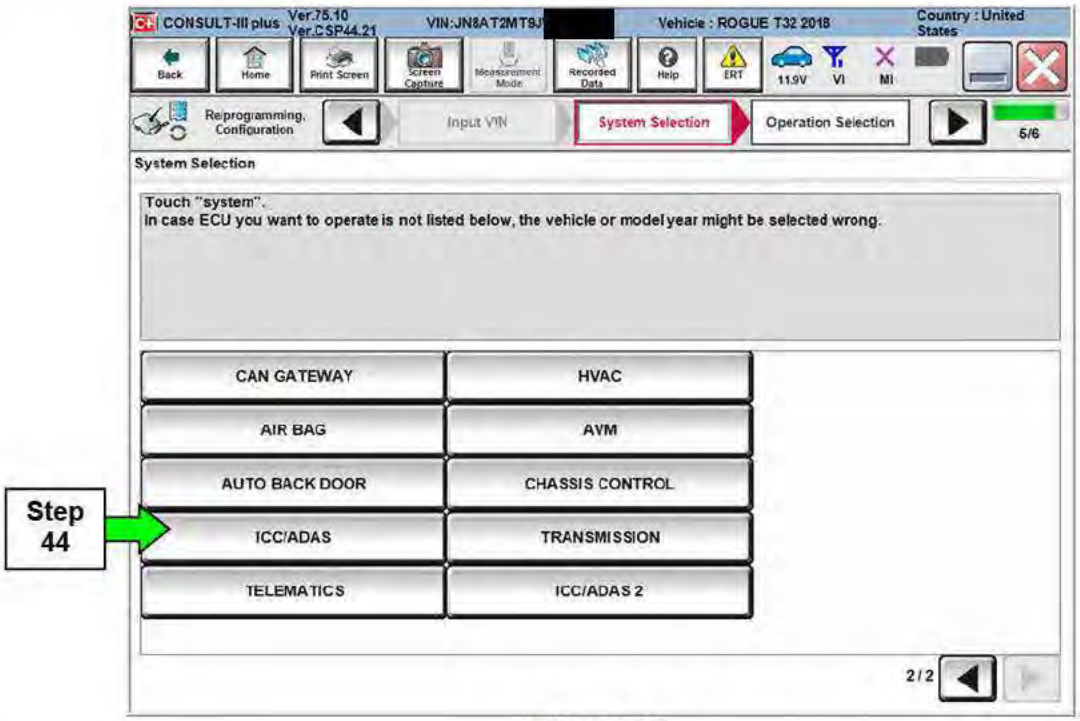


Figure 25

45. Select **Reprogramming**.

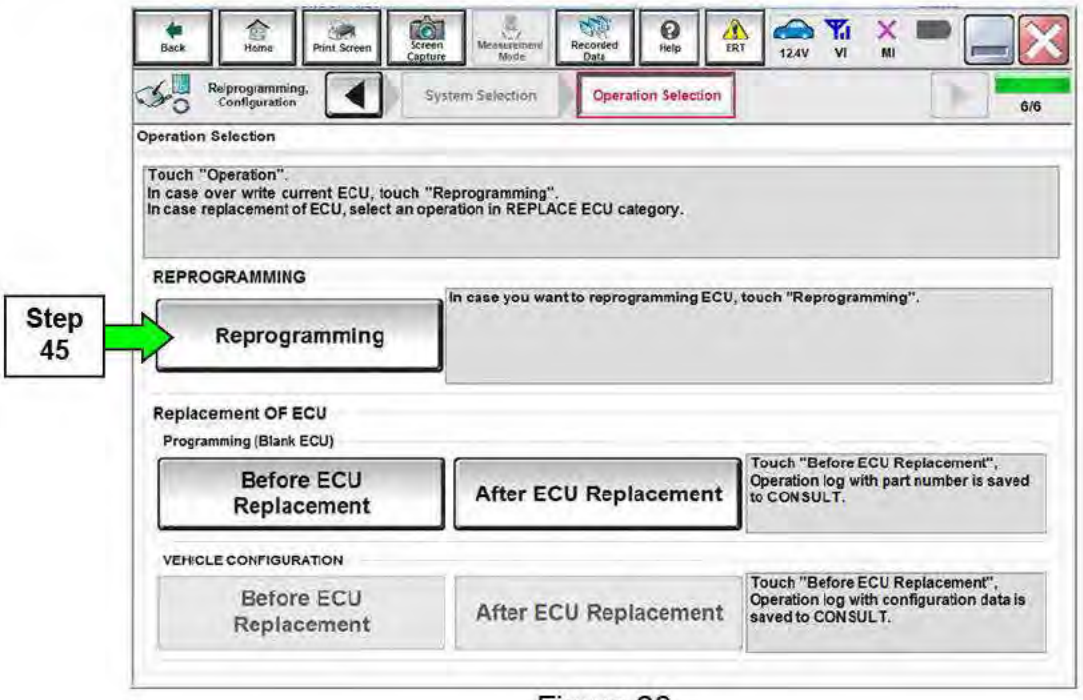


Figure 26

46. When you get to the screen shown in Figure 27, confirm that a reprogram is available as follows.

A. Find the ICC/ADAS **Part Number** and write it on the repair order.

NOTE: This is the current ICC/ADAS Part Number (P/N).

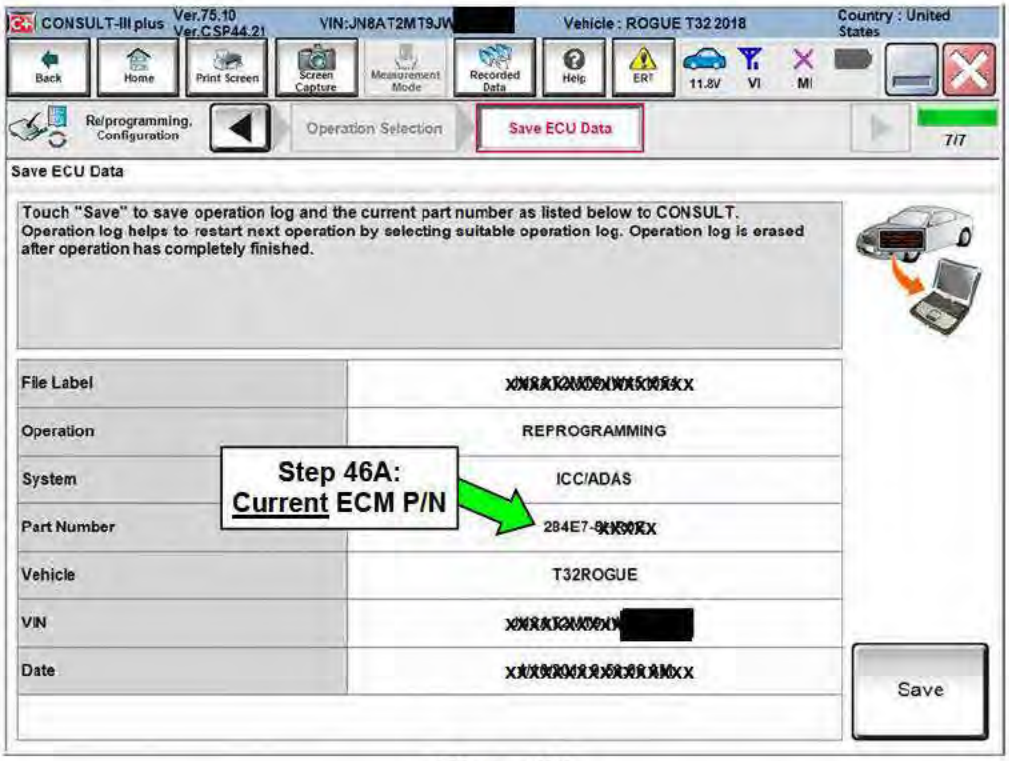


Figure 27

B. Compare the P/N you wrote down to the numbers in the **Current ICC/ADAS Part Number** column in **Table A**.

- If there is a match, continue with the reprogramming procedure.
- If there is not a match in Table A, proceed to step 56.

Table A

MODEL	YEAR	CURRENT ICC/ADAS PART NUMBER: 284E7-
Rogue and Rogue Hybrid	2017	6FL7B, 6FL8B
		6FL1B, 6FL2B
		7FF7B, 7FF8B
	2018	5HR0A, 5HR0C
		5HR9A, 5HR9B
		5HR0E, 5HR1E, 5HR3E, 5HR5E, 5HR6E
Rogue Sport	2017	6MA0B
	2018	6MA1B
		6MG0A, 6MG1A, 6MG2A

47. Follow the on-screen instructions to navigate C-III plus and reprogram the ICC/ADAS.

- Refer to steps 21-34 starting on page 10 for further details.

NOTE:

- In some cases, more than one new P/N for reprogramming is available.
  - ➢ If more than one new P/N is available, the screen in Figure 28 displays.
  - ➢ Select and use the reprogramming option that does **not** have the message "Caution! Use ONLY with NTBXX-XXX".
- If you get this screen and it is blank (no reprogramming listed), it means there is no reprogramming available for this vehicle. Close C-III plus and refer back to ASIST for further diagnosis.

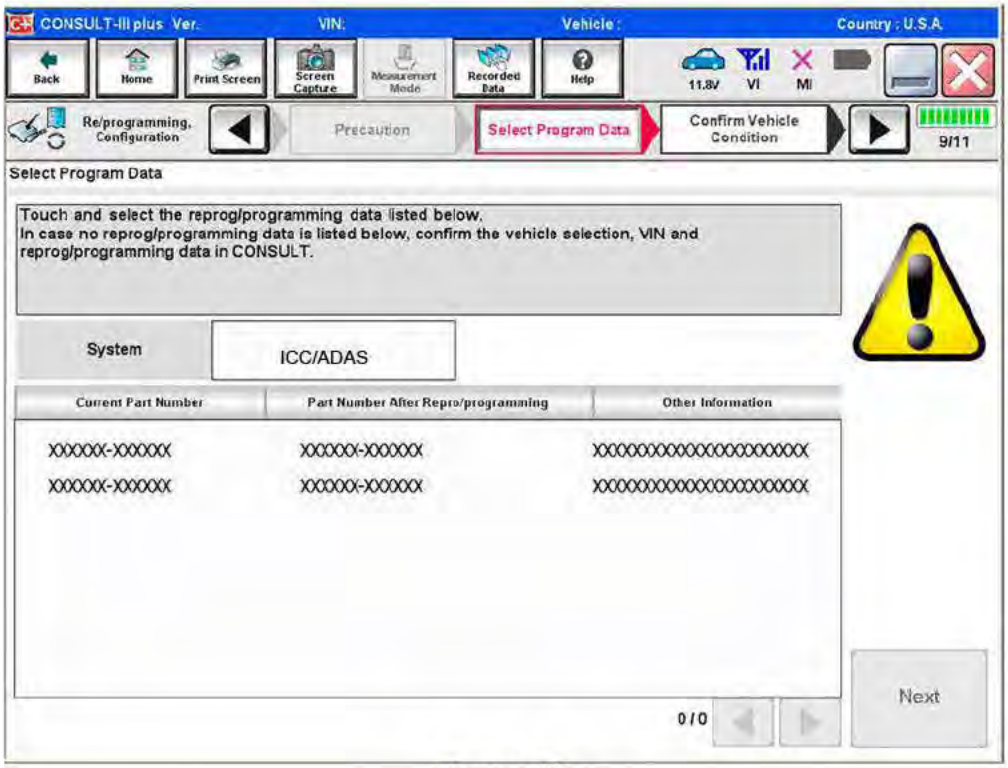


Figure 28

48. When the screen in Figure 29 displays, reprogramming is complete.

    NOTE: If the screen in Figure 29 does not display (indicating that reprogramming did not complete), refer to ICC/ADAS recovery on the next page.

49. Disconnect the GR8 (battery charger) from the vehicle.

50. Select **Next**.

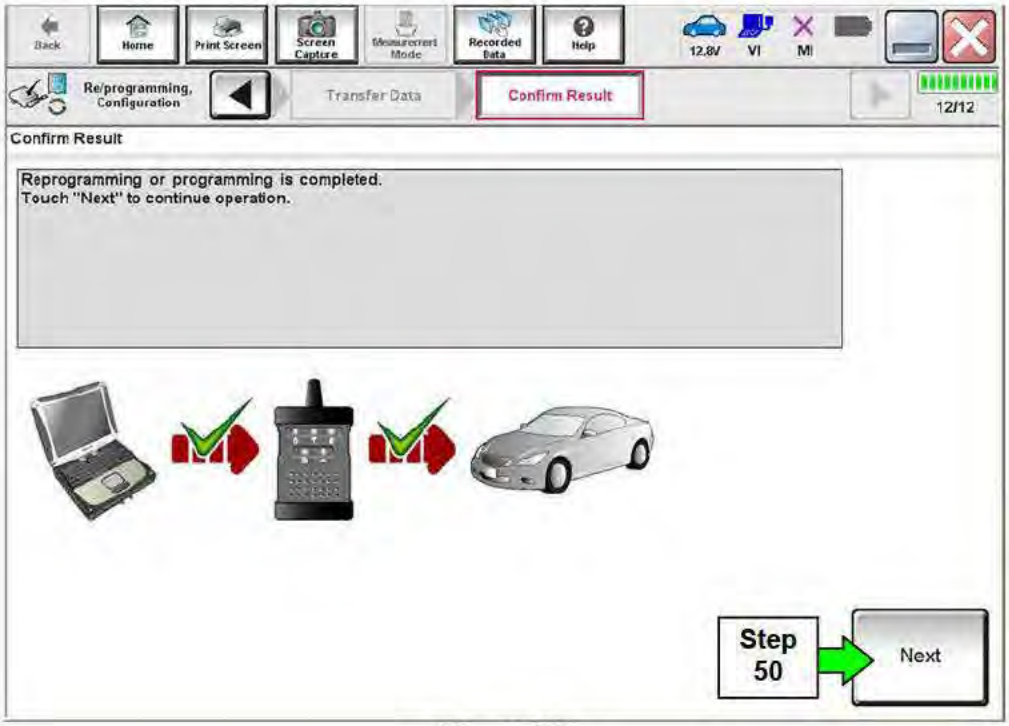


Figure 29

NOTE:

- In the next steps (page 26), you will perform DTC erase.
- This operation is required before C-III plus will provide the final reprogramming confirmation report.

ICC/ADAS Recovery

<u>Do not disconnect plus VI or shut down Consult III plus if reprogramming does not complete</u>.

If reprogramming does <u>not</u> complete and the "!?" icon displays as shown in Figure 30:

- Check battery voltage (12.0 - 15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- **Select <u>retry</u> and follow the on screen instructions.**
- <u>"Retry" may not go through on first attempt and can be selected more than once</u>.

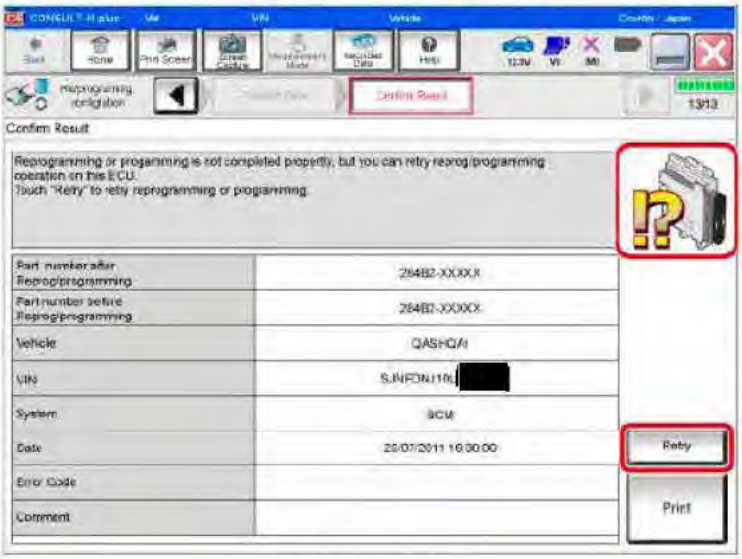


Figure 30

If reprogramming does <u>not</u> complete and the "X" icon displays as shown in Figure 31:

- Check battery voltage (12.0 - 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF.
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- **Select <u>Home</u>, and restart the reprogram procedure from the beginning.**

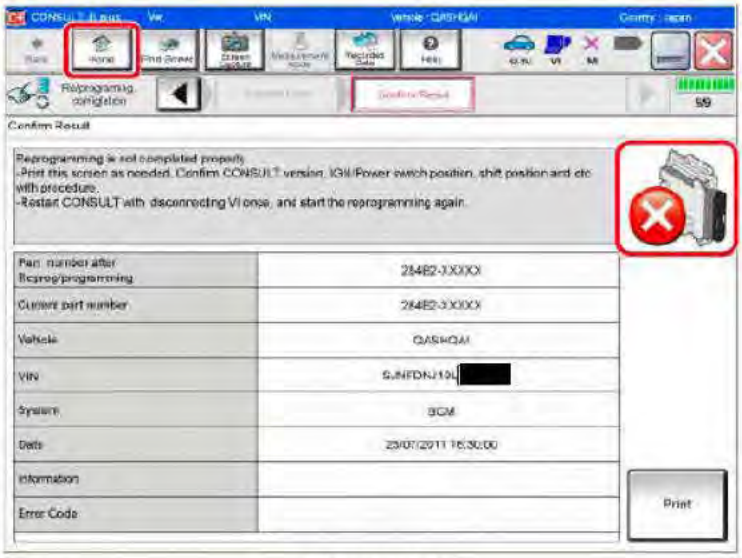


Figure 31

51. Follow the on on-screen instructions to erase DTCs.
    - If needed, refer to step 38 on page 18 for further details.
52. When the entire reprogramming process is complete, the screen in Figure 32 will display.
53. Verify the before and after part numbers are different.
54. Print a copy of this screen (Figure 32) and attach it to the repair order for warranty documentation.
55. Select **Confirm**.

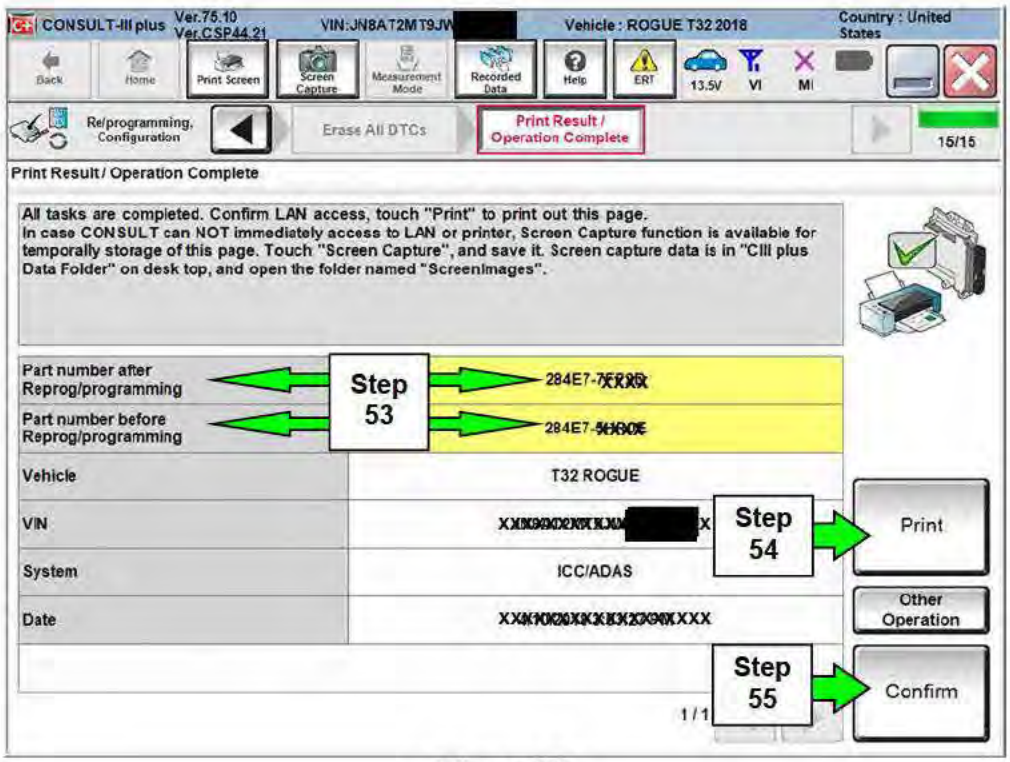


Figure 32

56. Close C-III plus.
57. Turn the ignition OFF.
58. Disconnect the plus VI from the vehicle.
59. Test drive the vehicle and make sure it operates correctly and the MIL is OFF.
    - If the MIL comes ON, go back to ASIST for further diagnostic information.
    - Diagnosis and repairs beyond ICC/ADAS or LASER/RADAR reprogramming or replacement are not covered by this bulletin.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Laser/Radar Control Unit **(1)**	28438-5FA3A	1

(1) Do not replace this control unit unless directed to by step 20 on page 9.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

- **Claim a combination of the following as needed.**

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram Laser/Radar Control Unit	(1)	RX6FAA	ZE	32	0.4 (3)

OR, If part is replaced.

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace Laser/Radar Control Unit	(1)	RD45AA	ZE	32	(2,3)

And, on the same line

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram ICC/ADAS Control Unit	(1)	RX6EAA	ZE	32	0.4 (3)

(1) Refer to the electronic parts catalog and use the Distance Sensor (28438-*****) part number as the Primary Failed Part (PFP).

(2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated FRT.

(3) FRT allows adequate time to access DTC codes. No other diagnostic procedures subsequently required. Do NOT claim any Diagnostic Op Codes with this claim.

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SERVICE BULLETIN

Classification:	Reference:	Date:
EL18-005	NTB18-041	June 8, 2018

2018 ROGUE, ROGUE HYBRID AND ROGUE SPORT; UNEXPECTED OPERATION OF AEB, FEB OR FCW

APPLIED VEHICLES: 2018 Rogue (T32)
2018 Rogue Sport (J11)
2018 Rogue Hybrid (T32)

IF YOU CONFIRM

The following system(s) operate unexpectedly or the customer reports unexpected operation:

- AEB (Automatic Emergency Braking)
- FEB (Forward Emergency Braking)
- FCW (Forward Collision Warning)

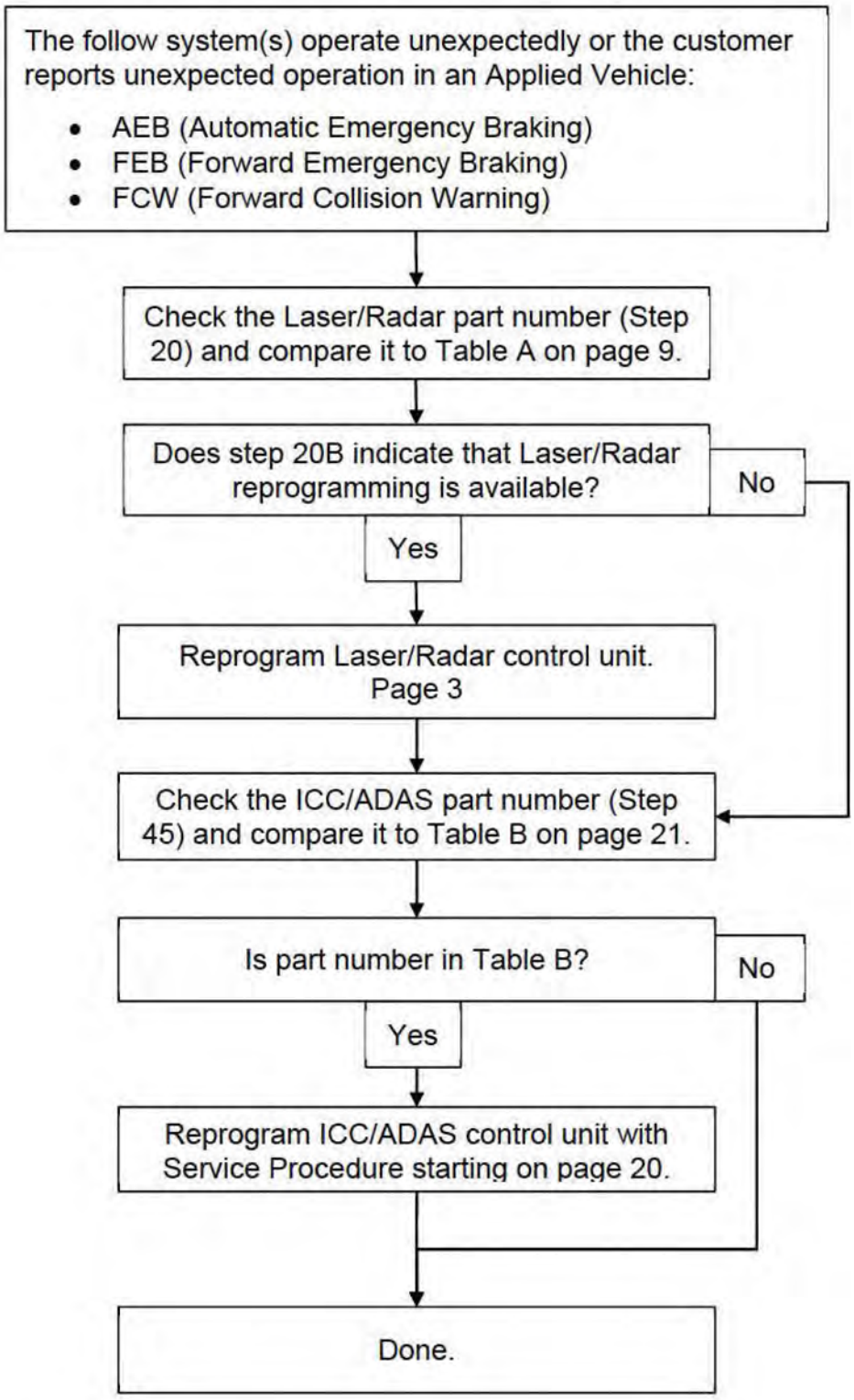
ACTION

Refer to the Repair Overview on page 2.

IMPORTANT: The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You MUST closely follow the entire SERVICE PROCEDURE as it contains information that is essential to successfully completing this repair.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

Repair Overview



NOTE: If reprogramming is not available, refer to the Electronic Service Manual (ESM) for further diagnostic information.

SERVICE PROCEDURE

Laser/Radar Reprogramming

IMPORTANT: Before starting, make sure:

- **ASIST on the CONSULT PC has been synchronized (updated) to the current date.**
- **All CONSULT–III plus (C-III plus) software updates (if any) have been installed.**

  NOTE: The CONSULT PC automatically gets applicable reprogramming data during ASIST synchronization.
- A screen print for Warranty documentation can be done from the CONSULT PC during this process while still connected to the vehicle.
- **The CONSULT PC is connected to the internet via a cable or Wi-Fi.**
  - Later in the procedure you will be required to enter your User Name and Password.
  - The CONSULT PC must be connected to the Internet.
  - If you do not know your User Name and Password, contact your Service Manager.
- **No DTCs stored.**
  - Use C-III plus to perform Self Diagnosis for all systems.
  - If there are any DTCs diagnose, perform repairs, and erase DTCs **before** continuing.

1. Connect the plus Vehicle Interface (plus VI) to the vehicle.
   - Make sure to use the correct VI for C-III plus (plus VI).

   CAUTION: Make sure the plus VI is securly connected. If the plus VI connection is loose during reprogramming, the process will be interrupted and the **control unit may be damaged.**

2. Connect the AC Adapter to the CONSULT PC.

   CAUTION: Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the **control unit may be damaged**.

3. Connect the GR-8 to the vehicle 12 volt battery:
   - Set the GR-8 to “Power Supply” mode.

> **CAUTION** : DO NOT use a standard battery charger for Hybrid vehicles. Make sure to connect the GR-8 securely to the 12V battery. Make sure the battery voltage stays between 12.0V and 15.5V during reprogramming. If the battery voltage goes out of this range during reprogramming, the **control unit may be damaged**.

4. Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI.

> **CAUTION:** Make sure to turn OFF all external Bluetooth® devices. If Bluetooth® signal waves are within range of the CONSULT PC and the VI during reprogramming, reprogramming may be interrupted and the **control unit may be damaged**.

5. Turn the ignition ON with the engine OFF.
   - The engine must not start or run during the reprogramming procedure.

6. Turn OFF all vehicle electrical loads such as exterior lights, interior lights, HVAC, blower, rear defogger, audio, NAVI, seat heater, steering wheel heater, etc.

7. Turn ON the CONSULT PC.

8. Select CONSULT-III plus (open C-III plus).

9. Wait for the plus VI to be recognized.
   - Serial number will display when the plus VI is recognized.

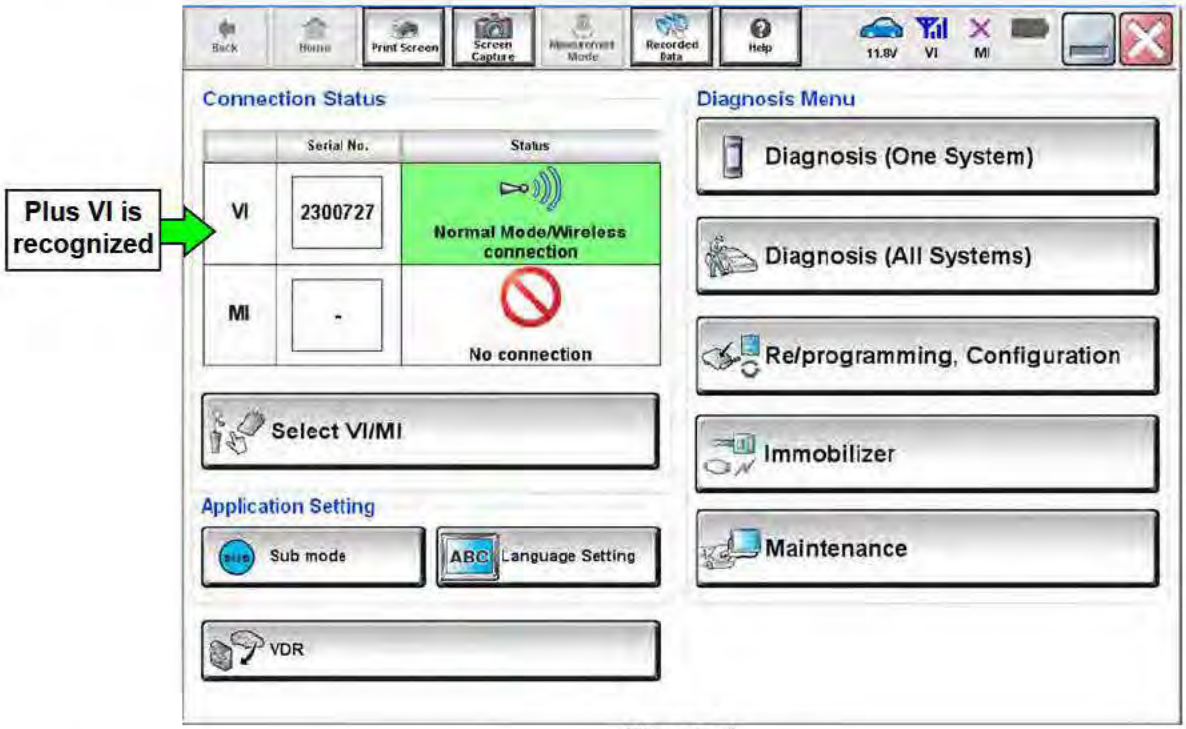


Figure 1

10. Select **Re/programming, Configuration**.

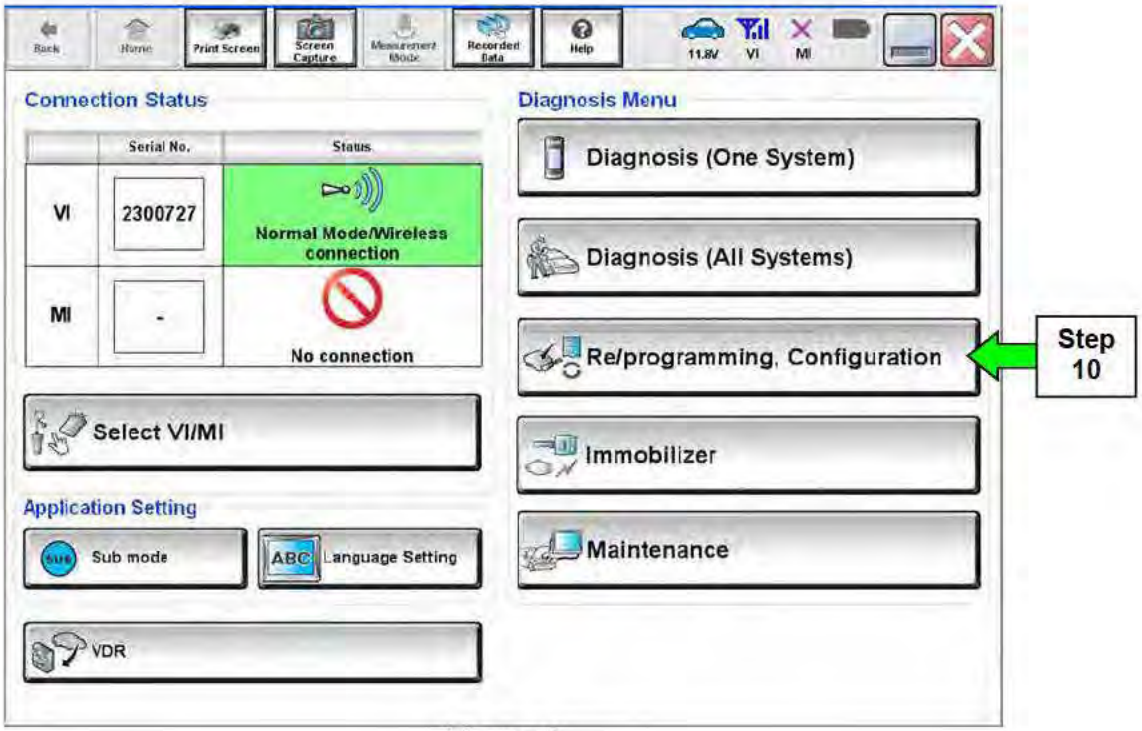


Figure 2

11. Use arrows (if needed) to view and read all precautions.
12. Check the box confirming the precautions have been read.
13. Select **Next**.

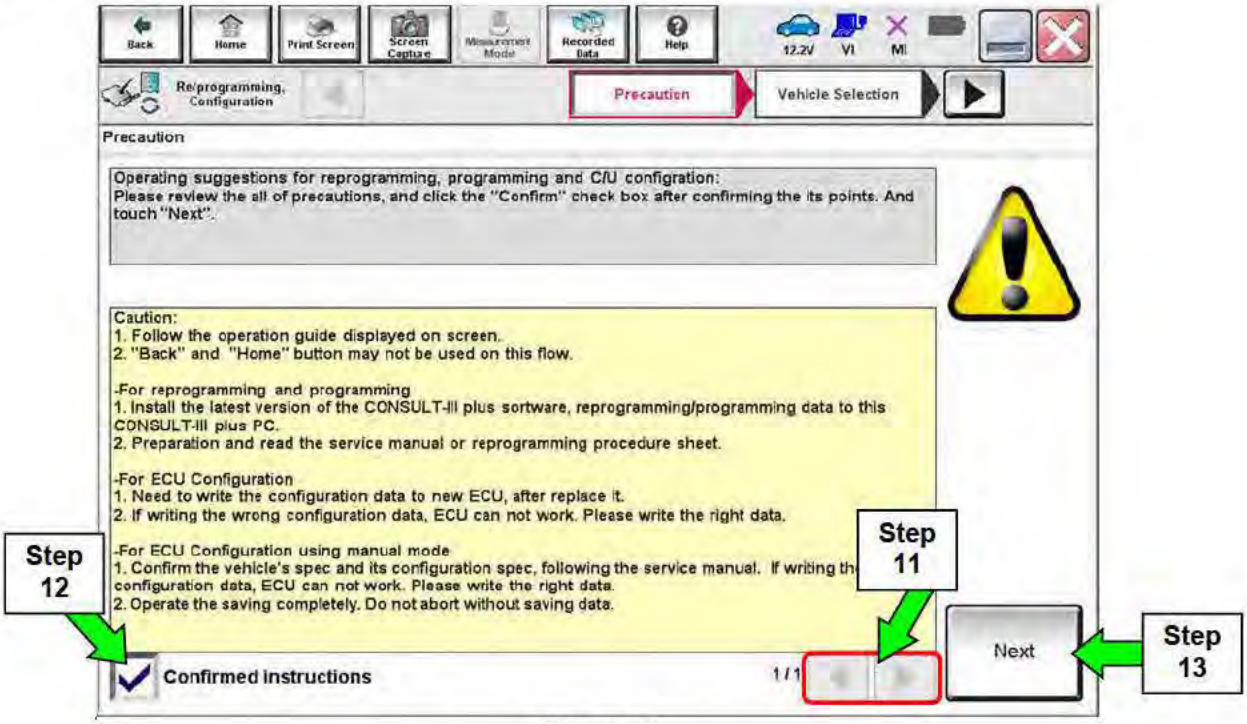


Figure 3

14. Select **Automatic Selection(VIN)**.
    - If the screen in Figure 4 does not display, skip to step 15.

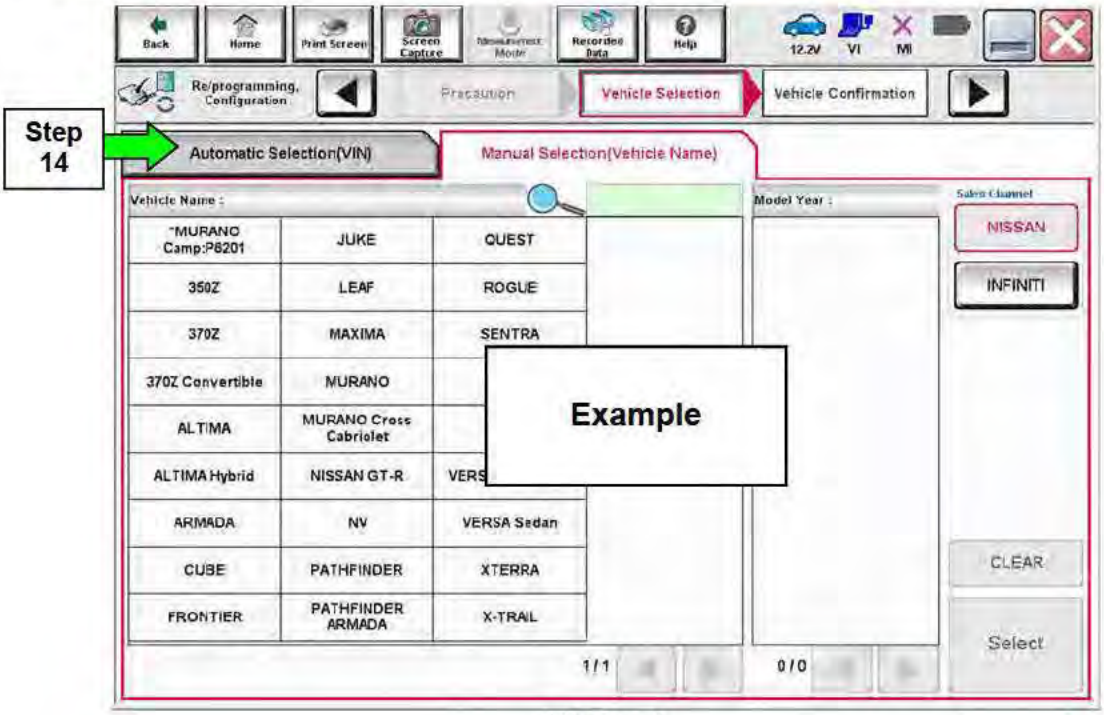


Figure 4

15. Make sure **VIN or Chassis #** matches the vehicle's VIN.

16. If the correct VIN is displayed, select **Confirm**.

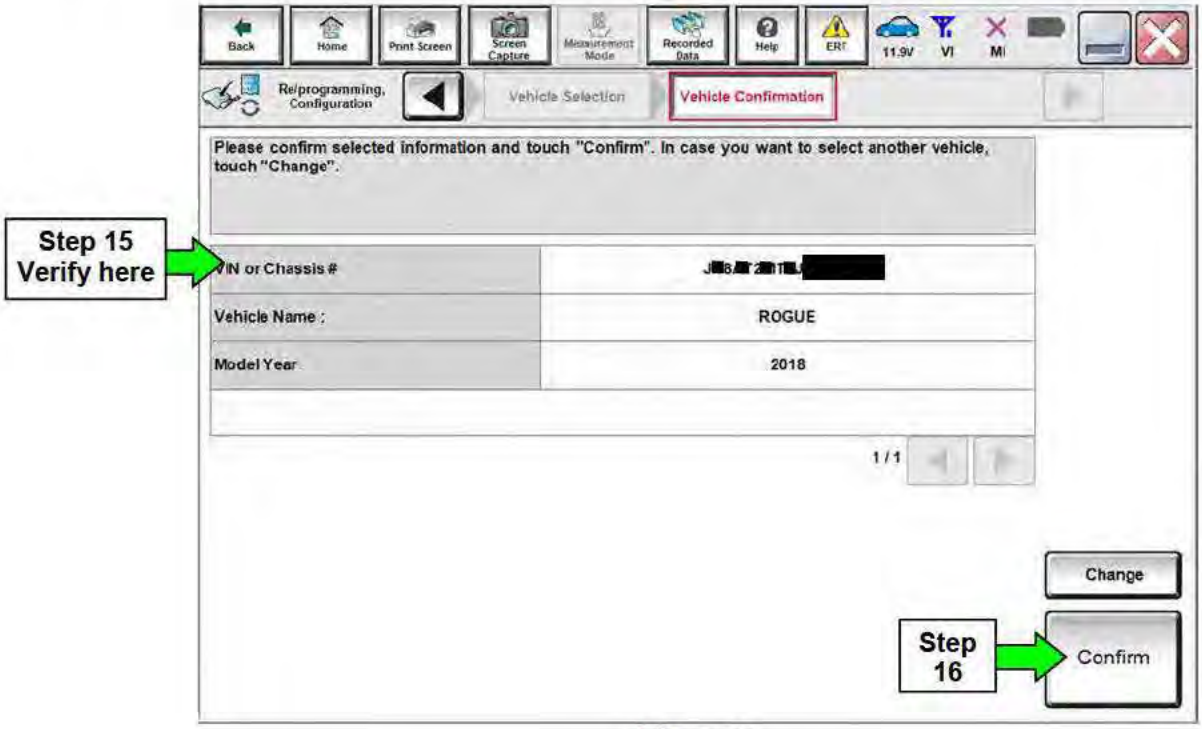


Figure 5

17. Select **Confirm**.

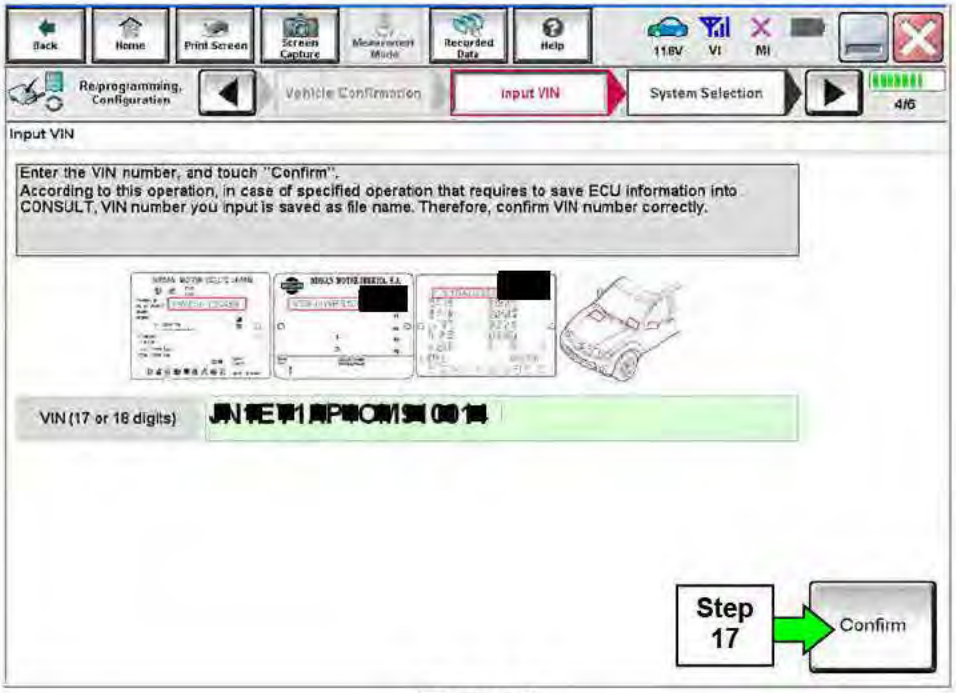


Figure 6

18. Select **LASER/RADAR**.

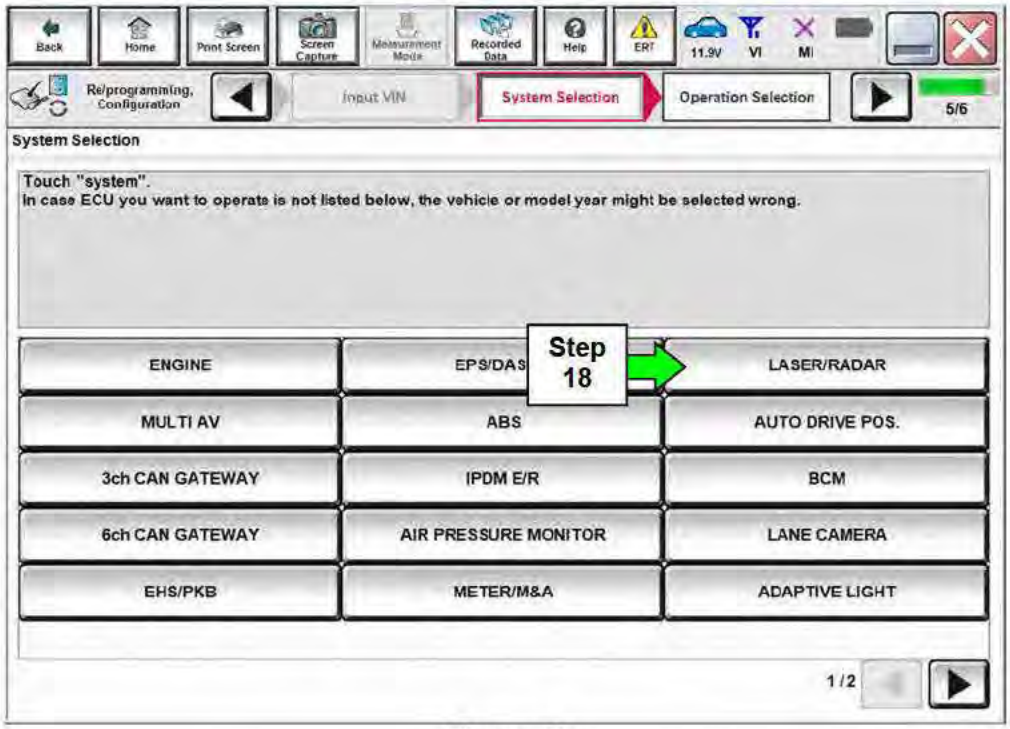


Figure 7

19. Select **Reprogramming**.

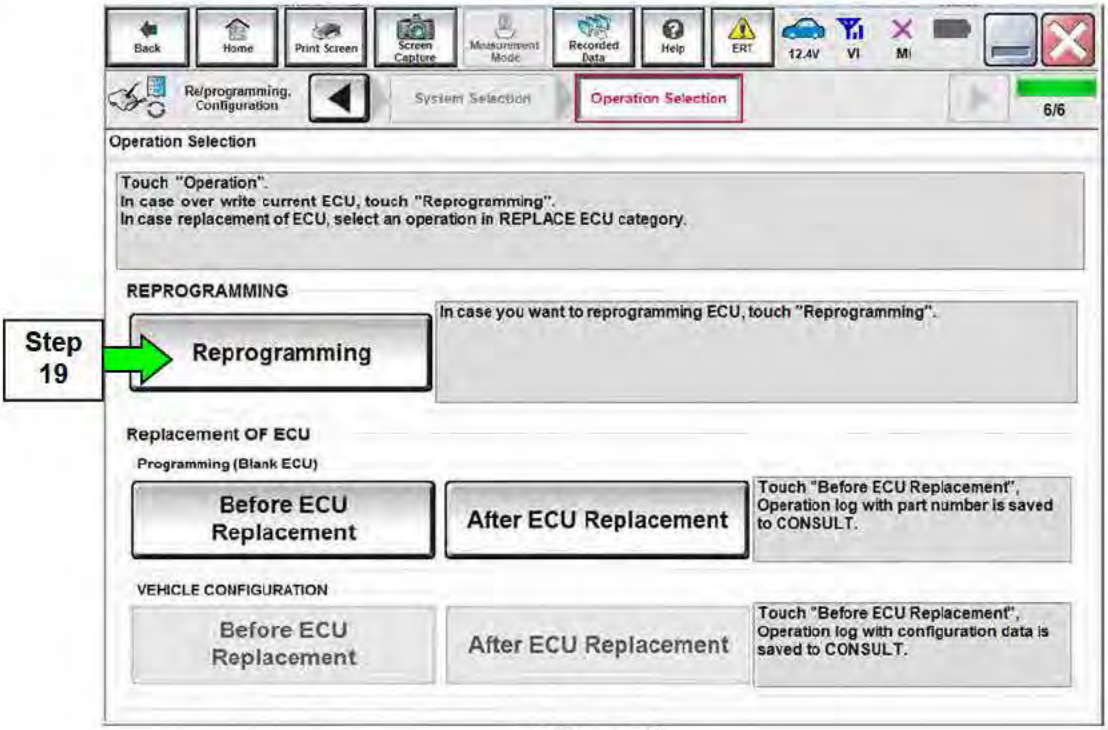


Figure 8

20. When you get to the screen shown in Figure 9, confirm that a reprogram is available as follows.

A. Find the LASER/RADAR **Part Number** and write it on the repair order.

NOTE: This is the current LASER/RADAR Part Number (P/N).

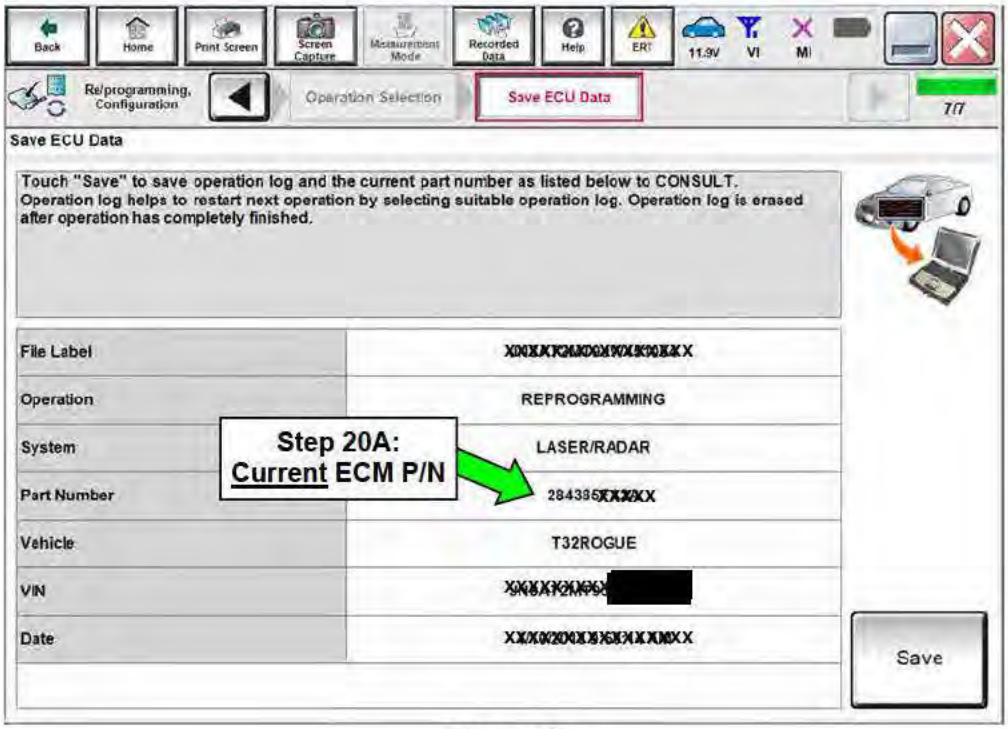


Figure 9

B. Compare the P/N you wrote down to the numbers in the **Current LASER/RADAR Part Number** column in **Table A**.

- If there is a match, continue with the reprogramming procedure.
- If 28438-5**FA3**A or 28438-5**HK3**A is the current part number, proceed to **ICC/ADAS Reprogramming** on page 20.
- If 28438-5**FA1**A or 28438-5**HK1**A is the current part number, this bulletin does not apply.

Table A

MODEL	YEAR	Current Laser/Radar part numbers 28438-:
Rogue and Rogue Hybrid **or** Rogue Sport	2018	5FA2A, 5HK2A

21. Select **Save**.

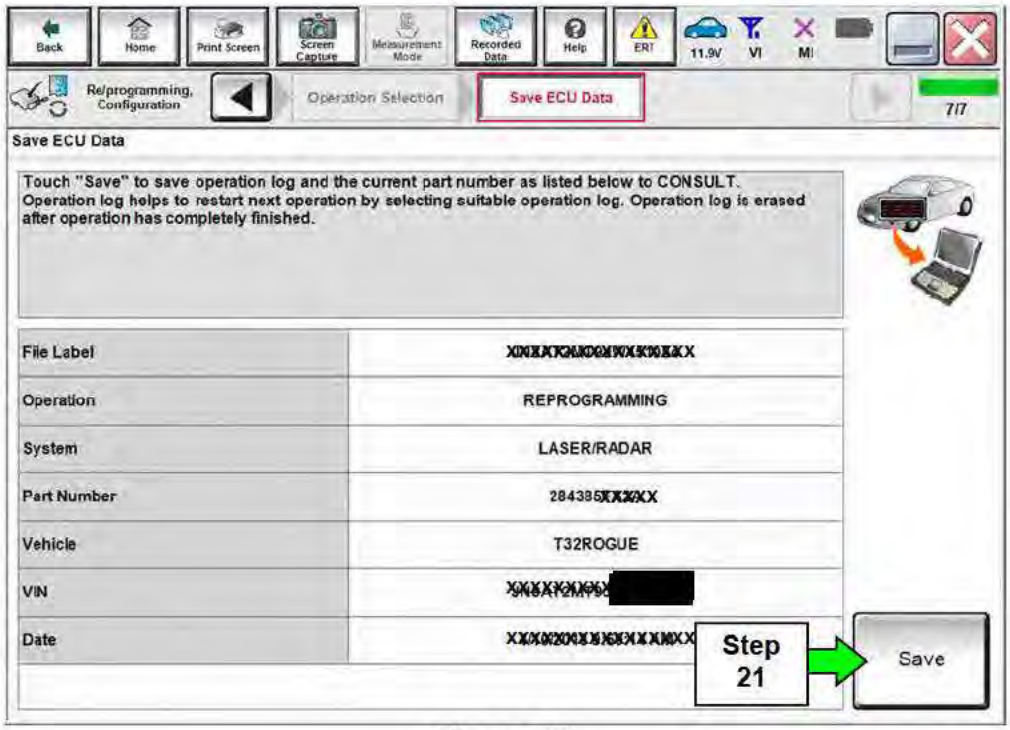


Figure 10

22. Use arrows (if needed) to view and read all precautions.

23. Check the box confirming the precautions have been read.

24. Select **Next**.

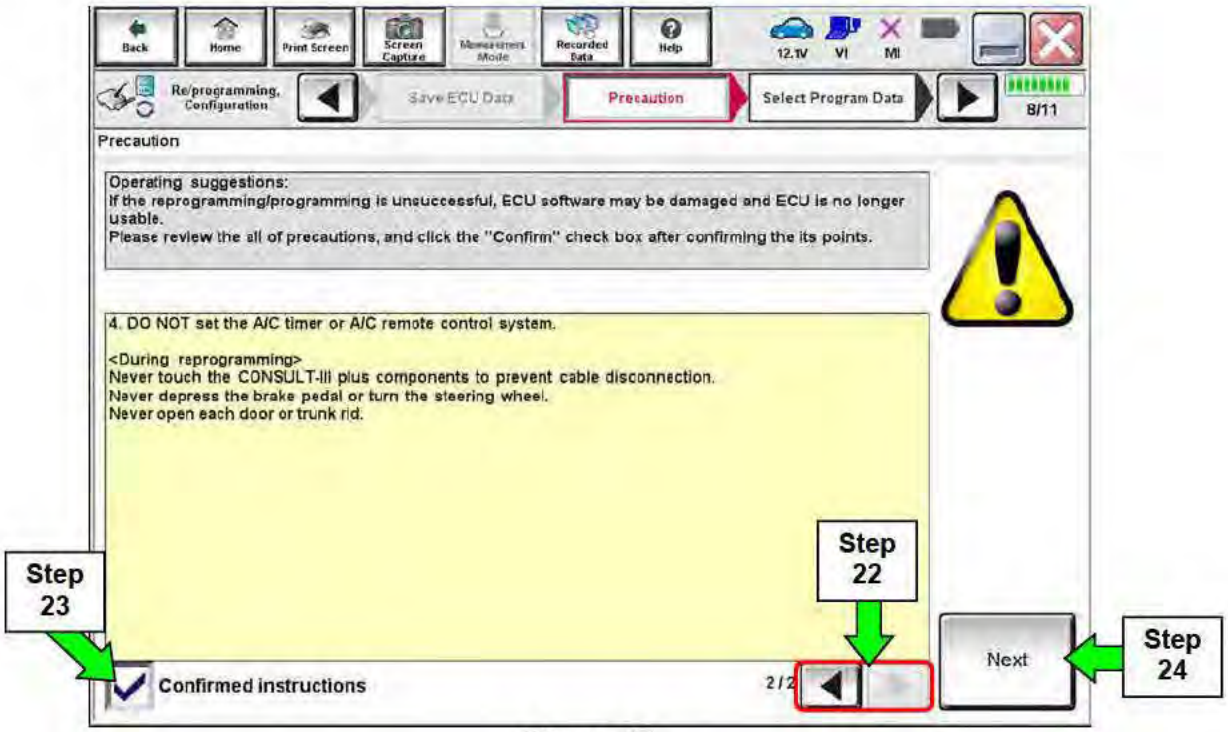


Figure 11

25. Read the **Current Part Number** and **Part Number After Reprogramming**. They should be different.

26. Select **Next**.

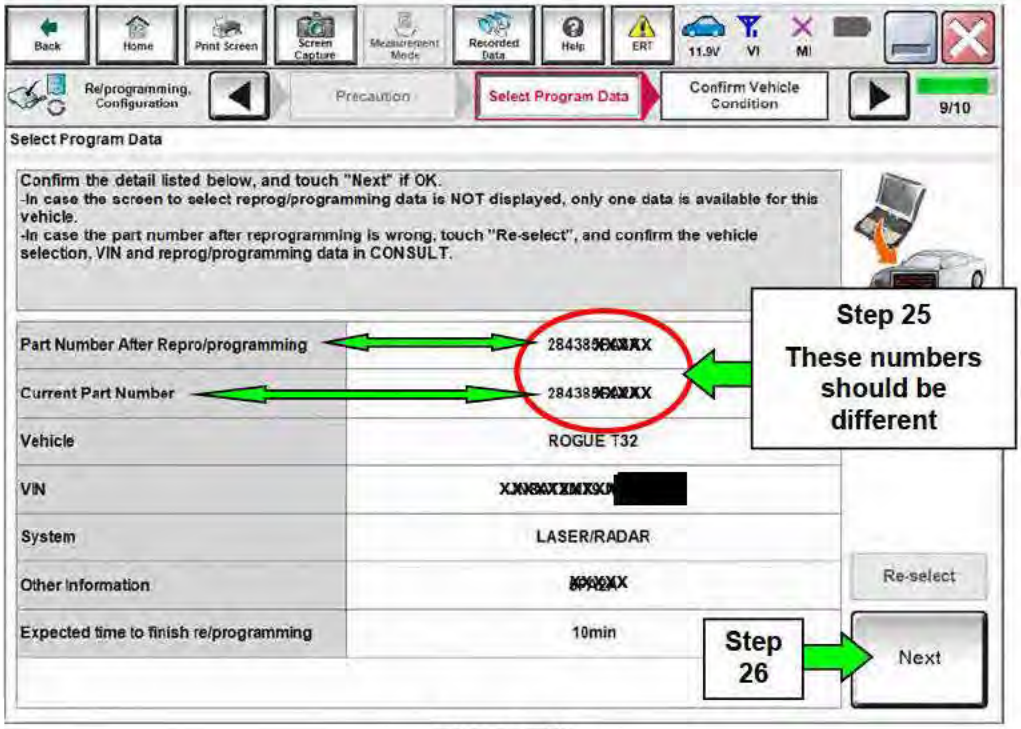


Figure 12

NOTE:

- In some cases, more than one new P/N for reprogramming is available.
  - ➢ If more than one new P/N is available, the screen in Figure 13 displays.
  - ➢ Select and use the reprogramming option that does **not** have the message "Caution! Use ONLY with NTBXX-XXX".
- If you get this screen and it is blank (no reprogramming listed), it means there is no reprogramming available for the Laser/Radar control unit in this vehicle. Proceed to **ICC/ADAS Reprogramming**.



Figure 13

27. Make sure **OK** is highlighted **green** (battery voltage must be between **12.0 and 15.5 Volts**).

28. Select **Next**.

    IMPORTANT: Battery voltage must stay between **12.0 and 15.5 Volts** during reprogramming or ECM reprogramming may be interrupted and ECM/TCM may be damaged.

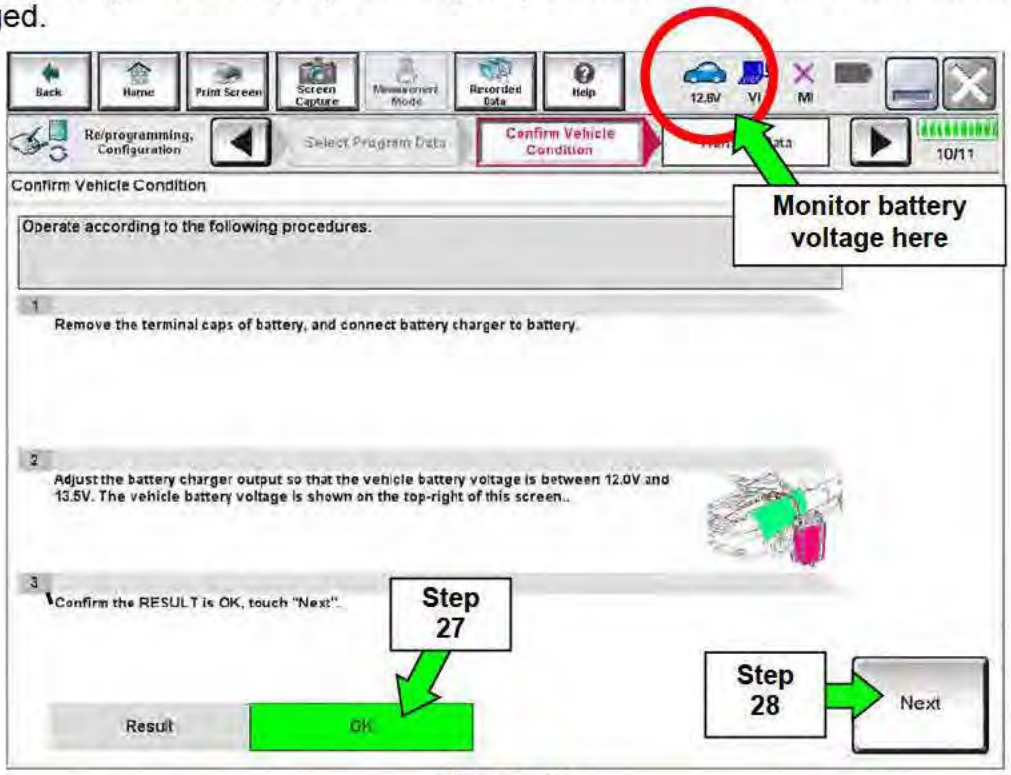


Figure 14

29. Confirm all Judgment items are OK, then select **Start**.

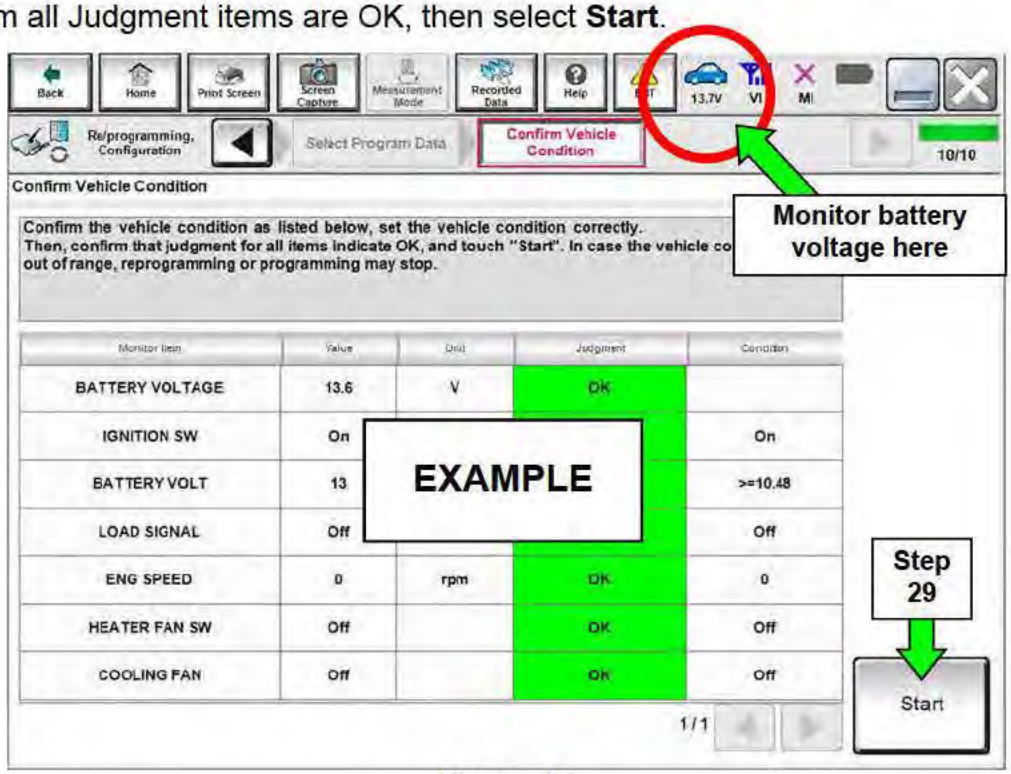


Figure 15

30. Select **USA/CANADA Dealers**.

31. Select **OK**.

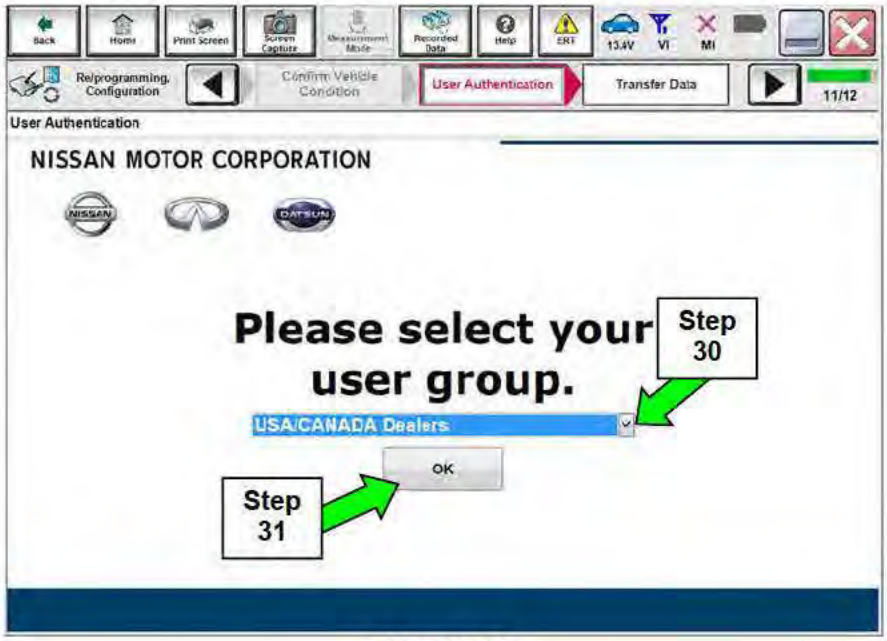


Figure 16

NOTE:

- The above screen may not display if the CONSULT PC has remained ON since the last reprogramming.
- If the CONSULT PC is not connected to the Internet, the screen in Figure 17 will display.

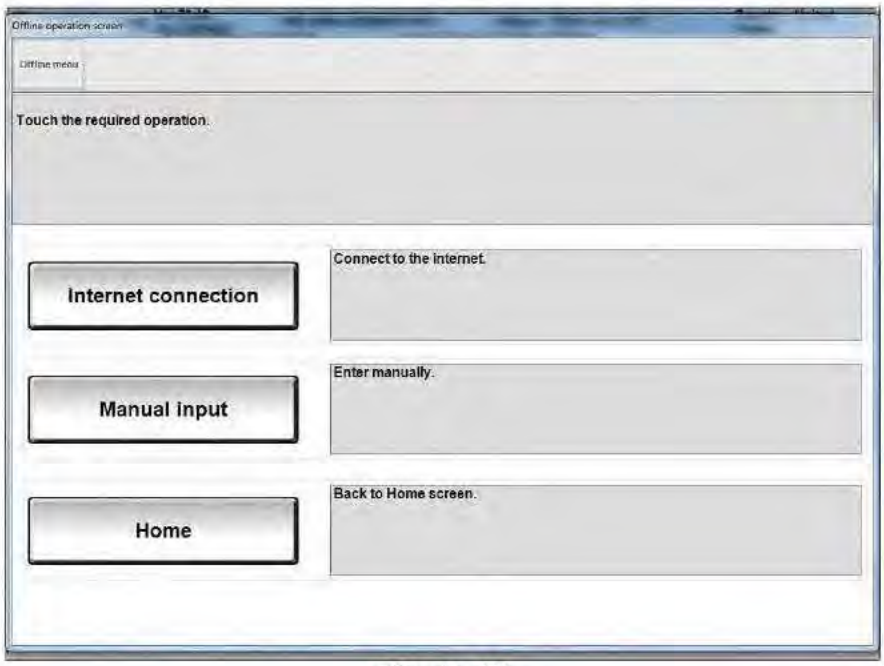


Figure 17

NOTE: In the next steps, the reprogramming process will begin when **Submit** is selected.

32. Enter your **Username** and **Password**.
    - The CONSULT PC must be connected to the Internet via cable or Wi-Fi.
    - If you do not know your User Name and Password, contact your Service Manager.

33. Select **Submit**.



Figure 18

34. Wait for both progress bars to complete.

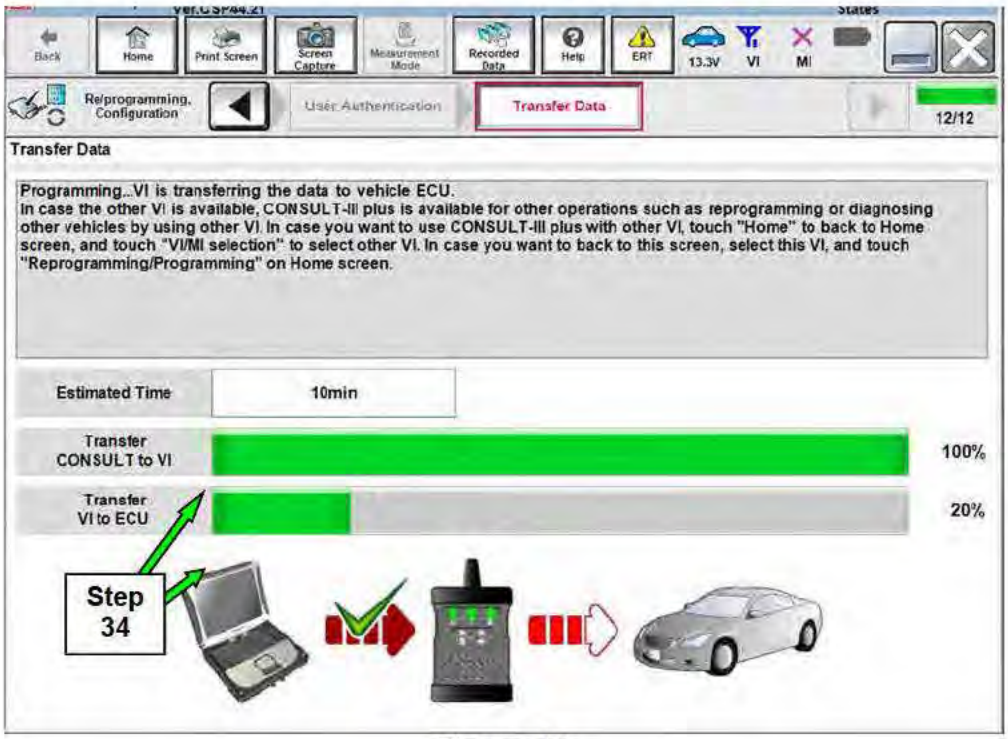


Figure 19

35. When the screen in Figure 20 displays, the reprogramming is complete.

    NOTE: If the screen in Figure 20 does not display (indicating that reprogramming did not complete), refer to the information on the next page.

36. Disconnect the battery charger from the vehicle.

37. Select **Next**.

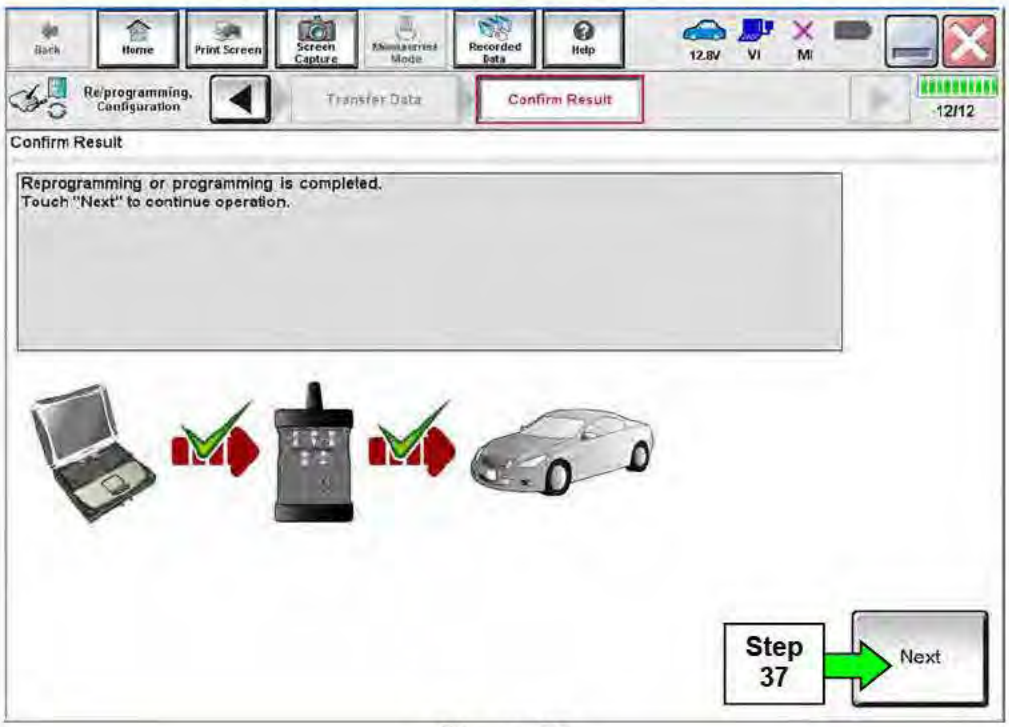


Figure 20

NOTE: Additional steps/operations are required before C-III plus will provide the final reprogramming confirmation report. Continue with the reprogramming procedure on page 18.

Laser/Radar Recovery

<u>Do not disconnect plus VI or shut down Consult III plus if reprogramming does not complete</u>.

If reprogramming does <u>not</u> complete and the "!?" icon displays as shown in Figure 21:

- Check battery voltage (12.0 - 15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- **Select <u>retry</u> and follow the on screen instructions.**
- <u>"Retry" may not go through on first attempt and can be selected more than once</u>.

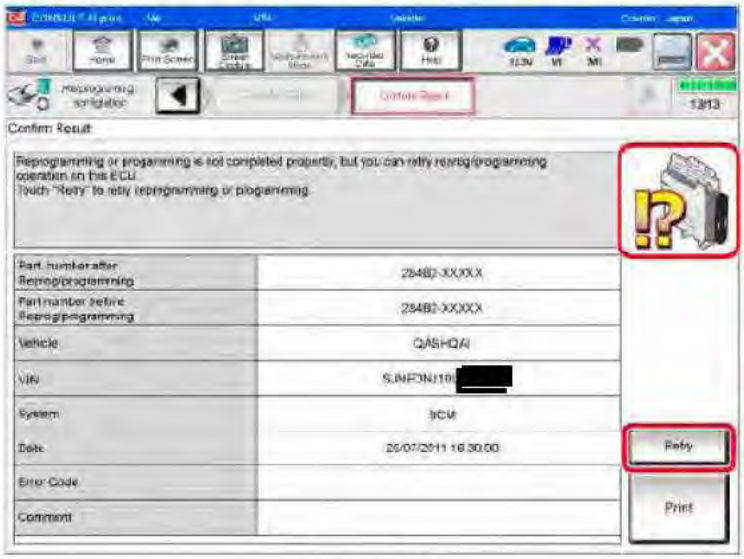


Figure 21

If reprogramming does <u>not</u> complete and the "X" icon displays as shown in Figure 22:

- Check battery voltage (12.0 - 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF.
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- **Select <u>Home</u>, and restart the reprogram procedure from the beginning.**

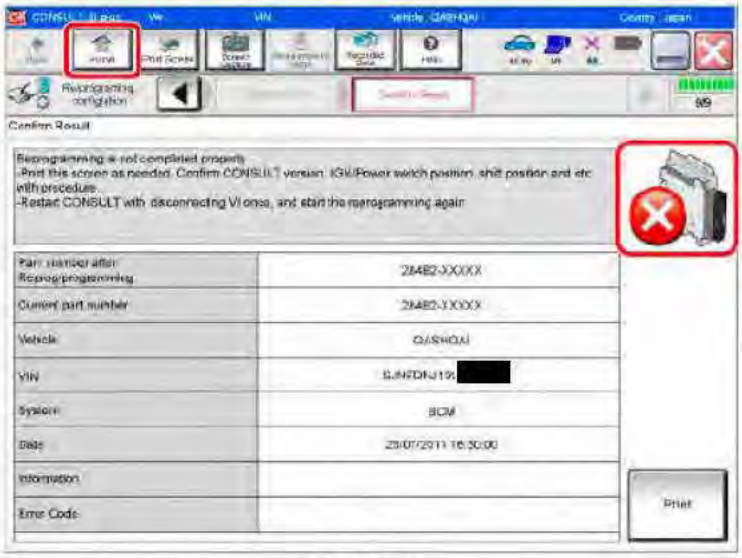


Figure 22

38. **Erase all DTCs** as follows:
    a. Turn the ignition OFF.
    b. Turn the Ignition ON.
    c. Wait for DTC erase to complete.

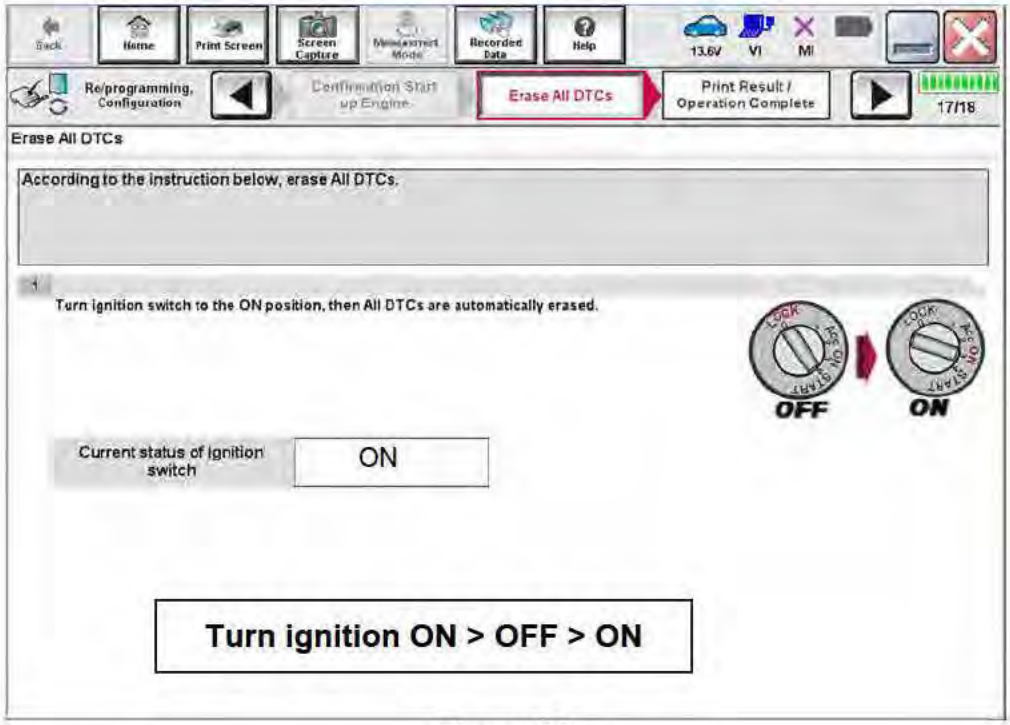


Figure 23

39. Verify the before and after part numbers are different.

40. Print a copy of this screen (Figure 24) and attach it to the repair order.

NOTE: If you cannot print the screen:

a. Select Screen Capture.

b. Name the file.

c. Save the file in My Documents.

- A copy of the screen is now saved in the CONSULT PC. It can be retrieved and printed at a later time.

41. Select **Confirm**.

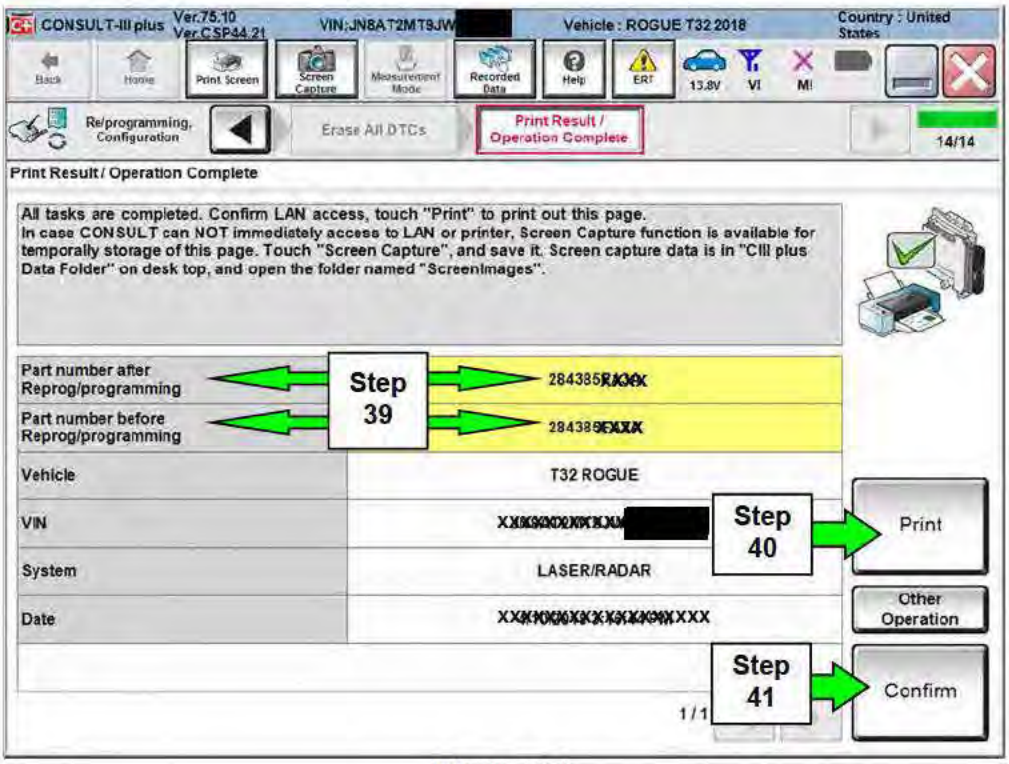


Figure 24

Proceed to **ICC/ADAS Reprogramming**.

ICC/ADAS Reprogramming

IMPORTANT: LASER/RADAR control unit reprogramming must be performed first (if indicated by Table A) before proceeding.

42. Refer to steps 1-17 starting on page 3 to navigate to Figure 25.

43. Select **ICC/ADAS**.

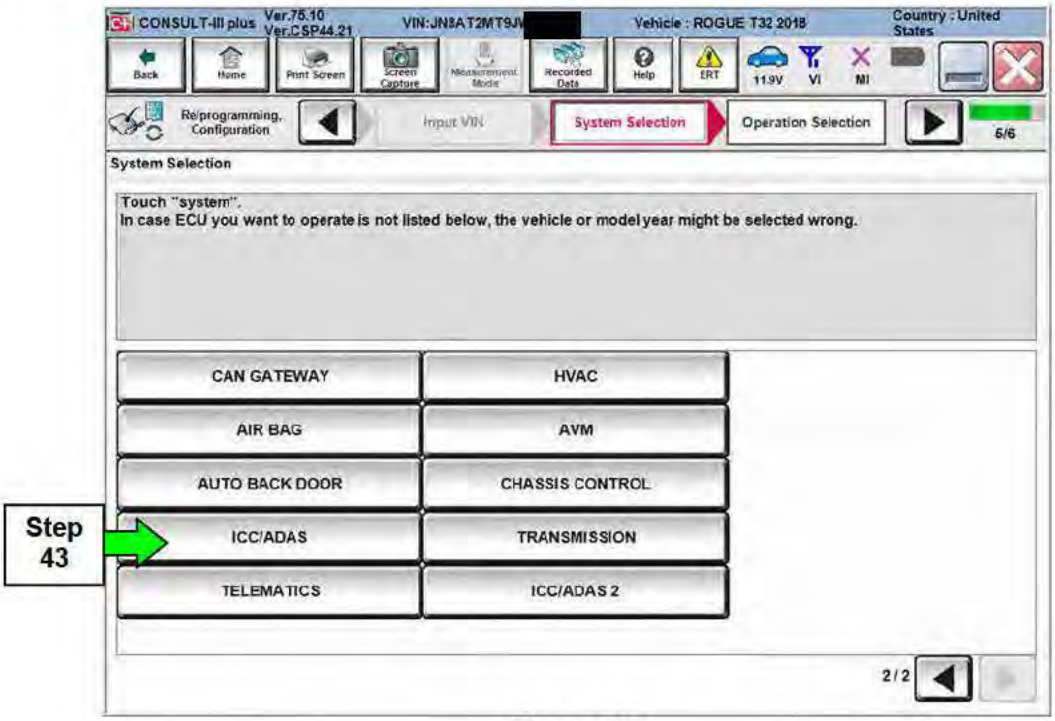


Figure 25

44. Select **Reprogramming**.

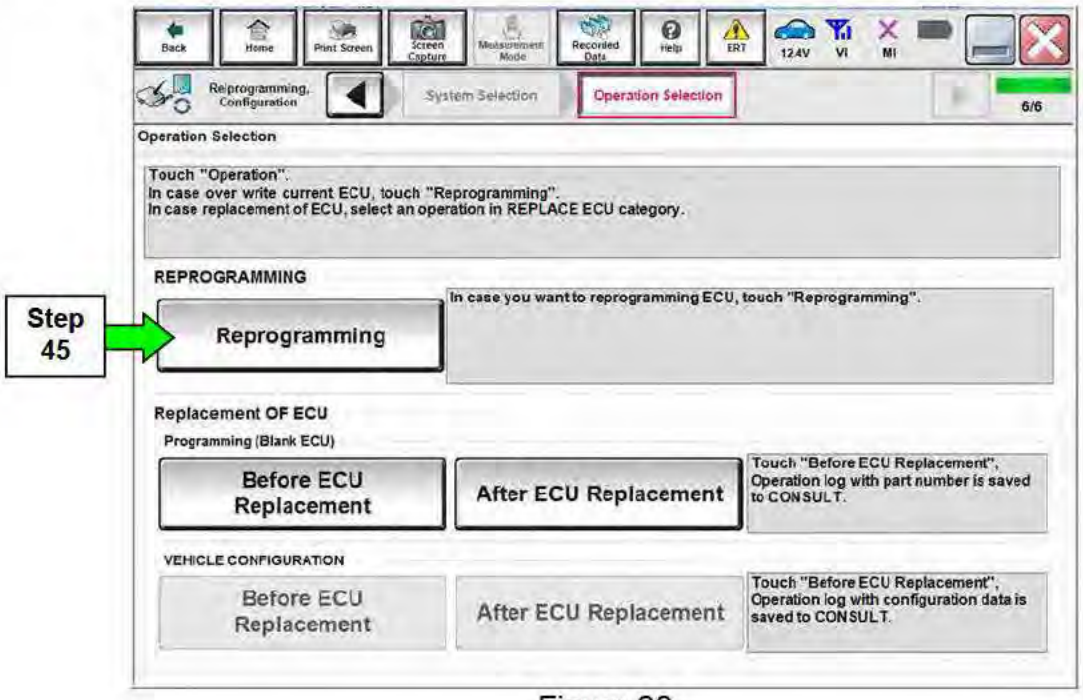


Figure 26

45. When you get to the screen shown in Figure 27, confirm that a reprogram is available as follows.

A. Find the ICC/ADAS **Part Number** and write it on the repair order.

NOTE: This is the current ICC/ADAS Part Number (P/N).

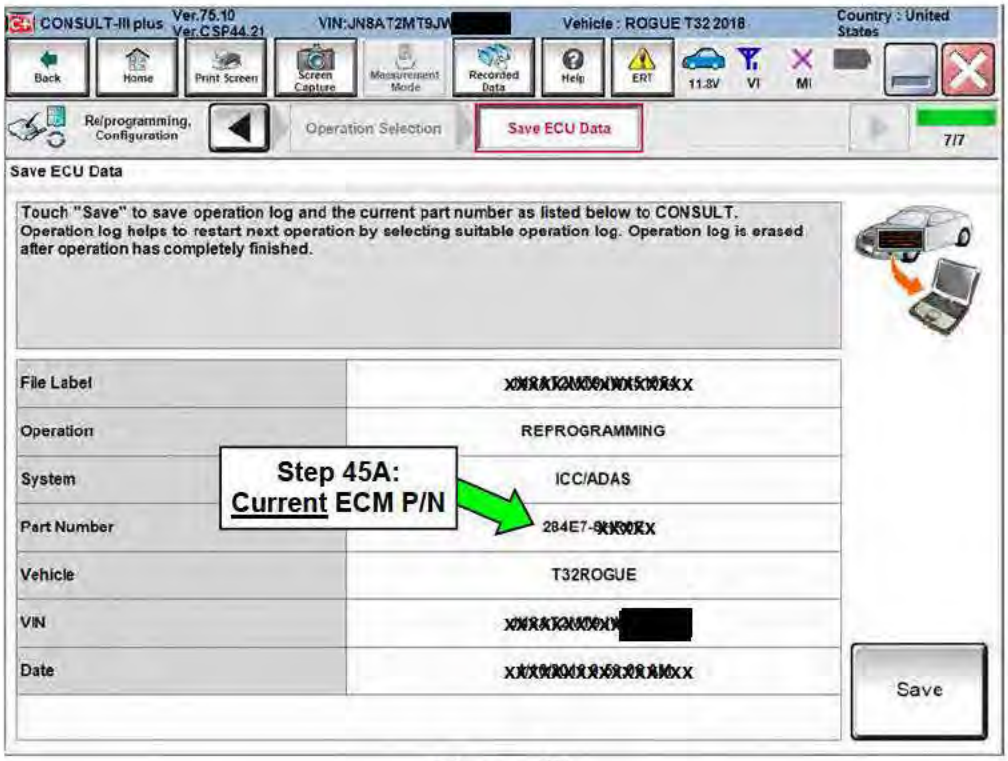


Figure 27

B. Compare the P/N you wrote down to the numbers in the **Current ICC/ADAS Part Number** column in **Table B**.

- If there is a match, continue with the reprogramming procedure.
- If there was a match in Table A on page 9 and reprogramming performed, but no match is available in Table B, proceed to step 55 on page 25.
- If there is not a match in Table B and no match was available in Table A on page 9, this bulletin does not apply.

Table B

MODEL	YEAR	CURRENT ICC/ADAS PART NUMBER: 284E7-
Rogue and Rogue Hybrid	2018	5HR0A, 5HR0C
		5HR9A, 5HR9B
		5HR0E, 5HR1E, 5HR3E, 5HR5E, 5HR6E
Rogue Sport	2018	6MA1B
		6MG0A, 6MG1A, 6MG2A

46. Follow the on-screen instructions to navigate C-III plus and reprogram the ICC/ADAS.
    - Refer to steps 21-34 starting on page 10 for further details.

NOTE:

- In some cases, more than one new P/N for reprogramming is available.
    - ➢ If more than one new P/N is available, the screen in Figure 28 displays.
    - ➢ Select and use the reprogramming option that does **not** have the message "Caution! Use ONLY with NTBXX-XXX".
- If you get this screen and it is blank (no reprogramming listed), it means there is no reprogramming available for this vehicle. Close C-III plus and refer back to ASIST for further diagnosis.

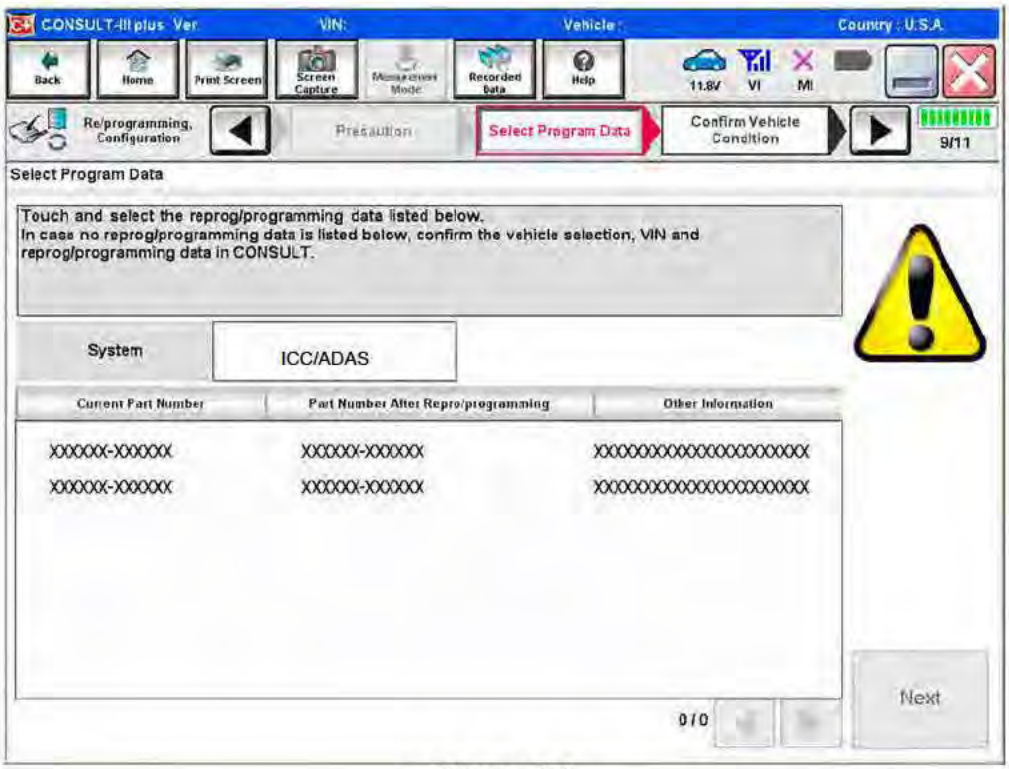


Figure 28

47. When the screen in Figure 29 displays, reprogramming is complete.

    NOTE: If the screen in Figure 29 does not display (indicating that reprogramming did not complete), refer to ICC/ADAS recovery on the next page.

48. Disconnect the GR8 (battery charger) from the vehicle.

49. Select **Next**.

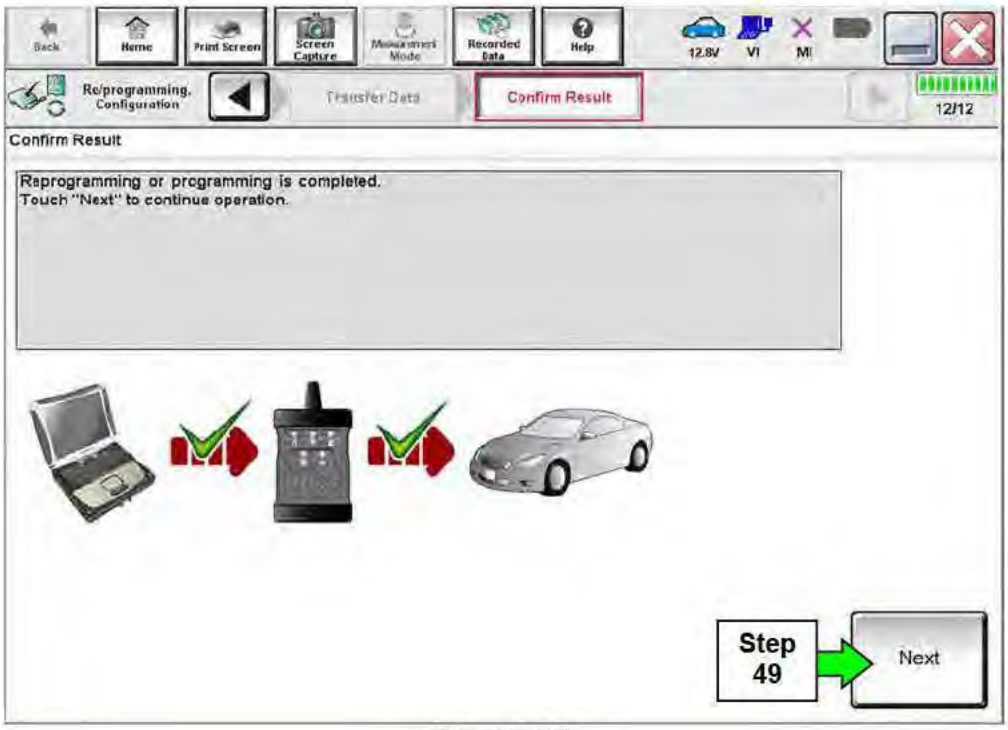


Figure 29

NOTE:

- In the next steps (page 25), you will perform DTC erase.
- This operation is required before C-III plus will provide the final reprogramming confirmation report.

ICC/ADAS Recovery

Do not disconnect plus VI or shut down Consult III plus if reprogramming does not complete.

If reprogramming does not complete and the "!?" icon displays as shown in Figure 30:

- Check battery voltage (12.0 - 15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- **Select retry and follow the on screen instructions.**
- "Retry" may not go through on first attempt and can be selected more than once.

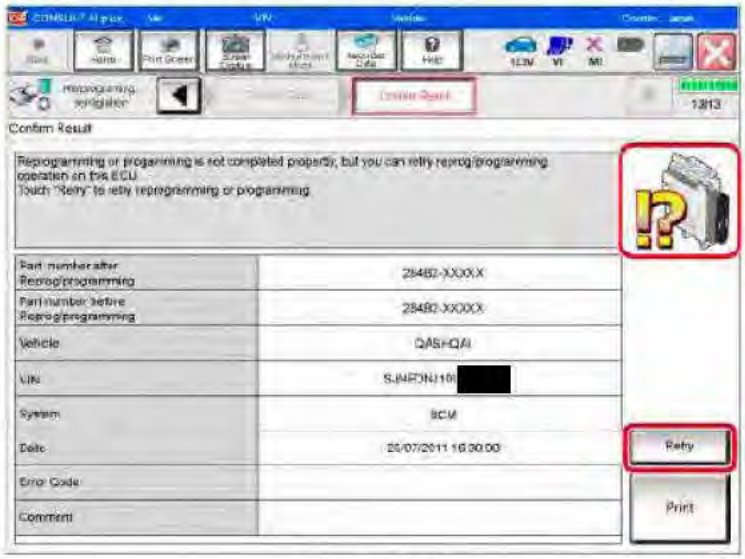


Figure 30

If reprogramming does not complete and the "X" icon displays as shown in Figure 31:

- Check battery voltage (12.0 - 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF.
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- **Select Home, and restart the reprogram procedure from the beginning.**

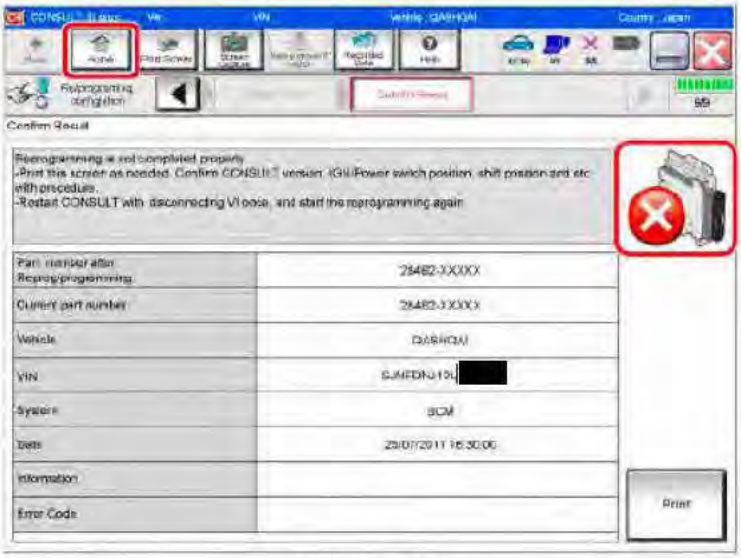


Figure 31

50. Follow the on on-screen instructions to erase DTCs.
    - If needed, refer to step 38 on page 18 for further details.
51. When the entire reprogramming process is complete, the screen in Figure 32 will display.
52. Verify the before and after part numbers are different.
53. Print a copy of this screen (Figure 32) and attach it to the repair order for warranty documentation.
54. Select **Confirm**.

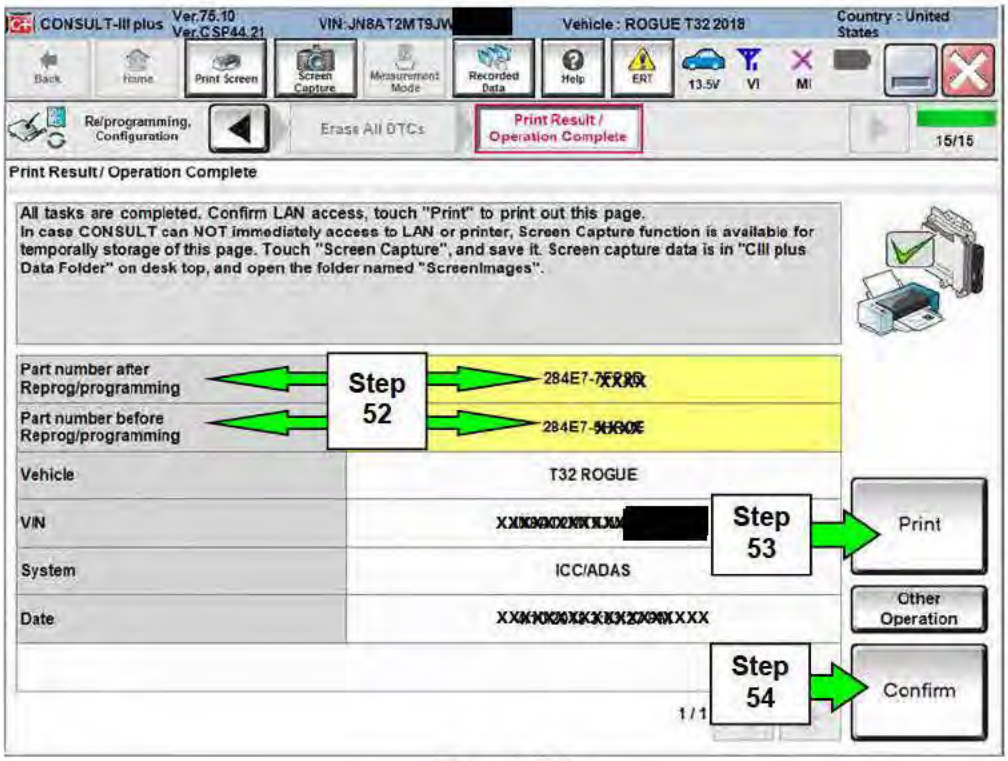


Figure 32

55. Close C-III plus.
56. Turn the ignition OFF.
57. Disconnect the plus VI from the vehicle.
58. Test drive the vehicle and make sure it operates correctly and the MIL is OFF.
    - If the MIL comes ON, go back to ASIST for further diagnostic information.
    - Diagnosis and repairs beyond ICC/ADAS or LASER/RADAR reprogramming are not covered by this bulletin.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram ICC/ADAS Control Unit	(1)	RX6EAA	ZE	32	0.4*
Reprogram Laser/Radar Control Unit		RX6FAA			0.4*

(1) Refer to the electronic parts catalog and use the Distance Sensor (28438-*****) part number as the Primary Failed Part (PFP).

(*) FRT allows adequate time to access DTC codes. No other diagnostic procedures subsequently required. Do NOT claim any Diagnostic Op Codes with this claim.

PE19-010

NISSAN

6-16-2020

ATTACHMENT D

NTB18-041B

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SERVICE BULLETIN

Classification:	Reference:	Date:
EL18-005b	NTB18-041b	March 19, 2019

2017-2018 ROGUE, ROGUE HYBRID, AND ROGUE SPORT; FALSE ACTIVATION OF AEB, FEB, OR FCW

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2017-2018 Rogue (T32)
2017-2018 Rogue Sport (J11)
2017-2018 Rogue Hybrid (T32)

IF YOU CONFIRM

The following system(s) falsely activated or the customer reports false activation of:

- AEB (Automatic Emergency Braking);
- FEB (Forward Emergency Braking);
- FCW (Forward Collision Warning)

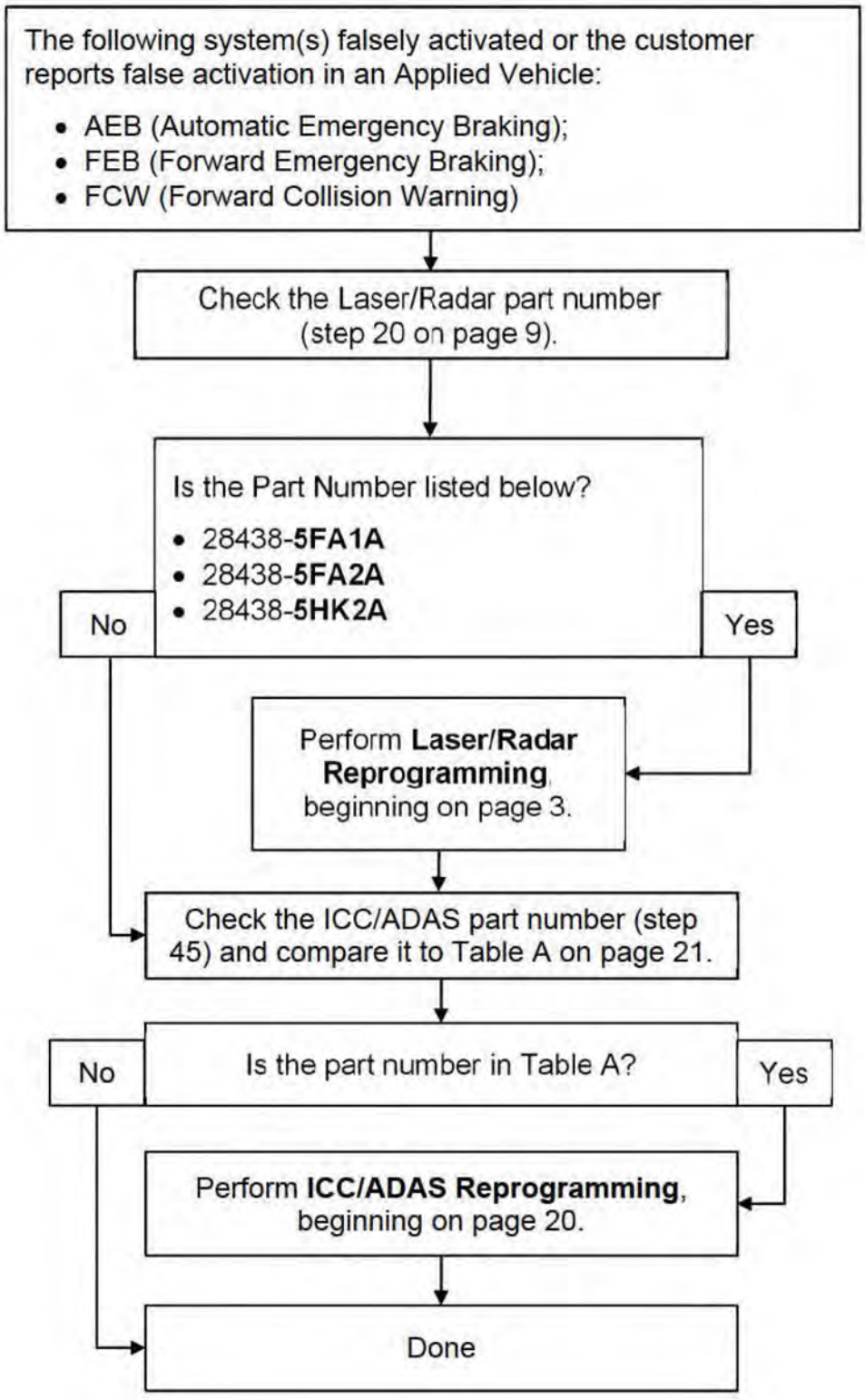
ACTION

Refer to the Repair Overview on page 2.

IMPORTANT: The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You MUST closely follow the entire SERVICE PROCEDURE as it contains information that is essential to successfully completing this repair.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

Repair Overview



NOTE: If reprogramming is not performed, refer to the Electronic Service Manual (ESM) for further diagnostic information.

SERVICE PROCEDURE

Laser/Radar Reprogramming

IMPORTANT: Before starting, make sure:

- ASIST on the CONSULT PC has been synchronized (updated) to the current date.
- All CONSULT–III plus (C-III plus) software updates (if any) have been installed.
- The CONSULT PC is connected to the internet via a cable or Wi-Fi.
  - Later in the procedure you will be required to enter your User Name and Password.
  - The CONSULT PC must be connected to the Internet.
  - If you do not know your User Name and Password, contact your Service Manager.
- A screen print for Warranty documentation can be done from the CONSULT PC during this process while still connected to the vehicle.
- No Diagnostic Trouble Codes (DTCs) are stored.
  - Use C-III plus to perform Self Diagnosis for all systems.
  - If there are any DTCs: diagnose, perform repairs, and erase DTCs **before** continuing.

1. Connect the plus Vehicle Interface (plus VI) to the vehicle.
   - Make sure to use the correct VI for C-III plus (plus VI).

   CAUTION: Make sure the plus VI is securly connected. If the plus VI connection is loose during reprogramming, the process will be interrupted and the **control unit may be damaged.**

2. Connect the AC Adapter to the CONSULT PC.

   CAUTION: Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the **control unit may be damaged**.

3. Connect the GR-8 to the vehicle battery:
   - Set the GR-8 to “Power Supply” mode.

> **CAUTION** : DO NOT use a standard battery charger for Hybrid vehicles. Make sure to connect the GR-8 securely to the 12V battery. Make sure the battery voltage stays between 12.0V and 15.5V during reprogramming. If the battery voltage goes out of this range during reprogramming, the **control unit may be damaged**.

4. Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI.

> **CAUTION:** Make sure to turn OFF all external Bluetooth® devices. If Bluetooth® signal waves are within range of the CONSULT PC and the plus VI during reprogramming, reprogramming may be interrupted and the **control unit may be damaged**.

5. Turn the ignition ON with the engine OFF.
   - The engine must not start or run during the reprogramming procedure.

6. Turn OFF all vehicle electrical loads such as exterior lights, interior lights, HVAC, blower, rear defogger, audio, NAVI, seat heater, steering wheel heater, etc.

7. Turn ON the CONSULT PC.

8. Start C-III plus.

9. Wait for the plus VI to be recognized.
   - Serial number will display when the plus VI is recognized.

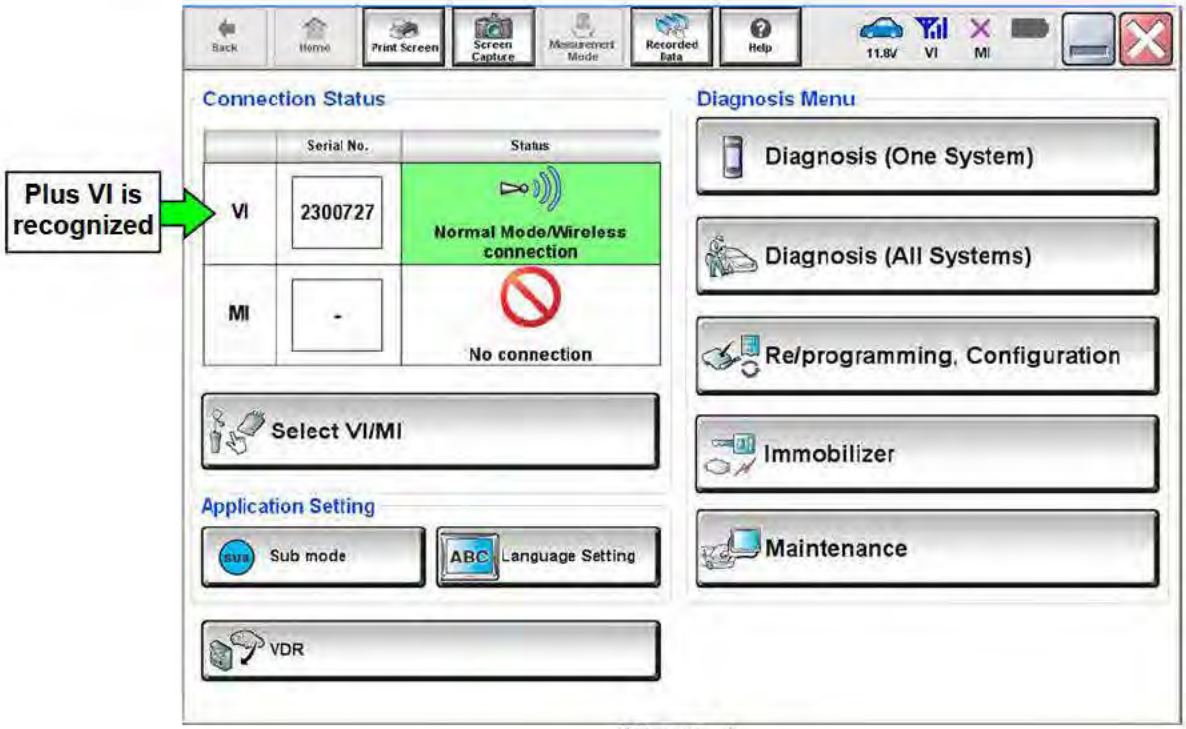


Figure 1

10. Select **Re/programming, Configuration**.

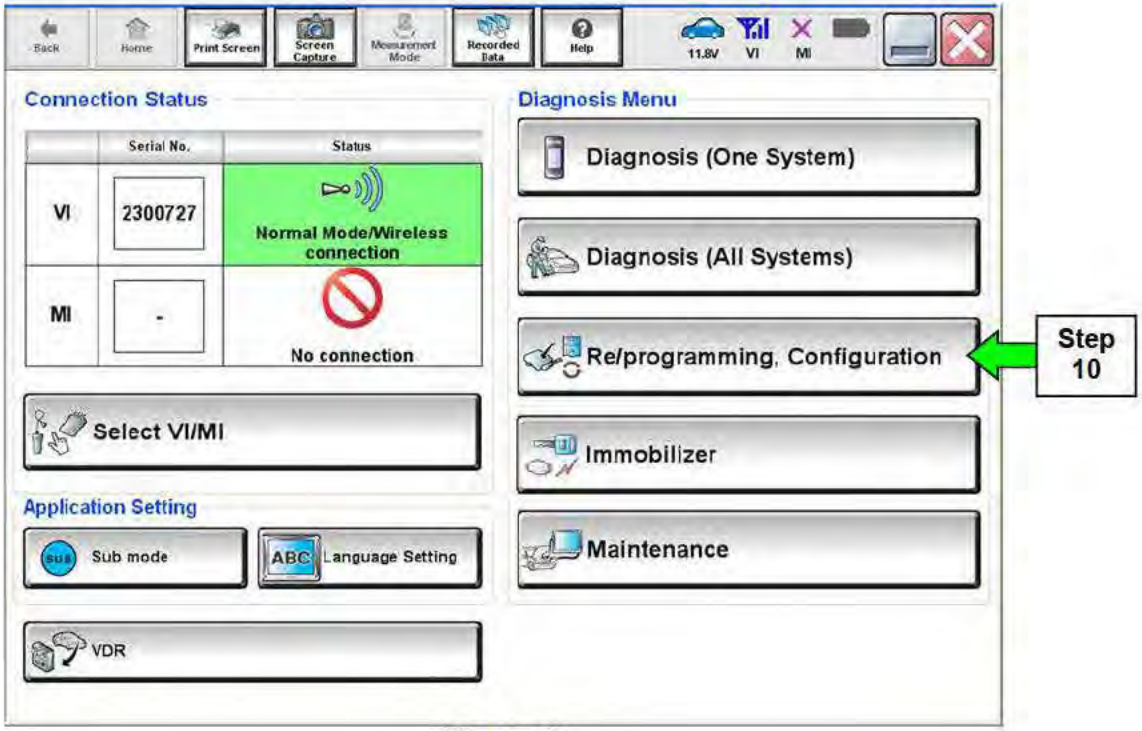


Figure 2

11. Use arrows (if needed) to view and read all precautions.
12. Check the box confirming the precautions have been read.
13. Select **Next**.

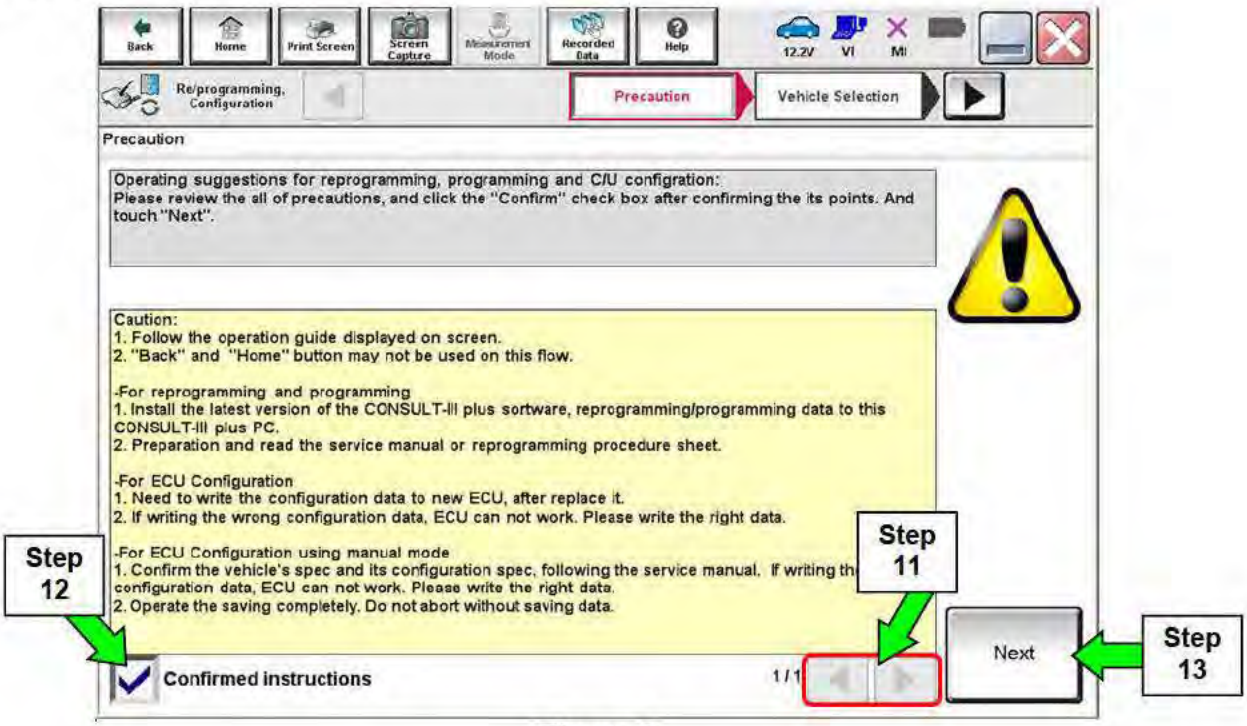


Figure 3

14. Select **Automatic Selection(VIN)**.
    - If the screen in Figure 4 does not display, skip to step 15.

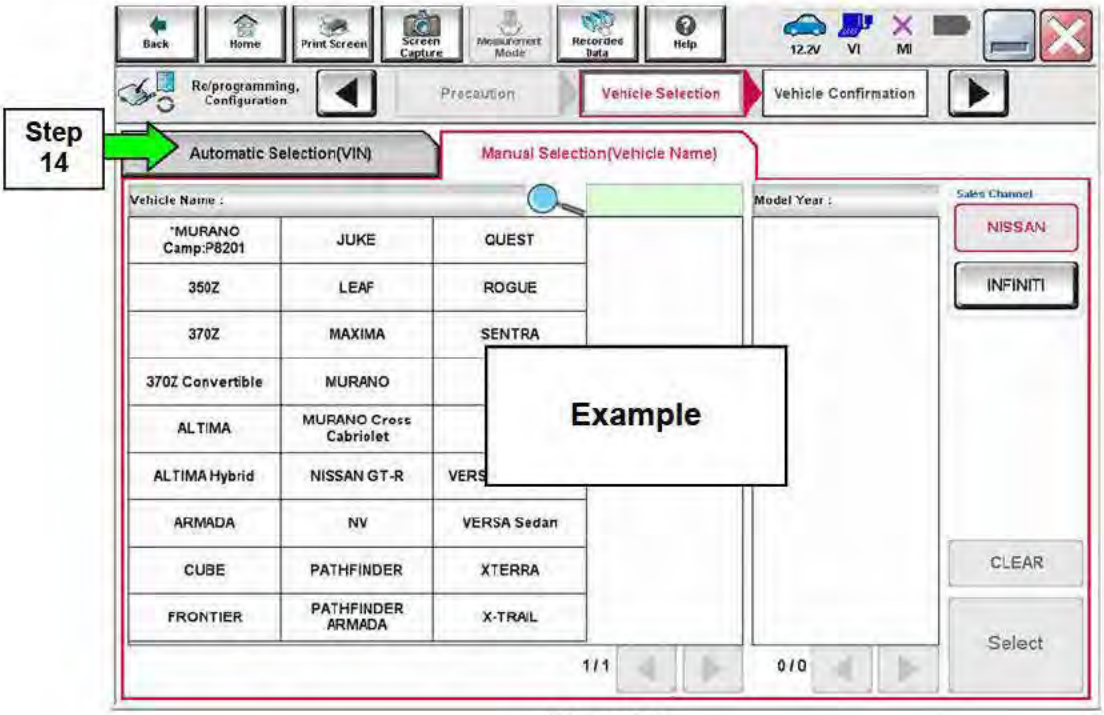


Figure 4

15. Make sure **VIN or Chassis #** matches the vehicle's VIN.

16. If the correct VIN is displayed, select **Confirm**.

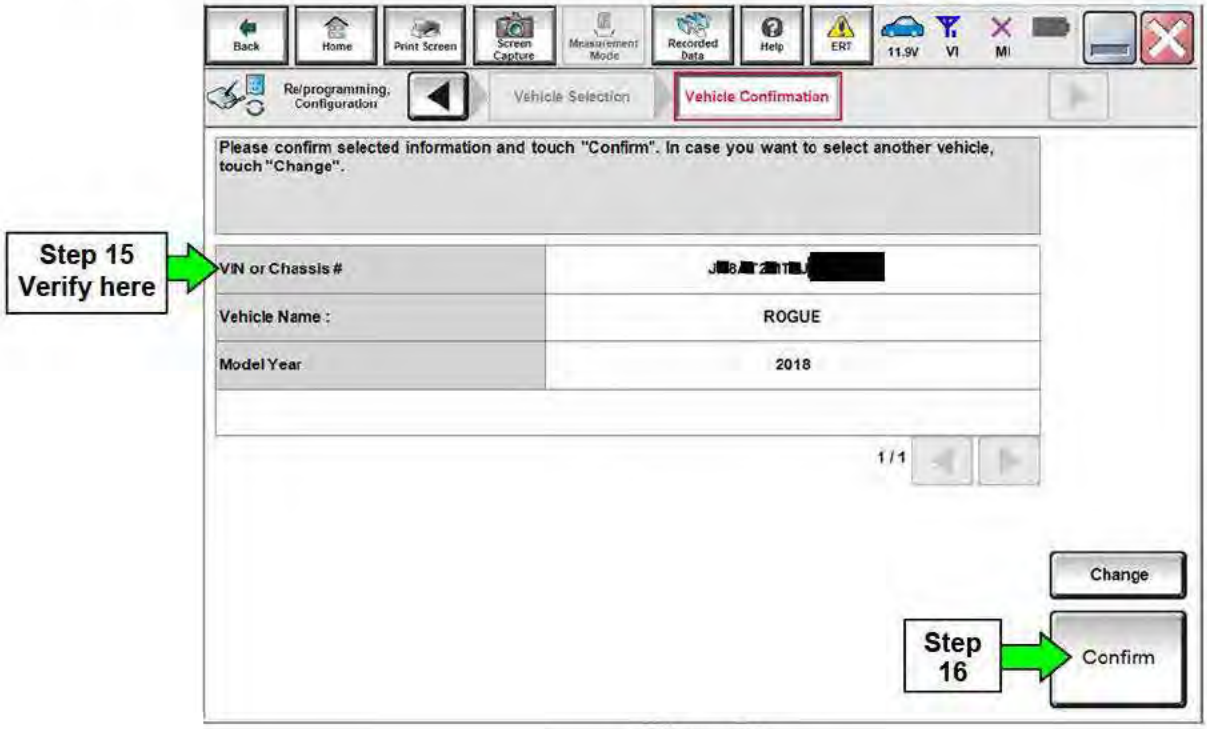


Figure 5

17. Select **Confirm**.

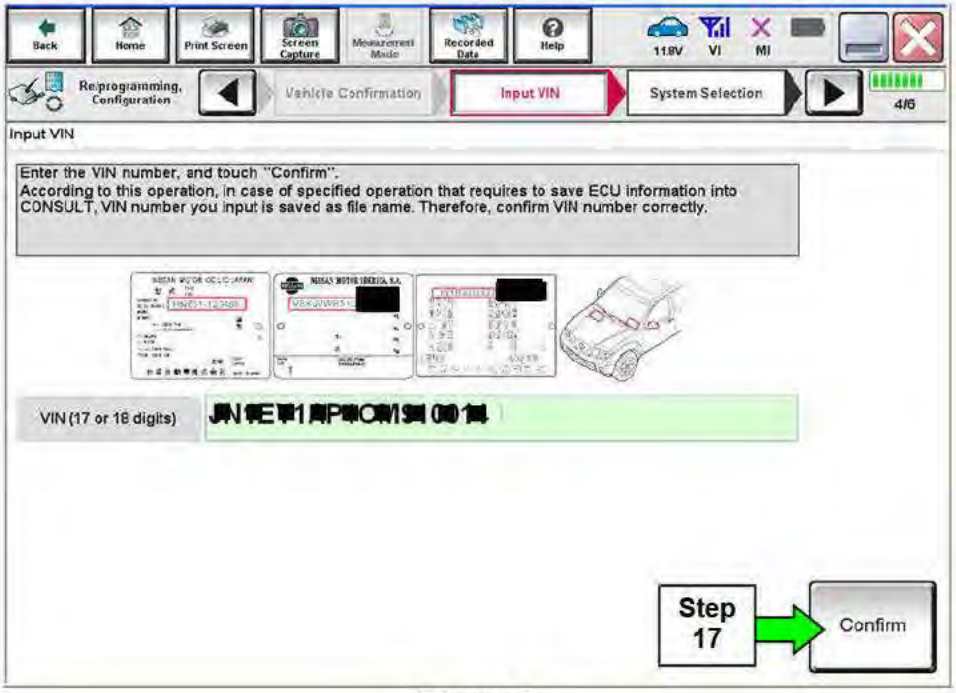


Figure 6

18. Select **LASER/RADAR**.

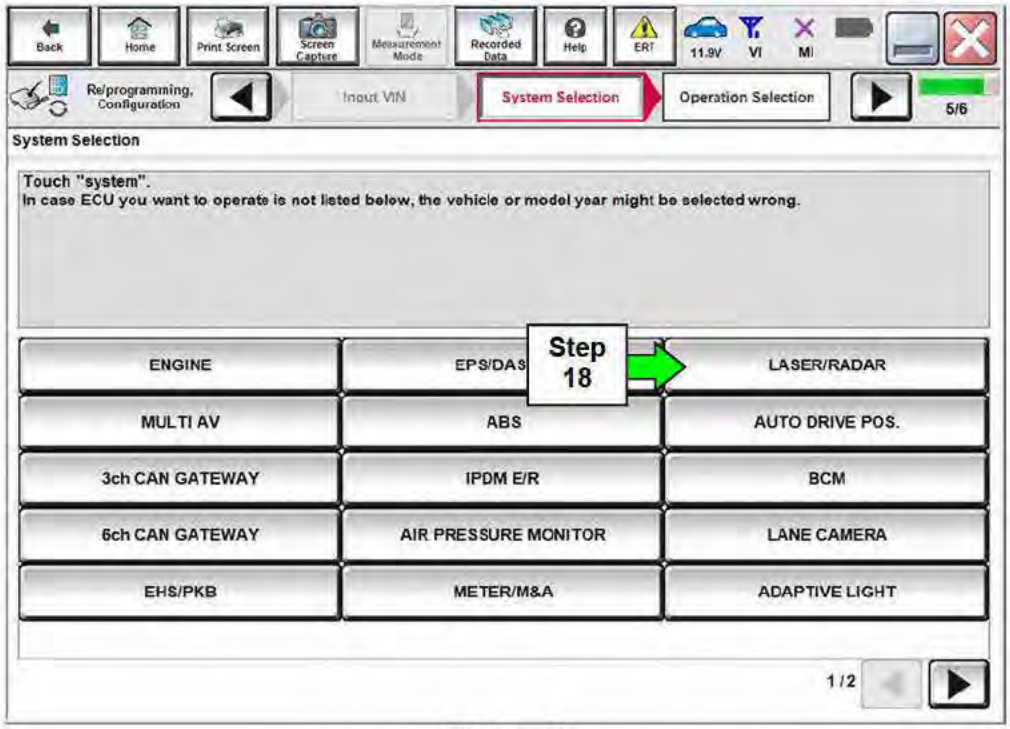


Figure 7

19. Select **Reprogramming**.

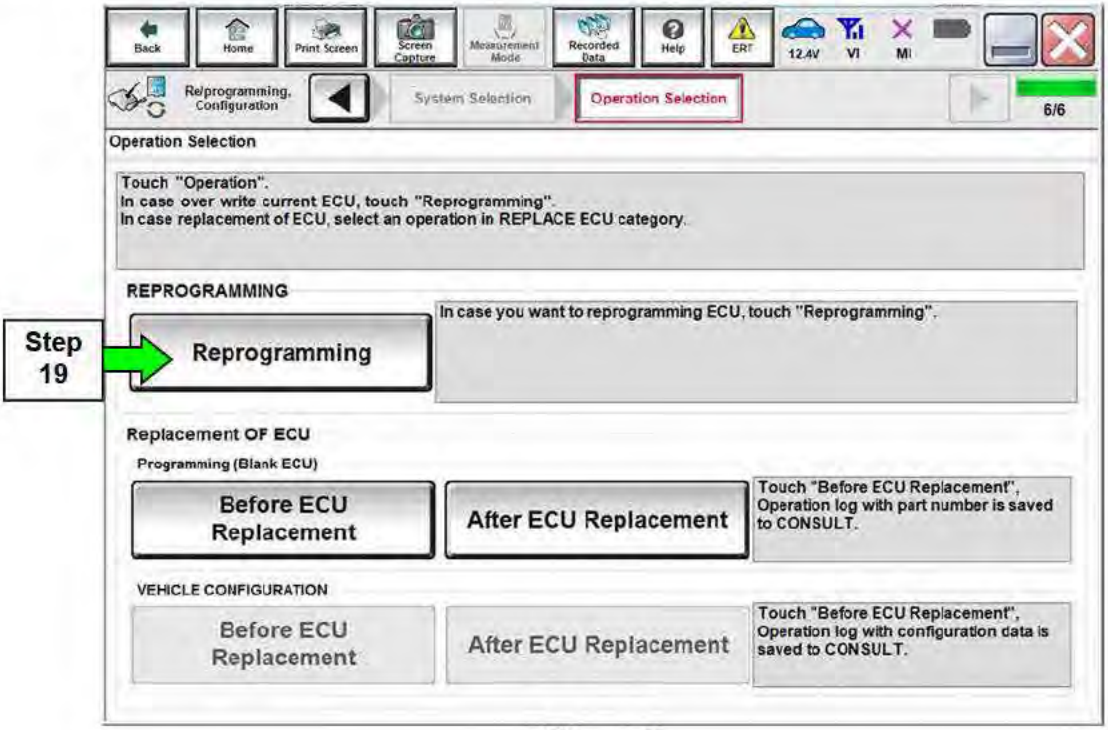


Figure 8

20. When you get to the screen shown in Figure 9, confirm that a reprogram is available with the flow chart below.

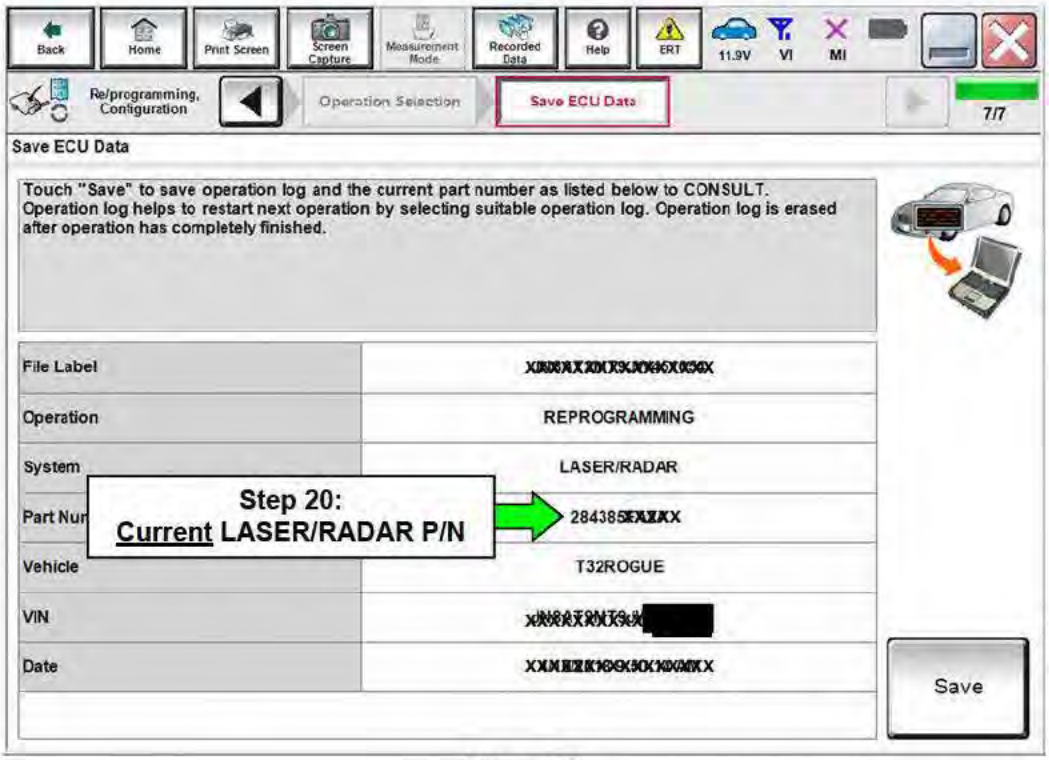
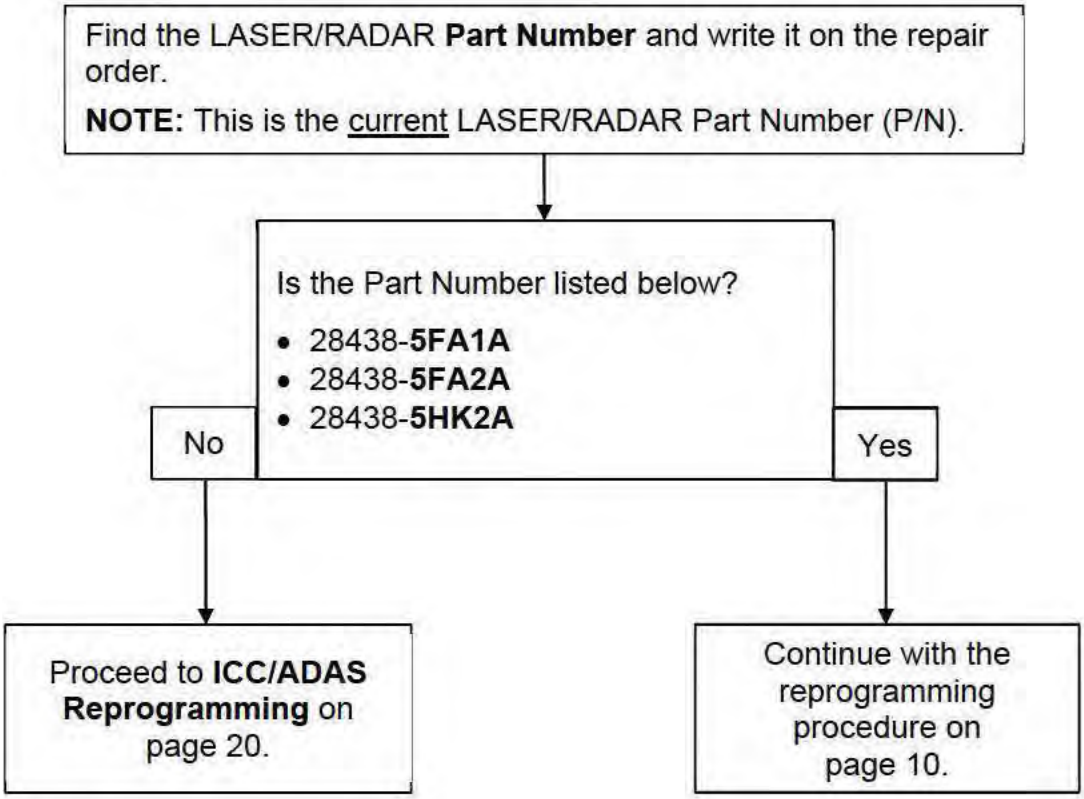


Figure 9



21. Select **Save**.

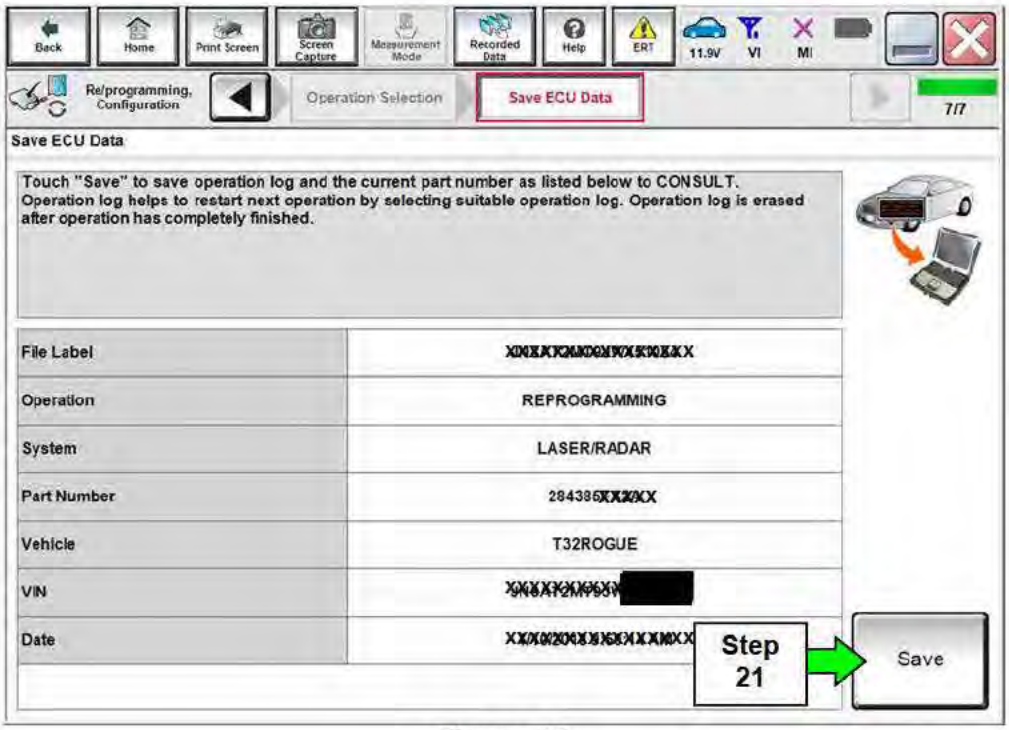


Figure 10

22. Use arrows (if needed) to view and read all precautions.

23. Check the box confirming the precautions have been read.

24. Select **Next**.

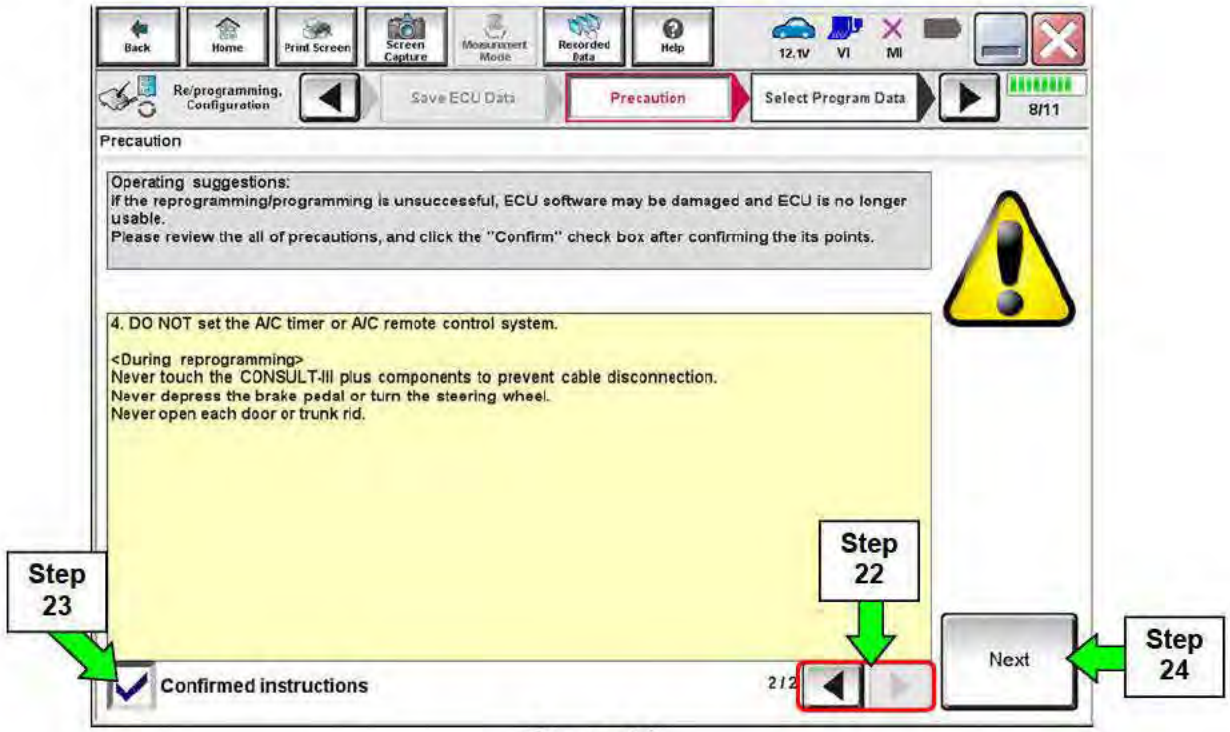


Figure 11

25. Read the **Current Part Number** and **Part Number After Reprogramming**. They should be different.

26. Select **Next**.

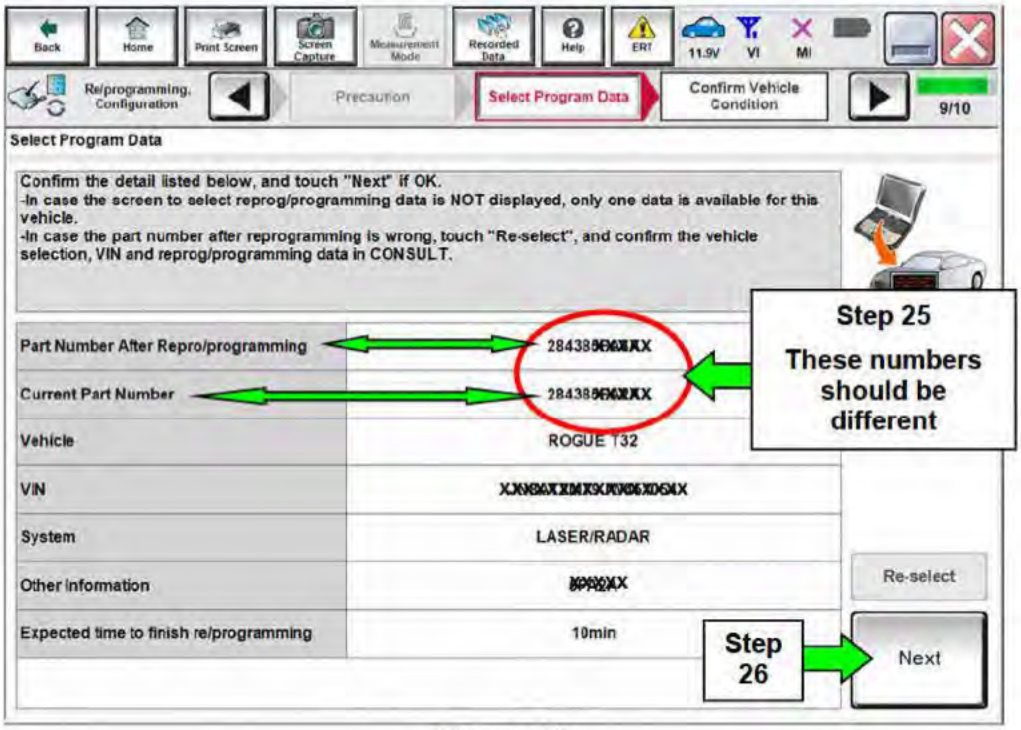


Figure 12

NOTE:

- In some cases, more than one new P/N for reprogramming is available.
  - ➢ If more than one new P/N is available, the screen in Figure 13 displays.
  - ➢ Select and use the reprogramming option that does **not** have the message "Caution! Use ONLY with NTBXX-XXX".
- If you get this screen and it is blank (no reprogramming listed), it means there is no reprogramming available for the Laser/Radar control unit in this vehicle. Proceed to **ICC/ADAS Reprogramming**.

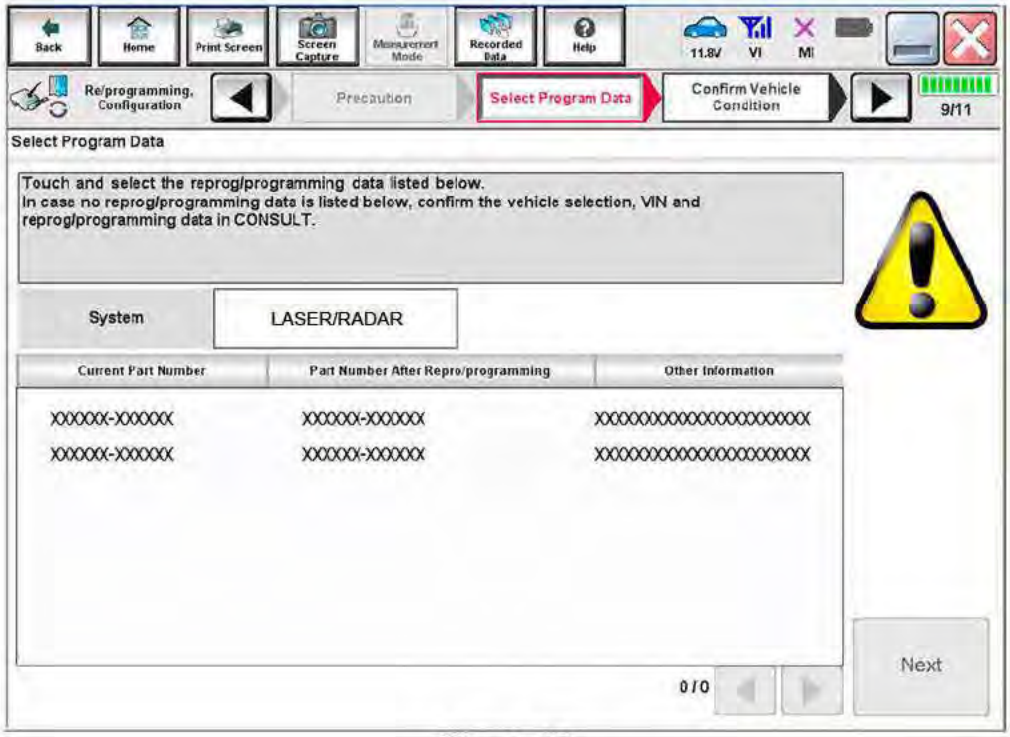


Figure 13

27. Make sure **OK** is highlighted **green** (battery voltage must be between **12.0 and 15.5 Volts**).

28. Select **Next**.

    IMPORTANT: Battery voltage must stay between **12.0 and 15.5 Volts** during reprogramming or reprogramming may be interrupted and the control unit may be damaged.

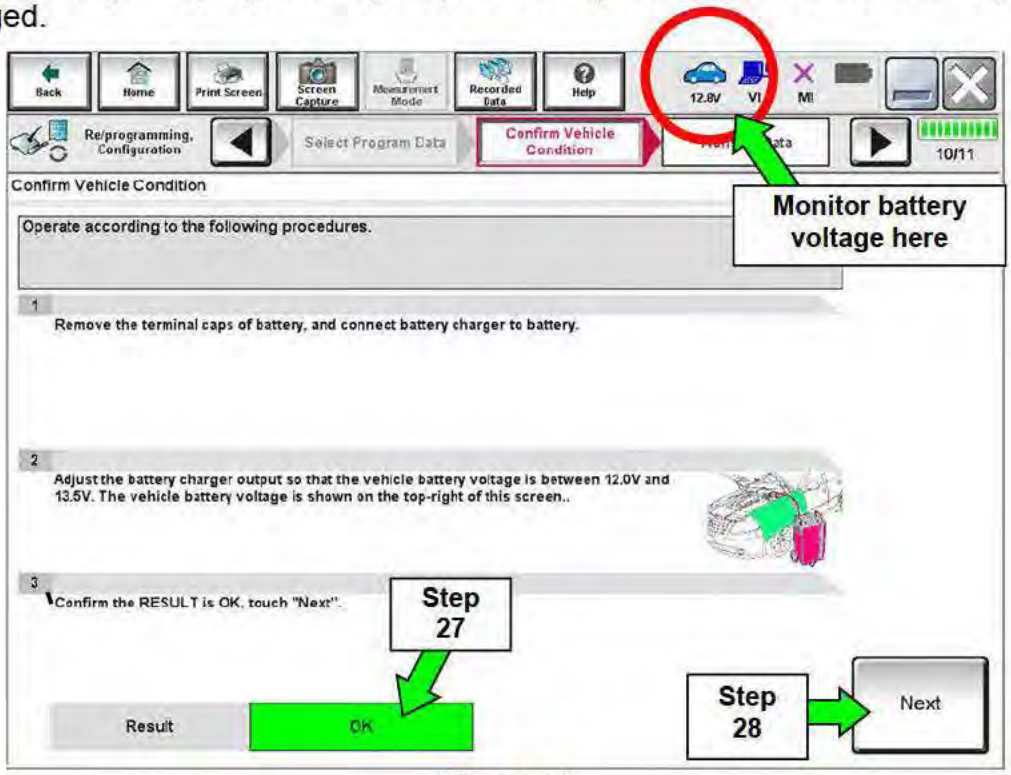


Figure 14

29. Confirm all Judgment items are OK, then select **Start**.

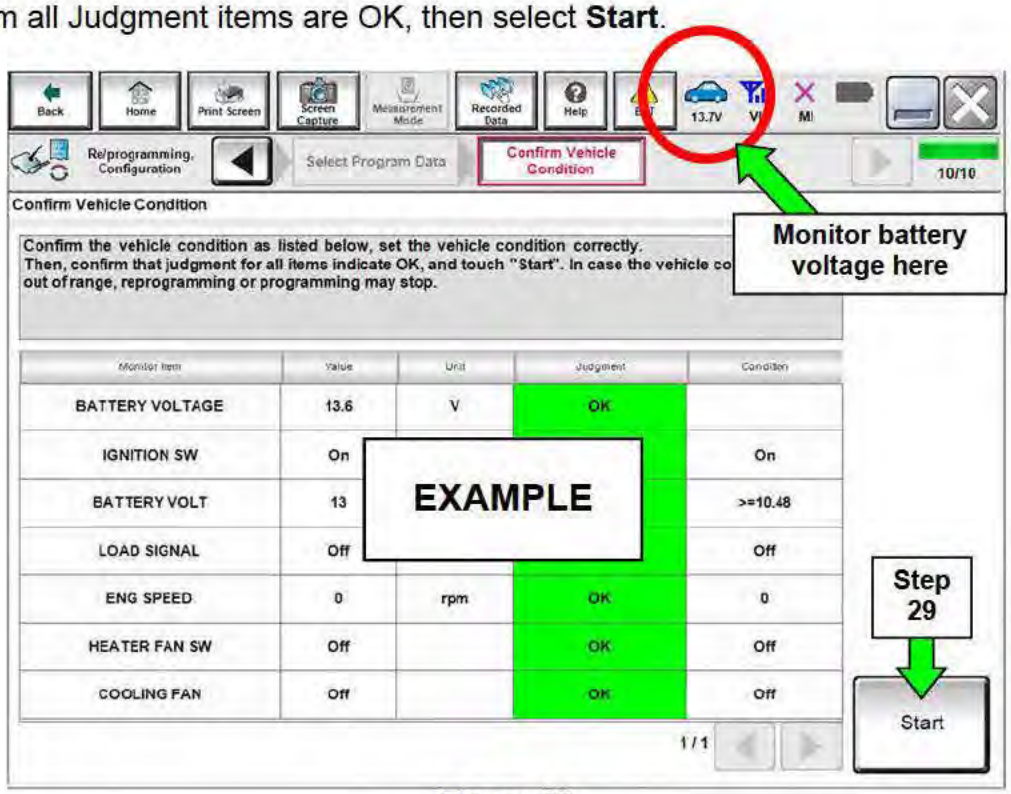


Figure 15

30. Select **USA/CANADA Dealers**.

31. Select **OK**.

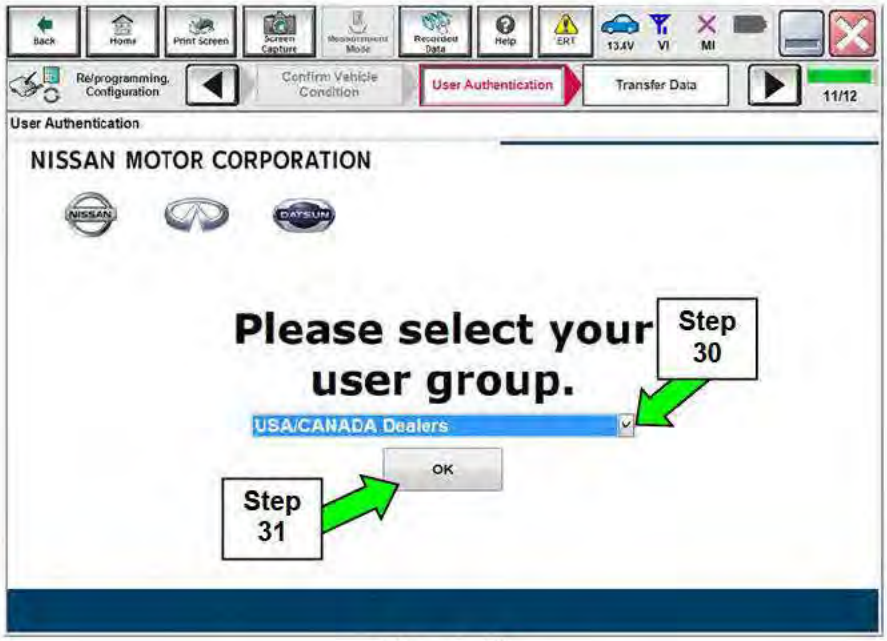


Figure 16

NOTE:

- The above screen may not display if the CONSULT PC has remained ON since the last reprogramming.
- If the CONSULT PC is not connected to the Internet, the screen in Figure 17 will display.

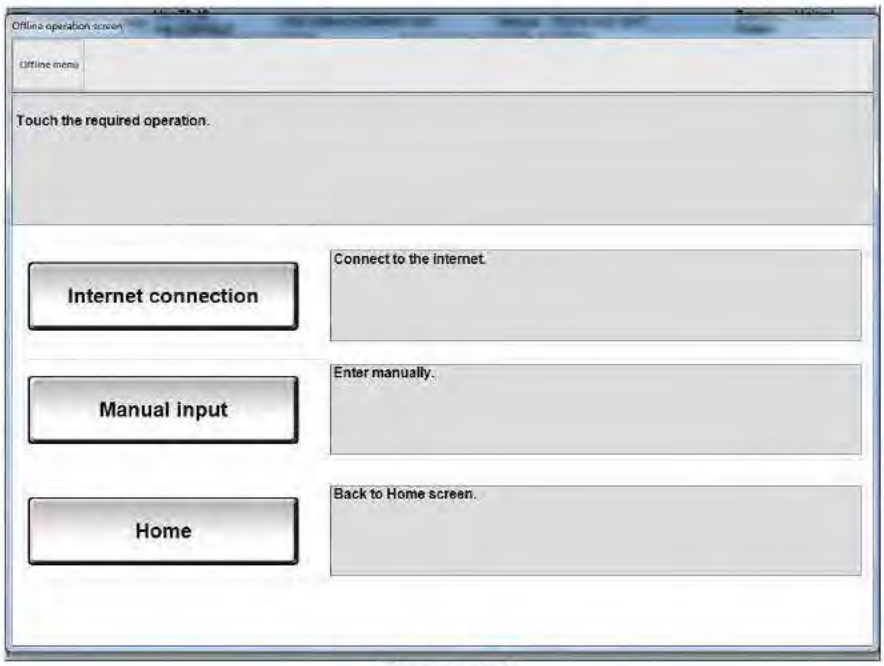


Figure 17

NOTE: In the next steps, the reprogramming process will begin when **Submit** is selected.

32. Enter your **Username** and **Password**.

- The CONSULT PC must be connected to the Internet via cable or Wi-Fi.
- If you do not know your User Name and Password, contact your Service Manager.

33. Select **Submit**.



Figure 18

34. Wait for both progress bars to complete.

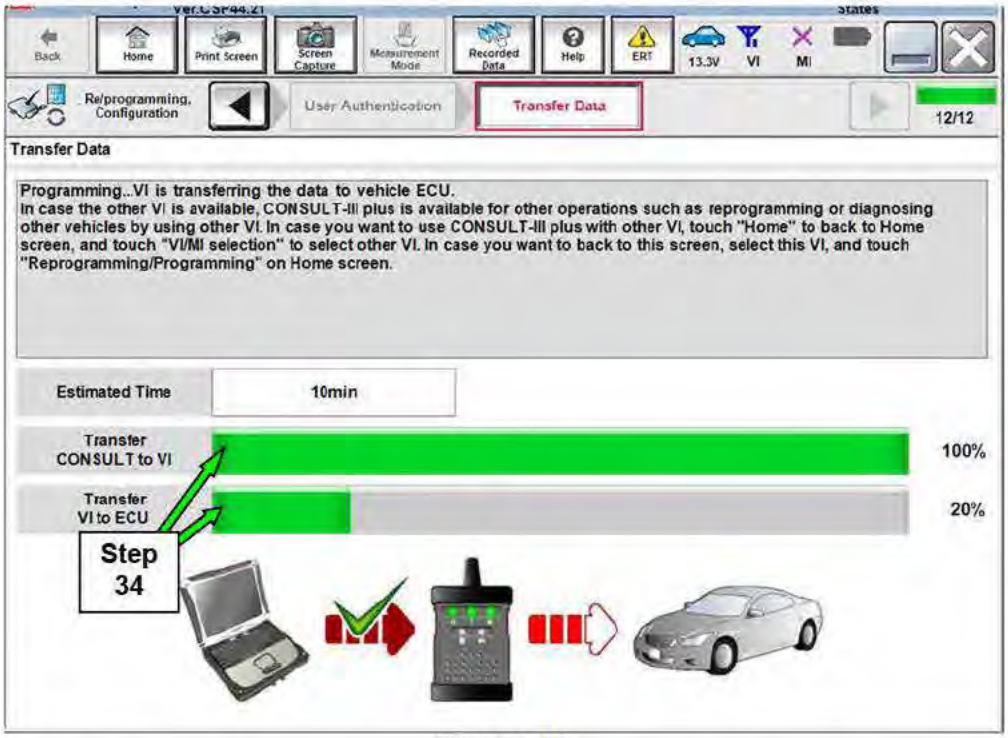


Figure 19

35. When the screen in Figure 20 displays, the reprogramming is complete.

    NOTE: If the screen in Figure 20 does not display (indicating that reprogramming did not complete), refer to the information on the next page.

36. Disconnect the battery charger from the vehicle.

37. Select **Next**.

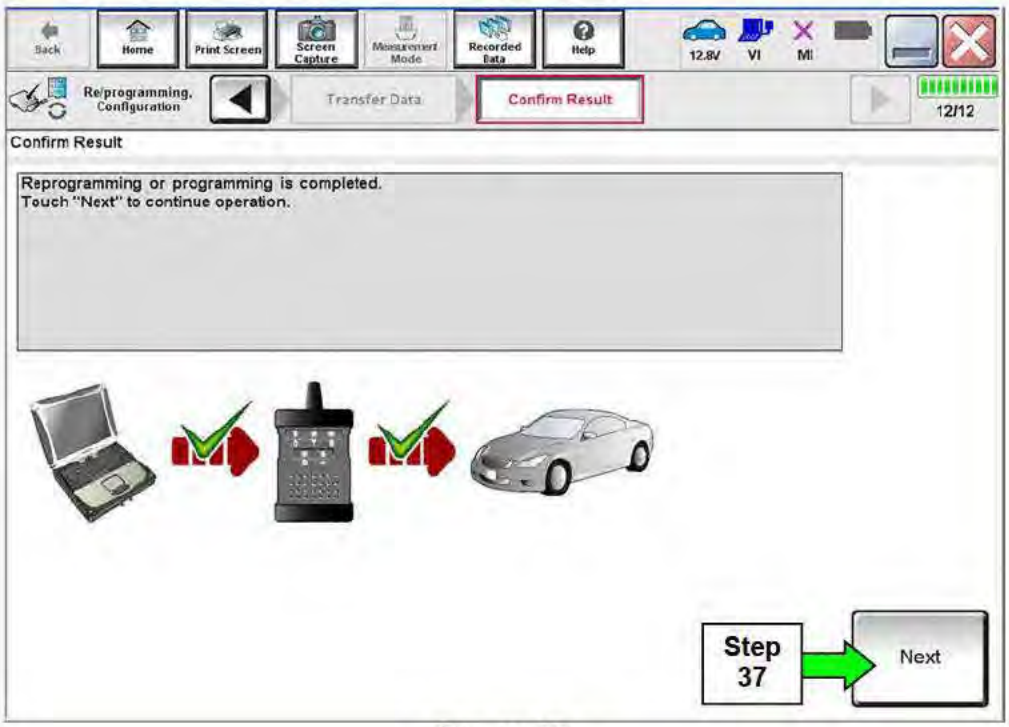


Figure 20

NOTE: Additional steps/operations are required before C-III plus will provide the final reprogramming confirmation report. Continue with the reprogramming procedure on page 18.

Laser/Radar Recovery

<u>Do not disconnect plus VI or shut down Consult III plus if reprogramming does not complete</u>.

If reprogramming does <u>not</u> complete and the "!?" icon displays as shown in Figure 21:

- Check battery voltage (12.0 - 15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- **Select <u>retry</u> and follow the on screen instructions.**
- <u>"Retry" may not go through on first attempt and can be selected more than once</u>.

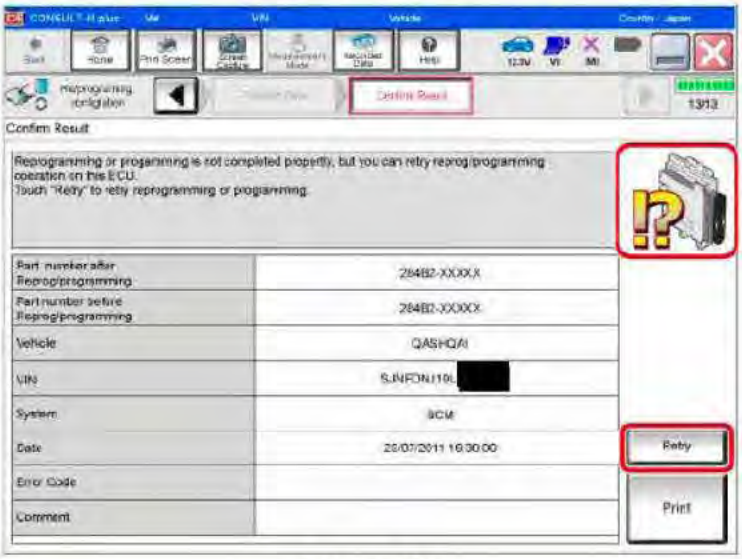


Figure 21

If reprogramming does <u>not</u> complete and the "X" icon displays as shown in Figure 22:

- Check battery voltage (12.0 - 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF.
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- **Select <u>Home</u>, and restart the reprogram procedure from the beginning.**

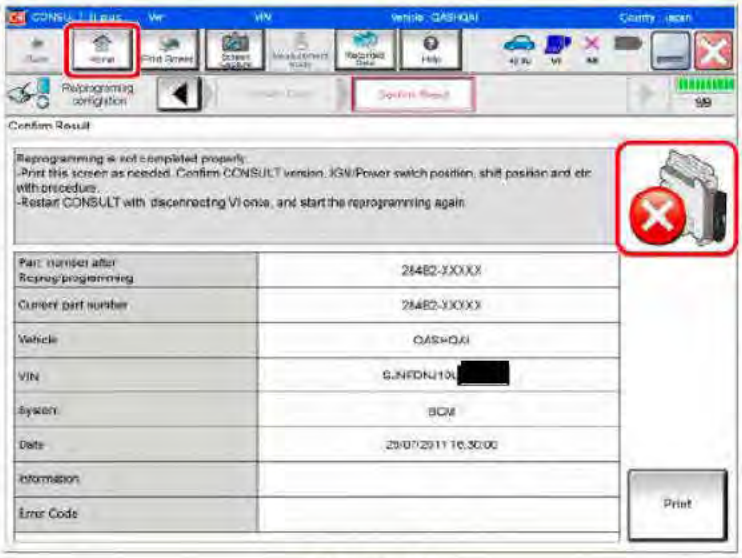


Figure 22

38. **Erase all DTCs** as follows:
    a. Turn the ignition OFF.
    b. Turn the ignition ON.
    c. Wait for DTC erase to complete.

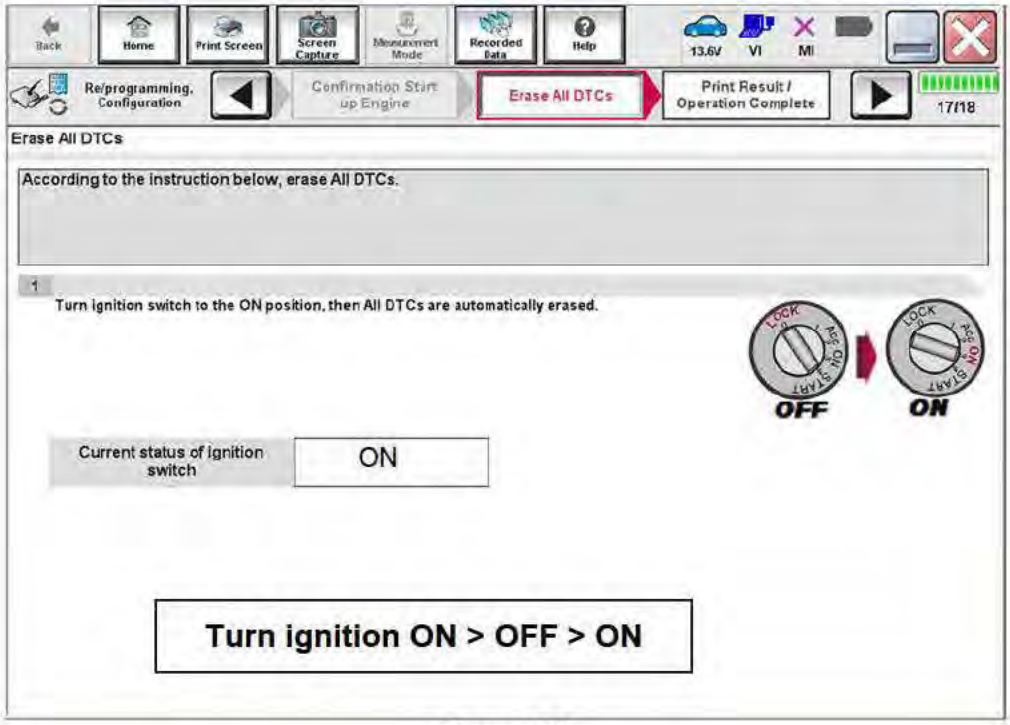


Figure 23

39. Verify the before and after part numbers are different.

40. Print a copy of this screen (Figure 24) and attach it to the repair order.

NOTE: If you cannot print the screen:

a. Select Screen Capture.

b. Name the file.

c. Save the file in My Documents.

- A copy of the screen is now saved in the CONSULT PC. It can be retrieved and printed at a later time.

41. Select **Confirm**.

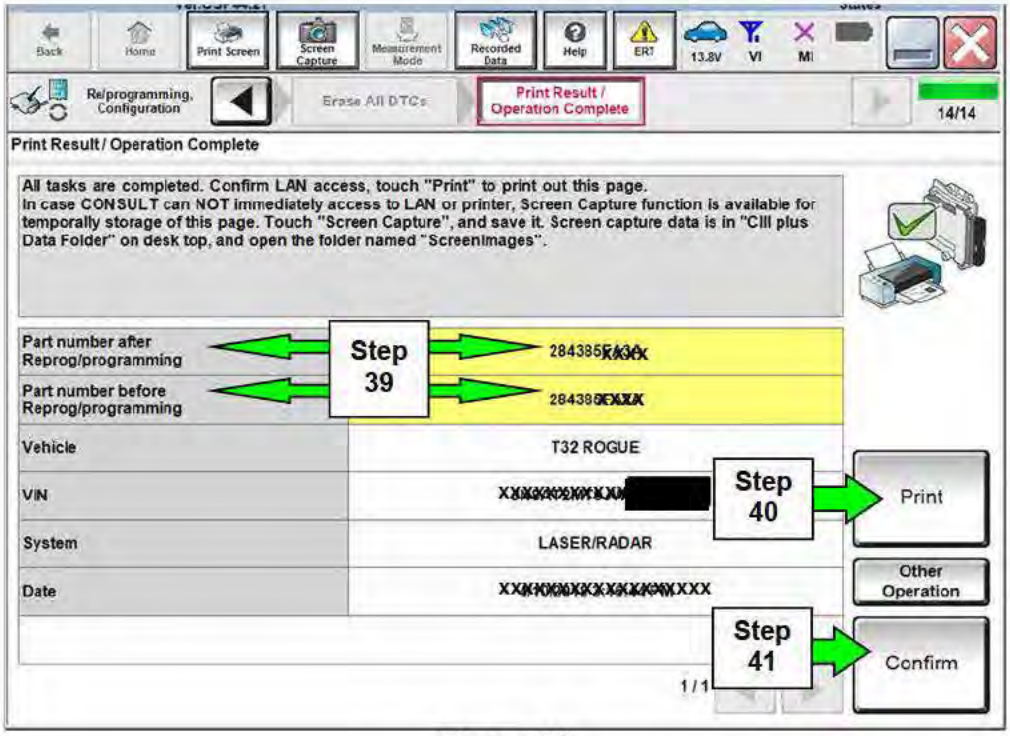


Figure 24

ICC/ADAS Reprogramming

IMPORTANT: LASER/RADAR control unit reprogramming must be performed first (if indicated by the flow chart on page 9) before proceeding.

42. Refer to steps 1-17 starting on page 3 to navigate to Figure 25.

43. Select **ICC/ADAS**.

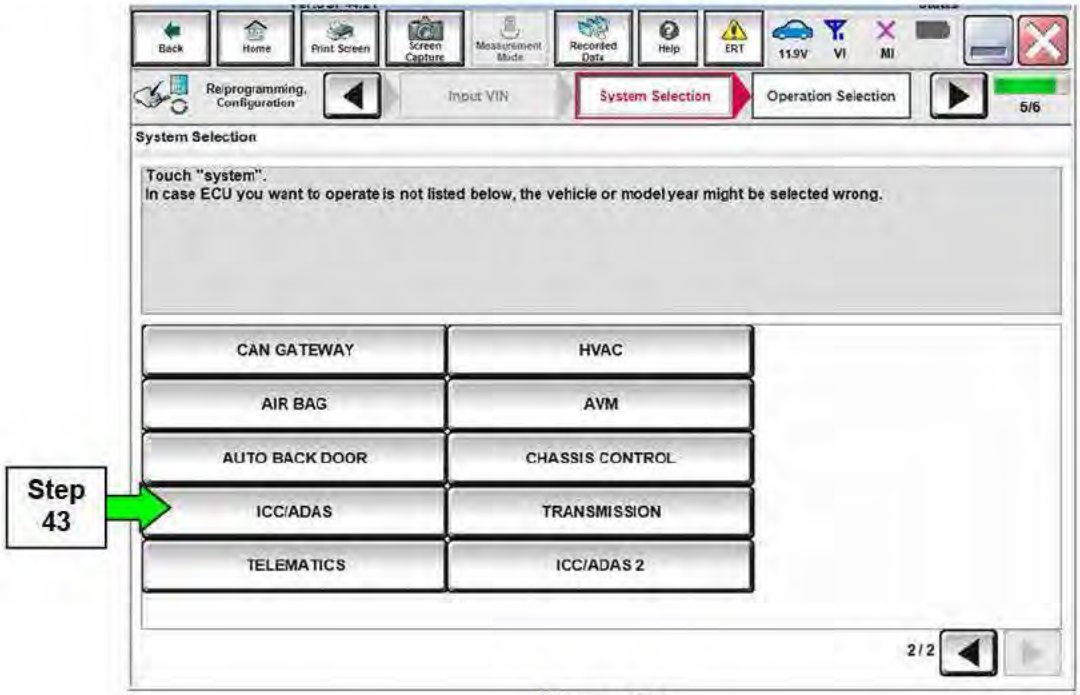


Figure 25

44. Select **Reprogramming**.

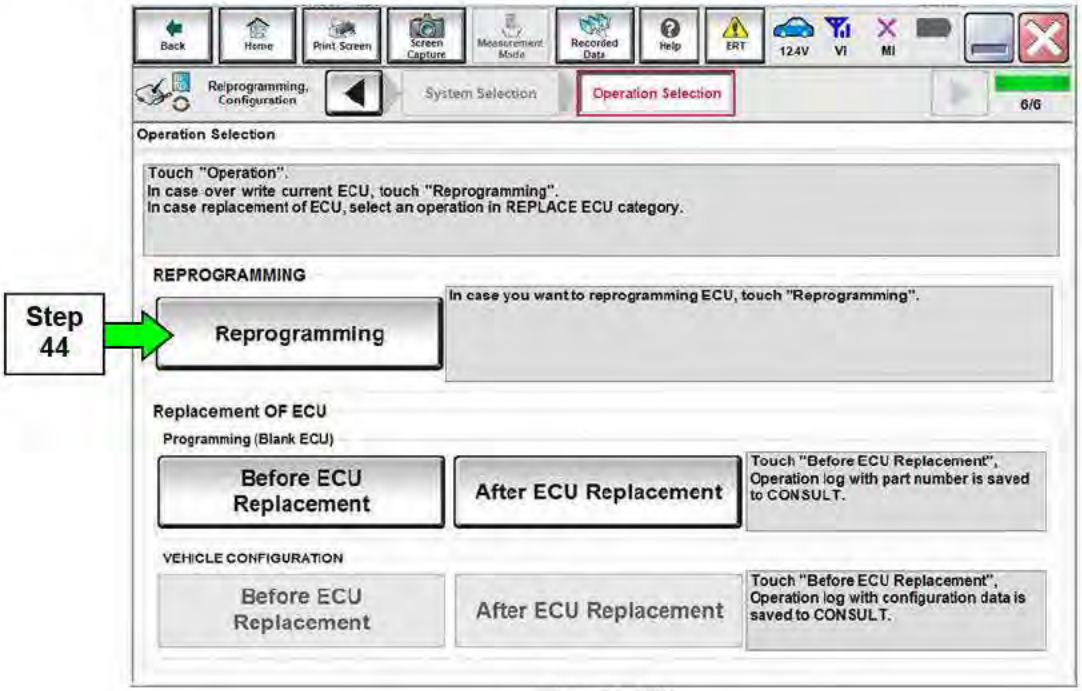


Figure 26

45. When you get to the screen shown in Figure 27, confirm that a reprogram is available as follows.

A. Find the ICC/ADAS **Part Number** and write it on the repair order.

NOTE: This is the current ICC/ADAS Part Number (P/N).

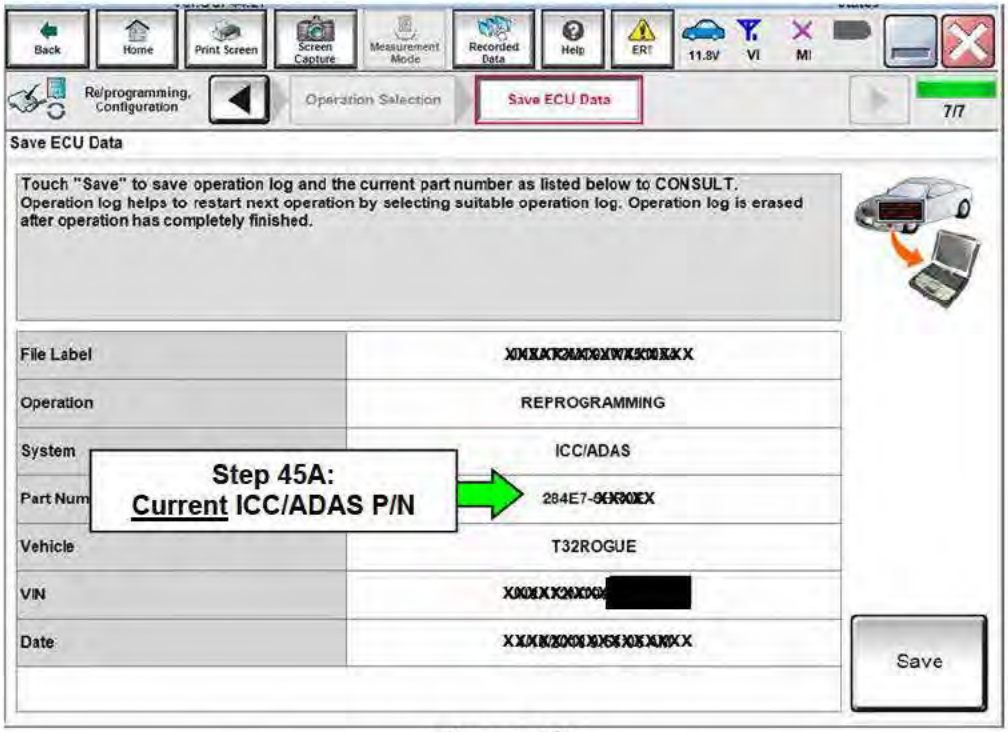


Figure 27

B. Compare the P/N you wrote down to the numbers in the **Current ICC/ADAS Part Number** column in **Table A**.

- If there is a match, continue with the reprogramming procedure.
- If there is not a match in Table A, proceed to step 55.

Table A

MODEL	YEAR	CURRENT ICC/ADAS PART NUMBER: 284E7-
Rogue and Rogue Hybrid	2017	6FL7B, 6FL8B
		6FL1B, 6FL2B
		7FF7B, 7FF8B
	2018	5HR0A, 5HR0C
		5HR9A, 5HR9B
		5HR0E, 5HR1E, 5HR3E, 5HR5E, 5HR6E
Rogue Sport	2017	6MA0B
	2018	6MA1B
		6MG0A, 6MG1A, 6MG2A

46. Follow the on-screen instructions to navigate C-III plus and reprogram the ICC/ADAS.
    - Refer to steps 21-34 starting on page 10 for further details.

NOTE:

- In some cases, more than one new P/N for reprogramming is available.
    - ➢ If more than one new P/N is available, the screen in Figure 28 displays.
    - ➢ Select and use the reprogramming option that does **not** have the message "Caution! Use ONLY with NTBXX-XXX".
- If you get this screen and it is blank (no reprogramming listed), it means there is no reprogramming available for this vehicle. Close C-III plus and refer back to ASIST for further diagnosis.

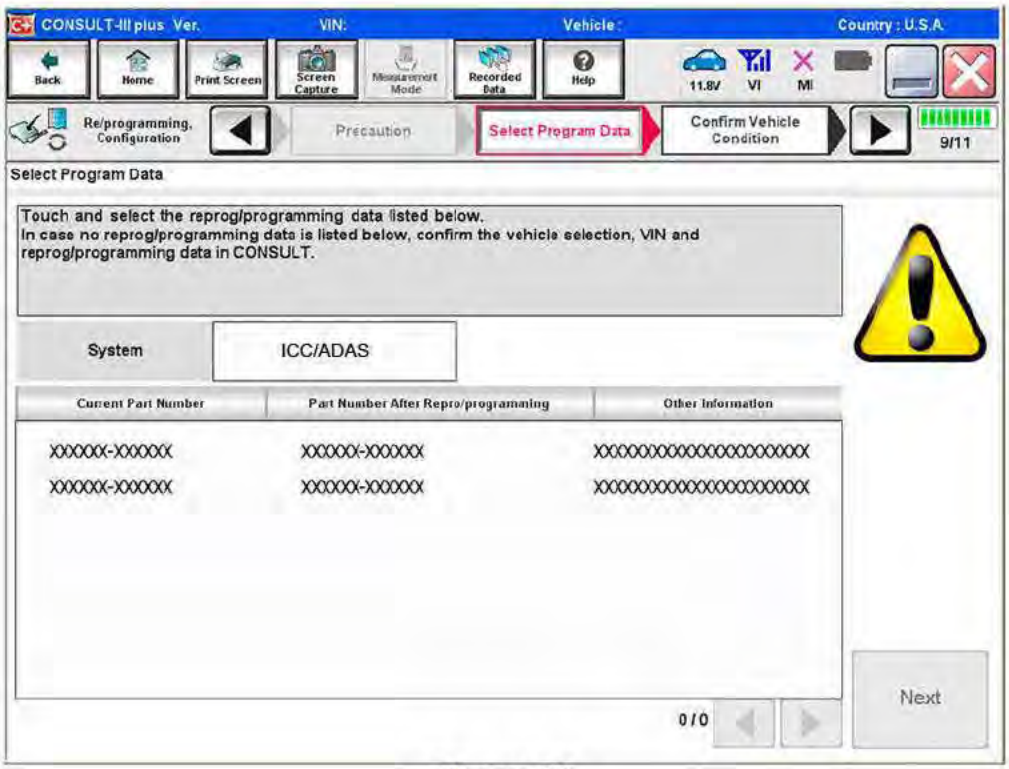


Figure 28

47. When the screen in Figure 29 displays, reprogramming is complete.

    NOTE: If the screen in Figure 29 does not display (indicating that reprogramming did not complete), refer to ICC/ADAS recovery on the next page.

48. Disconnect the GR8 (battery charger) from the vehicle.

49. Select **Next**.

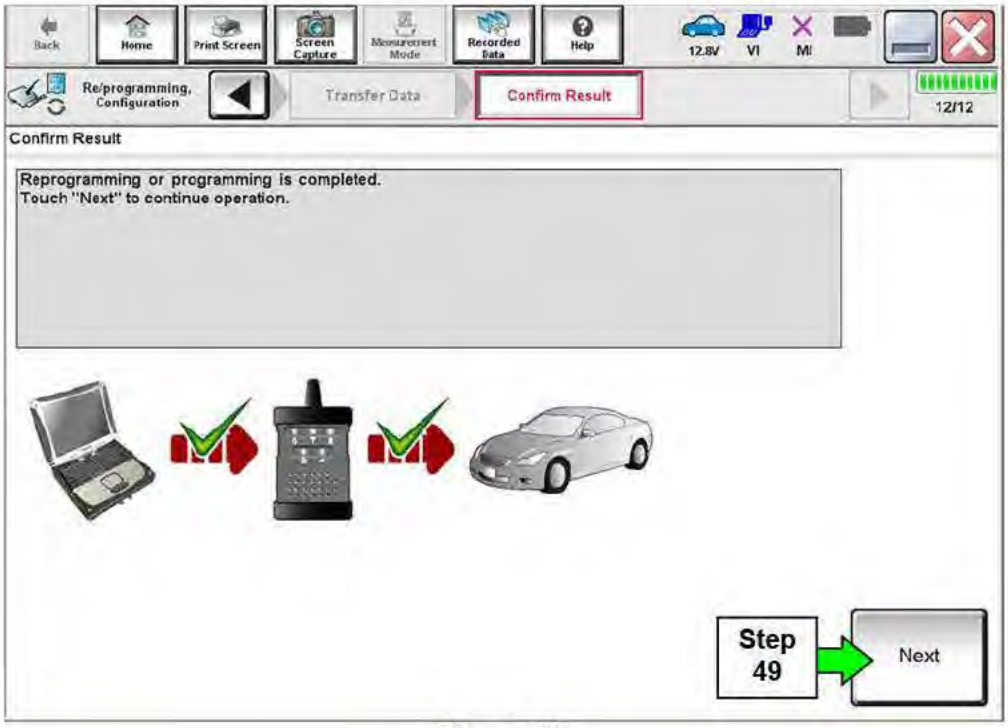


Figure 29

NOTE:

- In the next steps (page 25), you will perform DTC erase.
- This operation is required before C-III plus will provide the final reprogramming confirmation report.

ICC/ADAS Recovery

<u>Do not disconnect plus VI or shut down Consult III plus if reprogramming does not complete</u>.

If reprogramming does <u>not</u> complete and the "!?" icon displays as shown in Figure 30:

- Check battery voltage (12.0 - 15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- **Select <u>retry</u> and follow the on screen instructions.**
- <u>"Retry" may not go through on first attempt and can be selected more than once</u>.

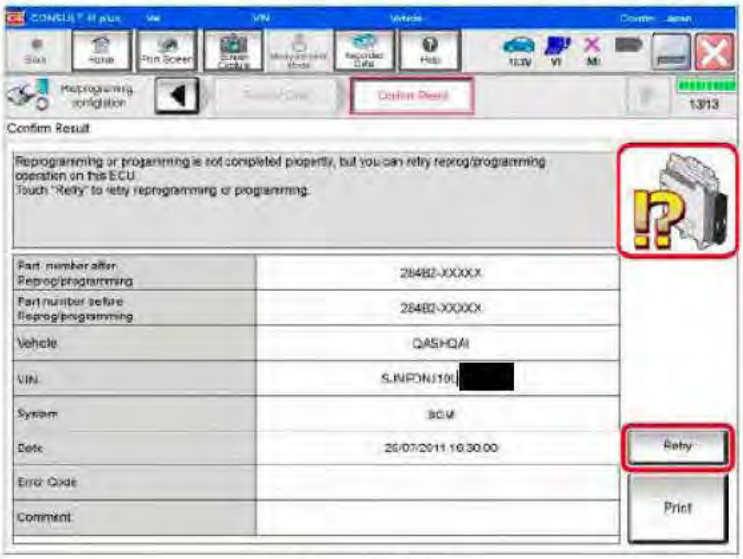


Figure 30

If reprogramming does <u>not</u> complete and the "X" icon displays as shown in Figure 31:

- Check battery voltage (12.0 - 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF.
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- **Select <u>Home</u>, and restart the reprogram procedure from the beginning.**

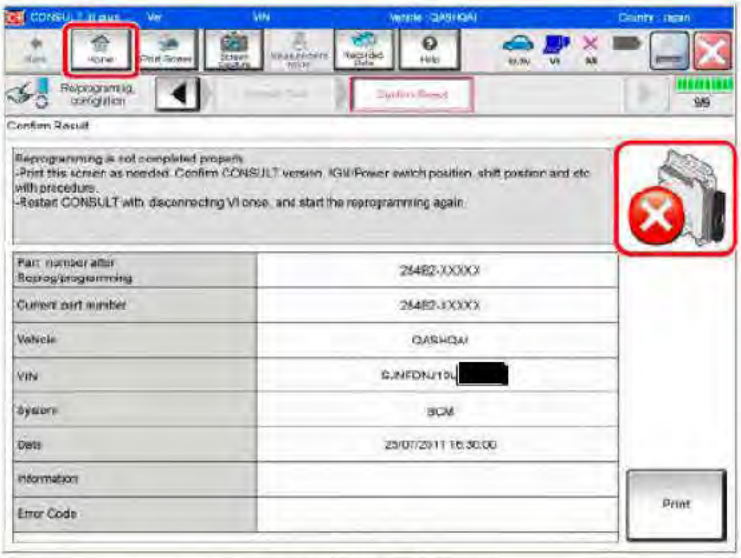


Figure 31

50. Follow the on on-screen instructions to erase DTCs.
    - If needed, refer to step 38 on page 18 for further details.
51. When the entire reprogramming process is complete, the screen in Figure 32 will display.
52. Verify the before and after part numbers are different.
53. Print a copy of this screen (Figure 32) and attach it to the repair order for warranty documentation.
54. Select **Confirm**.

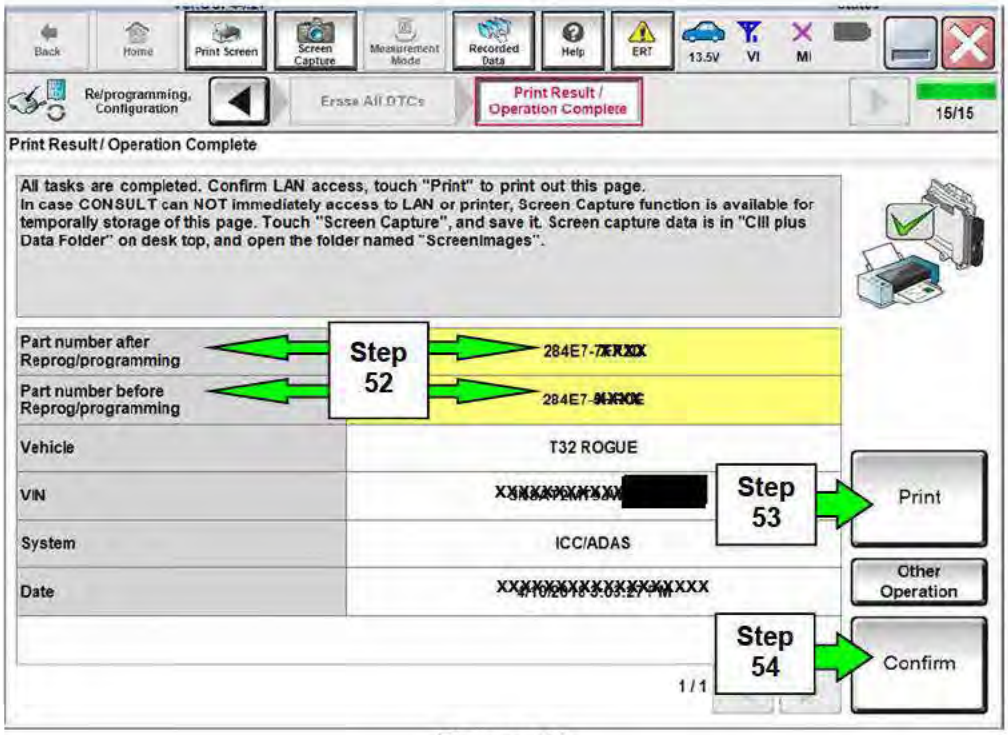


Figure 32

55. Close C-III plus.
56. Turn the ignition OFF.
57. Disconnect the plus VI from the vehicle.
58. Test drive the vehicle and make sure it operates correctly and the MIL is OFF.
    - If the MIL comes ON, go back to ASIST for further diagnostic information.
    - Diagnosis and repairs beyond ICC/ADAS or LASER/RADAR reprogramming or replacement are not covered by this bulletin.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram Laser/Radar Control Unit	(1)	RX6FAA	ZE	32	0.4 (2)

And, on the same line

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram ICC/ADAS Control Unit	(1)	RX6EAA	ZE	32	0.4 (2)

(1) Refer to the electronic parts catalog and use the Distance Sensor (28438-*****) part number as the Primary Failed Part (PFP).

(2) FRT allows adequate time to access DTC codes. No other diagnostic procedures subsequently required. Do NOT claim any Diagnostic Op Codes with this claim.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
June 8, 2018	NTB18-041	Original bulletin published.
July 19, 2018	NTB18-041a	Changes made throughout.
March 19, 2019	NTB18-041b	Laser/Radar Control Unit Replacement procedure and PARTS INFORMATION section removed. Title, Repair Overview, CLAIMS INFORMATION section, and page 9 revised.

PE19-010

NISSAN

6-16-2020

ATTACHMENT D

NTB18-041C

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SERVICE BULLETIN

Classification:	Reference:	Date:
EL18-005c	NTB18-041c	August 29, 2019

2017-2020 ROGUE, ROGUE HYBRID, AND ROGUE SPORT; FALSE ACTIVATION OF AEB, FEB, OR FCW

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2017-2020 Rogue (T32)
2017-2019 Rogue Sport (J11)
2017-2019 Rogue Hybrid (T32)

IF YOU CONFIRM

The following system(s) falsely activated or the customer reports false activation of:

- AEB (Automatic Emergency Braking);
- FEB (Forward Emergency Braking);
- FCW (Forward Collision Warning)

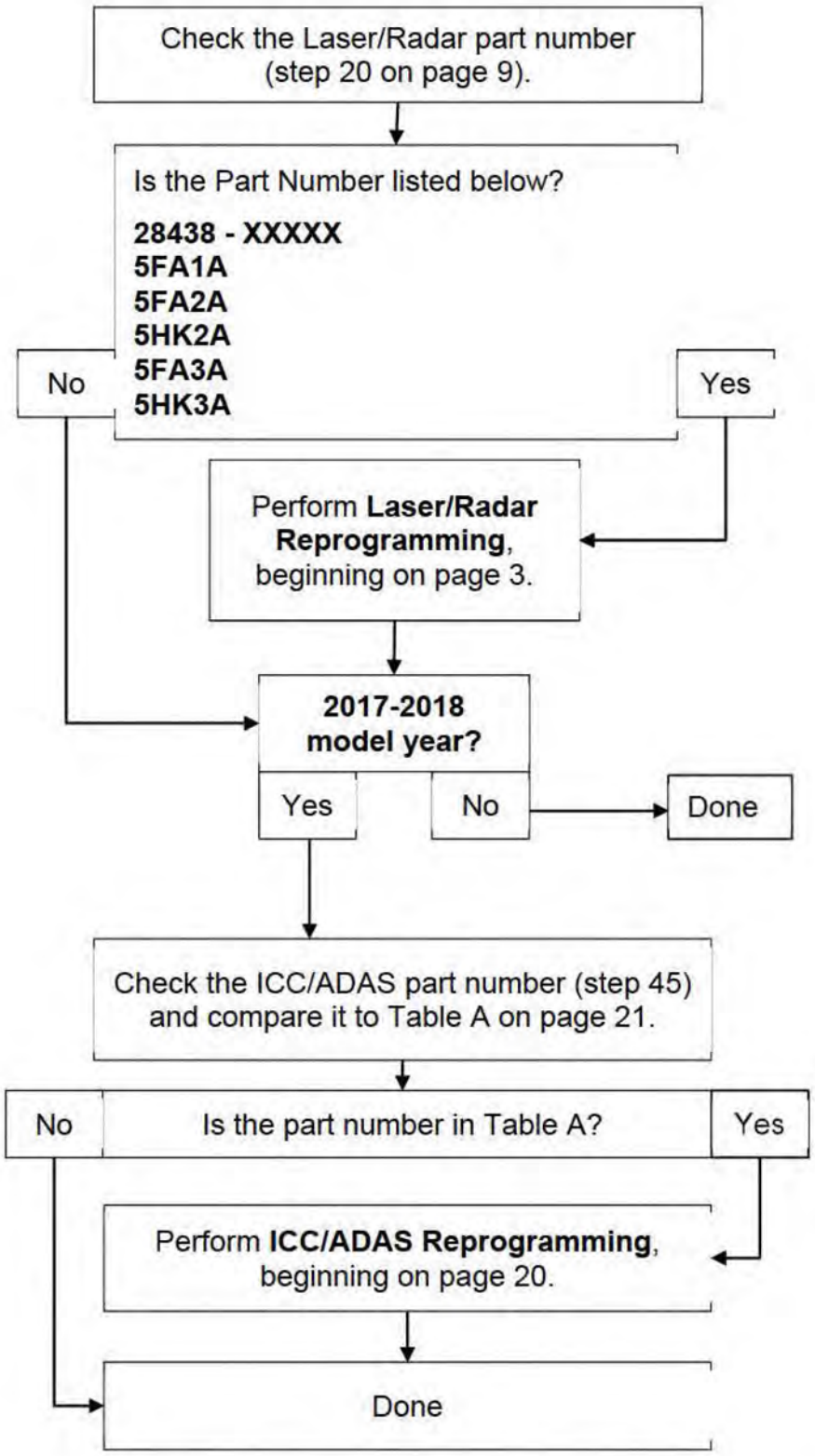
ACTION

1. Check Service COMM or Dealer Business Systems (DBS) National Service History to determine if campaign NTB19-064 applies to this vehicle. If the campaign **IS** applicable to the vehicle you are working on then this TSB does **NOT** apply. **ONLY** perform campaign NTB19-064.
2. Refer to the Repair Overview on page 2.

IMPORTANT: The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You MUST closely follow the entire SERVICE PROCEDURE as it contains information that is essential to successfully completing this repair.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

REPAIR OVERVIEW



HINT: If reprogramming is not performed, refer to the Electronic Service Manual (ESM) for further diagnostic information.

SERVICE PROCEDURE

Laser/Radar Reprogramming

IMPORTANT: Before starting, make sure:

- ASIST on the CONSULT PC has been synchronized (updated) to the current date.
- All CONSULT–III plus (C-III plus) software updates (if any) have been installed.
- The CONSULT PC is connected to the Internet via a cable or Wi-Fi.
  - Later in the procedure you will be required to enter your User Name and Password.
  - The CONSULT PC must be connected to the Internet.
  - If you do not know your User Name and Password, contact your Service Manager.
- A screen print for Warranty documentation can be done from the CONSULT PC during this process while still connected to the vehicle.
- No Diagnostic Trouble Codes (DTCs) are stored.
  - Use C-III plus to perform Self Diagnosis for all systems.
  - If there are any DTCs: diagnose, perform repairs, and erase DTCs **before** continuing.

1. Connect the plus Vehicle Interface (plus VI) to the vehicle.
   - Make sure to use the correct VI for C-III plus (plus VI).

> **NOTICE**
> **Make** sure the plus VI is securly connected. If the plus VI connection is loose during reprogramming, the process will be interrupted and the **control unit may be damaged.**

2. Connect the AC Adapter to the CONSULT PC.

> **NOTICE**
> Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the **control unit may be damaged**.

3. Connect a battery maintainer or smart charger set to reflash mode or a similar setting.

NOTICE

If the vehicle's battery voltage drops below 12.0V or rises above 15.5V during reprogramming, the control unit may be damaged.

4. Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI.

NOTICE

Make sure to turn OFF all external Bluetooth® devices. If Bluetooth® signal waves are within range of the CONSULT PC and the plus VI during reprogramming, reprogramming may be interrupted and the **control unit may be damaged**.

5. Turn the ignition ON with the engine OFF.
   - The engine must not start or run during the reprogramming procedure.

6. Turn OFF all vehicle electrical loads such as exterior lights, interior lights, HVAC, blower, rear defogger, audio, NAVI, seat heater, steering wheel heater, etc.

7. Turn ON the CONSULT PC.

8. Start C-III plus.

- The serial number will display when the plus VI is recognized.

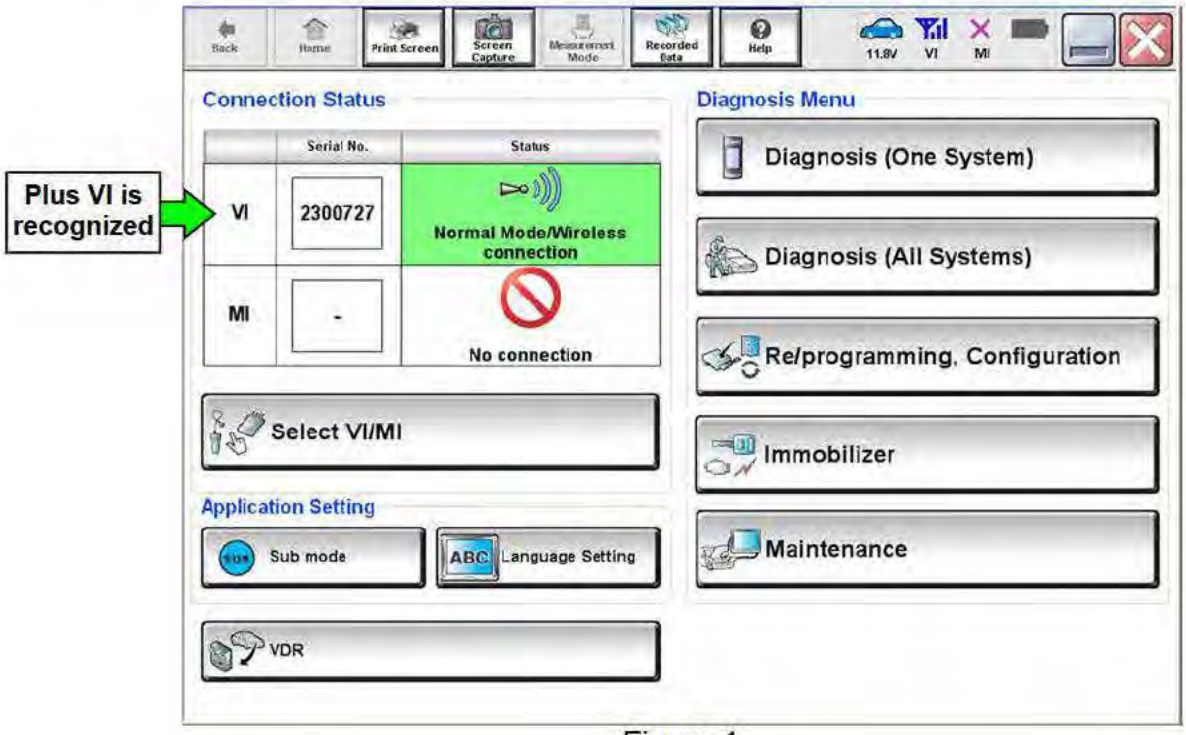


Figure 1

9. Select **Re/programming, Configuration**.

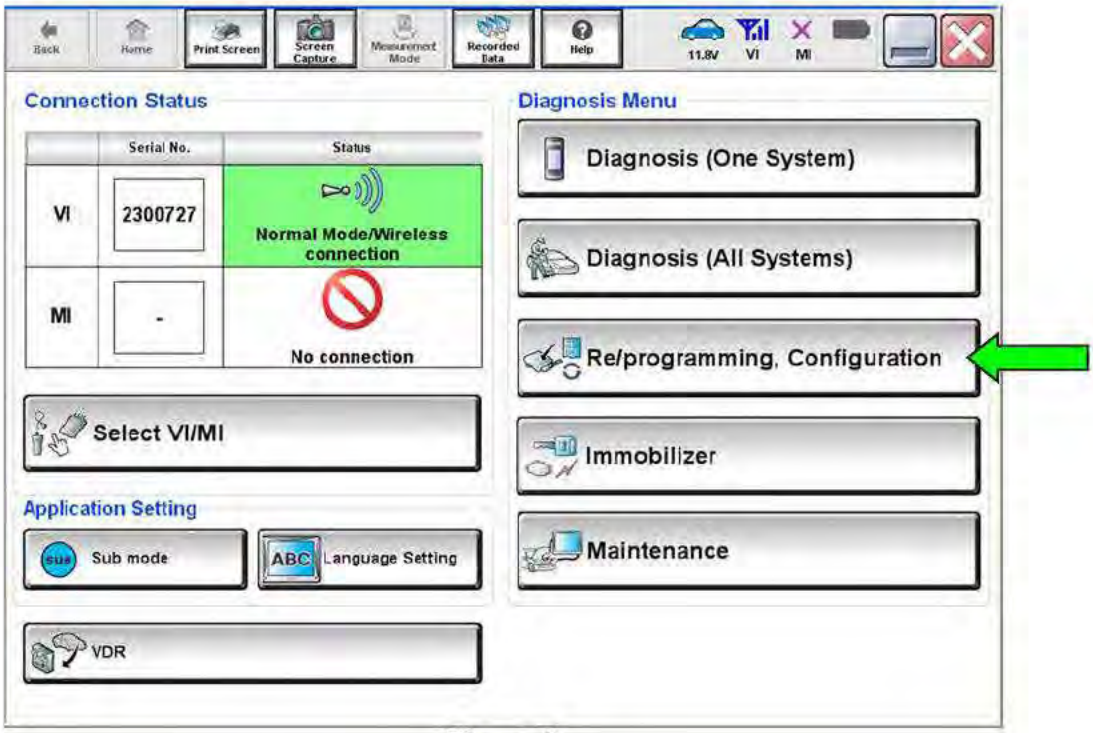


Figure 2

10. Use arrows (if needed) to view and read all precautions.
11. Check the box confirming the precautions have been read.
12. Select **Next**.

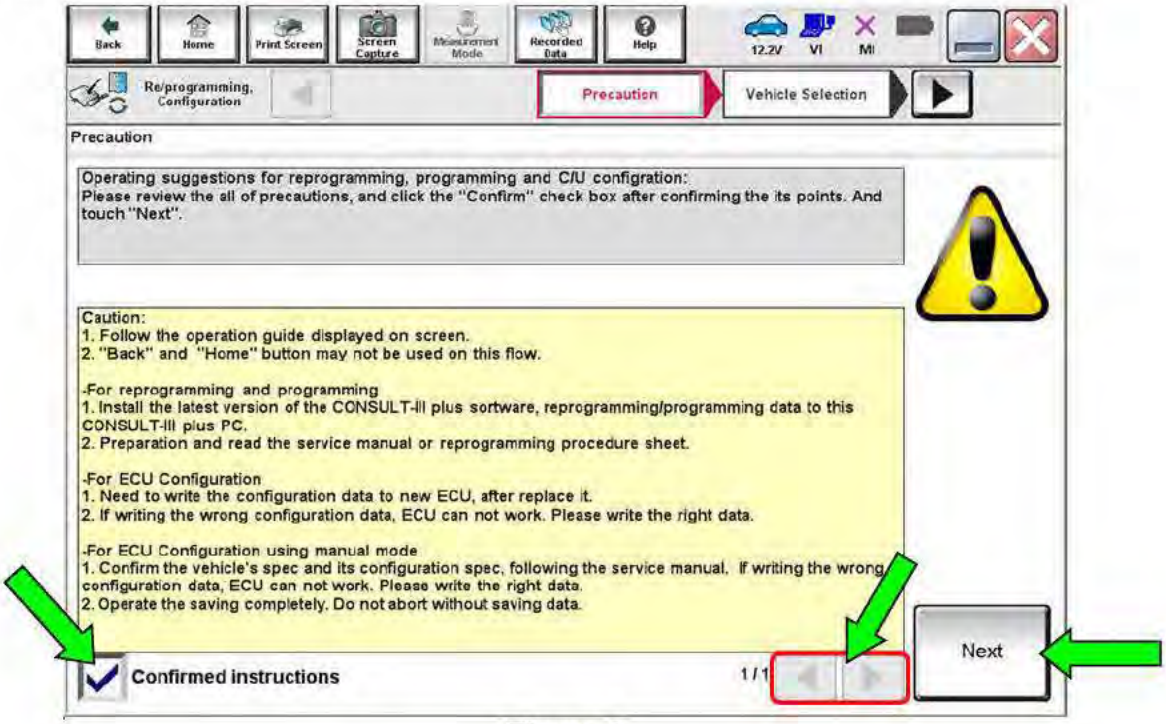


Figure 3

13. Select **Automatic Selection(VIN)**.

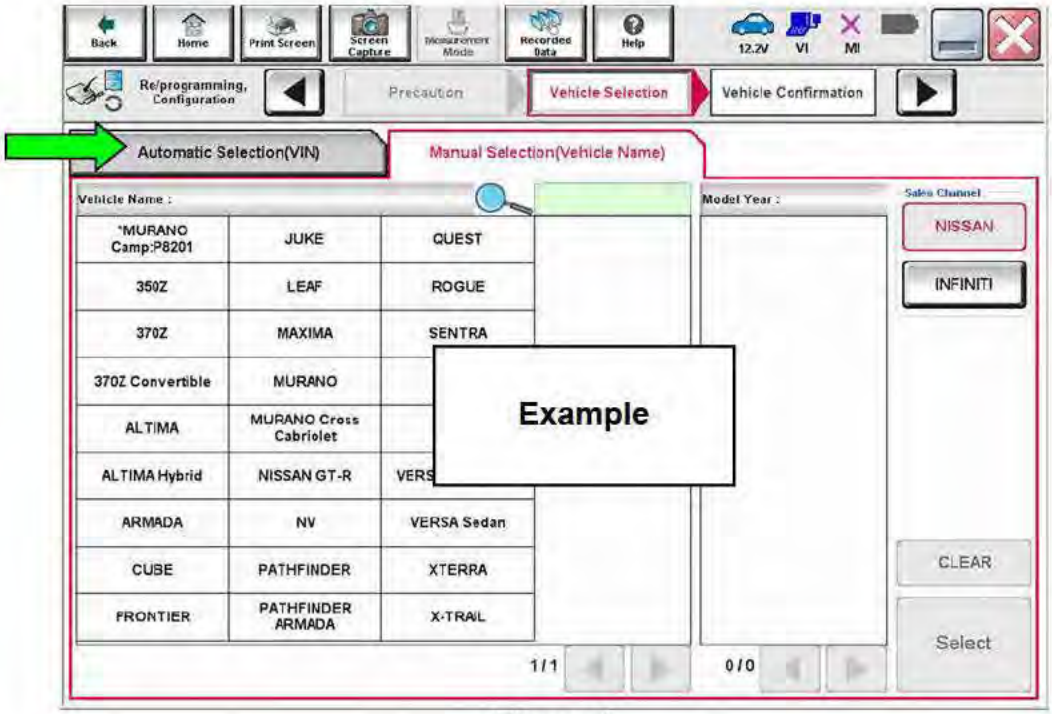


Figure 4

14. Make sure **VIN or Chassis #** matches the vehicle's VIN.

15. If the correct VIN is displayed, select **Confirm**.

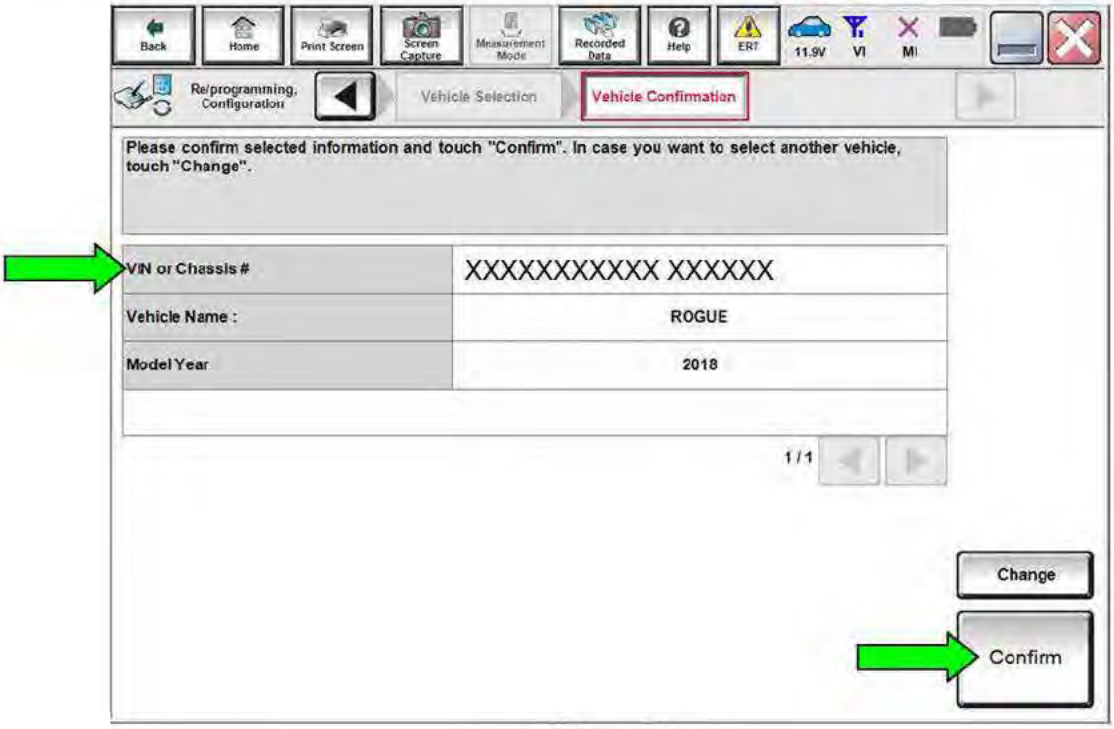


Figure 5

16. Select **Confirm**.

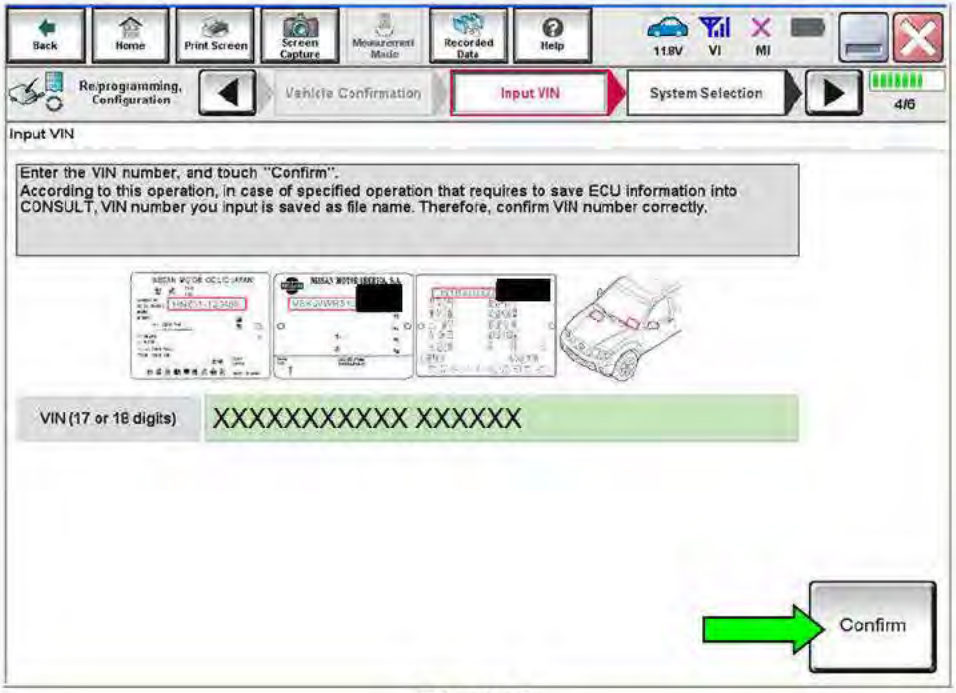


Figure 6

17. Select **LASER/RADAR**.

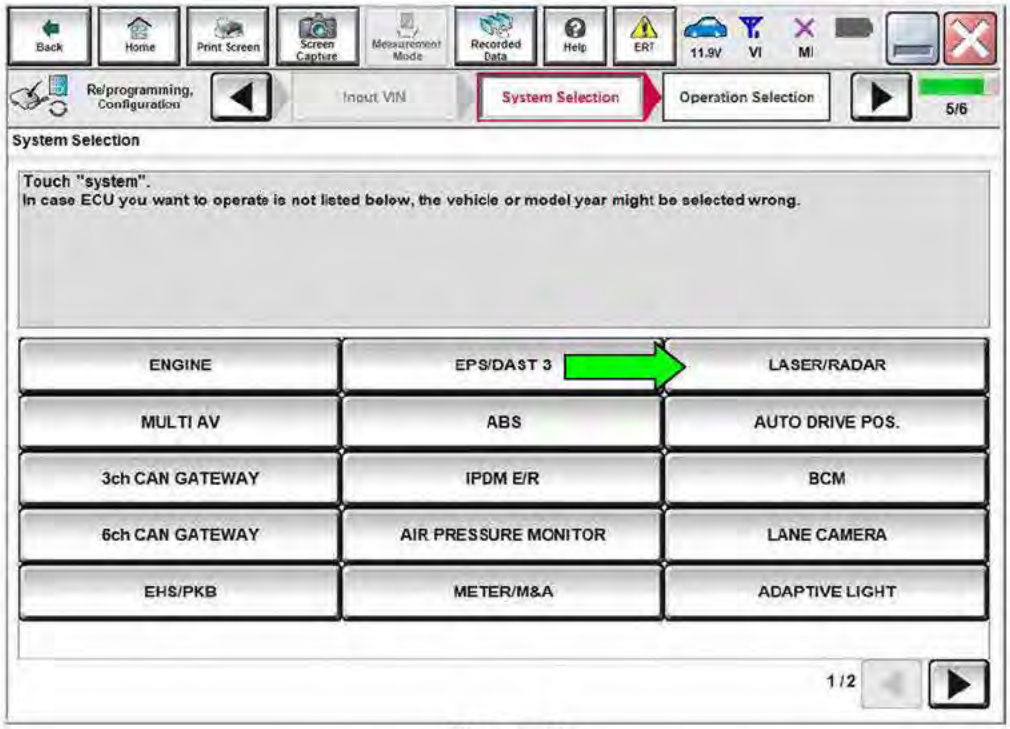


Figure 7

18. Select **Reprogramming**.

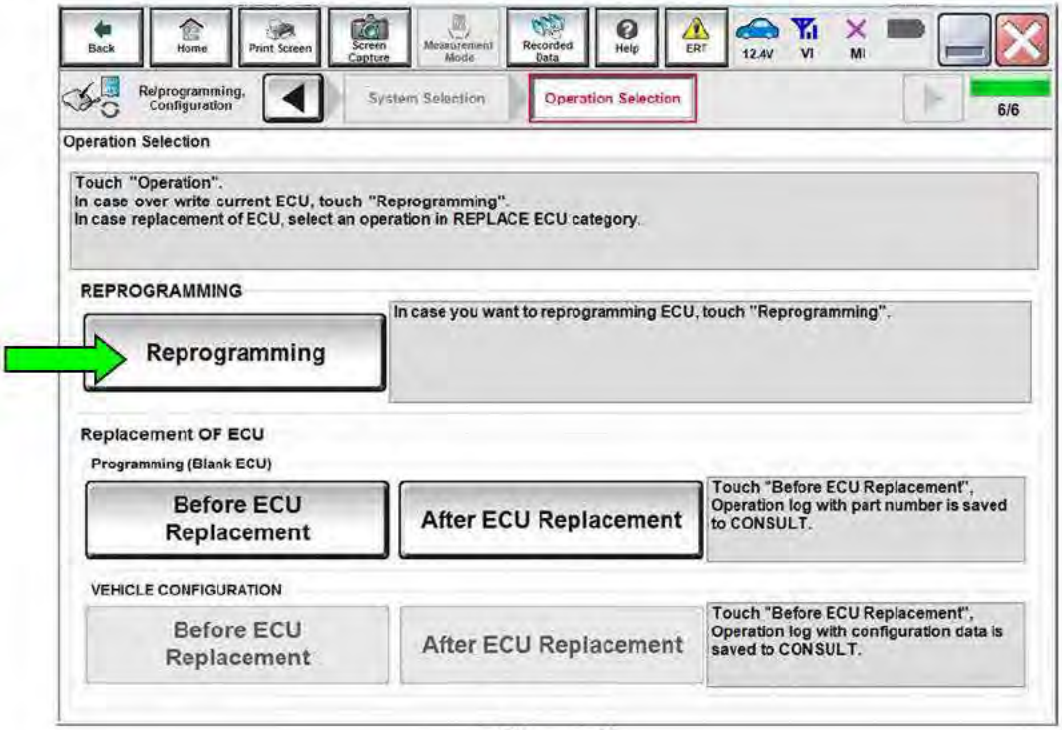


Figure 8

19. When you get to the screen shown in Figure 9, confirm that a reprogram is available with the flow chart below.

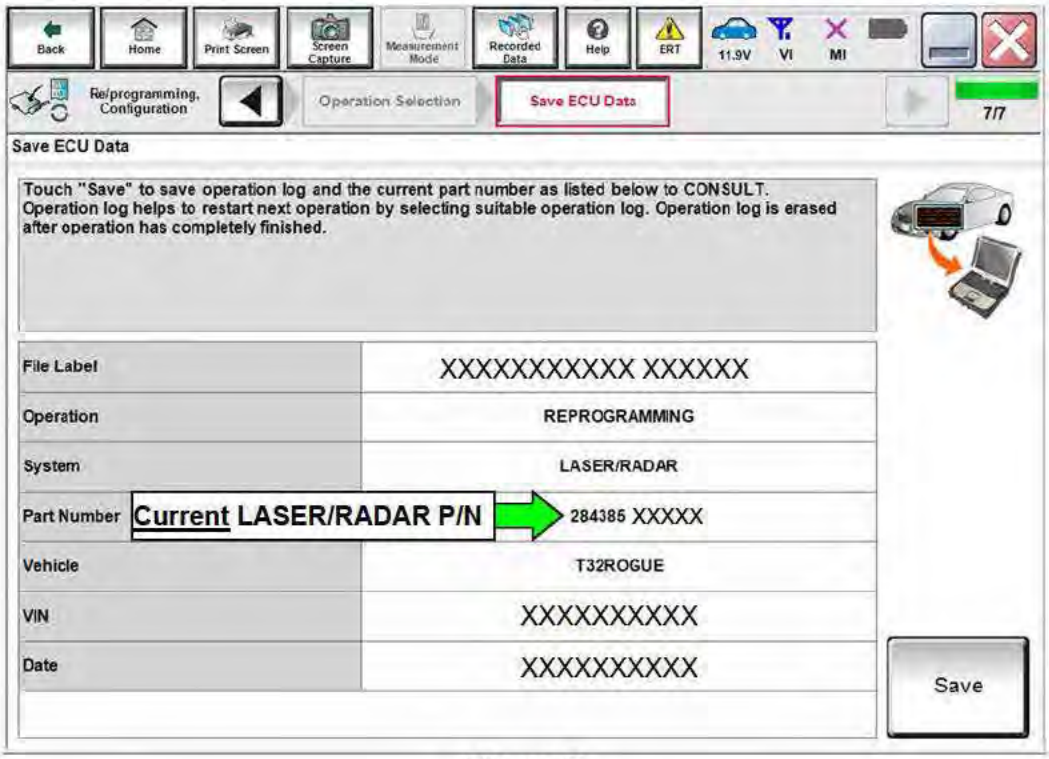


Figure 9

Find the LASER/RADAR **Part Number** and write it on the repair order.
HINT: This is the vehicle's current LASER/RADAR Part Number (P/N).

Is the Part Number listed below?

28438 - XXXXX
5FA1A
5FA2A
5HK2A
5FA3A
5HK3A

No

Yes

Continue with the reprogramming procedure on the next page.

2017-2018 Model year?

No

Yes

Done

Skip to **ICC/ADAS Reprogramming** on page 20.

20. Select **Save**.

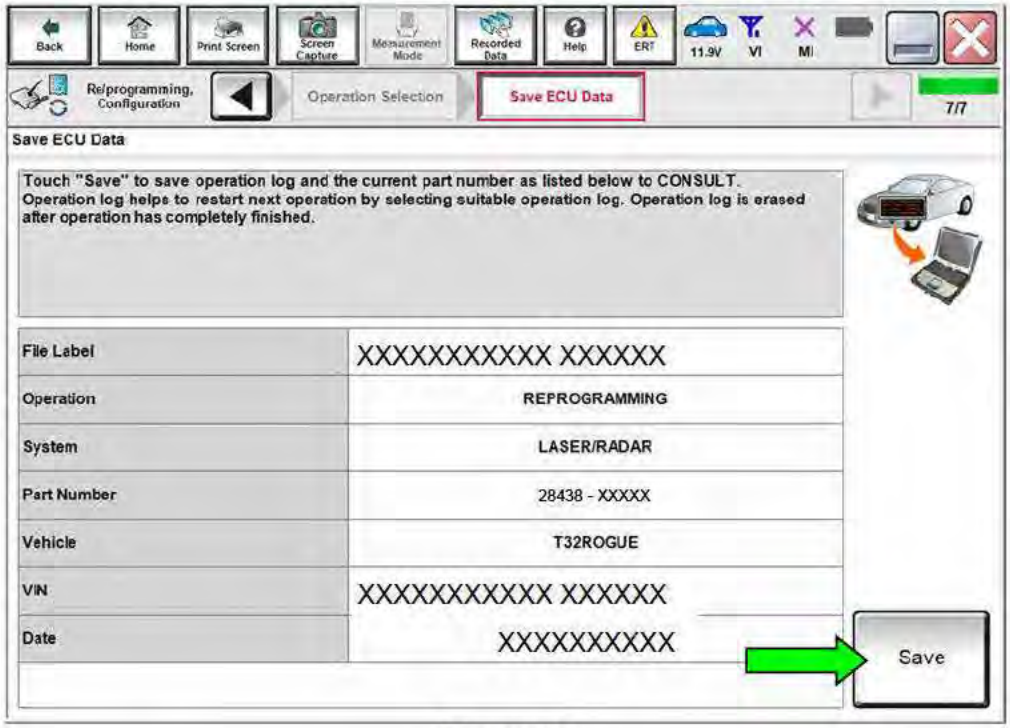


Figure 10

21. Use arrows (if needed) to view and read all precautions.

22. Check the box confirming the precautions have been read.

23. Select **Next**.

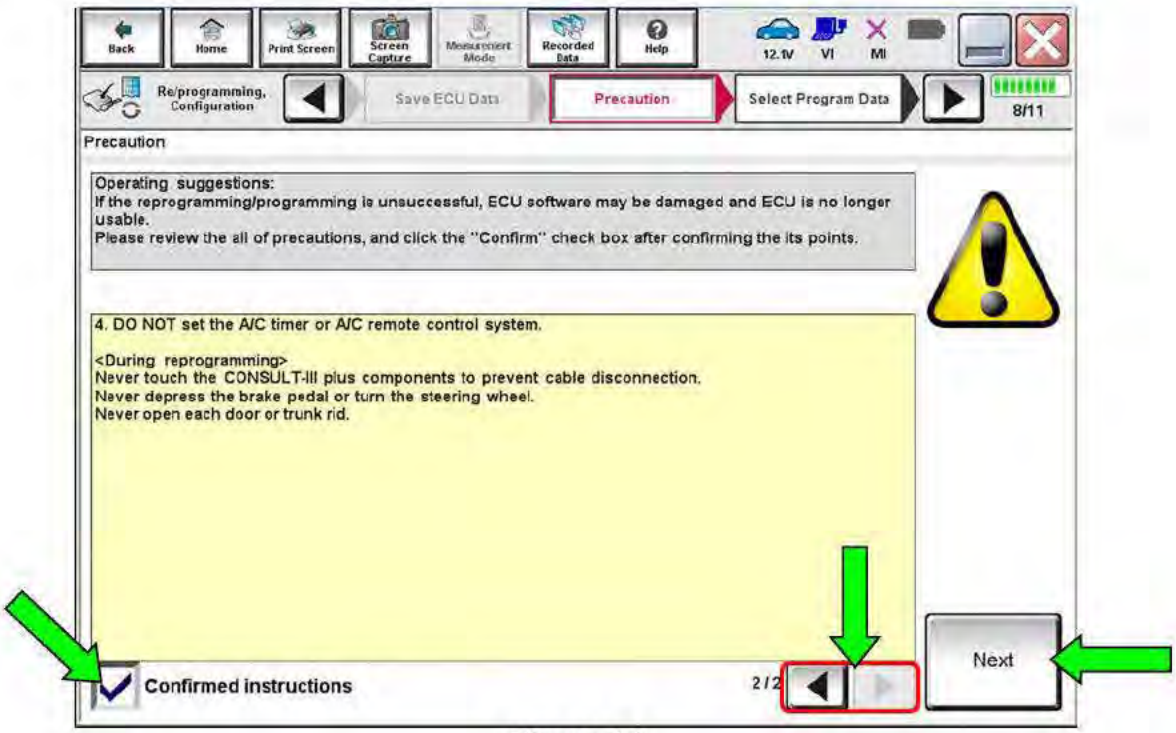


Figure 11

24. Read the **Current Part Number** and **Part Number After Reprogramming**. They should be different.

25. Select **Next**.

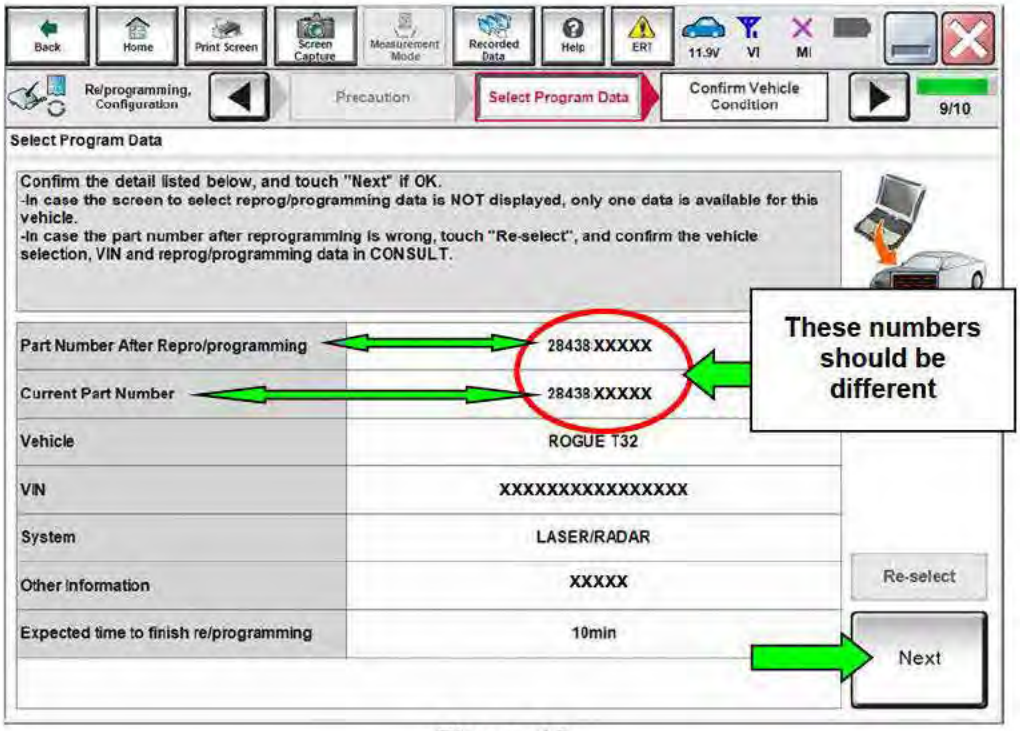


Figure 12

HINT:

- In some cases, more than one new P/N for reprogramming is available.
  - If more than one new P/N is available, the screen in Figure 13 displays.
  - Select and use the reprogramming option that does **not** have the message "Caution! Use ONLY with NTBXX-XXX".
- If you get this screen and it is blank (no reprogramming listed), it means there is no reprogramming available for the Laser/Radar control unit in this vehicle. Proceed to **ICC/ADAS Reprogramming** on page 20.

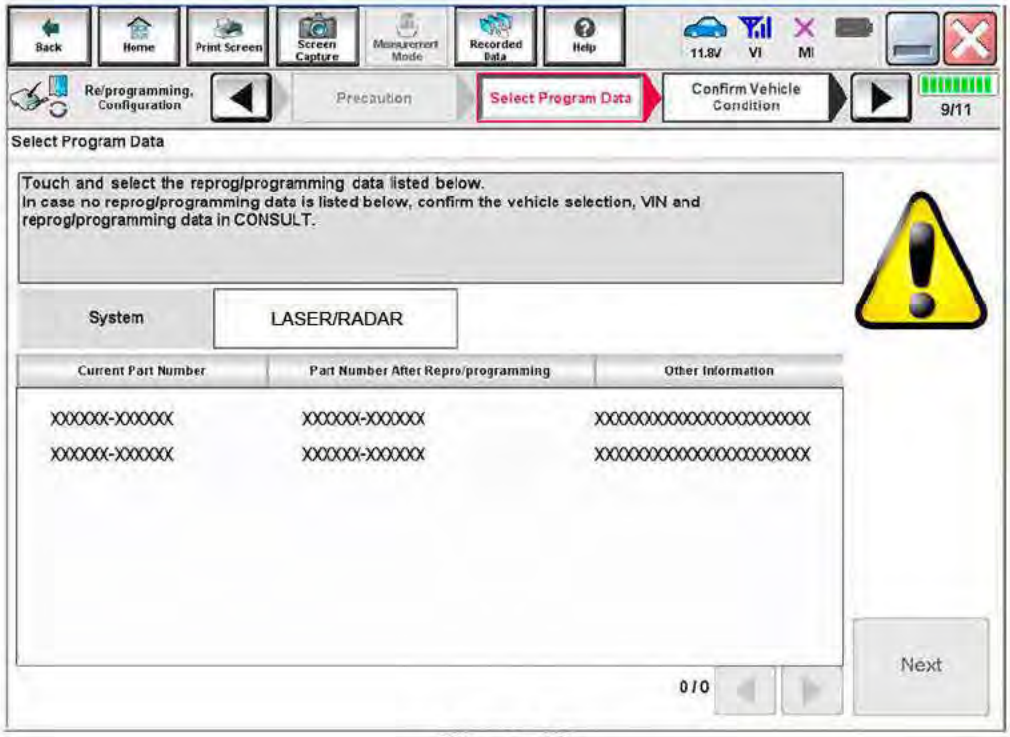


Figure 13

26. Make sure **OK** is highlighted **green** (battery voltage must be between **12.0 and 15.5 Volts**).

27. Select **Next**.

NOTICE Battery voltage must stay between **12.0 and 15.5 Volts** during reprogramming or reprogramming may be interrupted and the control unit may be damaged.

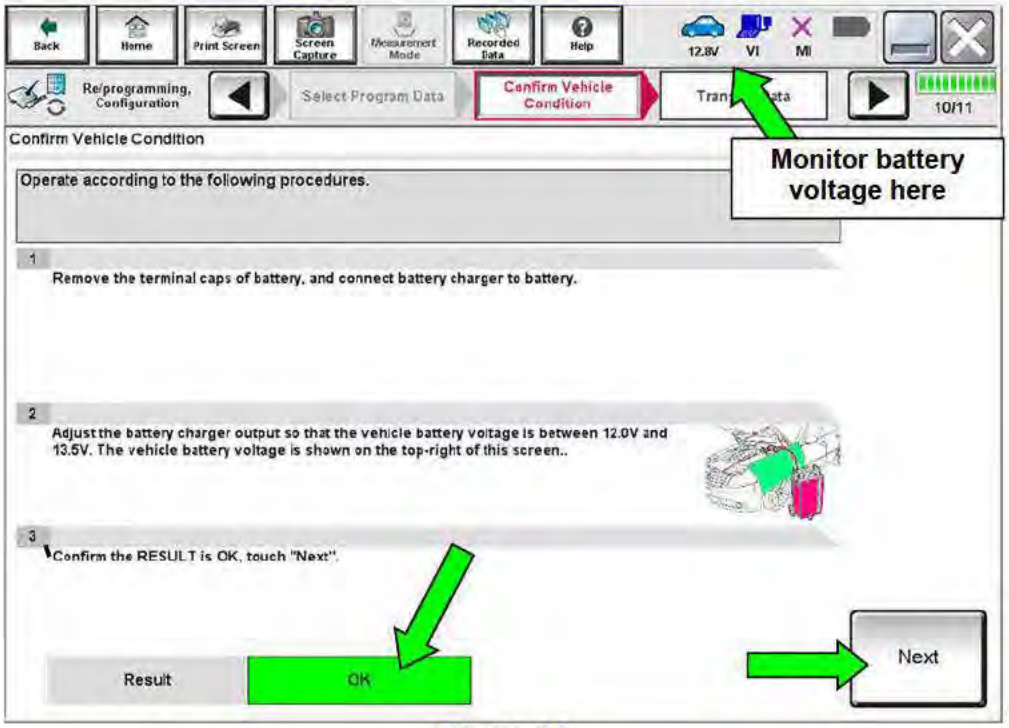


Figure 14

28. Confirm all Judgment items are **OK**, then select **Start**.

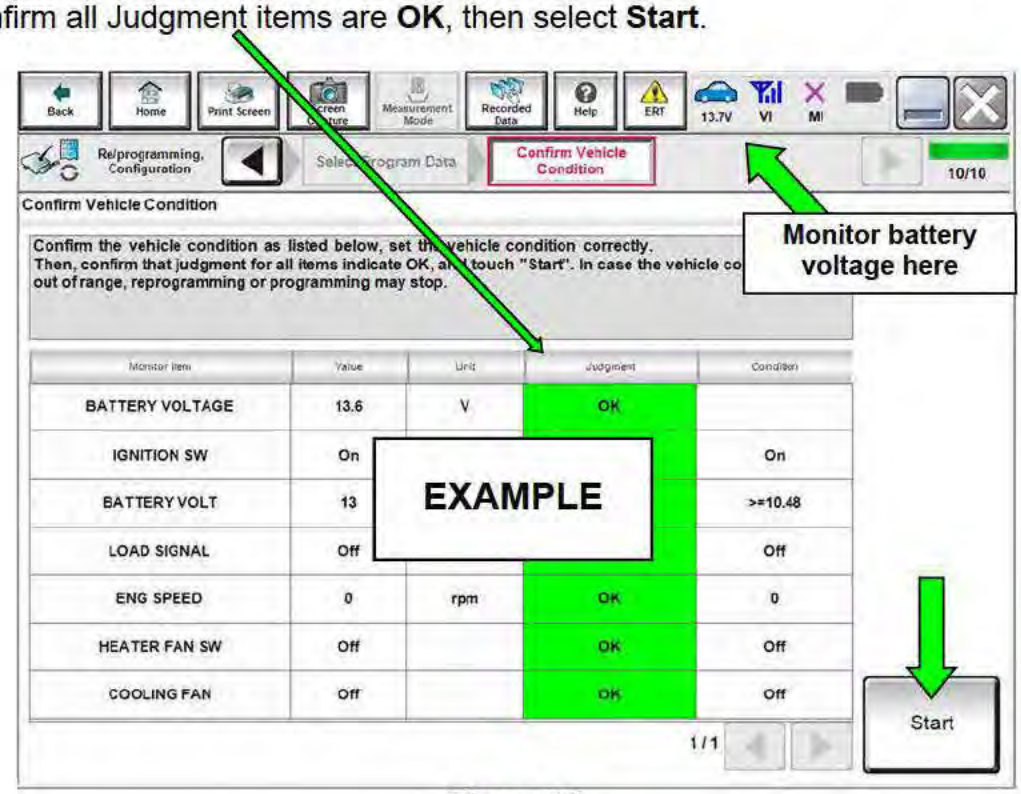


Figure 15

29. Select **USA/CANADA Dealers**.

30. Select **OK**.

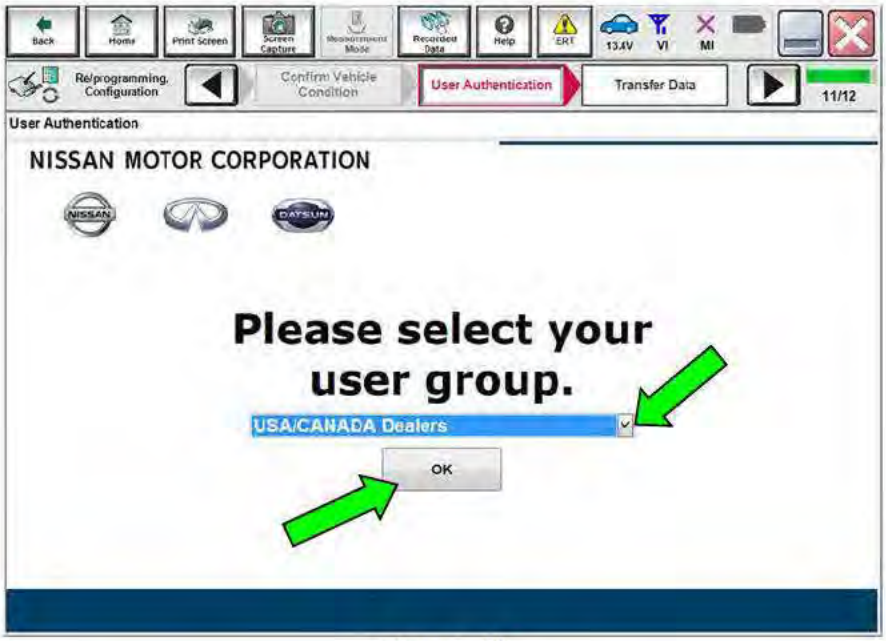


Figure 16

HINT:

- The above screen may not display if the CONSULT PC has remained ON since the last reprogramming.
- If the CONSULT PC is not connected to the Internet, the screen in Figure 17 will display.

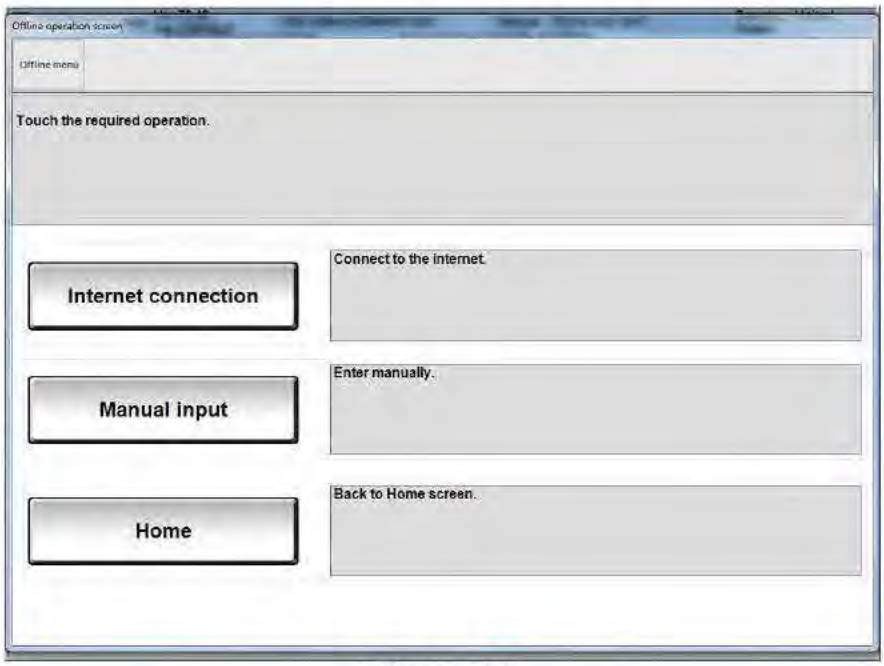


Figure 17

HINT: In the next steps, the reprogramming process will begin when **Submit** is selected.

31. Enter your **Username** and **Password**.

- The CONSULT PC must be connected to the Internet via cable or Wi-Fi.
- If you do not know your User Name and Password, contact your Service Manager.

32. Select **Submit**.



Figure 18

33. Wait for both progress bars to complete.

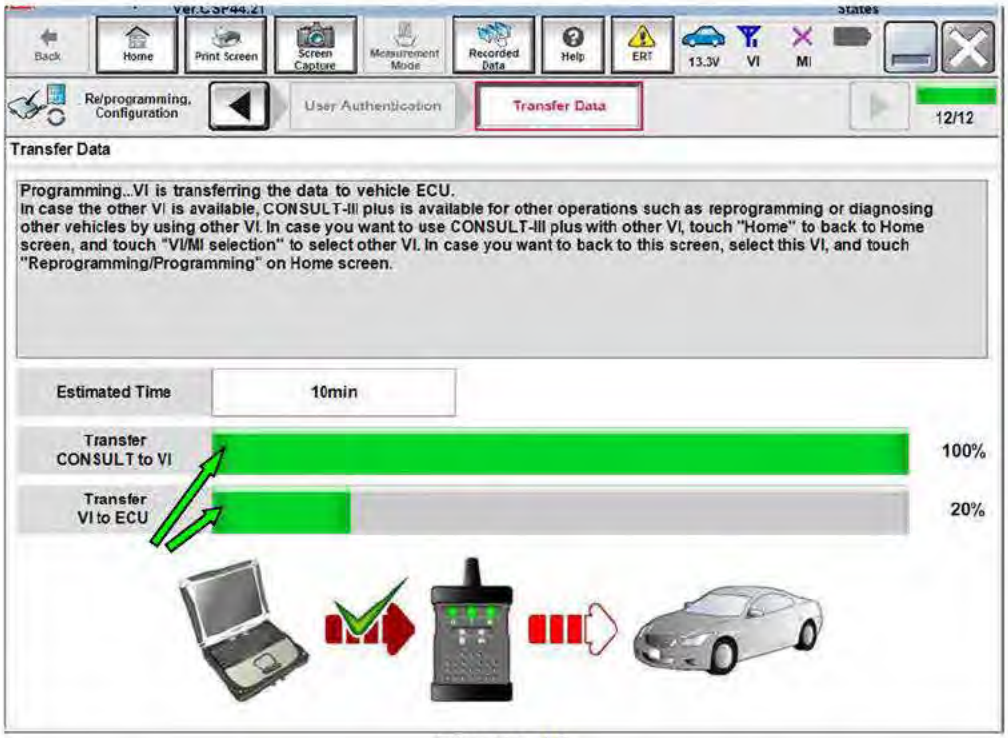


Figure 19

34. When the screen in Figure 20 displays, the reprogramming is complete.

HINT: If the screen in Figure 20 does not display (indicating that reprogramming did not complete), refer to **Laser/Radar Recovery** on the next page.

35. Disconnect the battery charger from the vehicle.

36. Select **Next**.

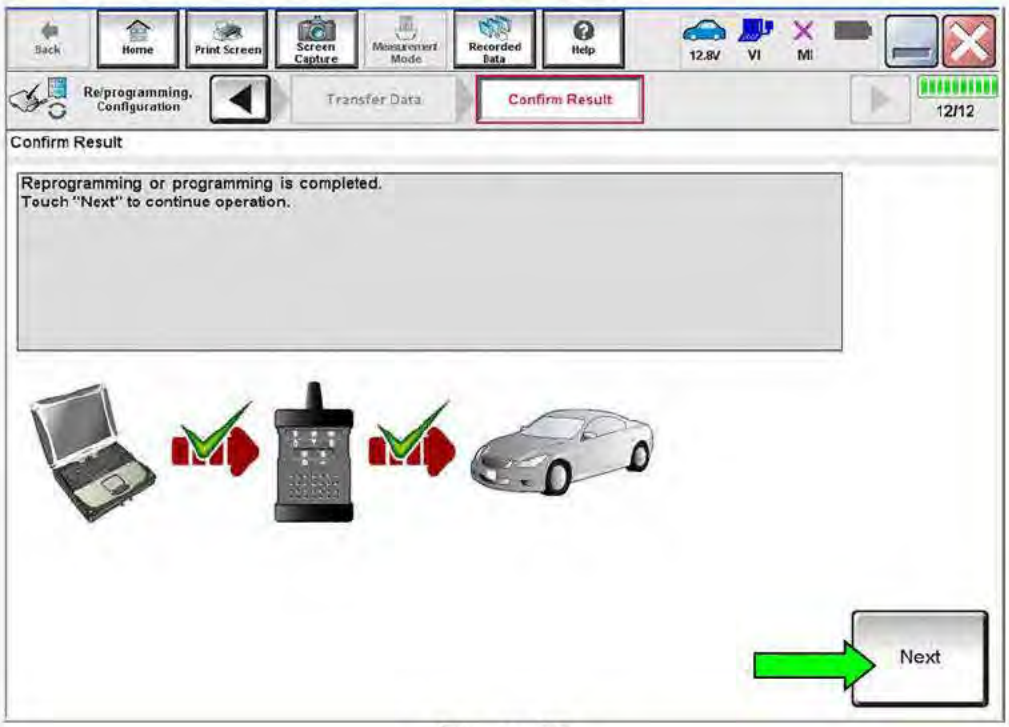


Figure 20

HINT: Additional steps/operations are required before C-III plus will provide the final reprogramming confirmation report. Continue with the reprogramming procedure on page 18.

Laser/Radar Recovery

<u>Do not disconnect plus VI or shut down Consult III plus if reprogramming does not complete</u>.

If reprogramming does <u>not</u> complete and the "!?" icon displays as shown in Figure 21:

- Check battery voltage (12.0 - 15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- **Select <u>retry</u> and follow the on screen instructions.**
- <u>"Retry" may not go through on first attempt and can be selected more than once</u>.

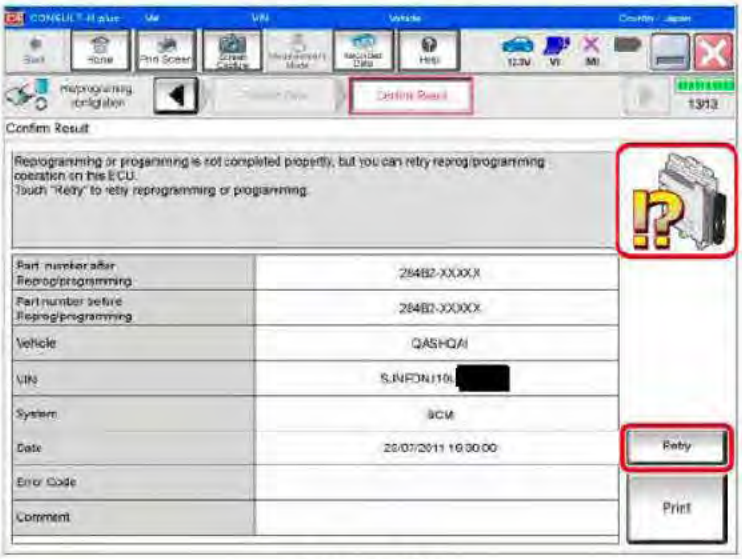


Figure 21

If reprogramming does <u>not</u> complete and the "X" icon displays as shown in Figure 22:

- Check battery voltage (12.0 - 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF.
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- **Select <u>Home</u>, and restart the reprogram procedure from the beginning.**

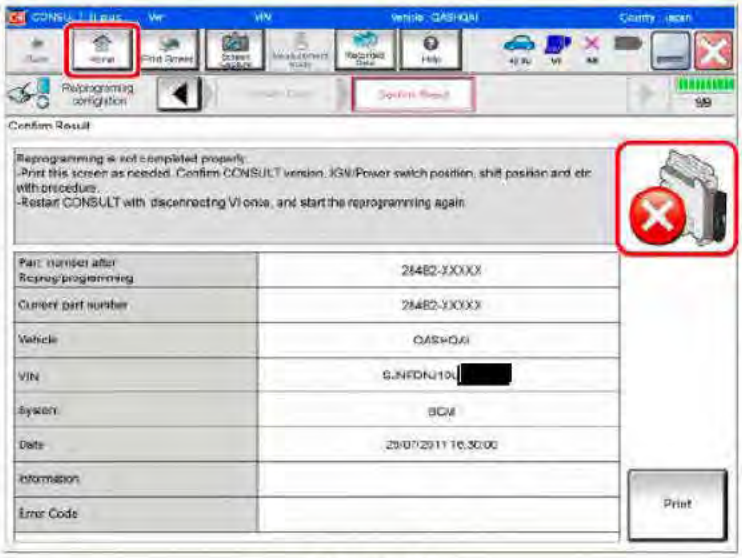


Figure 22

37. **Erase all DTCs** as follows:

a. Turn the ignition OFF.

b. Turn the ignition ON.

c. Wait for DTC erase to complete.

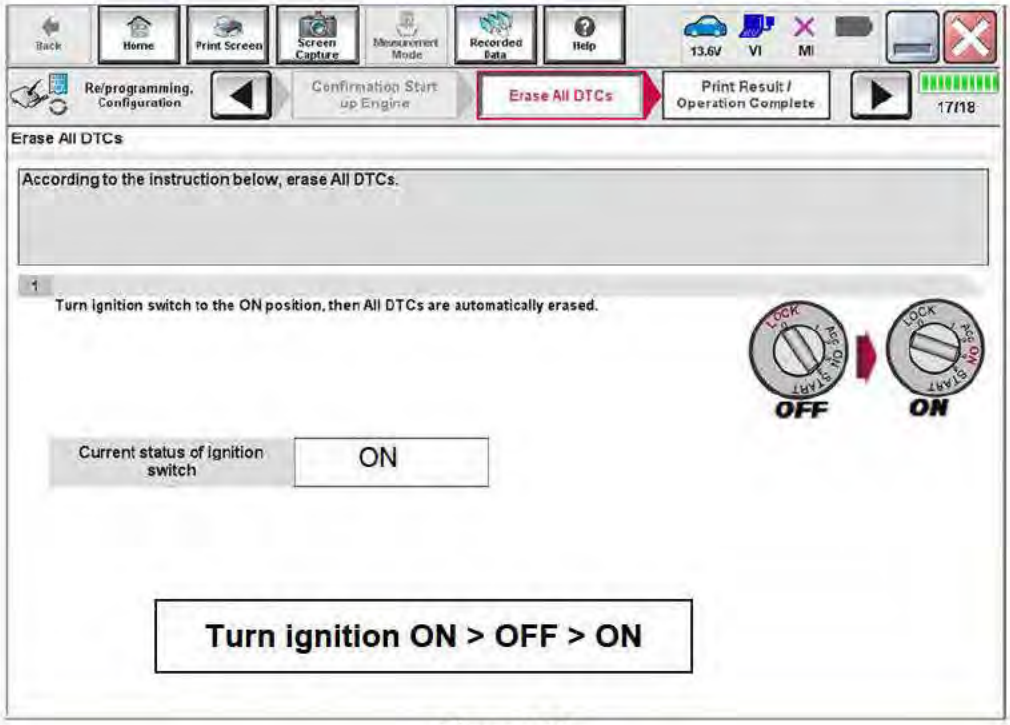


Figure 23

38. Verify the before and after part numbers are different.

39. Print a copy of this screen (Figure 24) and attach it to the repair order for warranty documentation.

    HINT: If you cannot print the screen:

    a. Select Screen Capture.

    b. Name the file.

    c. Save the file in My Documents.

    - A copy of the screen is now saved in the CONSULT PC. It can be retrieved and printed at a later time.

40. Select **Confirm**.

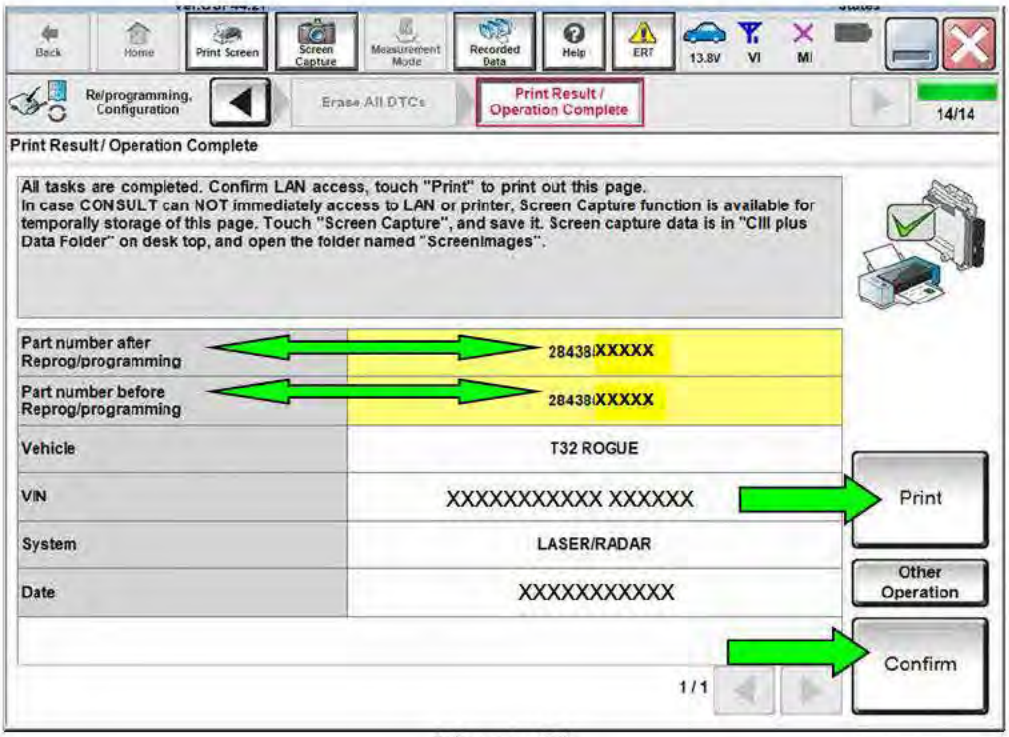


Figure 24

HINT: For 2017 - 2018 model year vehicles, continue to step 41 on the next page. For all other vehicles, the repair is complete.

ICC/ADAS Reprogramming

2017 – 2018 Vehicles ONLY

HINT: LASER/RADAR control unit reprogramming must be performed first (if indicated by the flow chart on page 9) before proceeding.

41. Refer to steps 1-17 starting on page 3 to navigate to Figure 25.

42. Select **ICC/ADAS**.

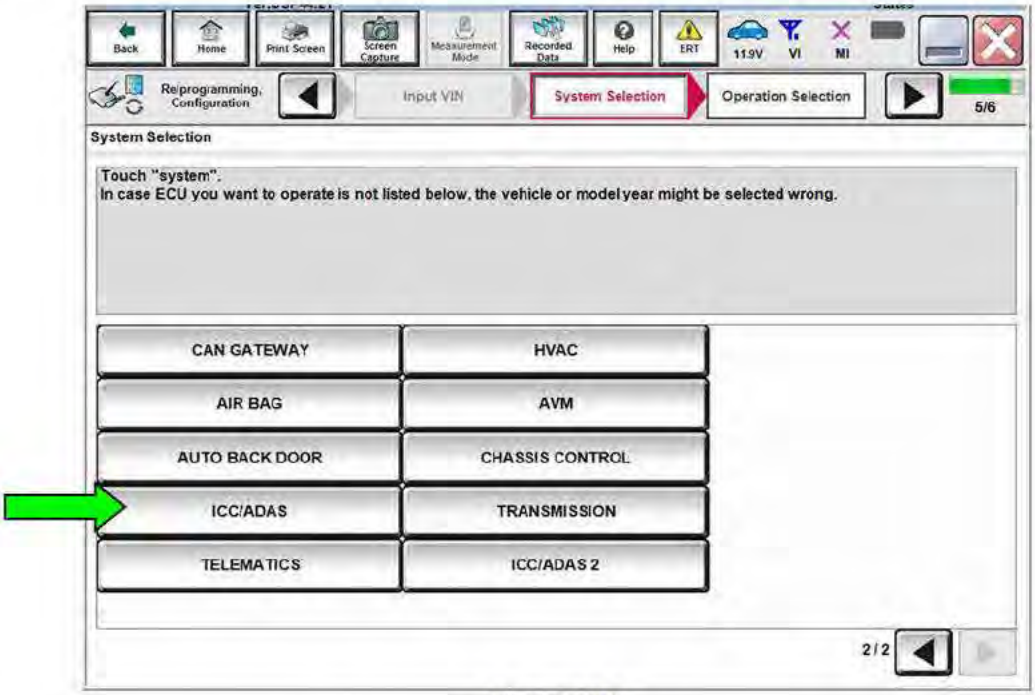


Figure 25

43. Select **Reprogramming**.

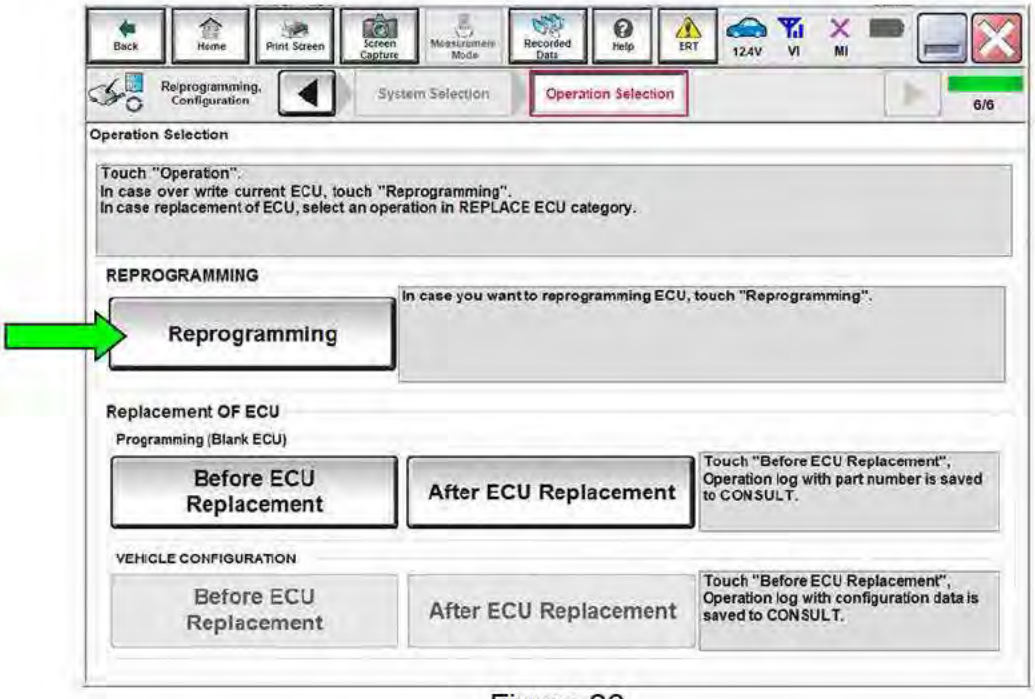


Figure 26

44. When you get to the screen shown in Figure 27, confirm that a reprogram is available as follows.

A. Find the ICC/ADAS **Part Number** and write it on the repair order.

HINT: This is the current ICC/ADAS Part Number (P/N).

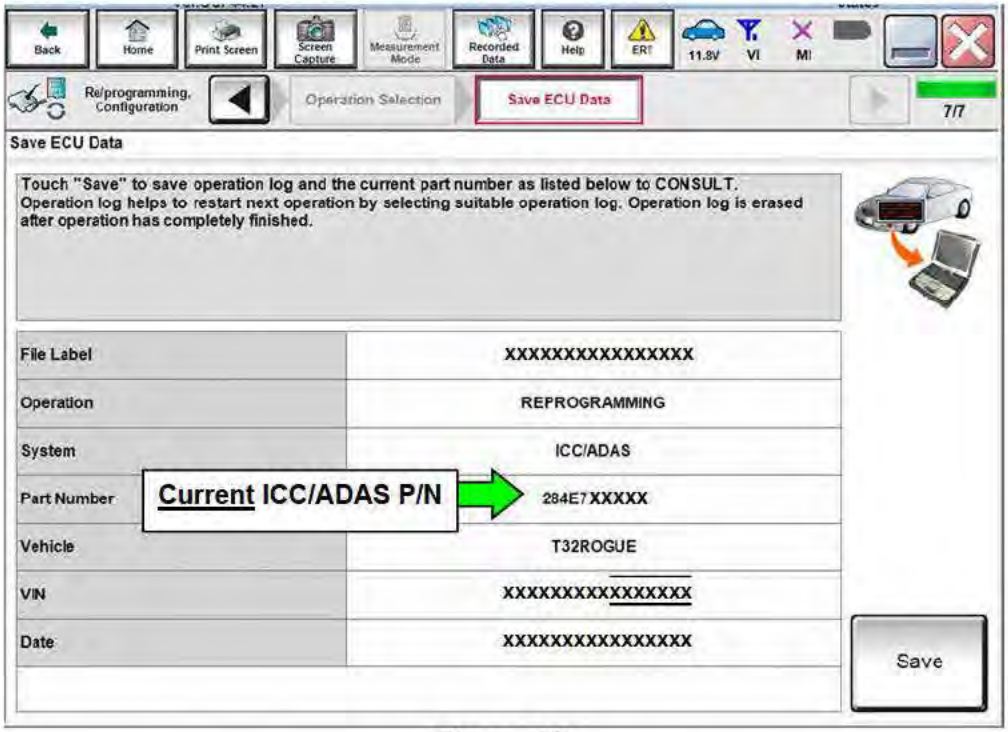


Figure 27

B. Compare the P/N you wrote down to the numbers in the **Current ICC/ADAS Part Number** column in **Table A**.

- If there is a match, continue with the reprogramming procedure.
- If there is not a match in Table A, proceed to step 54 on page 26.

Table A

MODEL	YEAR	CURRENT ICC/ADAS PART NUMBER: 284E7-
Rogue and Rogue Hybrid	2017	6FL1B, 6FL2B, 6FL7B, 6FL8B
		7FF7B, 7FF8B
	2018	5HR0A, 5HR9A
		5HR9B
		5HR0C
		5HR0E, 5HR1E, 5HR3E, 5HR5E, 5HR6E
Rogue Sport	2017	6MA0B
	2018	6MA1B
		6MG0A, 6MG1A, 6MG2A

45. Follow the on-screen instructions to navigate C-III plus and reprogram the ICC/ADAS control unit.

- Refer to steps 20-33 starting on page 10 for further details.

HINT:

- In some cases, more than one new P/N for reprogramming is available.
  - ➢ If more than one new P/N is available, the screen in Figure 28 displays.
  - ➢ Select and use the reprogramming option that does **not** have the message "Caution! Use ONLY with NTBXX-XXX".
- If you get this screen and it is blank (no reprogramming listed), it means there is no reprogramming available for this vehicle. Close C-III plus and refer back to ASIST for further diagnosis.

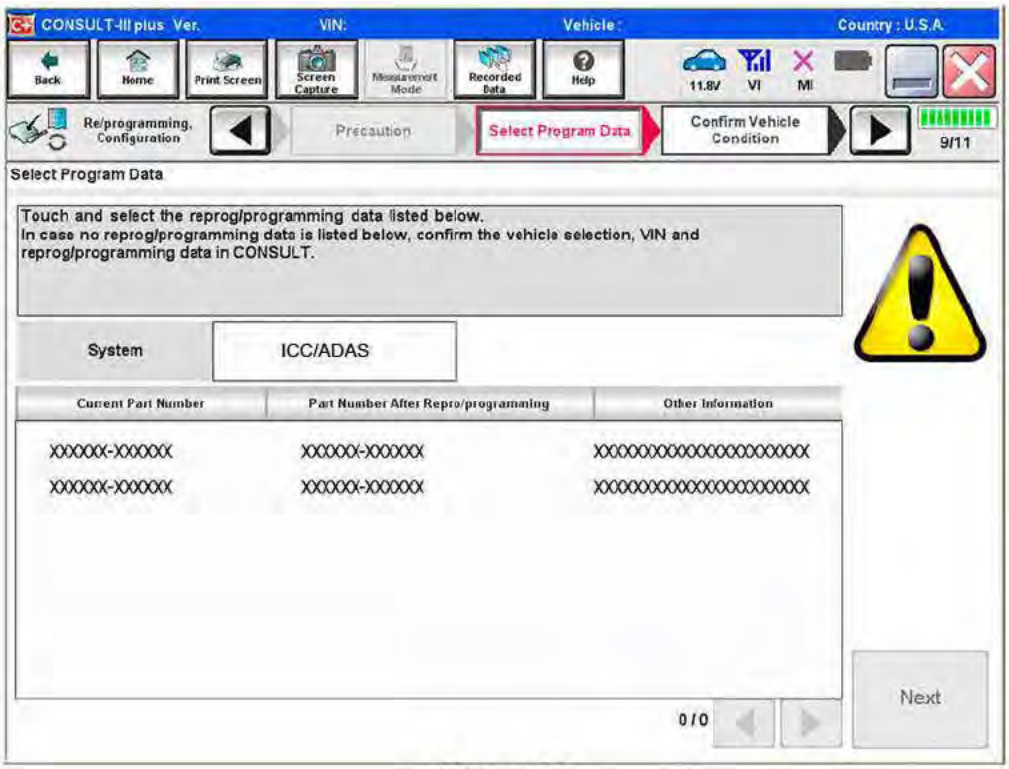


Figure 28

46. When the screen in Figure 29 displays, reprogramming is complete.

    HINT: If the screen in Figure 29 does not display (indicating that reprogramming did not complete), refer to ICC/ADAS recovery on the next page.

47. Disconnect the battery maintainer or smart charger from the vehicle.

48. Select **Next**.

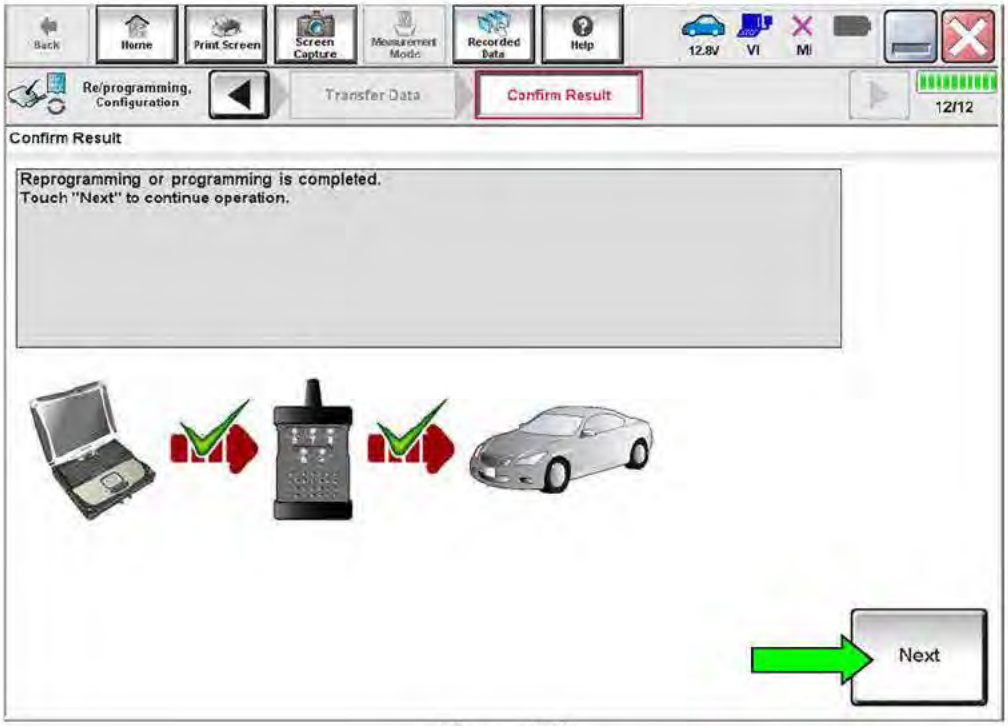


Figure 29

HINT: Additional steps/operations are required before C-III plus will provide the final reprogramming confirmation report. Continue with the reprogramming procedure on page 25.

ICC/ADAS Recovery

Do not disconnect plus VI or shut down Consult III plus if reprogramming does not complete.

If reprogramming does not complete and the "!?" icon displays as shown in Figure 30:

- Check battery voltage (12.0 - 15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- **Select retry and follow the on screen instructions.**
- "Retry" may not go through on first attempt and can be selected more than once.

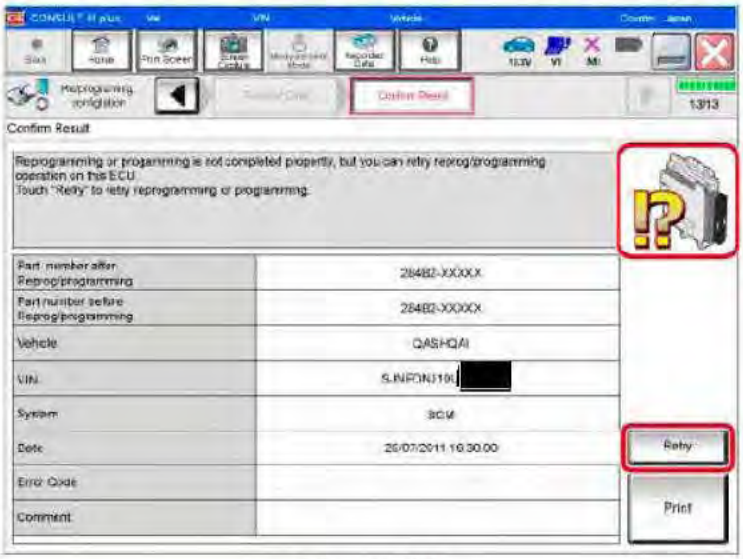


Figure 30

If reprogramming does not complete and the "X" icon displays as shown in Figure 31:

- Check battery voltage (12.0 - 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF.
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- **Select Home, and restart the reprogram procedure from the beginning.**

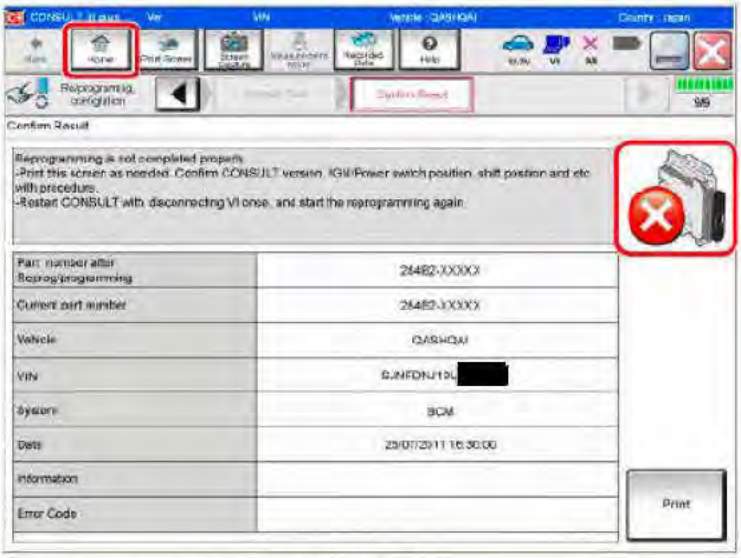


Figure 31

49. Follow the on on-screen instructions to erase DTCs.
    - If needed, refer to step 37 on page 18 for further details.

50. When the entire reprogramming process is complete, the screen in Figure 32 will display.

51. Verify the before and after part numbers are different.

52. Print a copy of the screen below (Figure 32) and attach it to the repair order for warranty documentation.

    HINT: If you cannot print the screen:

    a. Select Screen Capture.

    b. Name the file.

    c. Save the file in My Documents.

    - A copy of the screen is now saved in the CONSULT PC. It can be retrieved and printed at a later time.

53. Select **Confirm**.

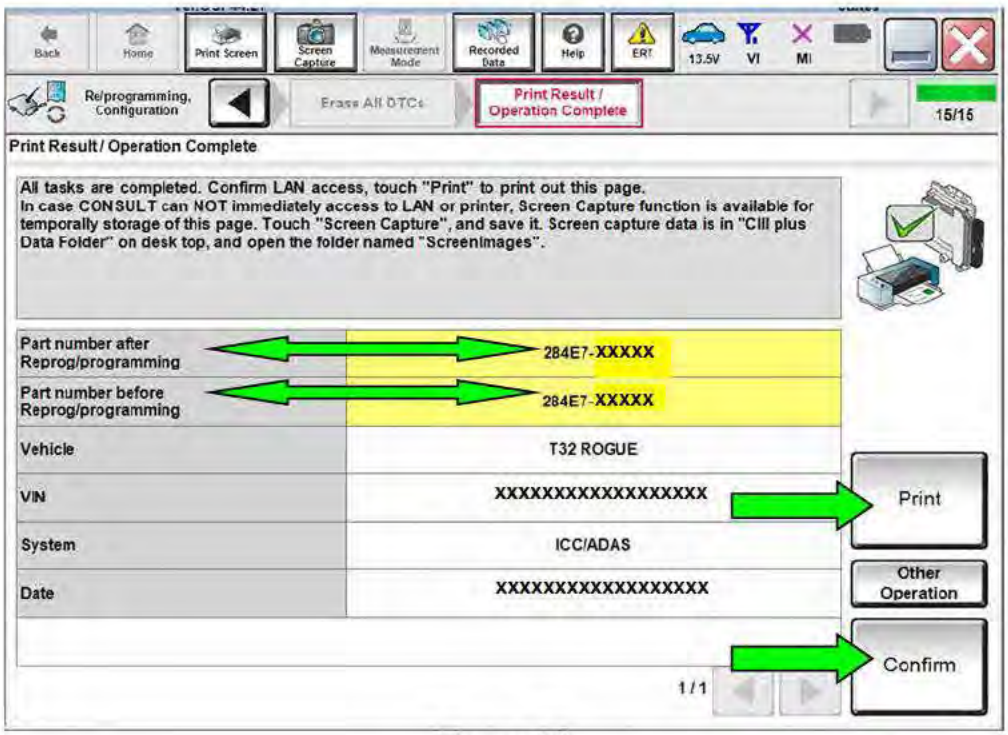


Figure 32

54. Close C-III plus.

55. Turn the ignition OFF.

56. Disconnect the plus VI from the vehicle.

57. Test drive the vehicle and make sure it operates correctly and the MIL is OFF.
    - If the MIL comes ON, go back to ASIST for further diagnostic information.
    - Diagnosis and repairs beyond ICC/ADAS or LASER/RADAR reprogramming or replacement are not covered by this bulletin.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram Laser/Radar Control Unit	(1)	RX6FAA	ZE	32	0.4 (2)

And, on the same line

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram ICC/ADAS Control Unit	(1)	RX6EAA	ZE	32	0.4 (2)

(1) Refer to the electronic parts catalog and use the Distance Sensor (28438-*****) part number as the Primary Failed Part (PFP).

(2) FRT allows adequate time to access DTC codes. No other diagnostic procedures subsequently required. Do NOT claim any Diagnostic Op Codes with this claim.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
June 8, 2018	NTB18-041	Original bulletin published.
July 19, 2018	NTB18-041a	Changes made throughout.
March 19, 2019	NTB18-041b	Laser/Radar Control Unit Replacement procedure and PARTS INFORMATION section removed. Title, Repair Overview, CLAIMS INFORMATION section, and page 9 revised.
August 29, 2019	NTB18-041c	Updated APPLIED VEHICLES, ACTION, and part numbers in Table A.