Technical Bulletin

SERVICE BULLETIN

Classification:	Reference:	Date:
EL14-032	NTB14-067	July 15, 2014

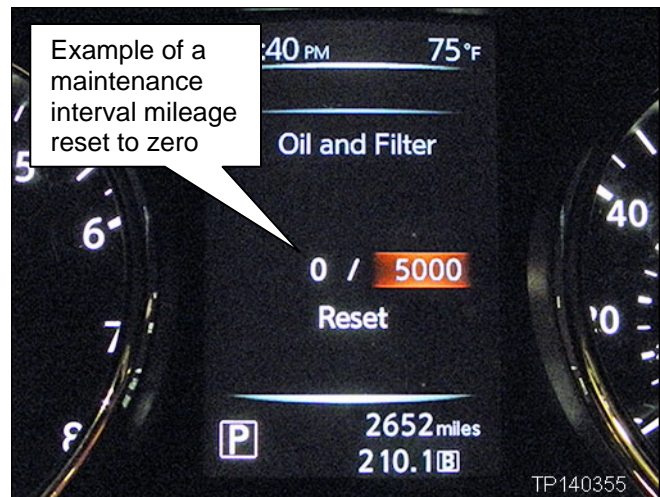## 2014 ROGUE; MAINTENANCE INTERVAL MILEAGE RESETS TO ZERO WITH EACH IGNITION CYCLE

APPLIED VEHICLES: 2014 Rogue (T32)

NOTE: Does not apply to Rogue Select (S35)

APPLIED VIN / DATE: Built before 5N1ATZM(**)EC 806226 / March 18, 2014

IF YOU CONFIRM

The maintenance interval mileage in the Vehicle Information Display resets to zero with each ON > OFF > ON ignition cycle,

Example of a maintenance interval mileage reset to zero

ACTION

Reprogram the Vehicle Information Display (METER/M&A) per the Service Procedure in this bulletin.

- Part of the procedure, step 20 on page 8, is a confirmation that reprogramming is needed.

SERVICE PROCEDURE

IMPORTANT: Before starting, make sure:

- **ASIST on the CONSULT PC has been synchronized to the current date.**

- **All C-III plus software updates (if any) have been installed.**

  NOTE: The CONSULT PC automatically gets applicable METER 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.

- **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 VI to the vehicle.

   > **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 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 set to "Power Supply" mode.

> **CAUTION:** Be sure the battery charger is connected securely to the 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.

> **IMPORTANT:** Make sure to turn OFF all vehicle electrical loads. 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**.

7. Turn ON the CONSULT PC.

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

9. Wait for the plus VI to be recognized.

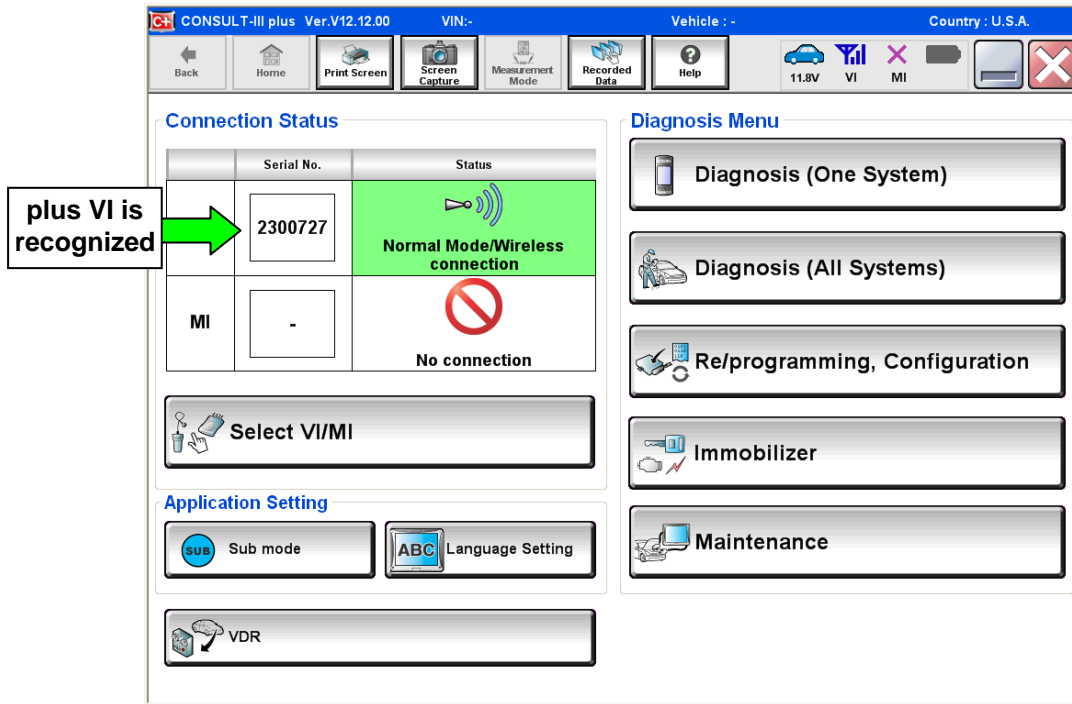- Serial number will display when the plus VI is recognized.

Figure 1

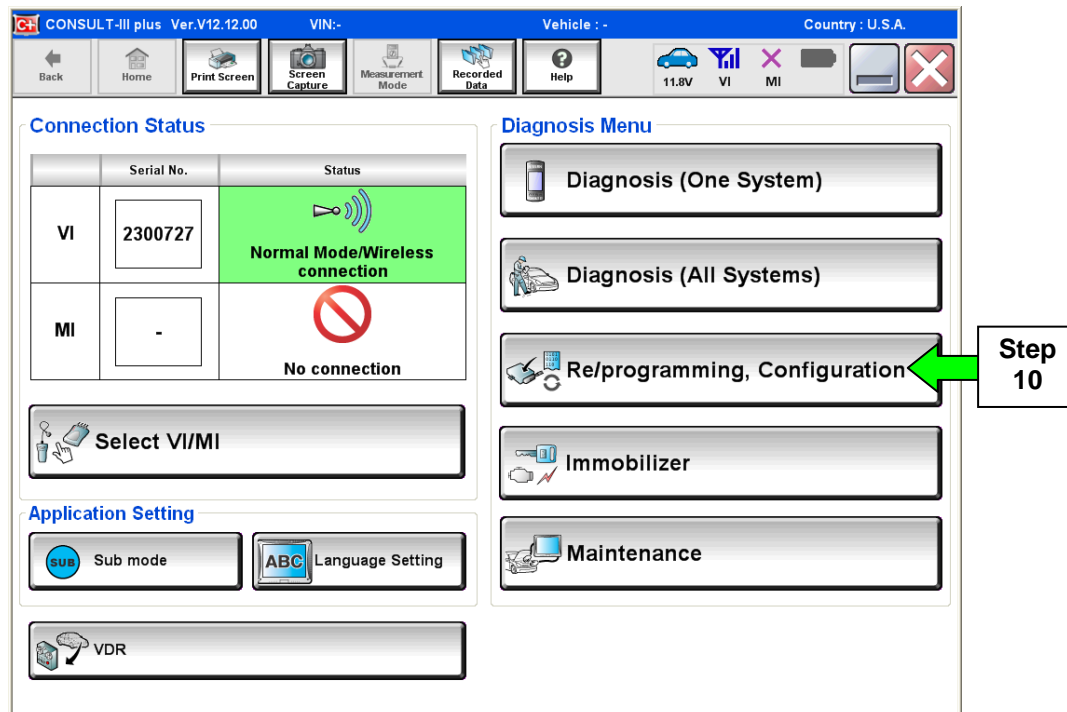10. Select **Re/programming, Configuration**.

Figure 2

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

12. Check the box confirming the precautions have been read.
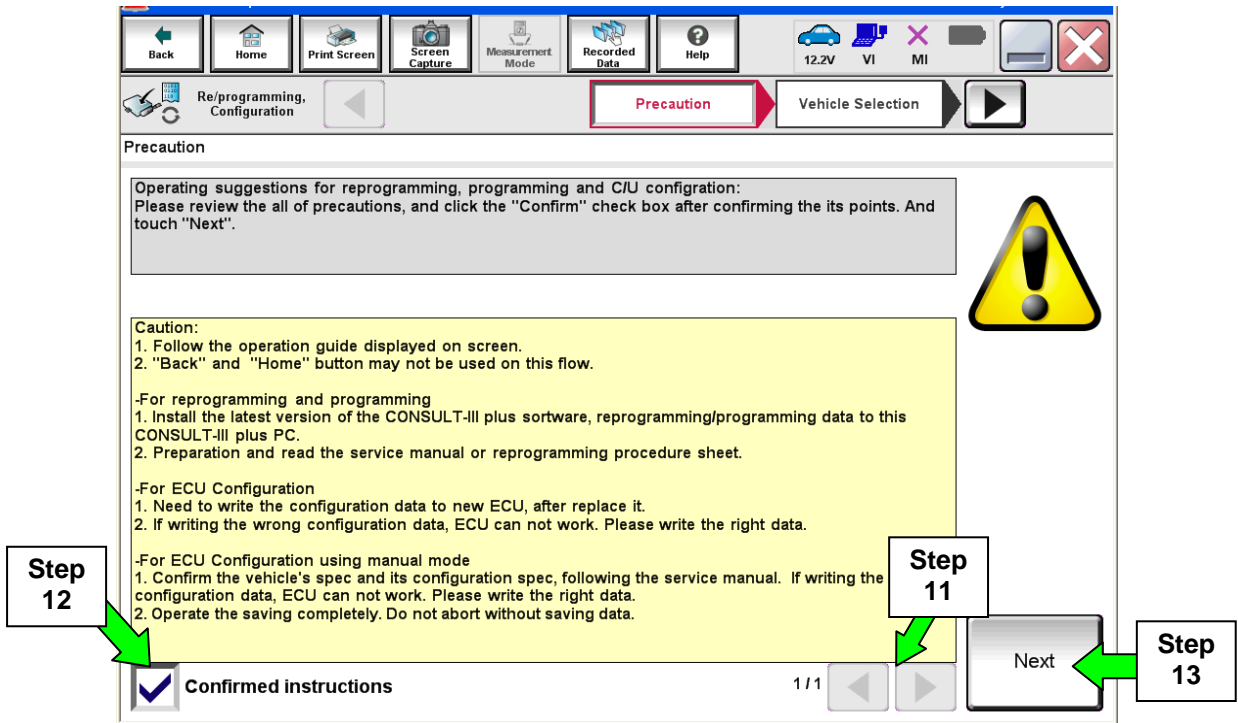
13. Select **Next**.

Figure 3

14. If the screen in Figure 4 displays, select **Automatic Selection(VIN)**.

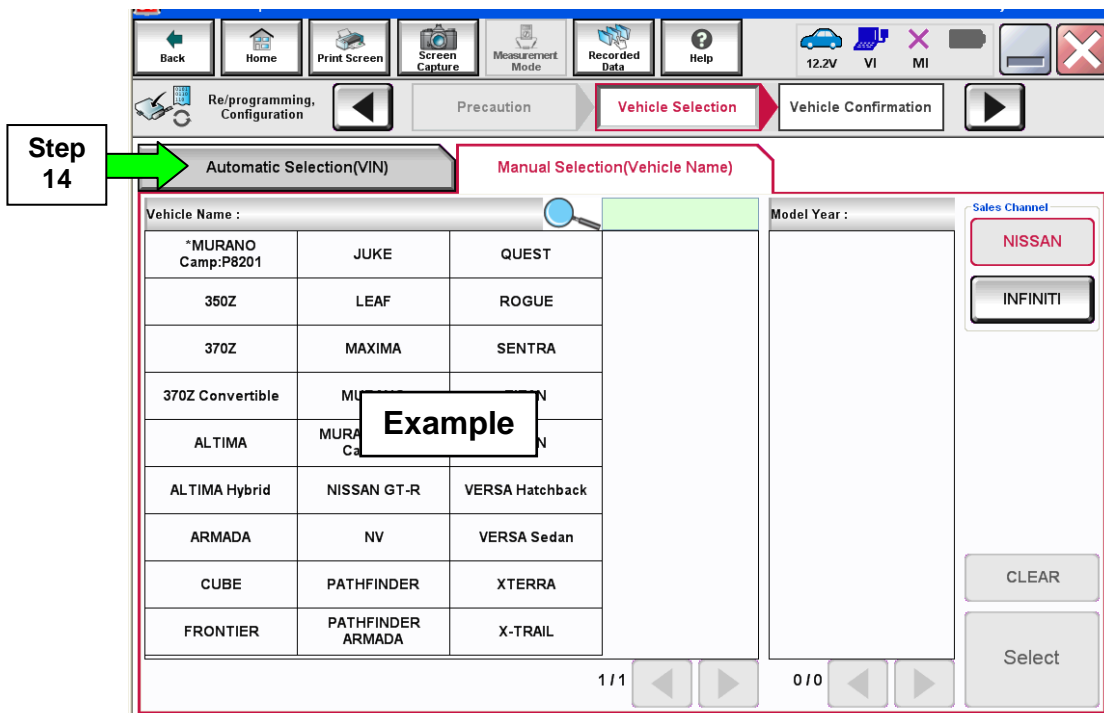- If the screen in Figure 4 does not display, skip to step 15.

Figure 4

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

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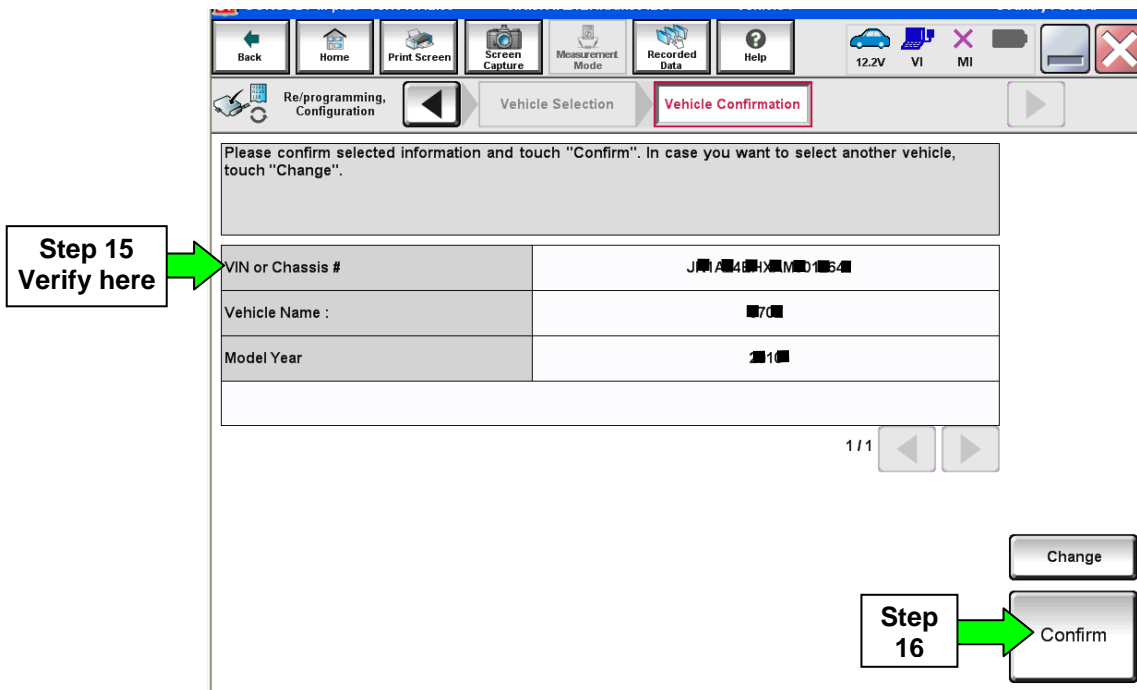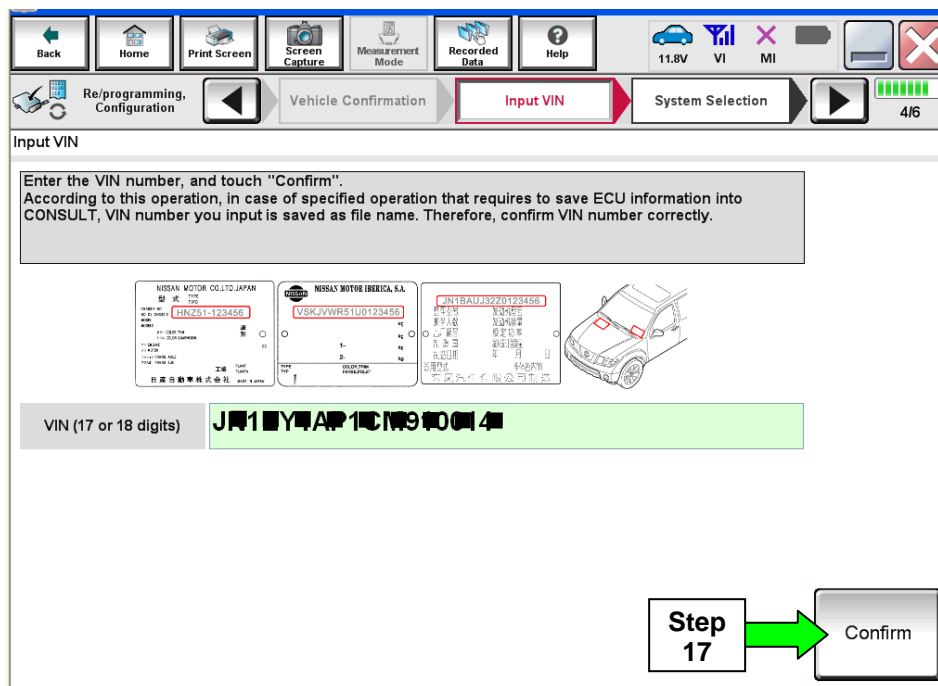

Figure 5

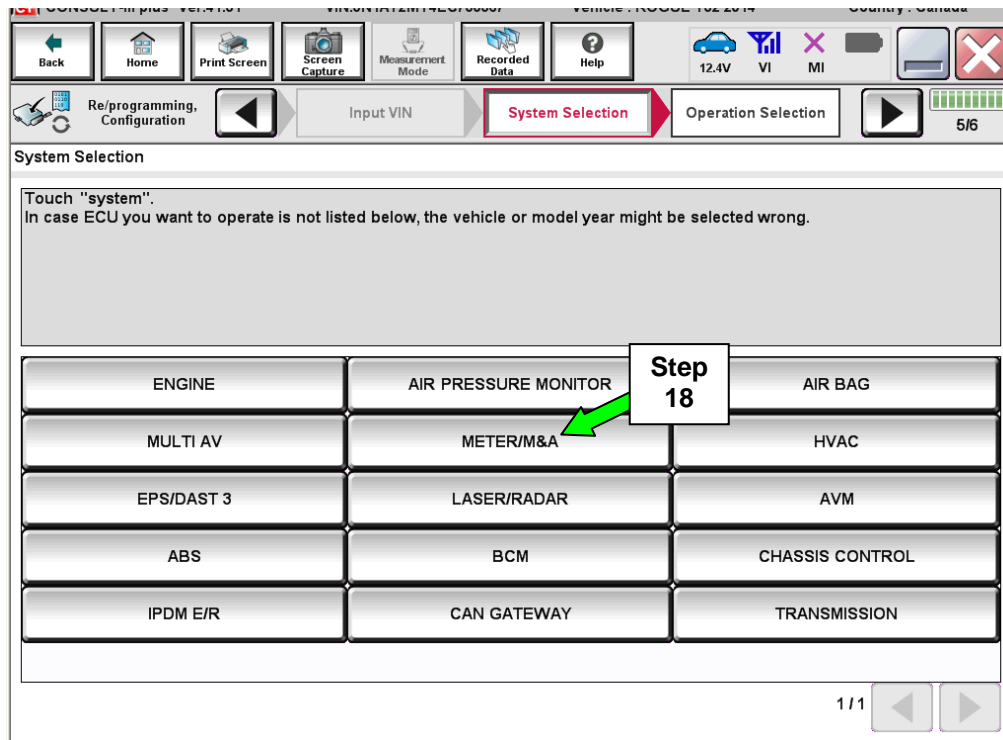17. Select **Confirm**.

Figure 6

18. Select **METER/M&A**.

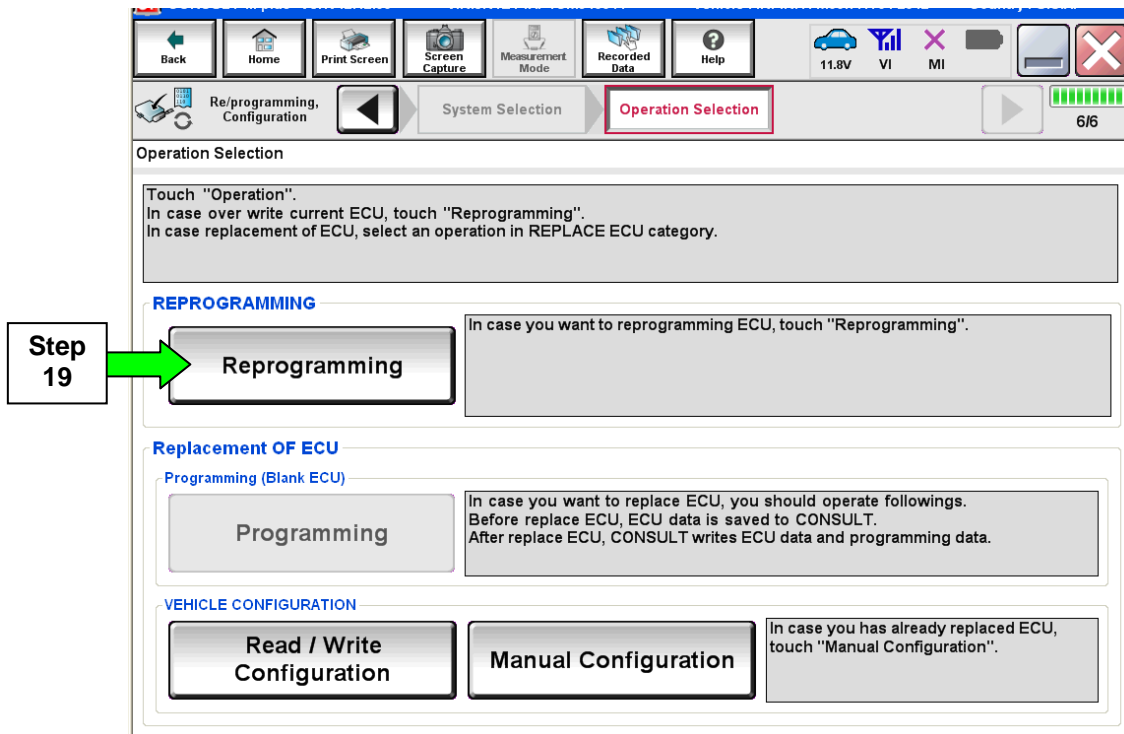Figure 7

19. Select **Reprogramming**.

Figure 8

NTB14-067

20. When you get to the screen shown in Figure 9, confirm this bulletin applies as follows.

   A. Find the METER/M&A **Part Number** and write it on the repair order.

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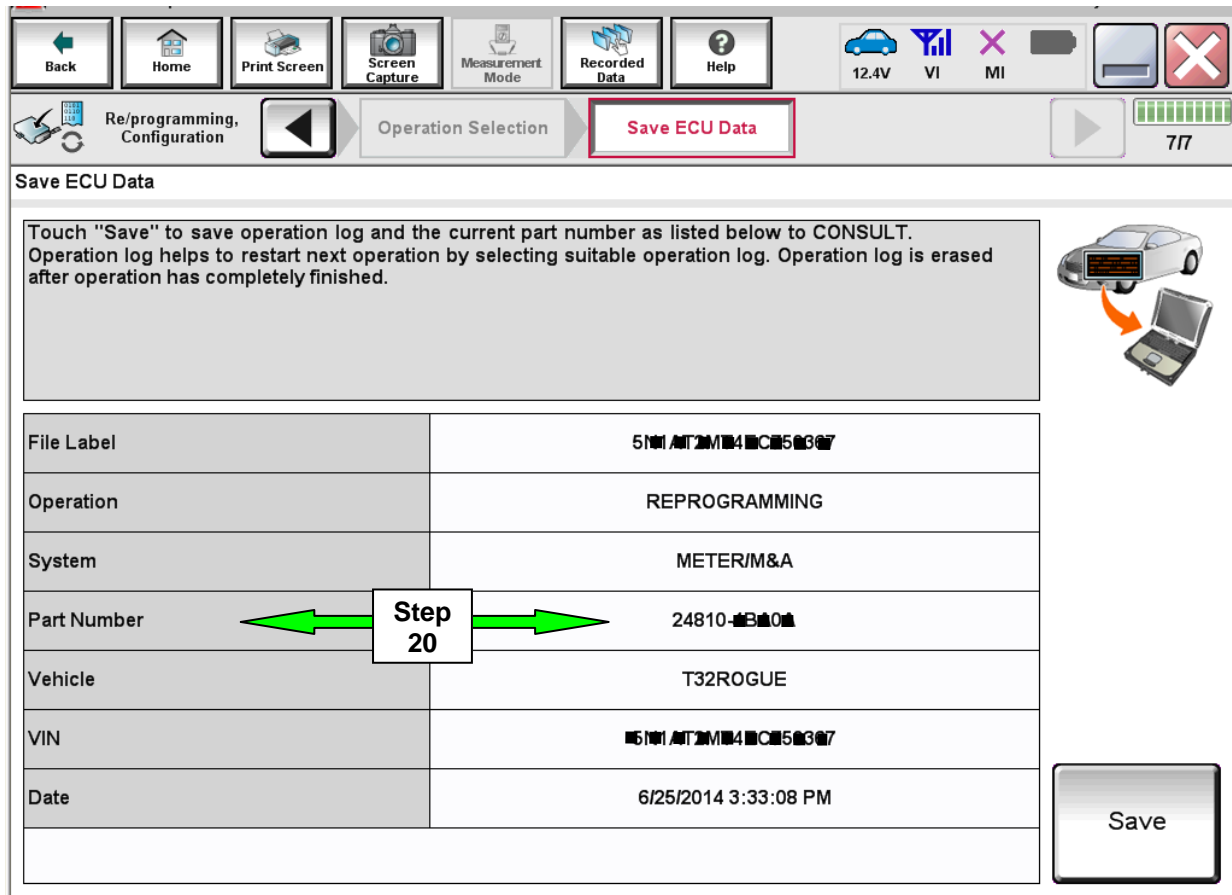

Figure 9

   B. Compare the P/N you wrote down to the **Current Meter Part Numbers** in **Table A** below.

      • If there is a match, the METER needs to be reprogrammed. Continue with the reprogramming procedure.

      • If there is not a match, reprogramming does not apply. Refer to ASIST for further diagnostic information.

   Table A

CURRENT METER PART NUMBER: 24810-
4BA0A, 4BA0B

22. Select **Save**.

Figure 10

23. Select **Next**.

Figure 11

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

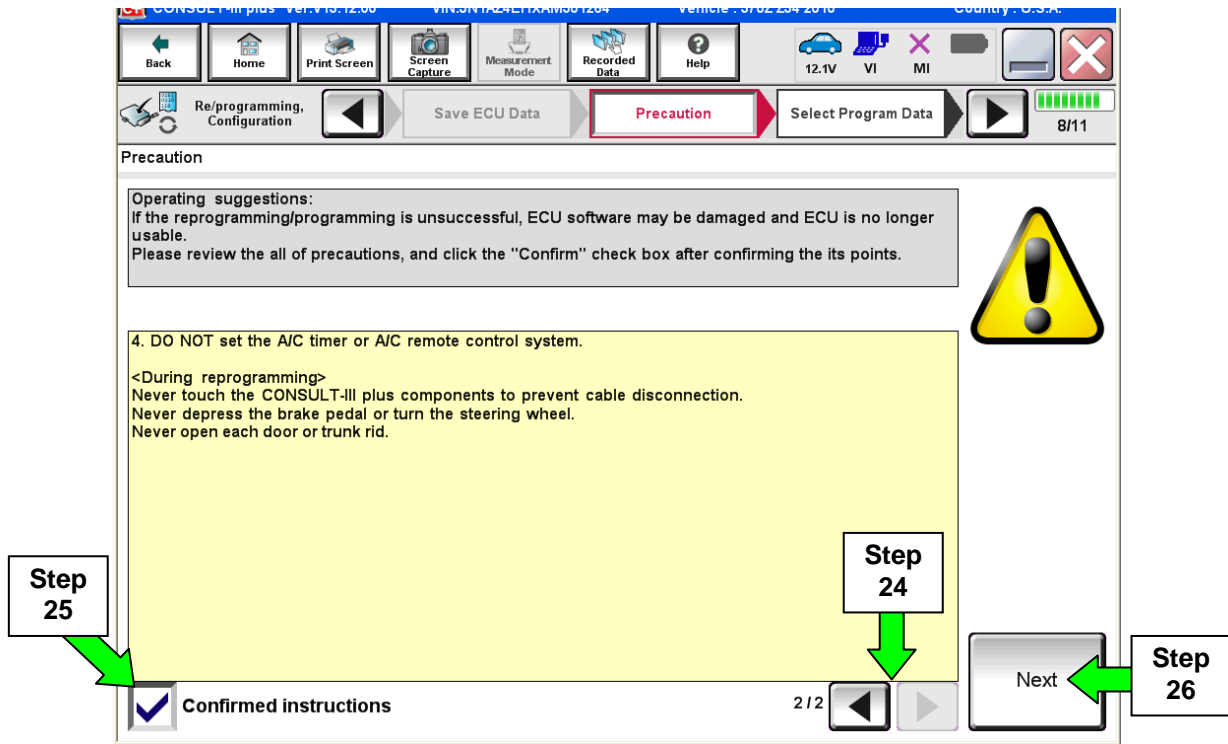25. Check the box confirming the precautions have been read.

26. Select **Next**.

Figure 12

27. Read the **Current Part Number** and **Part Number After Reprogramming**. They should be different.
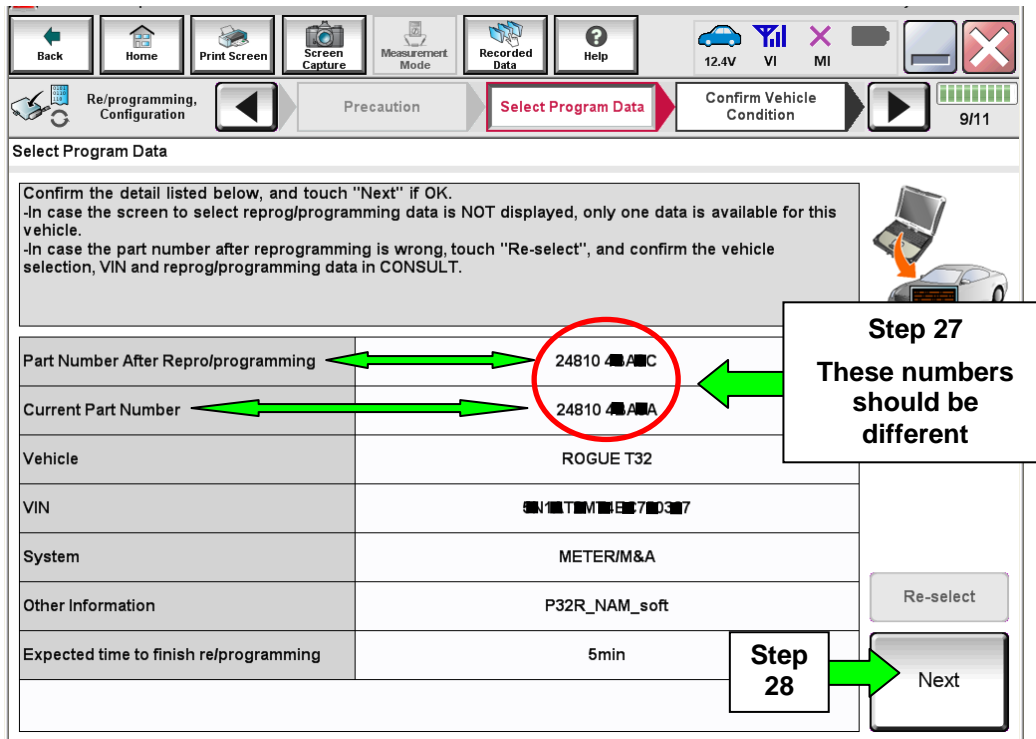
28. Select **Next**.

Figure 13

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

30. Select **Next**.

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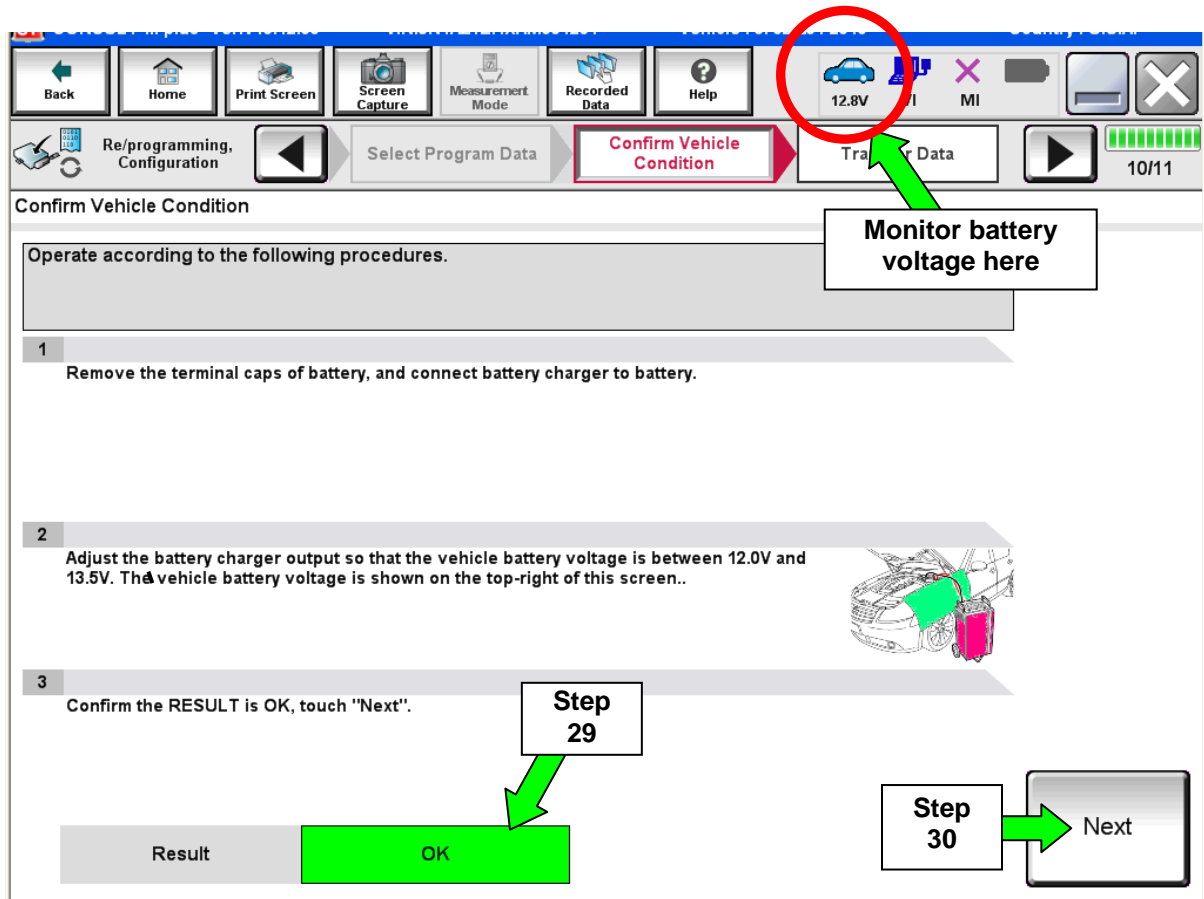

Figure 15

NTB14-067

NOTE: In the next step, the reprogramming process will begin when **Start** is selected.
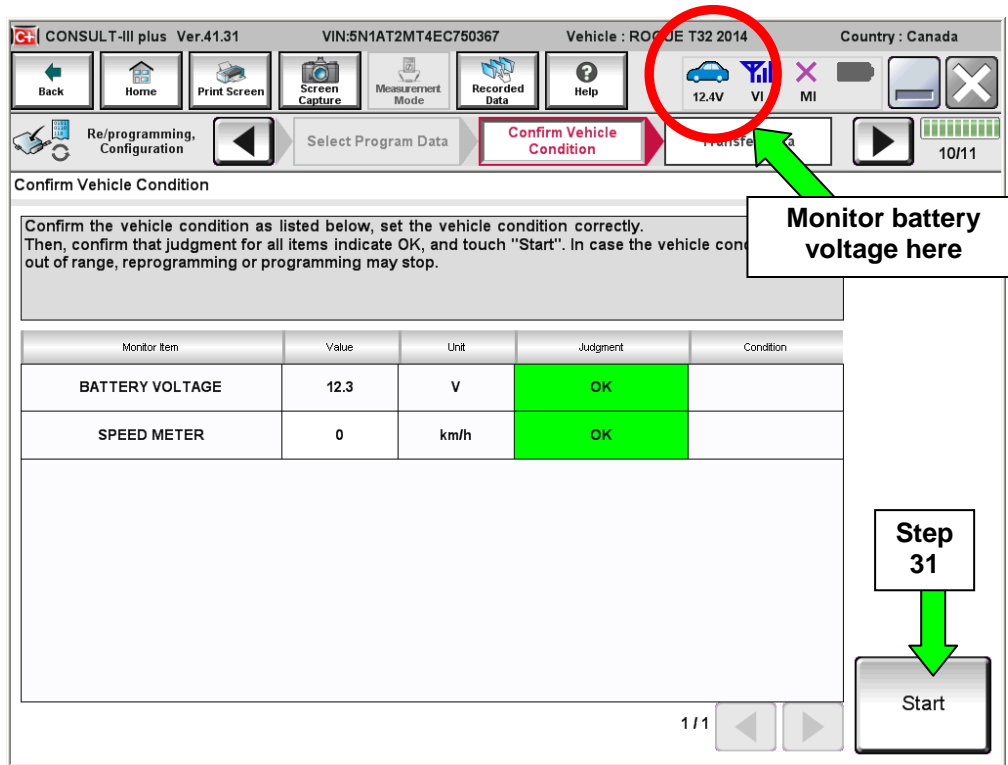
31. Select **Start**.

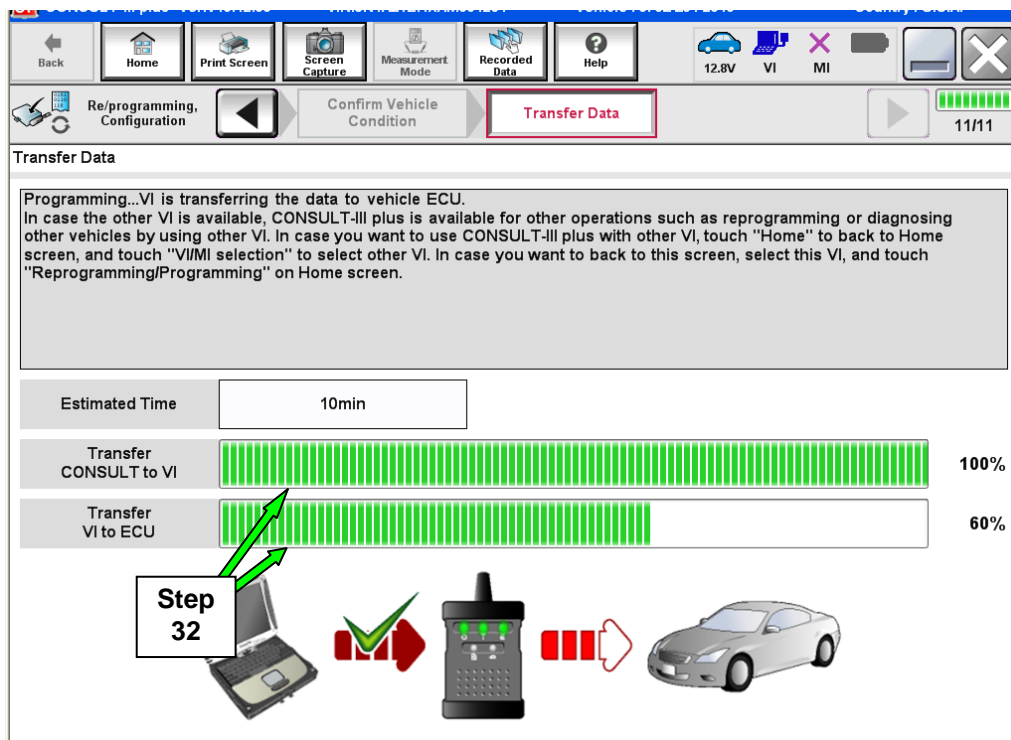Figure 16

32. Wait for both progress bars to complete.

Figure 17

33. When the screen in Figure 19 displays, the reprogramming is complete.

   NOTE: If the screen in Figure 19 does <u>not</u> display (reprogramming does <u>not</u> complete), refer to the information on the next page.

34. Disconnect the battery charger from the vehicle.
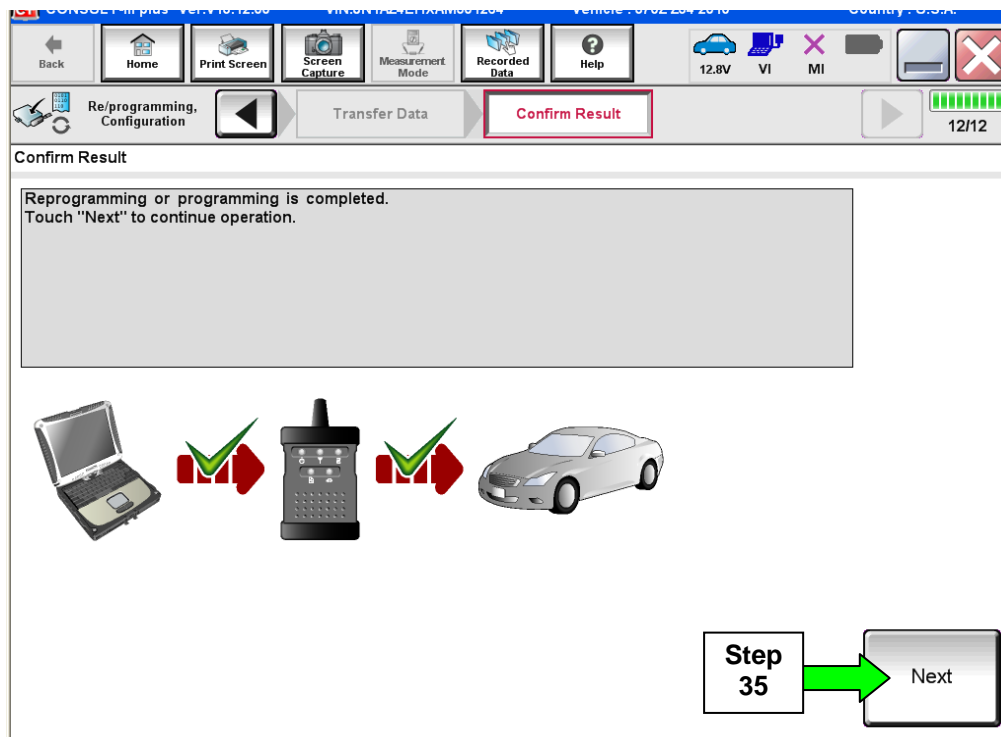
35. Select **Next**.

Figure 19

   NOTE: DTC Erase must be performed before C-III plus will provide the final reprogramming confirmation report. Continue with the reprogramming procedure on page 15.

If reprogramming does <u>not</u> complete and the "!?" symbol displays as shown in Figure 20:

- Check battery voltage (12.0 – 15.5V).

- Ignition is ON, Ready Mode is OFF.

- External Bluetooth® devices are OFF.

- All electrical loads are OFF.

- **Select <u>Retry</u> and follow the on screen instructions.**

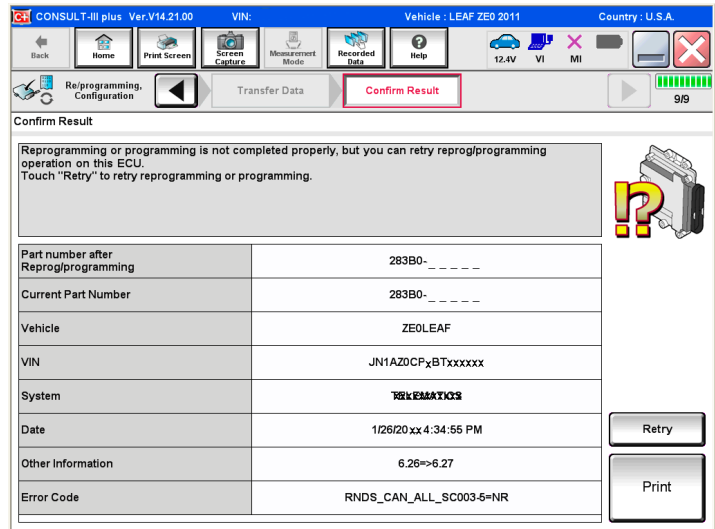 **NOTE**: Retry may not go through on first attempt and can be selected more than once.

Figure 20

If reprogramming does <u>not</u> complete and the "X" symbol displays as shown in Figure 21:

- **Do not disconnect the plus VI or shut down C-III plus if reprogramming does not complete.**

- Check battery voltage (12.0 – 15.5V).

- CONSULT A/C adapter is plugged in.

- Ignition is ON, Engine is OFF.

- Transmission in Park.

- All C-III plus / plus VI cables are securely connected.

- All C-III plus updates are installed.

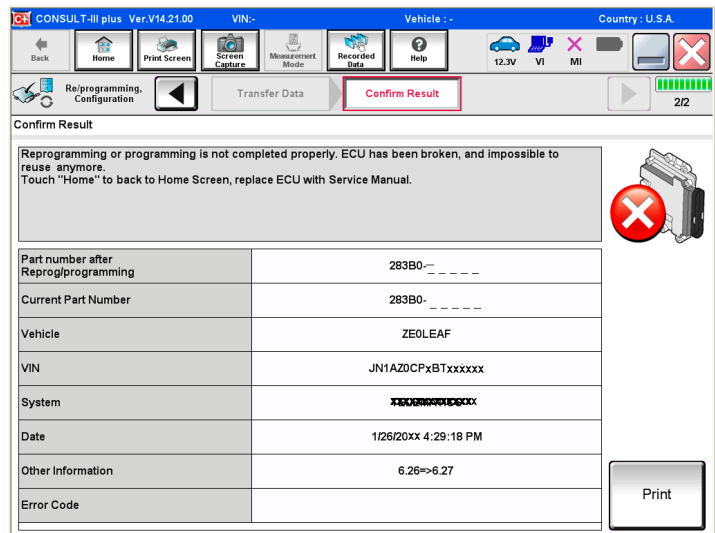- **Select <u>Home</u>, and then restart the reprogram procedure from the beginning.**

Figure 21

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

    a. Turn the ignition OFF.

    b. Turn the Ignition ON.

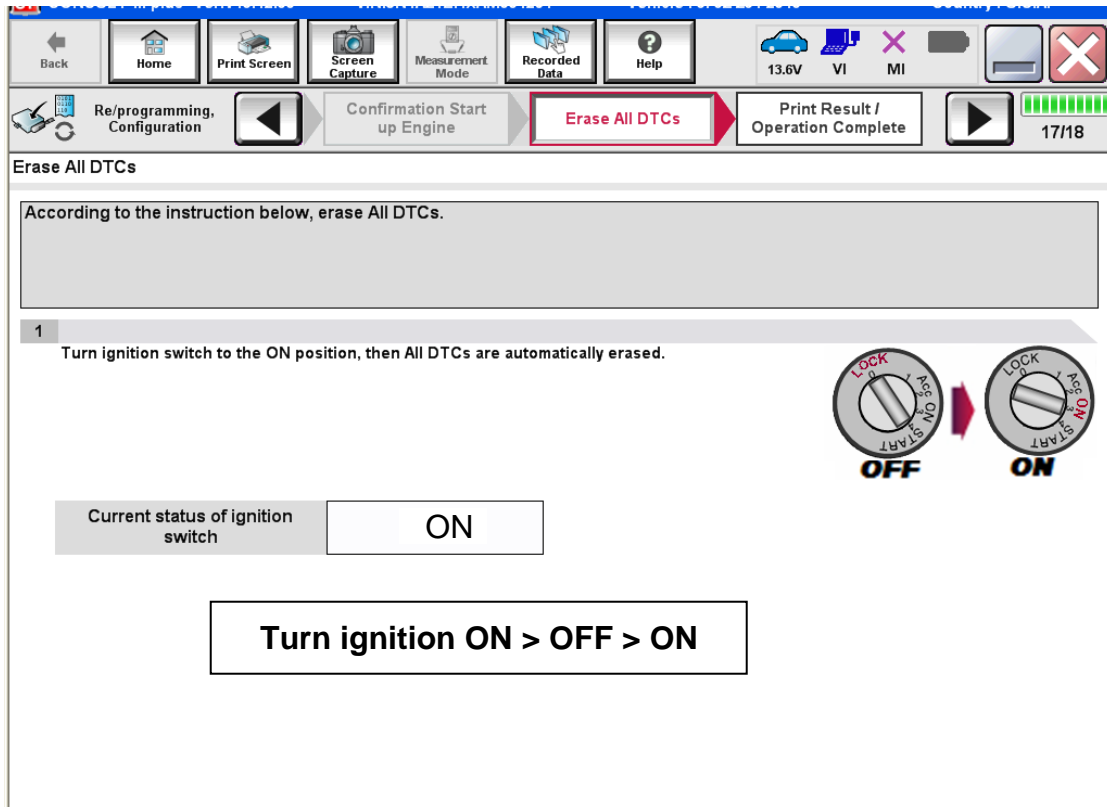   c. Wait for DTC erase to complete.

Figure 22

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

38. Print a copy of this screen (Figure 23) and attach it to the repair order.
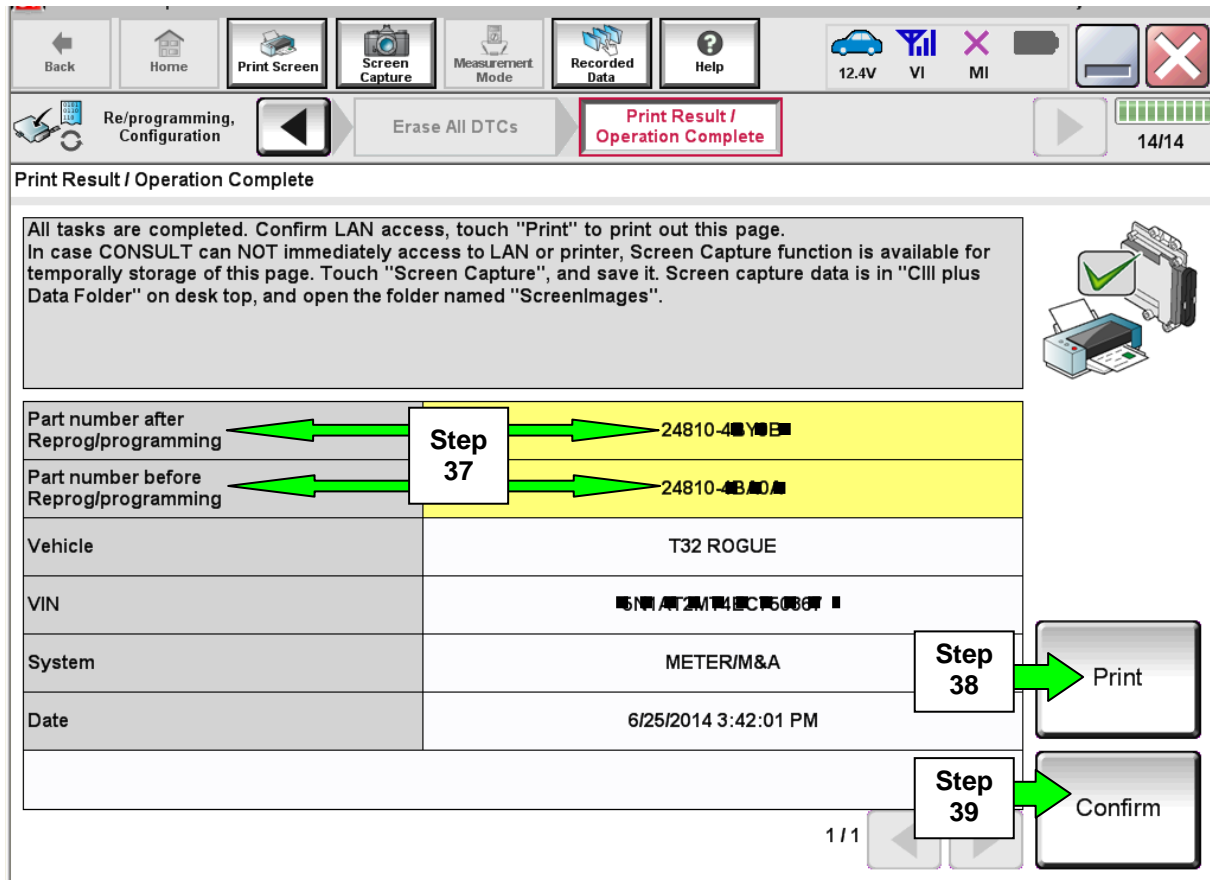
39. Select **Confirm**.

Figure 23

NOTE: If you cannot print the above 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. Close C-III plus.

41. Turn the ignition OFF.

42. Disconnect the plus VI from the vehicle.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Maintenance Mileage Reset (Reprogram METER/M&A)	(1)	RX4QAA	HD	32	0.5 hrs.

(1) Use the Current Meter Part Number written on the repair order in step 20 of the Service Procedure as the PFP.