



SERVICE BULLETIN

Classification: EL14-043	Reference: NTB14-095	Date: October 7, 2014
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2014 ROGUE; VEHICLE INFORMATION DISPLAY IMAGES ARE SHIFTED FROM NORMAL POSITION

APPLIED VEHICLES: 2014 Rogue (T32)

NOTE: Does not apply to Rogue Select (S35)

IF YOU CONFIRM

The images and information on the Vehicle Information Display are shifted from their normal positions, vertically or horizontally,

or

The customer reports the above incident.

NOTE: This incident may be intermittent.



ACTION

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

- Part of the Service Procedure, step 20 on page 8, is a confirmation that reprogramming is needed to resolve the above incident.

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.

SERVICE PROCEDURE

IMPORTANT: Before starting, make sure:

- **ASIST on the CONSULT PC has been synchronized 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 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 securely 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.

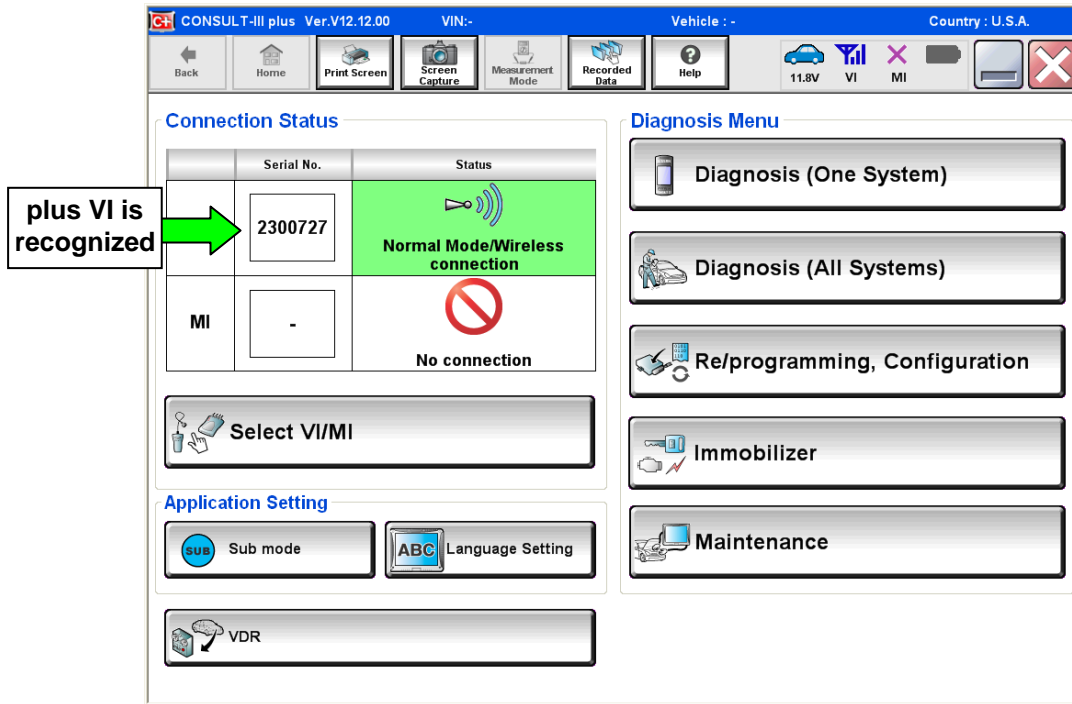


Figure 1

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

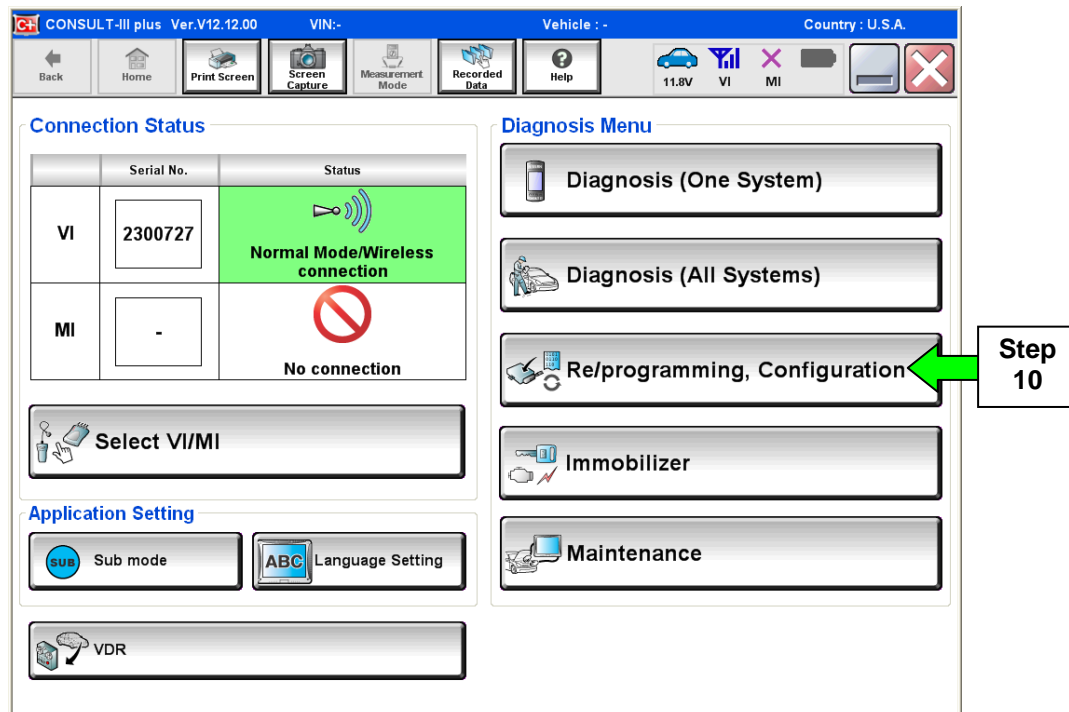


Figure 2

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

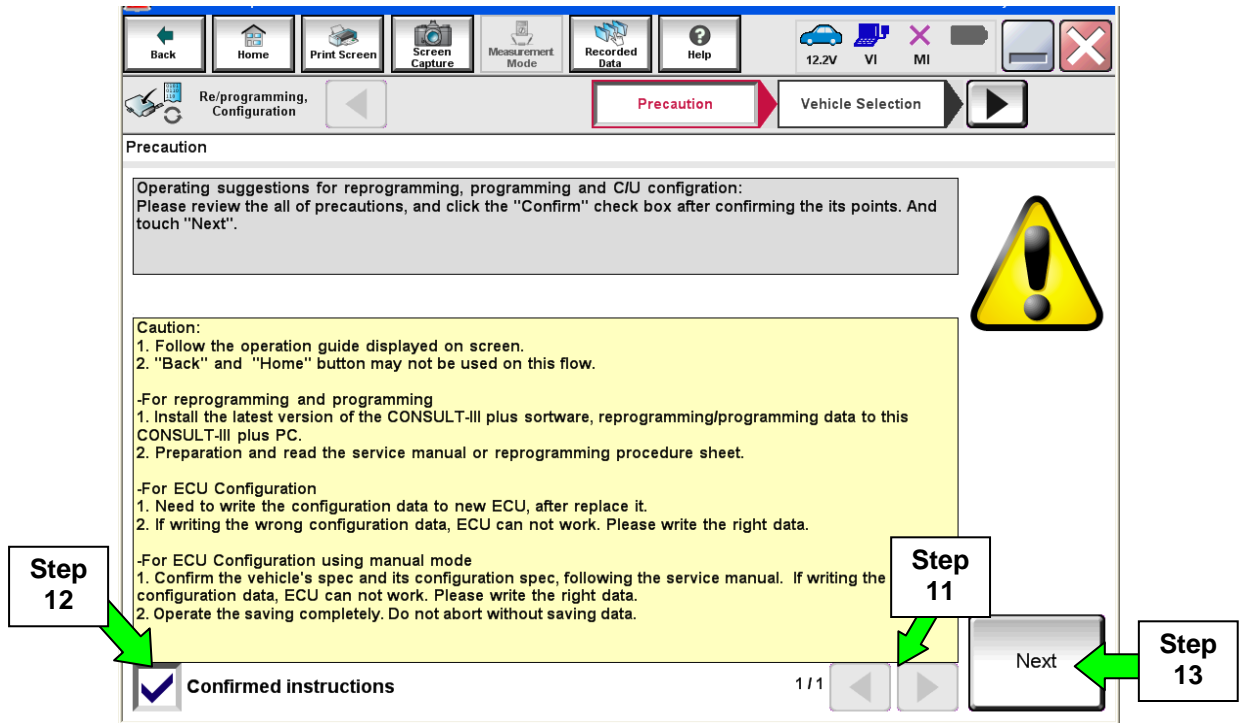


Figure 3

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.

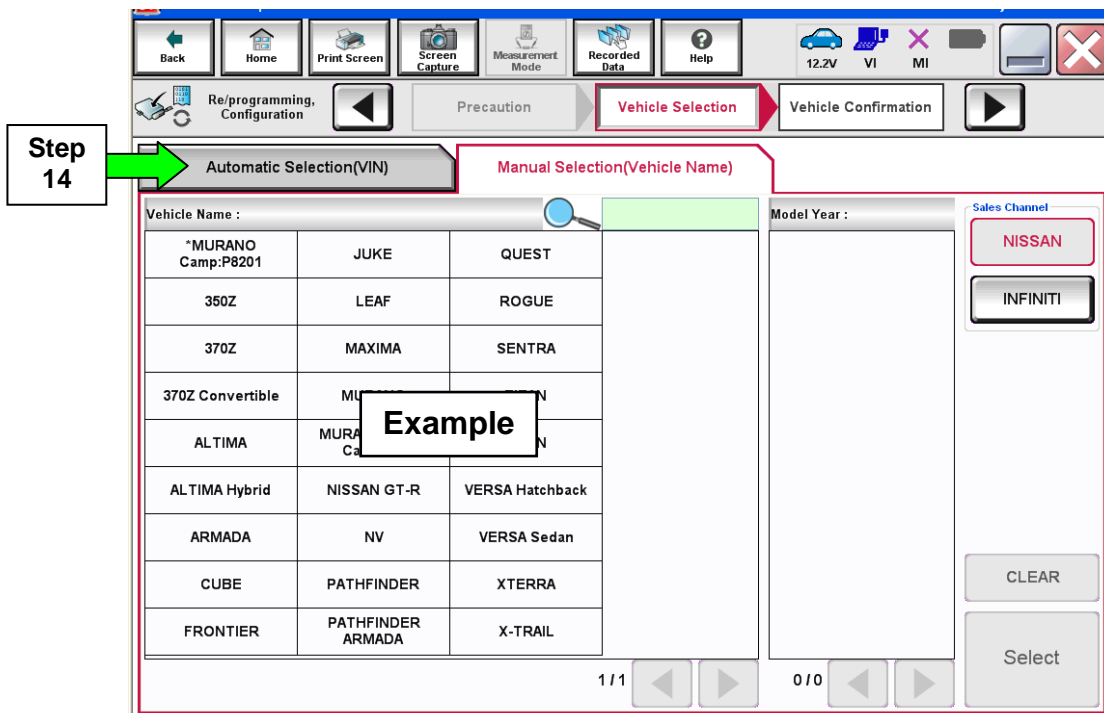


Figure 4

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

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

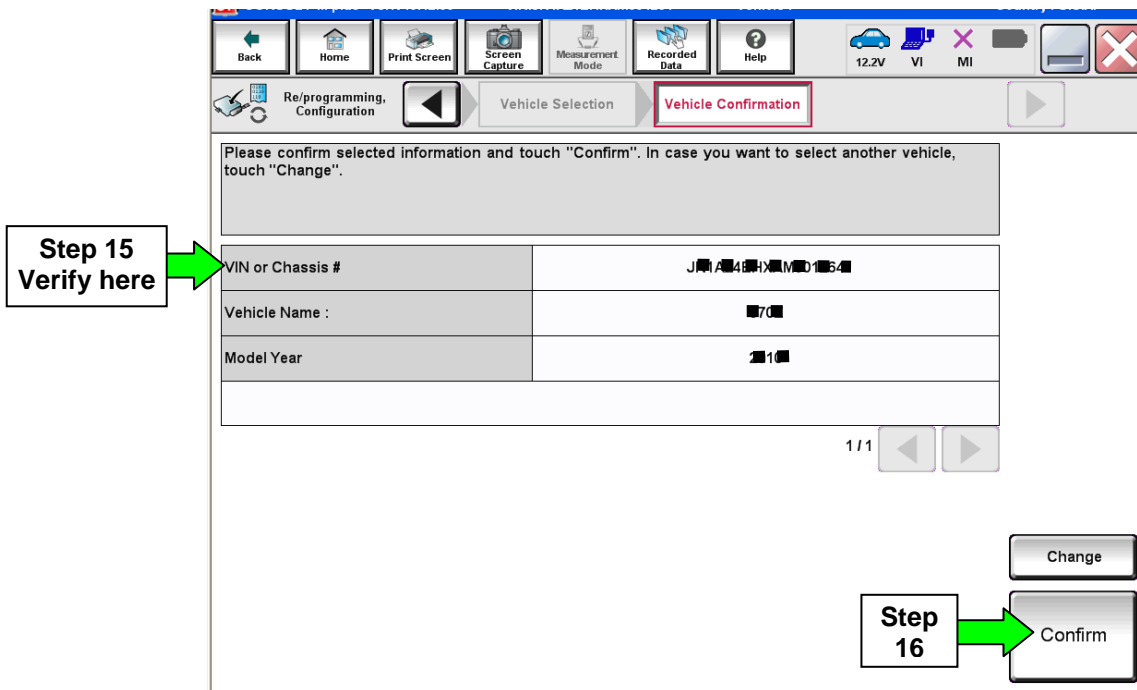


Figure 5

17. Select **Confirm**.

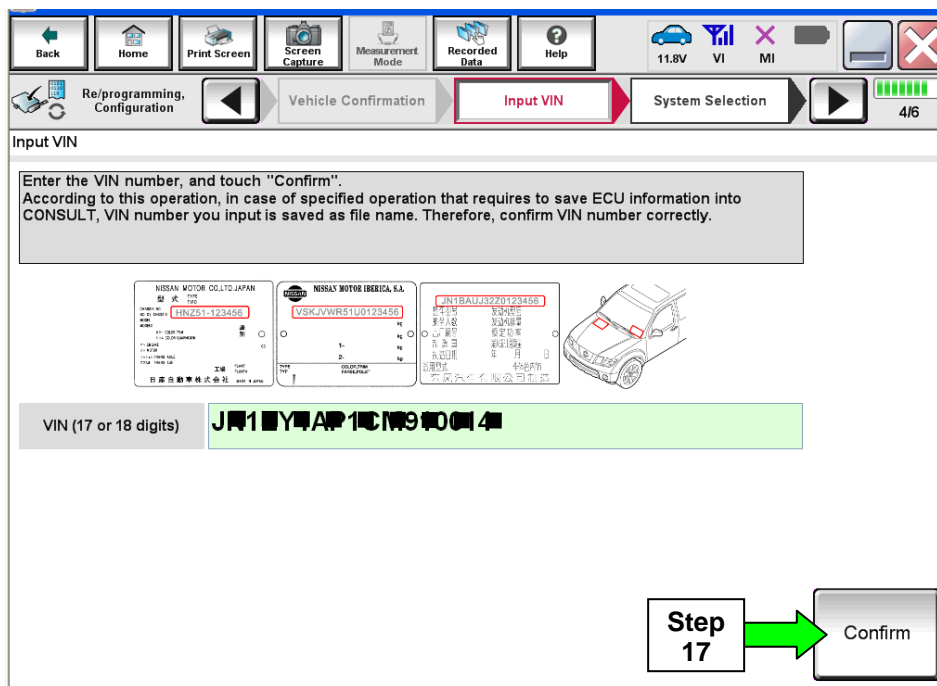


Figure 6

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

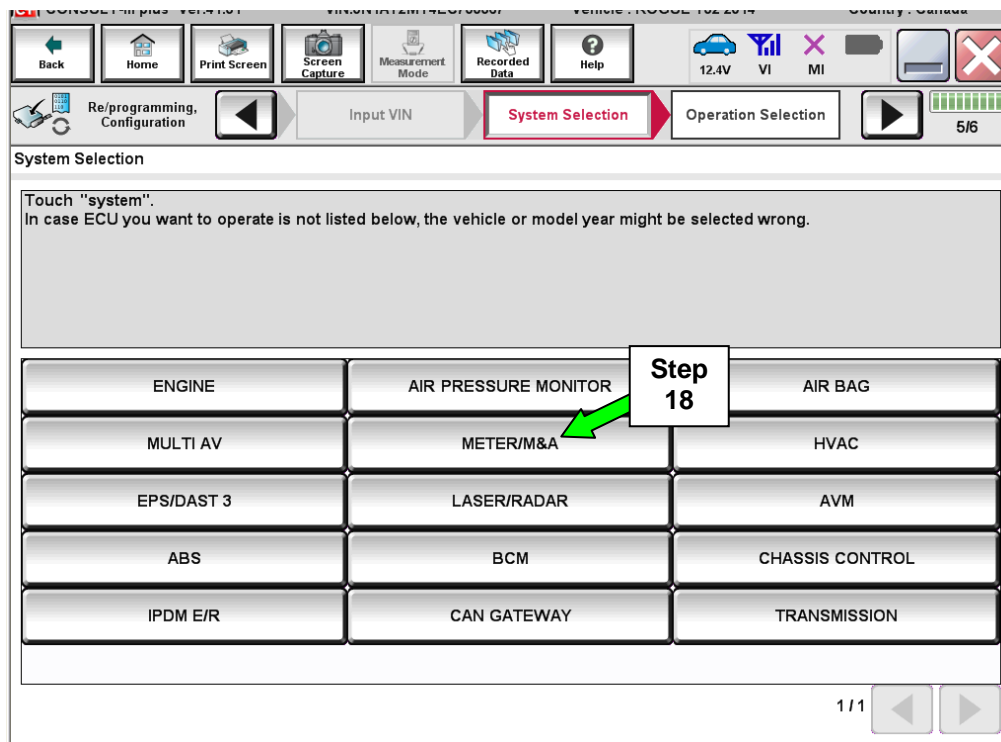


Figure 7

19. Select **Reprogramming**.

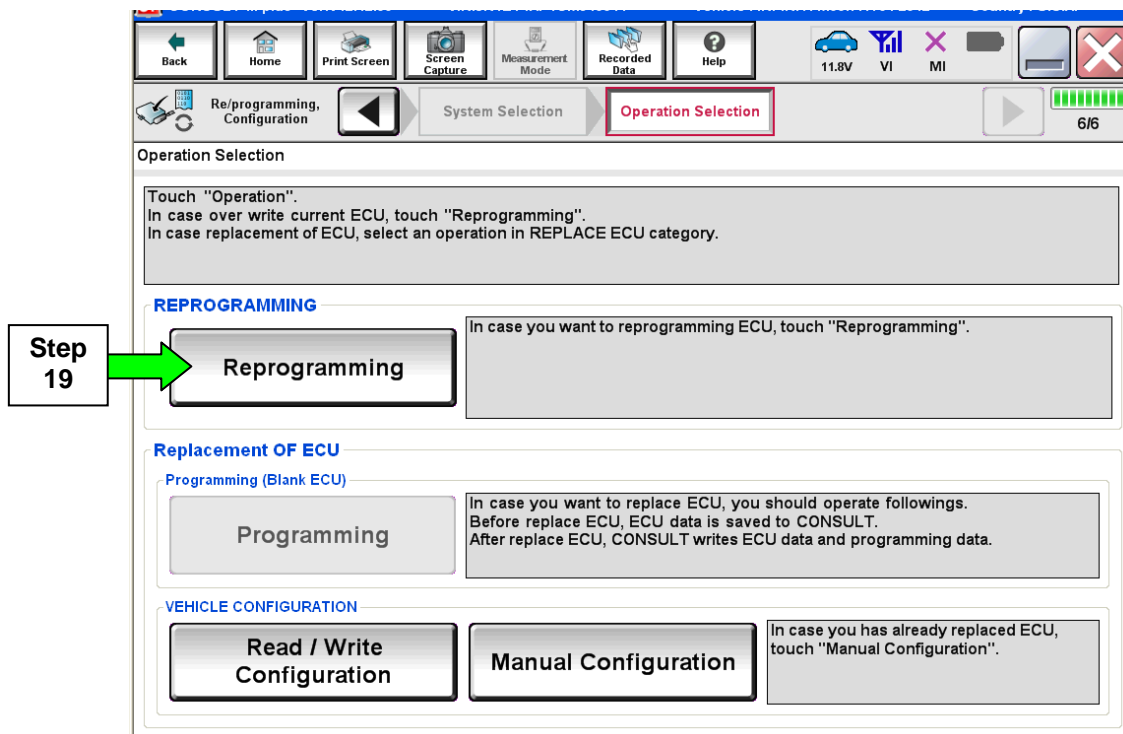


Figure 8

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).

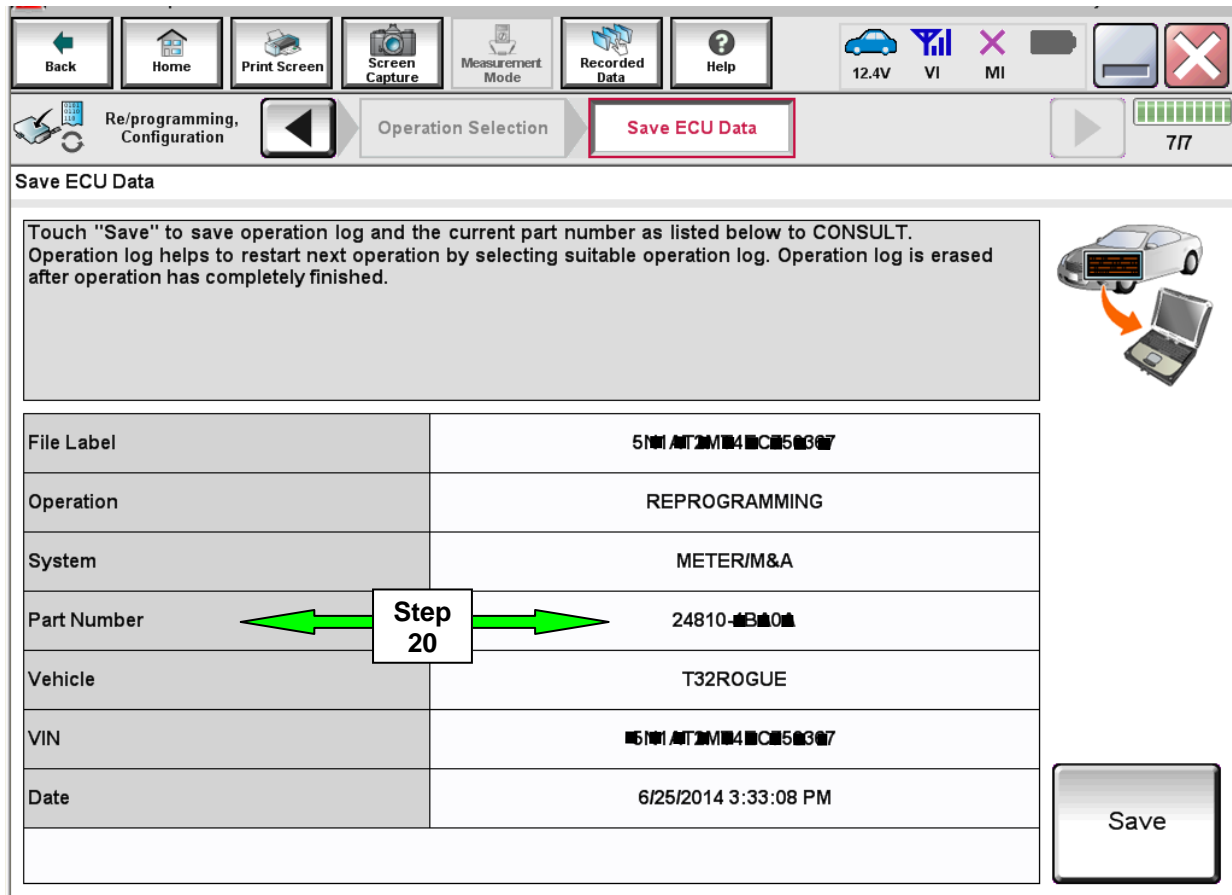


Figure 9

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 to resolve the incident described in this bulletin. 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 <u>METER</u> PART NUMBER: 24810-
4BA0A, 4BA0B, 4BA0C, 4BU0B, 4BY0B

22. Select Save.

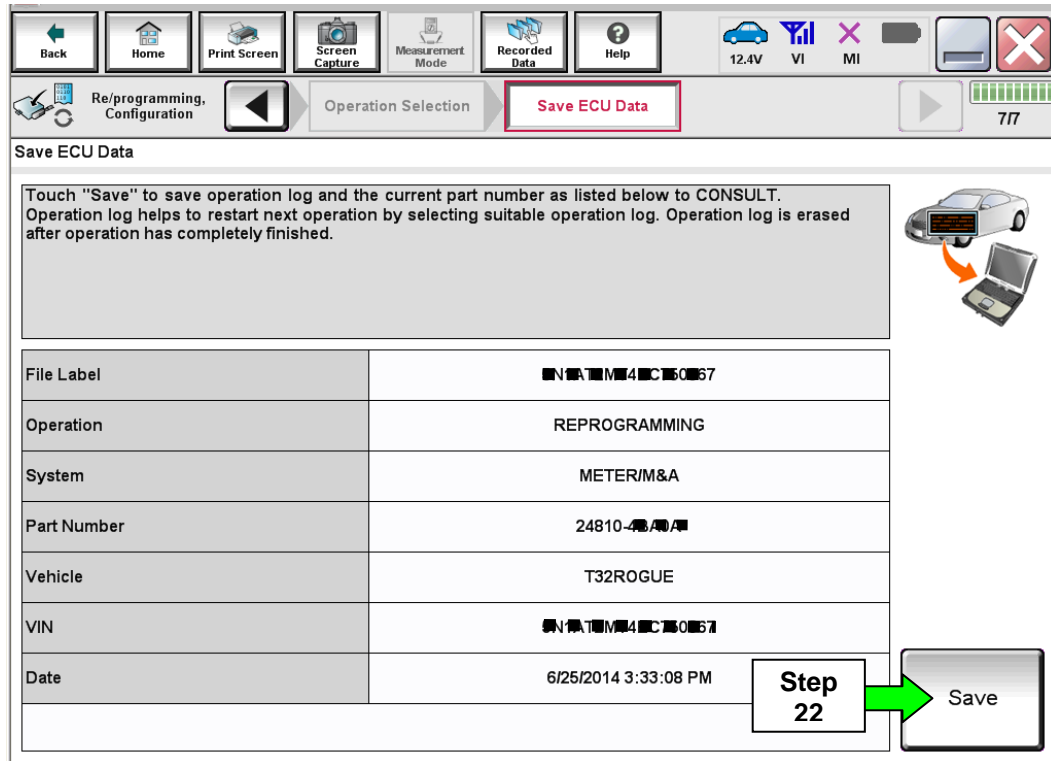


Figure 10

23. Select Next.

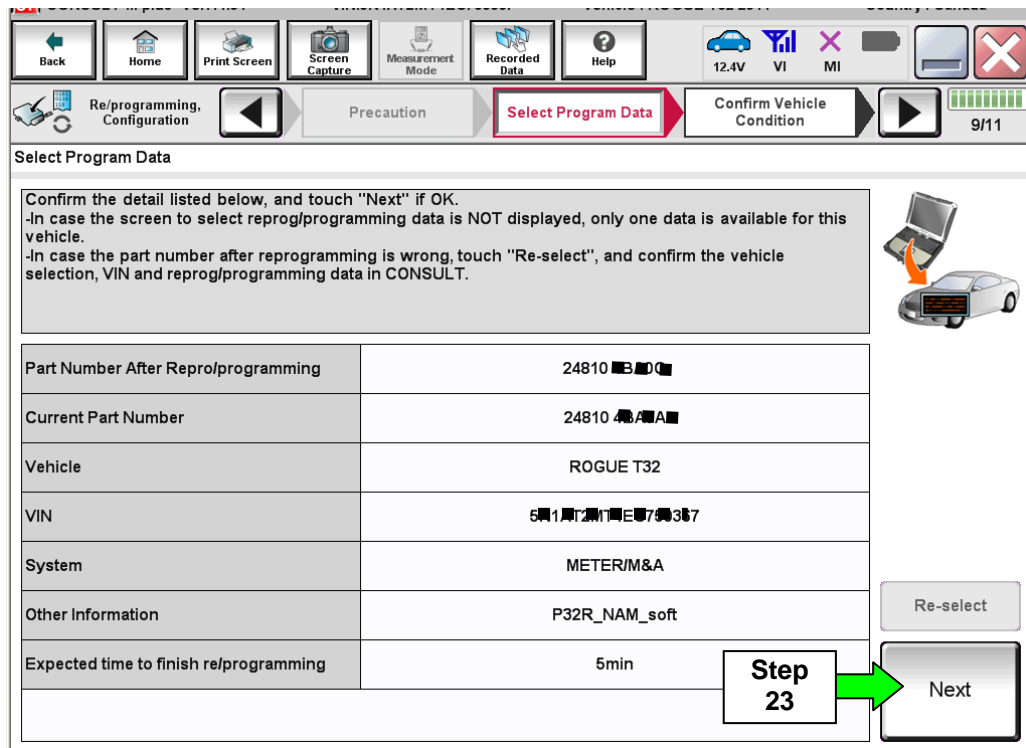


Figure 11

- 24. Use arrows (if needed) to view and read all precautions.
- 25. Check the box confirming the precautions have been read.
- 26. Select **Next**.

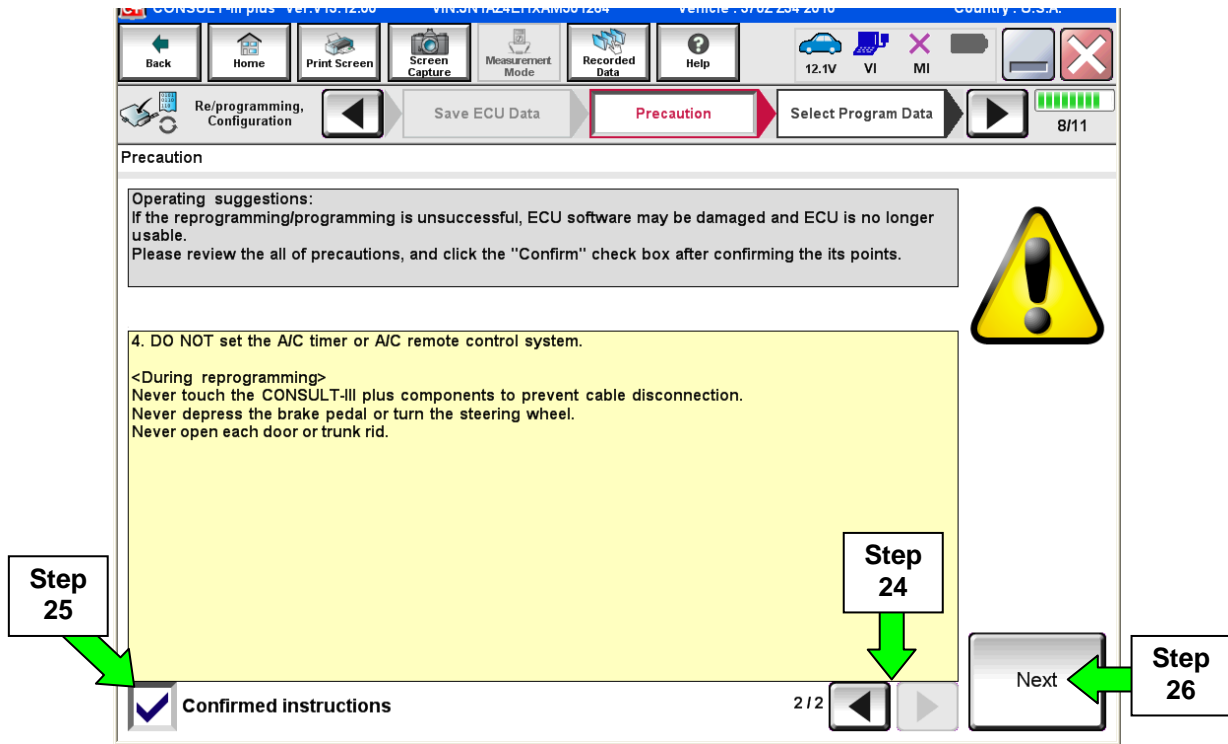


Figure 12

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

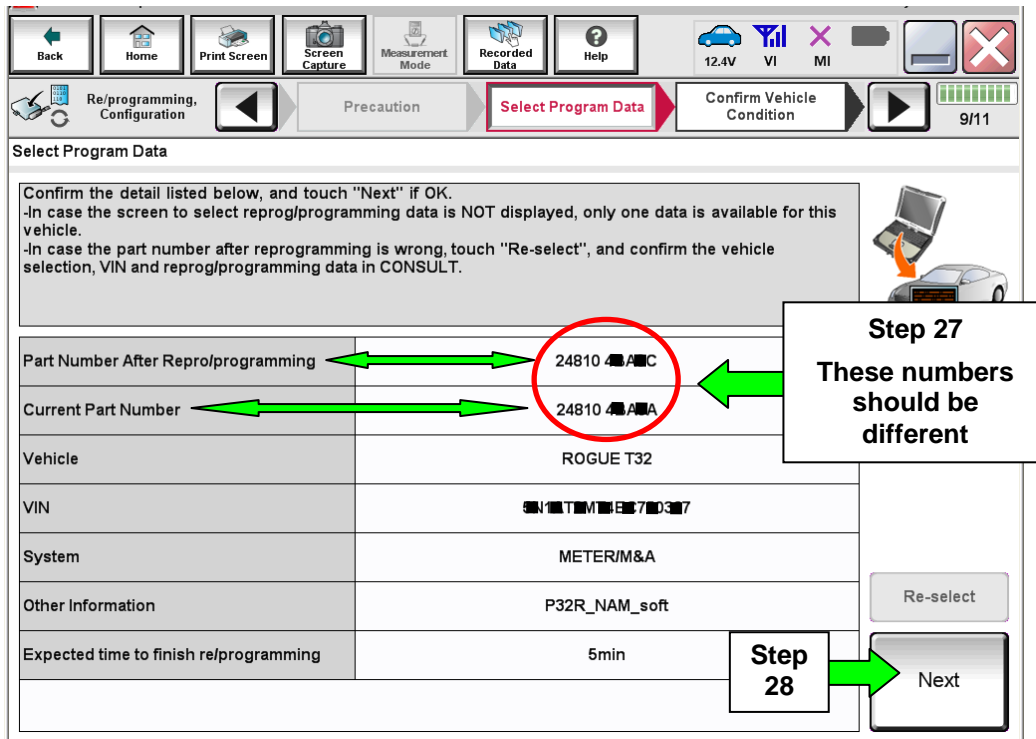


Figure 13

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.

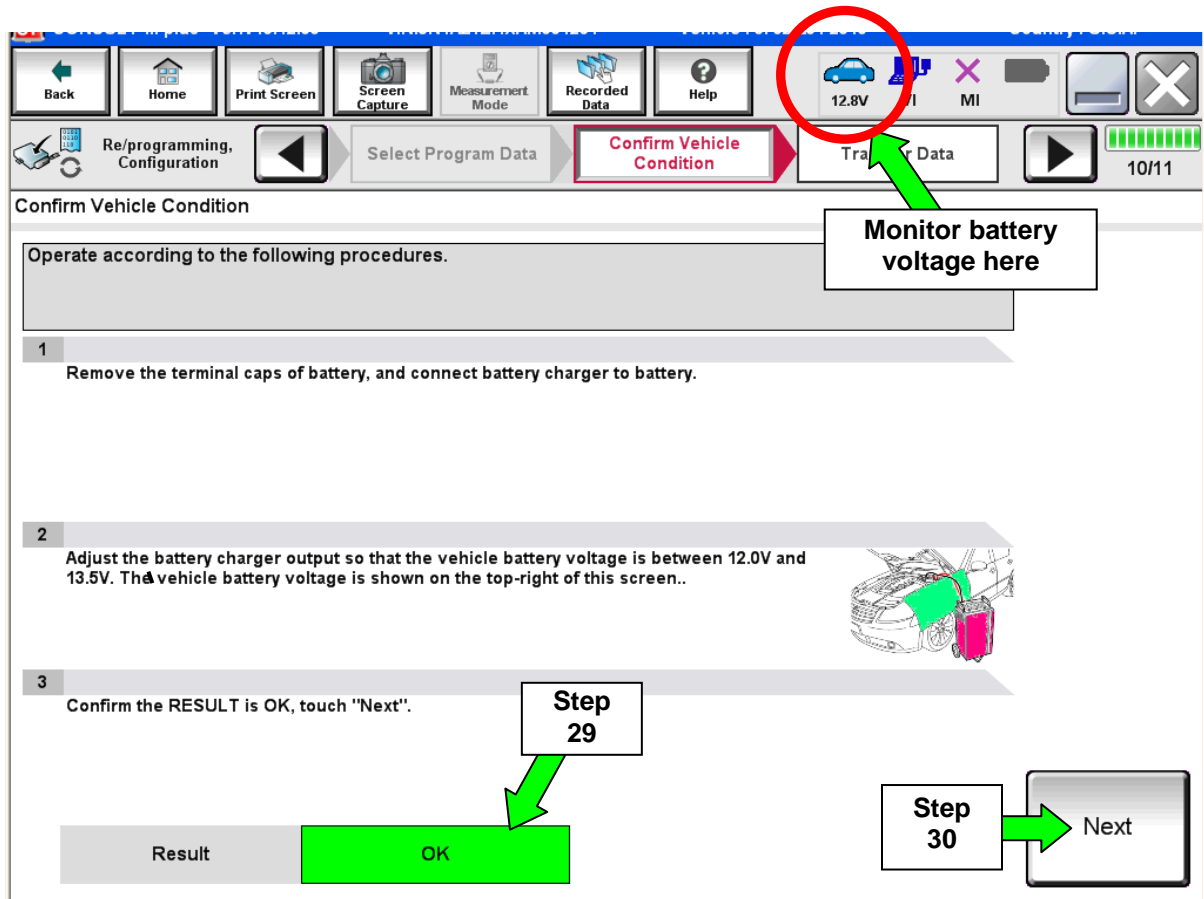


Figure 15

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

31. Select **Start**.

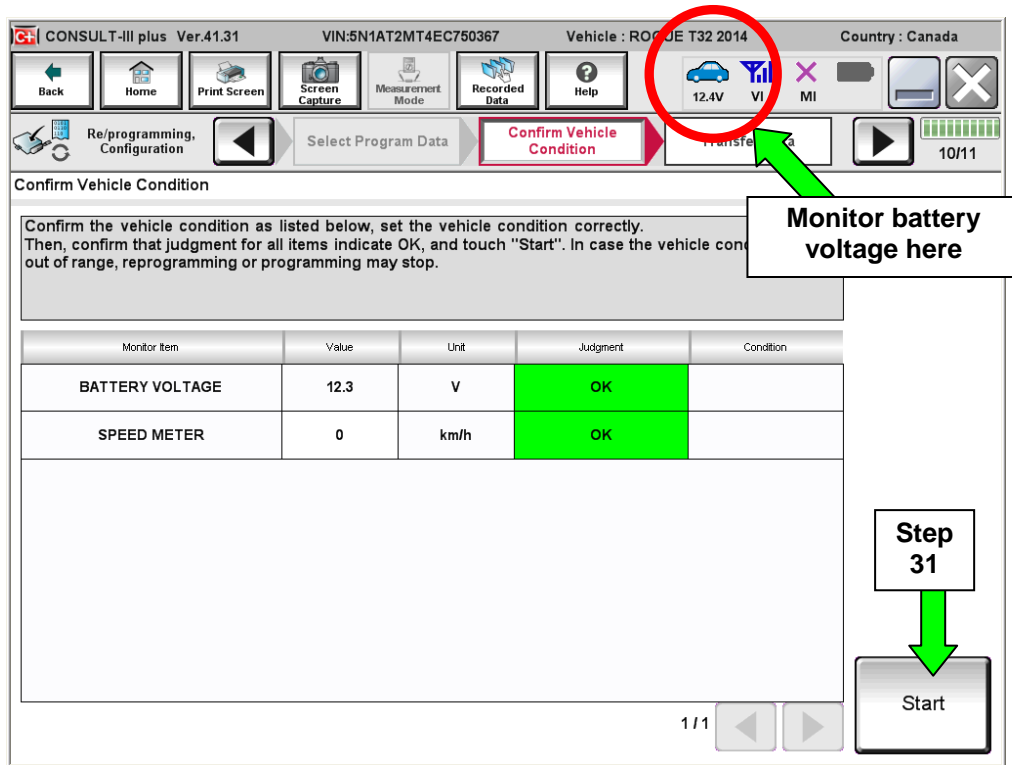


Figure 16

32. Wait for both progress bars to complete.

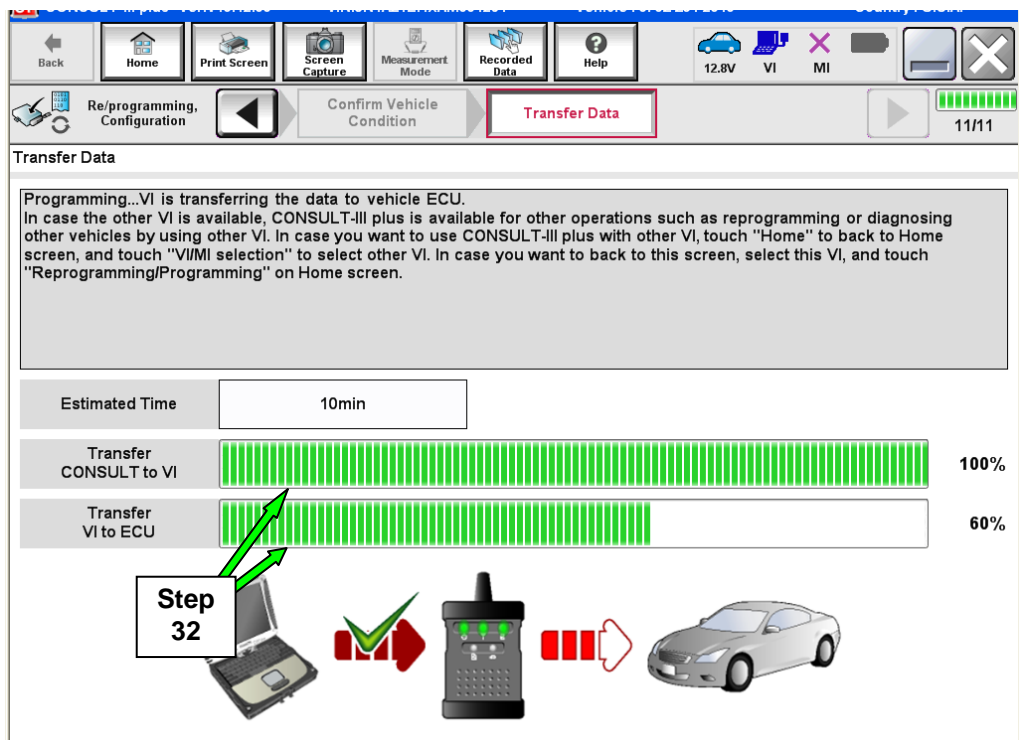


Figure 17

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

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

34. Disconnect the battery charger from the vehicle.

35. Select **Next**.

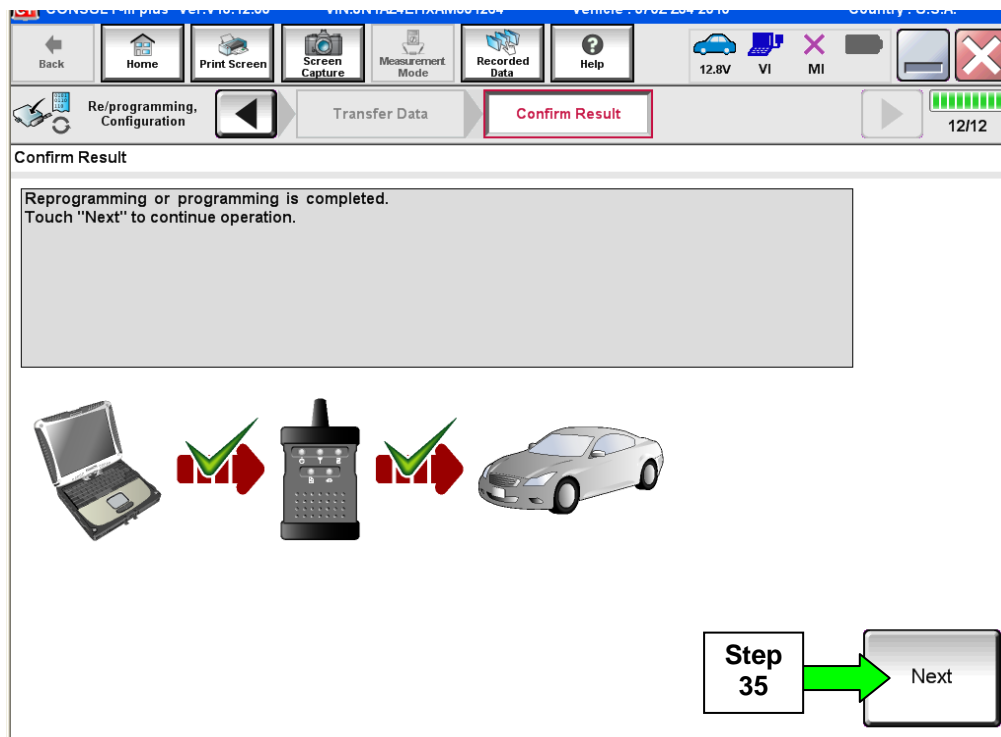


Figure 19

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 not 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 Retry and follow the on screen instructions.**

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

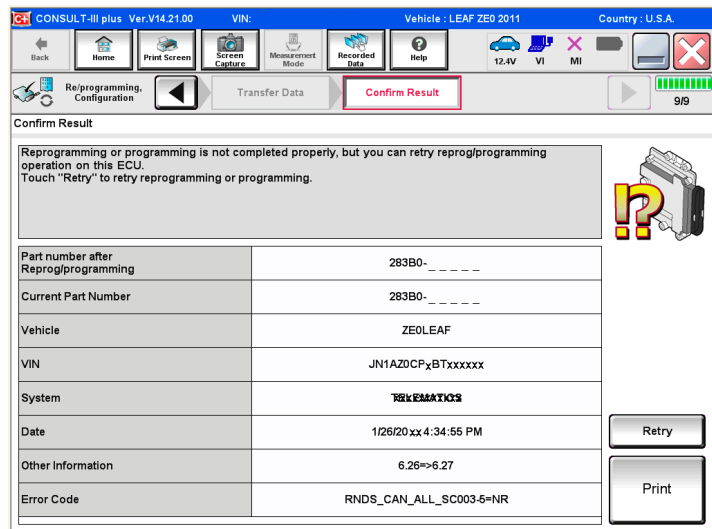


Figure 20

If reprogramming does not 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 Home, and then restart the reprogram procedure from the beginning.**

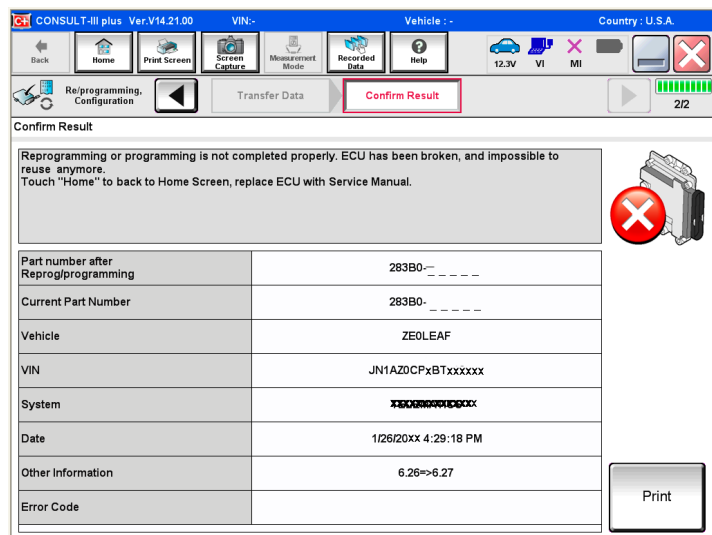


Figure 21

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

- a. Turn the ignition OFF.
- b. Turn the ignition ON.
- c. Wait for DTC erase to complete.

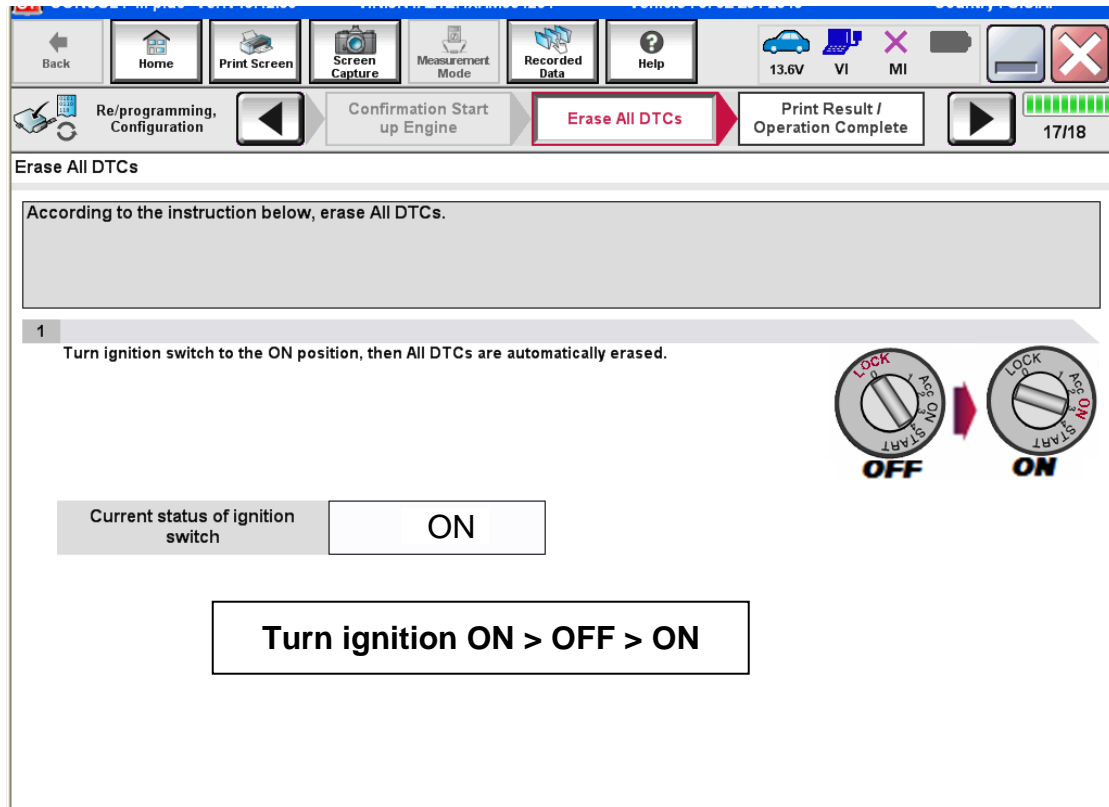


Figure 22

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**.

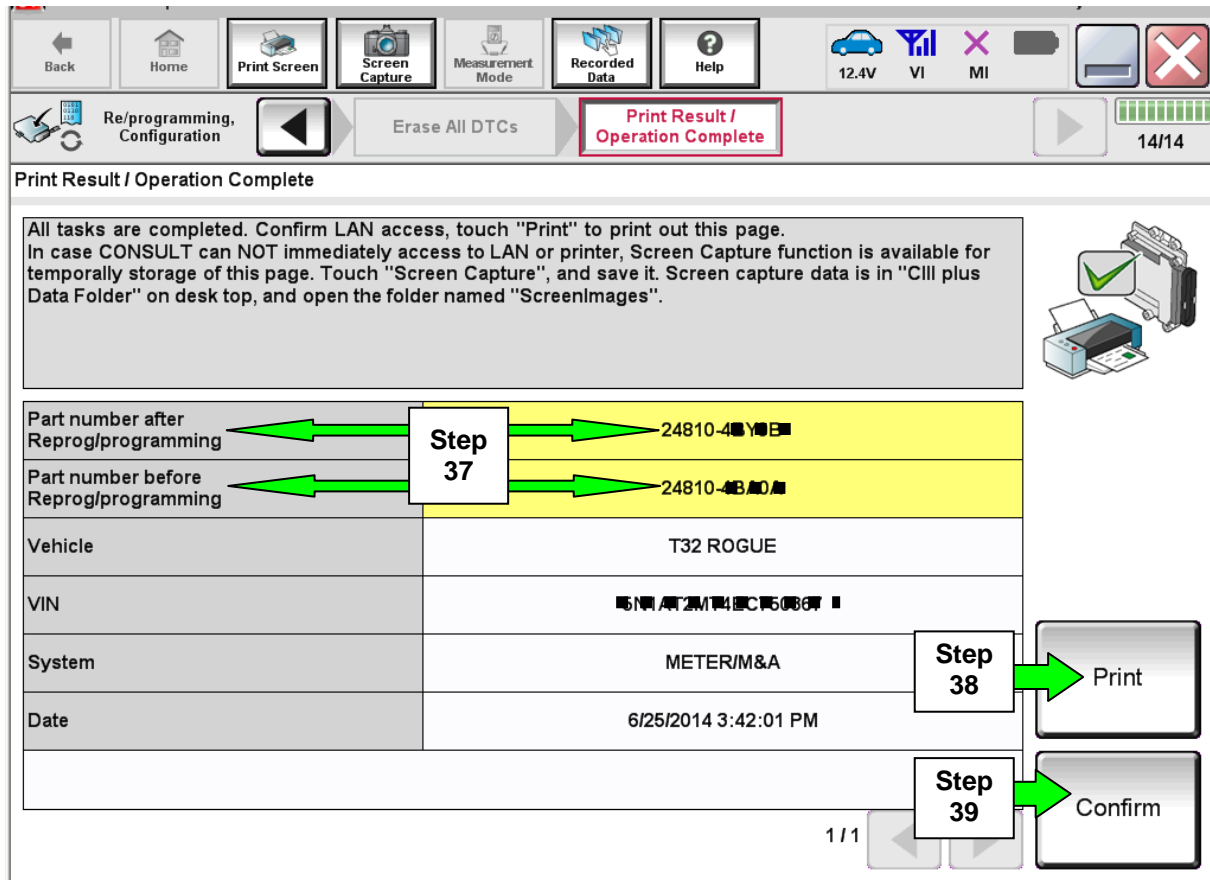


Figure 23

NOTE: If you cannot print the above screen:

- Select Screen Capture.
 - Name the file.
 - 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
Reprogram METER/M&A	(1)	RX4QAA	HD	32	0.5 hrs.

(1) Refer to the electronic parts catalog (FAST or equivalent) and use the appropriate Combination Meter part number (24810-XXXXX) as the Primary Failed Part (PFP).

